Internet bandwidth technical specification for IFRC Qandahar Office

Link locations: Please add the address for Qandahar office

Link capacity: 2Mbps dedicated.

Details of technical specifications:

1. Wireless P2P Internet bandwidth: dedicated 1:1(100%dedicated, download/upload 2Mbps.
2. Fiber Backbone: Primary link should be one of the most reliable upstream providers, eg: Transworld TW, or Fujaira link with the minimum Hope Counts and best latency.
3. The primary and secondary link should be non- AFTEL link.
4. Backup link should be automatic failover, it should be 80%) of the primary link, in case the primary link is down. The backup link should be preferably on Tajek or Uzbek link
5. SLA: The uptime should be more than 99.9%.
6. The latency for the gateway to ISP's main backbone should be 1-2ms and stable on 1 MS. The latency to the public DNS should be between 30-45ms, it should be stable on maximum 40 when the bandwidth is less than 90% usage.
7. ISP should provide a licensed frequency.
8. Antenna should be standard and best possible quality. It should be clearly mentioned in RFP.
9. All equipment which is needed for connection, should be provided by ISP (Dish, lgnite or similar, net box, bandwidth controlling device….) for duration of the contract.
10. Standard installation should be done by the company.
11. Technical support on site (Free of Charge).
12. ISP should provide additional bandwidth if needed on ad-hoc basis.
13. Shall provide MRTG live graph
14. Replacement of all defective hardware peripherals and materials, within the contract period should be on ISP
15. Ground system should be on ISP
16. Duration of Contract 1 year, with possibility of extension
17. Payment method: Monthly payment.
18. Termination of the contract with 30 days prior written notice from both parties
19. In case of disruption of service for more than 2 hours in 24 hours, one day will be deducted from payment.
20. In case of continuous disruption of service and unsatisfactory performance the contract shall be terminated with immediate effect with no services charges during the service disruption period.