

Scope of Work

Description/ Title: Provision of Dedicated Internet Connection to MSH-AFIAT Office in Badghis province

Technical Specification:

Fiber based Internet Connection or ISP recommended.

1. PTP Wireless
2. Bandwidth: Dedicated 4 Mbps down - 4 Mbps up with 100% backup and 99,0 % uptime
3. Installation: PTP Wireless Device with installation & configuration
4. Equipment: PTP equipment (including PoE device, necessary for the Internet service) should be provided by ISP till the end of contract free of cost.
5. Please, do NOT include UPS, wireless routers or switches, MSH will provide such equipment.
6. Number of Public IP addresses required – /29 – 5 Usable Public IPs
7. Public IP addresses should NOT be NAT, firewalled or filtered for any traffic.
8. Fiber Optic link over point-to-point wireless is required.
9. Link minimum availability should be 99.8%
10. Unlimited usage.

ISP should provide TOP level ISP detailed information and internet traffic routing information. MSH traffic cannot be routed at any level through Iran or Iranian Internet Service Providers.

Network Performance Specifications

Packet loss should not be greater than 5% measured as follows:

- ICMP echo ping packets will be sent to a www public site such as www.google.com (<http://www.google.com>) at a rate of 20 or more each 5 minute.
- Ping testing will normally be conducted during network loads of 50-80% if possible.
- Link should not be filtered by any firewall applications or proxy.
- ISP should provide telephone numbers of 3 different level engineers for technical support 24x7 .
- The ISP should have support engineers locally in Badghis province and an office in Kabul
- The Internet Service Provider (ISP) is requested to provide a 24/7 online/technical support in case of any connectivity problem.
- If the main connection is not available, the ISP is required to provide a 100% backup connection. A graphical interface for checking the bandwidth usage should be also provided by the ISP. Should the ISP fail to provide the required service mentioned above for more than 15 minutes (during one day), MSH will cut the payment for that specific day.

Installation Requirements

- Ensure the full protection of the equipment and cables from any external damages.
- Antenna or other communication equipment must be attached to a sturdy mast, firmly attached to the building, and properly grounded.
- The ISP should provide the final report of installation upon completion of installation.
- The designated IT Manager or a designated MSH IT member must accept the initial installation in writing.