



ASEAN SECRETARIAT

Request for Proposal

Provision of Dedicated Internet Connection Service

**PROPOSAL MUST BE RECEIVED
by Thursday, 17 September 2026**

Prepared by	: Information Technology Systems Division
Date	: September 2026

1. EXECUTIVE SUMMARY

The ASEAN Secretariat (ASEC) was established in February 1976 by the Foreign Ministers of ASEAN. Currently staffed with approximately 400 personnel, ASEC's mission is to initiate, facilitate, and coordinate collaboration among ASEAN stakeholders in realizing the purposes and principles of ASEAN as reflected in the ASEAN Charter.

To effectively fulfil its functions and support the efficient coordination of ASEAN organs, as well as the implementation of ASEAN programmes and projects, ASEC requires reliable and sufficient Internet connectivity to support its daily operations and communications.

The ASEAN Secretariat (ASEC) intends to procure dedicated Internet connection and related services for its office in Jakarta, Indonesia, to support its operational requirements. Reliable, secure, and high-speed Internet connectivity is essential to ensure the continuity of daily business operations, communication, collaboration, and access to critical online services.

The proposed solution shall provide consistent network performance, high availability, adequate bandwidth capacity, security, and reliable service support to meet ASEC's current and future Internet connectivity requirements. The service is expected to minimize service interruptions and ensure seamless access to Internet-based applications and services used by ASEC personnel and stakeholders.

The scope of the dedicated Internet connection services shall include, but not be limited to, the following:

a) Committed Information Rate (CIR) 1:1

The service shall provide a dedicated 1:1 bandwidth ratio, with symmetrical upstream and downstream speeds to ensure consistent performance for both upload and download traffic.

b) Service Level Agreement (SLA) – 99.9% Availability

The service provider shall guarantee a minimum network availability of 99.9%, with downtime kept to an absolute minimum. The provider shall also define response and restoration times in accordance with the agreed SLA.

c) Failover Backup Link

Two (2) standby backup links shall be provided. Both backup links shall use Fiber Optic (FO). Each backup link shall use a different provider from the primary Internet link and from each other. The backup links shall automatically take over in the event of a failure or outage of the primary Internet connections, ensuring continuity of Internet access.

d) Multi-Homing on International Backbone

The service provider shall maintain multiple upstream connections to international backbone providers to ensure redundancy, optimize routing performance, and enhance the reliability and resilience of international internet connectivity.

e) Support for Internal Network Connectivity Diagnosis

The Service Provider shall provide on-site technical support whenever required to assist ASEC's IT team in diagnosing network connectivity issues, including validation of switch port status, switch configuration, physical connectivity, link negotiation, and other relevant network parameters

2. SCOPE OF WORK

To provide Dedicated Internet Connection Services to ASEC, including all associated services, technical support, maintenance, and warranty, in accordance with the requirements and specifications defined in the Terms of Reference (TOR). The Vendor shall ensure that the services are delivered in a timely, reliable, and consistent manner and comply with the required technical and service standards established by the ASEAN Secretariat. The Vendor shall provide technical and emergency support when required, including timely response to service disruptions, troubleshooting, and corrective actions to minimize downtime and ensure continuity of Internet connectivity.

2.1 PROJECT REQUIREMENTS

Vendor Qualification:

All vendors participating in this RFP shall meet the vendor qualification requirements specified in Section 4, "Vendor Qualification," of the Terms of Reference (TOR) as follows. Compliance with these requirements shall be mandatory

1. ISP Registration

The bidder shall be an experienced and established Internet Service Provider (ISP) registered in Indonesia, with an operational presence and technical support capability in the Greater Jakarta area, and shall have a proven track record in providing Internet services and managed Wi-Fi services to multinational companies, government agencies, or international organizations of similar size and complexity to ASEC. **Documentary evidence shall be provided.**

2. Customer references

The bidder shall provide at least three (3) customer references for similar projects involving the provision of Internet Services and Managed Wi-Fi Services. Each reference shall include documentary evidence of User Acceptance Testing (UAT), project acceptance, customer testimonial,

reference letter, or other equivalent documentary evidence demonstrating satisfactory project completion and service performance.

3. Manufacturer Authorization / Partnership

The bidder shall demonstrate appropriate manufacturer authorization, partnership, certification, or equivalent technical support capability for the equipment proposed and the existing equipment to be maintained under this contract. **Documentary evidence shall be provided.**

4. Certified Technical Engineers

The bidder shall have certified technical engineers holding relevant manufacturer-issued or industry-recognized certifications covering security equipment, networking equipment (routing and switching), wireless access point equipment, and other relevant technologies. **Documentary evidence shall be provided.**

5. Indonesian Internet Service Providers Association – (APJII) Membership

The bidder shall be a registered member of the Indonesian Internet Service Providers Association (APJII – Asosiasi Penyelenggara Jasa Internet Indonesia). **Documentary evidence shall be provided**

6. ISP Experience

The Bidder shall have at least three (3) years of experience as an Internet Service Provider (ISP). Experience in providing Internet services to multinational companies, government agencies, or international organizations of similar size and complexity to ASEC is preferable. Documentary evidence demonstrating the Bidder's relevant experience shall be provided.

7. ISO Certifications

The bidder shall hold at least one (1) valid certification from ISO 9001, ISO/IEC 27001, or ISO/IEC 20000-1. Bidders holding all three (3) certifications are preferred. Additional relevant ISO or internationally recognized certifications beyond these three (3) standards will be considered an added value. **Documentary evidence shall be provided**

8. Proposed Solution and Services

The proposed solution and services shall comply with all technicals, service, support, maintenance, and Service Level Agreement (SLA) requirements specified in Sections 2.1, 2.2, and 2.3 of the TOR.

2.2 ADDITIONAL REQUIREMENTS

Mandatory Add-On Bandwidth Pricing

The Vendor shall provide, as a mandatory requirement, a separate quotation for Add-On Internet bandwidth pricing, valid throughout the contract period, to support any temporary or permanent bandwidth increase required by ASEC, with pricing options for 50 Mbps, 100 Mbps, 150 Mbps, 200 Mbps, 250 Mbps, and 300 Mbps.

3. RFP REQUIREMENTS PROCESS

3.1. PROPOSAL SUBMISSION INSTRUCTION

1. All proposals must be submitted in English.
2. **Vendors should not include any financial/cost data in the Technical Proposal. Failure to adhere to this will lead to disqualification.**
3. The proposal should be concisely presented and structured, and should explain in detail the Vendor's availability, experience and resources to provide the requested services.
4. Proposals must be submitted by the Closing Date and Time, as indicated in the RFP.
5. Proposals that are incomplete or do not address the required criteria may not be considered in the review process.
6. All communications with regard to this RFP shall be in writing and send to:

Procurement Unit

Administration and General Affairs Division

ASEAN Secretariat

Email: procurement@asean.org

3.2. CLOSING DATE AND TIME OF SUBMISSION OF PROPOSALS

All proposals must be submitted not later than **Thursday, 17 September 2026.**
by following options:

4.2.1. HARDCOPY (preferable)

The Technical and Finance Proposals must be submitted separately in two different envelopes, in two sets i.e. original and a copy, to the following address:

Chair of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
JI Sisingamangaraja No.70A
Kebayoran Baru
Jakarta 12110
Indonesia

Compliance

In conformance to the ASEAN Secretariat's Financial and Administrative Rules and Procedures (AFARP), the vendor shall submit Tender Bids in two sealed envelopes as follows:

1) First Envelope (Technical Proposal):

- a. Technical Proposals (original and copy)
First Set, which shall consist, among others, of the technical specifications of the services to be procured; delivery schedule; manpower requirements; printed hardcopies of the duly filled Appendix 1 and 1a - Company General Information and Customer Reference; Appendix 2 – Technical Requirement and completed Compliance Checklist as per Appendix 4;
- b. Second Set, which shall consist, among others, the company profile; authority of signatory; business name registration issued by appropriate government agency (if any); taxpayer identification number (if any), valid business permit and other appropriate licenses (if any).

2) Second Envelope (Financial Proposal):

Financial Proposal (original and copy) which shall consist of among others the bid amount; payments schedule; etc; duly filled Appendix 3 – Price.

Any notices with respect to this RFP should also be mailed to the above contact and address.

All documents not submitted in English shall not be considered and quoted price in the hardcopy submission shall be in US Dollar for international bidders and IDR for local bidders.

The ASEAN Secretariat may, after the closing date, request additional information or clarification of tenders in writing.

4.2.2. SOFTCOPY

The Technical and Financial proposals shall be sent separately to the following email address:

Chair of Sub-Committee on Tender
Administration and General Affairs Division
Email: procurement@asean.org

Provision of Dedicated Internet Connection Service

Subject of the Email:

- Technical Proposal_Title of Tender_Name of Vendor
- Financial Proposal_Title of Tender_Name of Vendor

Compliance:

The softcopy of Technical and Financial proposals must be sent separately protected by a different password for each proposal in encrypted format at PDF/ZIP file.

1. Technical Proposals;

a. First set; which shall consist, among others, of the technical specifications of the services to be procured; delivery schedule; manpower requirements; printed hardcopies of the duly filled Appendix 1 and 1a - Company General Information and Customer Reference; Appendix 2 – Technical Requirement and Completed Compliance Checklist as per Appendix 4;

b. Second Set; which shall consist, among others, the company profile; authority of signatory; business name registration issued by appropriate government agency (if any); taxpayer identification number (if any), valid business permit and other appropriate licenses (if any).

2. Financial Proposal:

Financial Proposal which shall consist of among others the bid amount; payments schedule; etc; duly filled Appendix 3 – Price.

All documents not submitted in English shall not be considered and quoted price in the softcopy submission shall be in US Dollar for international bidders and IDR for local bidders.

3. Do not mention the password in body email.
4. Inform the password only when the procurement staff contacts you to request it.

4.3. RFP terms & conditions

4.3.1. Bid Expiration Date

Received tender proposals shall be valid until **31 December 2026**

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4.3.2. Implementation/Delivery Schedule

As stated in the Term of Reference

4.3.3 Site Visit / Pre-Bid Meeting is scheduled as follows:

Date : **Wednesday, 9 September 2026**
Time : **2 P.M – Jakarta time**
Venue : **ASEAN Secretariat**
Jl. Sisingamangaraja No.70A Kebayoran Baru
Jakarta Selatan

Participant's confirmation to the pre-bid meeting and questions can be share via email to: procurement@asean.org beforehand.

The ASEAN Secretariat may, after the closing date, request additional information or clarification of tenders in writing.

Appendix 1

Company General Information

To be submitted together in the Technical Proposal

Company LEGAL Name:			
Division or Subsidiary (if applicable):			
Company Address:			
City:			
Province / State:			
Country:			
Postal Code:			
Telephone:			
Business Name Registration:			
Tax Registration Number:			
Valid Business Permit:			
Company Contact:		Telephone no.:	
Title / Position:		Fax no.:	
E-Mail:			
Indicate number of years involved in similar business			
Are you a subsidiary of a financial institution? *If Yes, Please indicate your Holding Company			

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Appendix 1a.

Customer Reference

*To be submitted together in the **Technical Proposal***

Customer Details	
Company name	
Company address	
Telephone number	
Fax number	
Contact name	
Email address	
Project title	

Customer Details	
Company name	
Company address	
Telephone number	
Fax number	
Contact name	
Email address	
Project title	

Customer Details	
Company name	
Company address	
Telephone number	
Fax number	
Contact name	
Email address	
Project Title	

(Please use the extra form (Appendix 1a) if more than 3 references)

APPENDIX 2
Technical Requirements
To be submitted in the Technical Proposal

No	Description	ASEC Requirements	remarks
Technical Requirements			
1	Have at least three (3) international upstream providers	The bidder shall have at least three (3) upstream Internet providers connected through multi-homing on international Internet backbones. Documentary evidence shall be provided	Mandatory – The Vendor shall comply with this requirement and provide supporting evidence
2	Ring Network Topology	The bidder shall have a ring network topology to ensure network redundancy and service reliability. Documentary evidence shall be provided.	Mandatory – The Vendor shall comply with this requirement and provide High-Level Diagram Topology
3	International multi-homing	The service provider shall have at least three (3) multihomed upstream international backbone providers, with connectivity passing through at least two (2) different core Data Centers located in the Jakarta Metropolitan Area (Jabodetabek). The provider shall also maintain connectivity to at least three (3) Indonesian local Internet exchanges and three (3) international Internet upstream . The proposal shall include the relevant network topology diagrams and supporting documentation.	Mandatory – Vendor to comply and provide high-level Network Topology diagram
4	Fiber Optic Infrastructure Authorization	The Service Provider shall submit valid documentary evidence, such as certificates of ownership, partnership agreements, lease agreements, right-of-use agreements, or other equivalent supporting documentation, demonstrating its authorization to use the Fiber Optic (FO) infrastructure for the provision of the proposed service.	Mandatory – The Vendor shall comply with this requirement and provide supporting evidence

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5	Three (3) connectivity links	The Service Provider shall provide a minimum of three (3) connectivity links from the ISP network to the ASEC premises, consisting of the following 1. One (1) dedicated Fiber Optic (FO) link shall be provided as the primary Internet connection. The link shall provide a minimum bandwidth of 750 Mbps for International Internet (IX) and 750 Mbps for Indonesia Internet (IIX). The connection shall be dedicated to ASEC and shall be provisioned through a reliable and stable fiber-optic infrastructure to ensure consistent Internet connectivity and performance. 2. Two (2) standby backup Internet links shall be provided to ensure service continuity and redundancy. Each of the two (2) backup Internet links shall independently provide a minimum bandwidth of 750 Mbps for International Internet (IX) and 750 Mbps for Indonesia Internet (IIX). Both backup links shall utilize dedicated Fiber Optic (FO) connectivity. Each backup link shall be provided by a different provider, and the providers of the backup links shall be different from the provider of the primary Internet link and from each other. The primary and backup links shall be routed through different physical routes originating from separate areas to minimize the risk of a common point of failure. The	Mandatory – The Vendor shall confirm compliance with this requirement and provide supporting evidence demonstrating that the three (3) FO connections follow physically diverse routes
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		backup links shall be independently provisioned and shall automatically take over in the event of a failure or outage of the primary Internet connection, ensuring uninterrupted Internet access and continuity of operations until the primary connection is restored.	
Vendor Qualification			
1	ISP Registration	The bidder shall be an experienced and established Internet Service Provider (ISP) registered in Indonesia, with an operational presence and technical support capability in the Greater Jakarta area, and shall have a proven track record in providing Internet services and managed Wi-Fi services to multinational companies, government agencies, or international organizations of similar size and complexity to ASEC. Documentary evidence shall be provided	Mandatory – The Vendor shall comply with this requirement and provide supporting evidence
2	Customer references	The bidder shall provide at least three (3) customer references for similar projects involving the provision of Internet Services and Managed Wi-Fi Services. Each reference shall include documentary evidence of User Acceptance Testing (UAT), project acceptance, customer testimonial, reference letter, or other equivalent documentary evidence demonstrating satisfactory project completion and service performance	Mandatory – The Vendor shall comply with this requirement and provide supporting evidence

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3	Manufacturer Authorization/ Partnership	The bidder shall demonstrate appropriate manufacturer authorization, partnership, certification, or equivalent technical support capability for the equipment proposed and the existing equipment to be maintained under this contract. Documentary evidence shall be provided	Mandatory – The Vendor shall comply with this requirement and provide supporting evidence
4	Certified Technical Engineers	The bidder shall have certified technical engineers holding relevant manufacturer-issued or industry-recognized certifications covering security equipment, networking equipment (routing and switching), wireless access point equipment, and other relevant technologies. Documentary evidence shall be provided.	Mandatory – The Vendor shall comply with this requirement and provide the relevant certification as supporting evidence
5	Indonesian Internet Service Providers Association – (APJII) Membership	The bidder shall be a registered member of the Indonesian Internet Service Providers Association (APJII – Asosiasi Penyelenggara Jasa Internet Indonesia). Documentary evidence shall be provided	Mandatory –The Vendor shall comply with this requirement and provide supporting evidence
6	ISP Experience	The Bidder shall have at least three (3) years of experience as an Internet Service Provider (ISP). Experience in providing Internet services to multinational companies, government agencies, or international organizations of similar size and complexity to ASEC is preferable. Documentary evidence demonstrating the Bidder's relevant experience shall be provided, (e.g. Company Profile/Portfolio another relevant document)	The Vendor shall comply with this requirement and provide a list of relevant experience.
7	ISO Certifications	The bidder shall hold at least one (1) valid certification from ISO 9001, ISO/IEC 27001, or ISO/IEC 20000-1. Bidders holding all three (3) certifications are preferred.	The Vendor shall provide the required document(s)

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		Additional relevant ISO or internationally recognized certifications beyond these three (3) standards will be considered an added value. Documentary evidence shall be provided	
8	Proposed Solution and Services	The proposed solution and services shall comply with all technicals, service, support, maintenance, and SLA requirements as specified in Sections 2.1, 2.2, and 2.3 of the TOR	Mandatory – The Vendor shall confirm compliance with this requirement

APPENDIX 3
Price
To be submitted in the Financial Proposal

No.	Description	Unit (USD/IDR)	Price / Unit (IDR/USD)	Total
1	Total Cost (Lumpsum)	N/A		
2	Add-On Bandwidth Price <i>(The quoted price shall remain valid for up to four (4) years.)</i>			
3	Term of Payment (after passing the UAT).	Up front		

Note:

1. Price excludes VAT
2. The quoted of the Add-On Bandwidth price shall remain valid for up to four (4) years.

APPENDIX 4
Checklist for the Completeness of Documents Submitted

The checklist must be used to ensure that you have provided all documentations for the tender. The checklist must be signed and included in both envelopes of your proposals.

I. General Requirements

No.	Description	Checklist
1	Proposals shall be prepared in English	
2	Proposals are submitted in two different envelopes (for hardcopy)	
3	The envelope must be sealed and labelled accordingly (hardcopy) i. Technical Proposal ii. Financial Proposal	
4	Title of the tender shall be put on each envelope	
5	Proposals are submitted in two different emails (for softcopy)	
6	The email must be protected by different passwords for the following: i. Technical Proposal ii. Financial Proposal	
7	Title of the tender shall be put in each email as follows: • Technical Proposal_Title of Tender_Name of Vendor • Financial Proposal_Title of Tender_Name of Vendor	

II. Technical Proposal

No.	Description	Checklist
1	Technical Specifications of the service refer to the proposal	
2	All required information has been addressed accordingly	
3	Schedule of delivery	
4	Manpower/consultant requirement	
5	List of vendor's equipment (if any)	
6	Customer Reference Customer testimonials on the similar project	
7	Company profile	
8	Copy Company Legal Documents, i.e. i. Business Name Registration ii. Valid Business Permit iii. Tax Identification Number	
9	One original signed copy (for hardcopy)	
10	One copy of technical proposal duplicate (for hardcopy)	
11.	Latest audited financial statement	
12	Authority of signatory	

III. Financial Proposal

No.	Description	Checklist
1	Offering is formulated in English	
2	Bid amount	
3	Payment schedule	
4	One original signed copy	
5	One copy of Financial Proposal Duplicate	

APPENDIX 5
Template for the Proposal Envelope
First Envelope – Technical Proposal

**Company Name &
Address**

Technical Proposal - Title of the

**Chair of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia**

Second Envelope – Financial Proposal

**Company Name &
Address**

Financial Proposal - Title of the

**Chair of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia**