



MINUSMA

REQUEST FOR INFORMATION (RFI)

Provision of High Speed O3B Internet Services in Bamako, Mali, West Africa

Introduction

The UN mission in Mali, MINUSMA, was established to stabilize Mali and to provide an environment to conduct peaceful elections or deliver humanitarian assistance in the country. MINUSMA, through its Communication and Information Technology Department, provides resilient and reliable internet access for the troops and civilians deployed throughout its area of operations to support the mission's mandate.

The purpose of this Request for Information (RFI) is to obtain a list of vendors who have the capabilities and expertise to provide large bandwidth, fiber-speed and low latency O3B internet services over satellite in West Africa. MINUSMA intends to procure vendor provided bandwidth utilizing O3B satellite beam, covering Bamako, Mali.

The information provided by the possible vendors will allow MINUSMA to assess the feasibility of the project, its scope, timeframe, and resources that will be required by MINUSMA. If/when a decision is made, MINUSMA may issue a Request for Proposal (RFP) after the RFI.

1. Use of Information

- 1.1. All costs for preparing a response for the RFI must be covered by the vendor.
 - 1.2. This RFI is a separate and independent process.
 - 1.3. The requested information will only be used by the United Nations for internal planning purposes, be kept strictly confidential and only authorized personnel will have access to it.
 - 1.4. This information provided will not be contractually binding to the vendor.
 - 1.5. Any information or documents acquired or developed in the course of the RFI shall not be used for any purpose than authorized by the United Nations. Written documents provided by the United Nations shall not be copied or disclosed without written authorization from the United Nations.
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2. RFI Response Delivery

- 2.1. As the objective of the RFI is to gather a list of vendors who have experience and are capable to offer O3B Internet Services in Bamako, Mali, your willingness and ability to reply promptly will be of mutual benefits. **Please submit your response no later than 30 September 2015.**
- 2.2. Please email or fax your response to minusma-procurement@un.org and copied to Mr Divine Asiana asiama@un.org. Additional materials can be delivered and addressed to:
MINUSMA Procurement Section
Hotel LAICO de L'Amitie
Avenue de la Marnes, Bozola
Bamako, Mali

Any such materials sent should be marked “**RFI for the Provision of O3B internet services in, Bamako, Mali, West Africa**”

3. RFI Response Format and Interview Method

- 3.1 To keep the response formats consistent, the responses must be typed in this word documents elaborating and/or answering all the questions.
- 3.2 Subsequent to the RFI and the submissions received, the UN may request an interview to ask further questions to have a better understanding of the information submitted by your organization.
 - 3.2.1. Please confirm whether your organization is willing to conduct such an interview.
 - 3.2.2. Please specify the preferred interview methods (In-person, videoconference or phone).
 - 3.2.3. Also provide contact information for the interview.
 - 3.2.4. Any cost of attending such a follow –up interview must be covered by the vendor.

4. Current Situation and Goals

MINUSMA’s Information and Communication Technology (ICT) Department provides secure, reliable, and resilient ICT services to the mission to implement its mandate. Fast and reliable internet connectivity is one of core enabling services which help the mission meet its goals. Subsequently, MINUSMA requires low-latency, reliable, fault-tolerant, and large bandwidth O3B internet services that can offer near fiber optic speed over satellite. The solution must be easily scalable to accommodate future needs across Mali. MINUSMA currently uses a combination of internet service providers (ISPs) over leased line and microwave links. Through this RFI, MINUSMA is seeking for vendors that can deliver internet over satellite along these key parameters:

- 4.1 Provide large bandwidth over satellite up to 1.2 gigabits per second (Gbps). MINUSMA will initially acquire between 20 to 50 megabits per second (Mbps) with the possibility of incremental increase of the bandwidth.
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- 4.2 Provide solid redundancy system for the solutions offered.
- 4.3 Provide the equipment, trunk services, implementation services, managed services, and training.
- 4.4 Provide interoperability with MINUSMA ICT infrastructure and systems.
- 4.5 Support (a) symmetries of 1:1 Fwd: Rtn to 3:1 Fwd: Rtn with the ability to expand to 4:1 ratio.
- 4.6 Allow change in the beam location at least once a year if MINUSMA acquires one (1) O3B beam from the vendor and not shared with other customers.
- 4.7 Allow change of sites within a single O3B beam.
- 4.8 If the vendor does not own the O3B beam, it shall provide the ways and means that will be used to deliver the services at MINUSMA, Bamako, Mali.
- 4.9 Allow bandwidth reassignment among sites within the same O3B beam if the services are delivered using satellite dish.
- 4.10 All bandwidth corresponds to actual raw throughput.
- 4.11 Maintain service availability at 99.99 %
- 4.12 Low latency (RTT) – From MINUSMA to the vendors' gateways up to 150 milliseconds and for websites up to 250 milliseconds
- 4.13 Jitters between 5 milliseconds across satellite pass and less than 25 milliseconds during satellite hand-over.
- 4.14 Provide G/T and EIRP tools to approximate satellite performances within the overall beam footprint
- 4.15 Maintain cross-polarization interferences between co-frequency transponders below 27 dB.
- 4.16 Flexibility in allowing data bursting to increase available data throughputs above the Service Specifications during peaked traffic loads.
- 4.17 Maintain gateways/teleports and network operation control (NOC) to provide 24/7/365 support.

5. Your Organization

Please provide the following information on your organization:

- 5.1 A brief general description of your company, its structure, years in business, and focus.
 - 5.2. Provide a brief description of your company's experience in implementing, maintaining, and operating O3B satellite services.
 - 5.3. What makes your company stand out as the provider of near fiber-speed internet with low latency over satellite?
 - 5.4. Provide a brief description of your company's ability to provide fiber-speed- internet with low latency over satellite.
 - 5.5. Vendors will be required to provide proof that a contract exists between their organization and O3B and evidence that the internet service provided to MINUSMA will be routed via O3B.
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6. Experiences/Capabilities

Please answer/elaborate on the question listed below:

- 6.1 Provide a brief description of the solutions (s) functionality and architecture.
- 6.2. What are the equipment and ancillary devices that will be use to implement the project?
- 6.3. What satellite and teleports will be used to deliver the service?
- 6.4. How will your organization support the services 24/7/365? Do you have 24/7 emergency technical support?
- 6.5. Provide the interoperability of your organization's solution with other leading solutions on the market.
- 6.6. What level of disaster recovery and high availability solution can you offer?
- 6.7. Can your organization offer up to 1.2 Gbps of internet connectivity over satellite with latency (RTT) less than 250 ms?
- 6.8. Does your organization have experience in providing equipment; implementing, maintaining, and training on fiber-speed internet over satellite?
- 6.9. What level/type of quality of service (QoS) does your solution offer?
- 6.10. Provide the test, quality assurance, acceptance testing, and production that will be enshrined in the delivery of the services.

7. Engagement Model and Time Frames

MINUSMA may require long term assistance including relocation of beams, relocation of site, creation of new beams, and other technical supports.

- 7.1 Please describe on the typical engagement model what your organization would follow with customers during the initial implementation or other models that your organization would offer for repeatable implementations and support.
- 7.2. What would be the response time for repeatable implementations and support?

8. Important – Registration as a United Nations vendor

Please note that companies willing to participate in a potential RFP solicitation will have to be a registered vendor with the UN.

- 8.1 Please access the Vendor Registration Application Form and follow the instructions at the website <http://www.un.org/Depts/ptd/register.html>. Please submit your application as soon as possible
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