



INFORMATION & COMMUNICATIONS TECHNOLOGY DEPARTMENT

Term of Reference (TOR)

For

**Internet Service Provider (ISP) Services for
Solomon Islands National University**

Tender Reference No.: RFP/ICT-16/2025

Request for Proposal (RFP) for Internet Service Provider (ISP) Services for Solomon Islands National University (SINU)

1. Introduction

The Solomon Islands National University (SINU) is seeking proposals from qualified Internet Service Providers (ISPs) to upgrade its current internet bandwidth capacity from 250Mbps upload/250Mbps download to a minimum of 1Gbps upload/1Gbps download. This upgrade is critical to support SINU's transition to cloud-based platforms, which will transform the university's digital landscape and enhance its educational and research capabilities.

This Request for Proposal (RFP) outlines the requirements, expectations, and evaluation criteria for ISPs interested in providing these services. SINU is committed to partnering with a reliable and innovative ISPs to ensure seamless connectivity, robust network performance, with other added cost-effective solutions.

2. Scope of Services

The selected ISP will be required to provide the following services listed as Lot-1 up to Lot-6. Interested Bidders can submit tenders for one or more of the listed services they are able to provide:

- **[LOT-1] High-Speed Internet Access optimized for Cloud:** Minimum of 1Gbps symmetric (upload/download) through dedicated Fibre internet access for SINU's main gateway in Honiara and its provincial centers.
- **[LOT-2] Remote Connectivity:** Provide reliable connectivity solutions for SINU's remote centers using technologies such as Starlink, VSAT, or radio links. This includes extending SINU's network to Remote Distance Flexible Learning Centers, key staff residences within Honiara, and additional vital sites such as the Remote Poitete Forestry College in Western Province.
- **[LOT-3] Public IP Addresses and SSL Certificates:** Provision of public-facing IP addresses and SSL certificates for SINU's online services.
- **[LOT-4] Website Hosting:** Hosting services for SINU's official website and other digital platforms.
- **LOT-5] VoIP Telephony:** Provision of Voice over IP (VoIP) services for internal and external communication.
- **LOT-6] Failover Secondary Radio Link:** SINU's DataCenter is to be hosted at the SIG ICT DataCenter at Lengakiki. SINU's primary link is already established to this site but SINU needs a secondary radio link between Lengakiki and Kukum Campus to ensure robust secondary network should there be a failure in its primary network.

3. Service Level Agreements (SLAs)

The ISP must commit to the following service levels:

- **Uptime Guarantee:** Minimum 99.9% uptime for all services.
- **Response Times:**
 - **High Priority (P1):** 2 hours during normal business hours, 8 hours after hours, weekends, and public holidays.
 - **Low Priority (P3):** Ongoing support for intermittent outages.
- **Maintenance Windows:** Scheduled maintenance must be communicated at least one week in advance.
- **Support Services:**
 - 24/7 premium technical support.
 - Helpdesk support available 16/7 (9am-5pm weekdays, 8am-12pm weekends).
 - Email support with responses within 24 hours.
- **Penalties:** SLA will incorporate more detailed penalty schedules for both parties should there be any breaches of the SLA Agreement once signed.

4. Technical Requirements

- **Bandwidth:** Minimum 1Gbps symmetric (upload/download) for Honiara campus via broadband fibre and 100Mbps to 300Mbps Starlink or VSAT connectivity to remote provincial centers.
- **Technology:** Use of undersea cable, VSAT, Starlink, or radio links as appropriate.
- **Security:** Adherence to international standards for network security (e.g., ISO 27001).
- **Equipment:** Provision and maintenance of all necessary equipment, including fibre cables, radio antennas, and Wi-Fi access points.
- **Monitoring:** 24/7 monitoring of network performance and proactive issue resolution.
- **SLAs:** Must establish SLAs with SINU and proactively pursue strong adherence to the SLA.

5. Pricing and Cost Transparency

- **Pricing Structure:** Provide a detailed breakdown of costs, including setup, equipment, and monthly rental fees.
- **Bundled Discounts:** Offer bundled discounts for combining services such as ISP access, VoIP, and hosting.
- **Cost Review Mechanism:** Include a mechanism for periodic cost reviews to ensure alignment with SINU's budgetary constraints.

6. Staff Training and Development

- **Training Programs:** Offer training and development opportunities for SINU's ICT staff in areas such as fibre cabling, network configuration, Linux servers, VMWare, and disaster recovery.
- **Knowledge Transfer:** Ensure knowledge transfer through practical experience collaboration with SINU.

7. Confidentiality, Data Protection, and Security

- **Data Protection:** Adherence to international standards for data protection and network security.
- **Confidentiality:** Ensure all SINU data and activities remain confidential and are not disclosed to third parties without prior written consent.

8. Proposal Submission Requirements

- **Company Profile:** Provide a detailed company profile, including experience in providing similar services.
- **Technical Proposal:** Outline the proposed technical solution, including network design, equipment, and security measures.
- **Financial Proposal:** Provide a detailed cost breakdown, including setup, equipment, and monthly fees.
- **References:** Include at least three references from clients with similar requirements.
- **SLAs:** Provide proposed Service Level Agreements, including uptime guarantees, response times, and support services.

9. Tender Validity

Proposals shall be valid for 90 days from the deadline for submission.

10. Contract Duration

Duration for the ISP contract is 3 years with the provision to assess annually.

11. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- **Technical Capability:** 30%
- **Cost-Effectiveness:** 40%
- **Service Level Commitments:** 15%
- **Experience and References:** 10%
- **Training and Knowledge Transfer:** 5%

12. Timeline

- **RFP Issuance Date:** Monday October 6th 2025
- **Proposal Submission Deadline:** Friday 31st October 2025
- **Evaluation Period:** Monday 3rd November to Friday 7th November 2025.
- **Contract Award:** Friday 14th November 2025.

13. Contact Information

For any inquiries or clarifications, please contact:

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14. Other Information

- SINU reserves the right to select in its absolute discretion one or more bidders with which to enter into negotiations. In addition, a positive response from SINU does not assure a Tenderer that a contract will be entered into; SINU may discontinue negotiations with a Tenderer at any time, in its sole discretion.
- Proposals will not be deemed to have been accepted unless and until the Contract is signed by SINU.