



ASEAN SECRETARIAT

Term of Reference

PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

TERM OF REFERENCE
PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

Table of contents

1. Executive Summary.....	3
2. Scope of Service	3
2.1 Technical Requirement.....	3
2.2 Associated Services	4
2.3 Installation.....	5
2.4 Testing and commissioning	6
2.5 Transfer Knowledge	6
2.6 Documentation	6
2.7 Maintenance	6
3. Work Schedule.....	6
4. Vendor Qualification	7
5. Tender Briefing on ASEC IT Infrastructure	8

TERM OF REFERENCE
PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

1. Executive Summary

ASEAN Secretariat (ASEC) plans to have dedicated internet and associated services at its Office in Jakarta, in order to facilitate the need of seamless high speed internet connection. As there is rapid change of technology across the world, particularly on the internet technology, which is now becoming a day-to-day basic requirement for daily work activities. The provision of dedicated internet connection services shall include:

a. Committed Information Rate (CIR) 1:1

Speed for Downstream should be similar with the Upstream

b. Service Level Agreement (SLA) 99.9%

Allowed downtime is set to a very minimum

c. Failover Backup Link

An idle/ standby link to take over the main link when there is a connection outage.

d. Multi-homing upstreams on international backbone.

2. Scope of Service

The vendor shall provide dedicated a internet connection service according to the following requirements:

2.1 Technical Requirement

The requirement shall include:

- **RJ45** output type of Dedicated Internet line, international link of 300 **Mbps** with Committed Information Rate (**CIR**) **1:1** for downstream and upstream.
- Indonesia Internet Exchange (IIX) minimum 300 Mbps
- Unlimited access 24 hours per day
- RING NETWORK Topology along with diagrams

TERM OF REFERENCE

PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

- At least 3 (three) multi homing up upstream on international backbone with at least passthrough 2 different Data Centers as core network that located in Jadetabek, have 3 indonesian local exchange and 3 international exchanges as well and enclose the diagrams and or other relevant information.
- **At least provide 3 links** from ISP to ASEC premises that consist of 2 dedicated Fiber Optic (FO/ Redudancy) that come from different area as main link connection that have equal bandwidth capacity IX of 300Mbps and IIX 300Mbps for each FO. There should be an additional Backup/ failover Connection through either **wireless (Radio) or FO** and should be different from main link..
 - o **Backup link must have different network link with the main FO**
 - o Back-up link can be either Radio Wave or Wireless or FO with bandwidth capacity up to equal with the main link.Bandwidth on demand at least 200 Mbps top up to the provided bandwidth with duration of at least 3600 hours during the contract period.
- Ownership/ Partnership of the backbone FO as well as Wireless Radio must be proven by providing Certificate of ownership/ partnership

2.2 Associated Services

The associated services shall include

1. Maintenance support shall include replacement of any faulty device/part and/or renewal of any licenses for the following throughout the contract period:
 - a. ASEC's existing 16 Units of Ruckus R510 access points
 - b. Wireless controller ZD1200 which shall be integrated into ASEC's existing single SmartZone and to perform all necessary configurations.

TERM OF REFERENCE

PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

- c. Any faulty network cable that connects to existing Access point and switch brocade 16Ports.
2. Services shall cover managed service for at least with the same model or better of the existing Rackus access points that consist of 7 Units R610, 42 units R320 and 1 Units WLC-SmartZone100 that being placed in the meeting rooms of ASEC's new building with necessary configurations.
3. Provide technical maintenance and support to ASEC's core border router (Model: Juniper MX-150 with redundancy supported). The vendor shall also check all relevant network devices and make necessary configurations as needed to ensure smooth internet connection especially from ASEC core border router throughout the contract period.
4. on cloud/ web-based public DNS Server (with configuration properly set)
5. Managed on-premises DNS Public IP
6. 24/7 technical Support
7. 99.9 % Service Level Agreement (SLA)
8. Guarantee of minimum downtime during the transition period from the current ISP to the new one.
9. 15 % bandwidth increase upon completion of every year anniversary
10. Duration of contract period = 1 January 2023 – 31 December 2027 (subject to company's performance and customer satisfaction).

Notes:

- (i) Vendor shall provide reports of any incident/issues and reasons for delay in resolving/mitigate of services provided.
- (ii) End of each year, vendor shall provide yearly report to ASEC.
- (iii) Proceeding of each year contract will depend on ASEC's satisfactory of the services provided by the vendor.

2.3 Installation

Vendor shall perform the installation, configuration and integration to ASEC Premise upon receiving award and or purchase order.

TERM OF REFERENCE

PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

The installation must be comprised of two components:

1. Primary/ Main Link
 - 2 Dedicated Fiber Optic (FO) that come from different areas with redundancy active/passive configuration and link to ring network topology from open internet to ASEC premise
2. Secondary/ Backup-failover link
 - A radio wave/ wireless / Fiber Optic (FO) that different from Main link which connect ASEC premise to open internet.

2.4 Testing and commissioning

The Vendor shall perform Test and commissioning according to the ASEC requirements.

2.5 Transfer Knowledge

Vendor shall provide:

1. Operational management all of configuration
2. User training for daily operation

2.6 Documentation

Vendor shall provide documentation/operational manuals in hardcopy and softcopy. This includes:

1. Topology for all configured devices
2. On cloud /Web-based Domain Name Server

2.7 Maintenance

Vendor shall have dedicated engineer supports.

3. Work Schedule

TERM OF REFERENCE

PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

Vendor is requested to provide the delivery of the service and high level of work schedule. Vendor must demonstrate necessary controls that shall be in place to mitigate the project risk in terms of functional, technical and financial aspects.

The project can be done based on the indicative work schedule as below. Vendor is to provide project work schedule as they see fit and shall not exceed 30 days (calendar days).

No	ACTIVITY	Duration (Days)
1	Send RFP/TOR to Vendors - Briefing Day - Proposal Submission	14
2	Awarding	7
3	Work order	1
4	Kick Off Meeting	1
5	Service delivery	15
6	Design	3
7	Implementation, testing and commissioning	7
8	Transfer of Knowledge	1
9	Documentation	2

Table 2 Indicative work schedule

4. Vendor Qualification

The vendor should possess the following qualifications:

1. An experienced and established ISP that is registered in Indonesia and has headquarter office in Greater Jakarta area with proven records in provision of internet service and Wi-Fi managed service for a multi national companies or governmental agencies or international organizations similar to ASEC. (Please provide evidence).
2. Provide at least 3 customer references related to the project, including UAT document with good testimonials for each customer, who have acquired the vendor for the provision of Internet Services and Wi-Fi Managed Service

TERM OF REFERENCE

PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

3. Authorized partner of the security and networking product, access point and having certified technical expert of security system, networking routing, switching and access point as well and other relevant certificate. (please provide evidence)
4. Registered in APJII (Assosiasi Penyelenggara Jasa Internet Indonesia) – Please provide the evidence
5. Preferable those which have a minimum 10 (ten) years experiences as Internet Service Provider – Please provide evidence
6. Possess Ring Network Topology (provide evidence)
7. Possess at least 3 (three) multi-homing upstream on international backbones (provide evidence)
8. Preferable those who possess ISO 9001 and ISO 27001 (Please provide evidence)
9. Possess inhouse technical expert team comprise of experienced project manager as well as other experts with related certification, proven by the CV, education certificate and SPT PPh 21 (Provide evidence)

5. Tender Briefing on ASEC IT Infrastructure

Vendor will be invited to attend the tender briefing on information regarding ASEC IT Infrastructure. The briefing will cover the following:

1. All required features and associate services.
2. IP Address and DNS.
3. Physical diagram (rack diagram, cabling).
4. Logical diagram (connection diagram L3-L7) including security level of ASEC network.
5. Performance and capacity.
6. WAN and LAN and QoS.
7. Specification of Hardware to facilitate the required items.

TERM OF REFERENCE

PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

Interested vendor is required to inform ASEC of their interest to participate the tender. ASEC will arrange and inform all interested vendors of the briefing day as indicated in Table 2.
