



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	4
2.1 Technical Requirements	4
2.2 Associated Services	6
2.3 Testing and commissioning	10
2.4 Transfer Knowledge	10
2.5 Documentation	10
2.6 Maintenance	11
3. Work Schedule and Project Management.....	11
4. Vendor Qualification	11
5. Tender Briefing on ASEC IT Infrastructure	13

TERM OF REFERENCE
PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

1. Executive Summary

The ASEAN Secretariat (ASEC) intends to procure dedicated Internet connectivity 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 and communications. The proposed solution shall provide consistent performance, high availability, scalability, and resilience to meet ASEC's current and future operational needs.

The scope of the dedicated Internet connectivity 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 Links

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.

TERM OF REFERENCE
PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

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 Service

The vendor shall provide dedicated internet connectivity services that comply with the following minimum technical requirements:

2.1 Technical Requirements

The minimum technical requirements shall include:

1. **RJ45 Ethernet handoff** for the Dedicated Internet service, providing **750 Mbps of international bandwidth** with a **1:1 Committed Information Rate (CIR)**, guaranteeing **750 Mbps of dedicated, symmetric bandwidth** for both downstream and upstream traffic.
2. Indonesia Internet Exchange (IIX) connectivity with a minimum bandwidth of 750 Mbps.
3. Unlimited Internet access, available 24 hours a day, 7 days a week (24×7).
4. Ring network topology, accompanied by a detailed network topology diagram.
5. The bidder shall have at least three (3) upstream Internet providers connected through multi-homing on international Internet backbones.
Documentary evidence shall be provided.

TERM OF REFERENCE

PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

6. 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.
7. **The Service Provider shall provide a minimum of three (3) connectivity links** from the ISP network to the ASEC premises, consisting of the following:
 - 7.1 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.
 - 7.2 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 backup links shall be independently provisioned and shall automatically take over in the event of a failure or outage of the primary

TERM OF REFERENCE

PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

Internet connection, ensuring uninterrupted Internet access and continuity of operations until the primary connection is restored.

8. **Bandwidth-on-Demand (BoD)** capability of **at least 200 Mbps**, allowing bandwidth to be temporarily increased beyond the subscribed bandwidth for a cumulative duration of 30 days during the contract period.
9. 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.

2.2 Associated Services

The Service Provider shall continuously provide the following associated services throughout the contract period:

1. Managed Wireless Fidelity (Wi-Fi) Service

The Service Provider shall provide a managed Wi-Fi service supporting Wi-Fi 4, Wi-Fi 5, Wi-Fi 6, or later standards for ASEC's public areas and meeting rooms, including the provision of the following wireless access point appliances, SmartZone wireless controller, software licenses, and related components of equivalent or higher specifications:

- Seven (7) Ruckus R610 Access Points or equivalent/higher;
- Forty-two (42) Ruckus R320 Access Points or equivalent/higher;
- and
- One (1) SmartZone S144 Wireless Controller or equivalent/higher.

Equivalent or higher equipment may be proposed, provided that it is fully compatible and interoperable with ASEC's existing wireless infrastructure and centralized management environment.

The services shall also include the integration of another 75 existing ASEC wireless access points deployed across the ASEC office

TERM OF REFERENCE

PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

workspaces, Heritage Building, and Parking Areas (B1 and B2), as well as any additional wireless access points that may be added by ASEC during the contract period, into a single SmartZone Wireless Controller. The solution shall provide centralized management, configuration, monitoring, maintenance, and seamless operation of all wireless access points under a single Centralized Wireless Controller (WLC).

All wireless access points and related hardware provided by the service provider under this service shall be covered by a valid manufacturer's warranty and shall not have reached End-of-Support (EOS) or End-of-Life (EOL) status at the time of deployment or throughout the contract period. The Service Provider shall ensure that the proposed equipment remains fully supported by the manufacturer for the entire contract period.

2. Backup Portable Wi-Fi 5G Modems

The ISP shall provide five (5) portable H1 5G Wi-Fi modems or equivalent/higher specifications, each with a minimum data quota of 50 GB per month. The mobile connectivity service shall provide reliable and adequate 5G signal coverage at the ASEC premises. Telkomsel service or an equivalent mobile service provider with demonstrated equal or better signal coverage and performance at the ASEC premises may be proposed. ASEC reserves the right to verify the signal coverage and connectivity performance prior to acceptance. The service shall provide temporary Internet connectivity and ensure continuity of operations in the event that all three (3) Internet links become unavailable, particularly during critical meetings or other official activities. The devices shall be portable, easy to deploy, and capable of providing reliable 5G connectivity with Wi-Fi access for authorized users.

TERM OF REFERENCE

PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

3. Maintenance and Support

The Internet Service Provider shall provide maintenance and support services, including the replacement of defective hardware/components, and shall provide at least three (3) Ruckus R510 or equivalent/higher-specification wireless access points as standby backup units. The standby backup units shall be kept at ASEC's office premises and readily available for immediate replacement in the event of any access point failure. In addition to the Access Points provided by the service provider as stipulated in point 2.2.1, the Service Provider shall also be responsible for the renewal of all required licenses for the existing sixteen (16) Ruckus Access Points deployed at the Heritage Building.

4. Access Point Cabling Maintenance

The Service Provider shall inspect, repair, or replace any faulty network cable connected to the existing Access Points, as necessary, to ensure that all Access Points operate properly and reliably.

5. Core Border Router Maintenance and Support

The Service Provider shall provide technical maintenance and support for ASEC's existing core border routers (Juniper MX150), which are currently configured and operating in a redundant automatic failover setup. The services shall include inspection of all relevant network devices, troubleshooting, preventive and corrective maintenance, firmware and software updates (where applicable), and all necessary configuration to ensure secure, stable, and uninterrupted Internet connectivity through ASEC's core border.

6. Transition and Annual Bandwidth Enhancement

The Service Provider shall ensure a seamless transition from the existing Internet Service Provider (ISP) with minimal service interruption. The transition to the new Internet Service Provider shall be

TERM OF REFERENCE

PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

completed and fully operational at least one (1) week prior to 1 January 2027, i.e., no later than 25 December 2026. Throughout the transition period, the new Internet Service Provider shall provide and maintain the required Internet bandwidth at no additional cost to ASEC.

In addition, the Service Provider shall increase the contracted Internet bandwidth by **fifteen percent (15%)** upon the completion of each contract anniversary, at no additional cost to ASEC.

7. Managed Public DNS Services

The Service Provider shall provide a cloud-based/web-based Public DNS service and manage the existing on-premises Public DNS infrastructure, including DNS zone and record configuration and management, system configuration, maintenance, monitoring, troubleshooting, security management, and technical support. The Service Provider shall perform reinstallation or redeployment of the on-premises Public DNS infrastructure when required due to system failure, upgrade, migration, or other operational requirements, to ensure reliable, secure, and uninterrupted DNS resolution.

8. Service Level Agreement (SLA) and Contract Period

The Service Provider shall provide 24/7 technical support and maintain a minimum service availability of 99.9% throughout the contract period.

The initial contract term shall be for one (1) year, from 1 January 2027 to 31 December 2027. The Contract may be renewed annually for up to three (3) additional one-year terms, subject to satisfactory performance, service quality, and the mutual agreement of both parties.

In the event that the contract is extended or renewed for the following year, the Internet Service Provider shall, at its own cost and without any

TERM OF REFERENCE

PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

additional cost to ASEC, replace all equipment provided by the Service Provider that has reached End-of-Support (EOS) or End-of-Life (EOL) status with replacement models of equivalent or higher specifications. The replacement equipment shall be fully supported by the manufacturer throughout the extended contract period.

2.3 Testing and commissioning

The Service Provider shall carry out testing and commissioning in accordance with ASEC's technical requirements and acceptance criteria.

2.4 Transfer Knowledge

The Service Provider shall provide the following knowledge transfer activities:

1. Operational Handover

Provide comprehensive knowledge transfer on the operation, administration, and management of all system configurations

2. User Training

Provide user training to the relevant IT Division personnel on the daily operation and basic administration of the implemented solution.

2.5 Documentation

The Service Provider shall provide complete technical and operational documentation. At a minimum, the documentation shall include:

1. Network topology diagrams for all installed and configured devices.
2. Network configuration details for all implemented equipment and services.
3. IP addressing scheme and network diagram.
4. As-built documentation of the implemented solution.

TERM OF REFERENCE
PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

2.6 Maintenance

The Service Provider shall assign dedicated technical support personnel to provide 24×7 operational and engineering support throughout the contract period, including remote and on-site support for troubleshooting, fault resolution, and any additional configuration required under this project.

3. Work Schedule and Project Management

The Vendor shall provide a high-level work schedule covering the key activities, milestones, deliverables, and resources required for the delivery and implementation of the services. The work shall commence as soon as practicable upon receipt of the Purchase Order (PO) issued by ASEC's Procurement Team.

The Vendor shall ensure that all required activities and deliverables are completed prior to 25 December 2026, marking the commencement of the transition period. Upon commencement of the transition period, the Internet services shall continue seamlessly into the operational period until the end of December 2027.

The Vendor shall implement appropriate project management plan and risk mitigation measures to ensure timely implementation, service activation, and continuity of services, and shall promptly report any issues or risks that may affect the agreed timeline or service delivery

4. Vendor Qualification

The bidder shall meet the following qualification requirements. Preferred qualifications are identified where applicable:

1. 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

TERM OF REFERENCE

PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

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. 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. 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. 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. 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. 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)
7. 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

TERM OF REFERENCE
PROVISION OF DEDICATED INTERNET CONNECTION SERVICE

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 technical, service, support, maintenance, and SLA requirements specified in **Sections 2.1, 2.2, and 2.3 above**

5. Tender Briefing on ASEC IT Infrastructure

Bidders will be invited to attend a tender briefing on the ASEC IT infrastructure and project requirements. The briefing will cover, at a minimum, the following:

1. Solution requirements and associated services.
2. IP Address and DNS information.
3. Physical infrastructure, including rack layout and cabling.
4. Logical network architecture (Layer 3 to Layer 7), including the security architecture of the ASEC network.
5. Performance and capacity requirements.
6. WAN, LAN, and Quality of Service (QoS) requirements.
7. Hardware specifications required to support the proposed solution.

Interested bidders are required to notify ASEC of their intention to participate in the tender. ASEC will arrange the tender briefing and notify all interested bidders of the briefing date, as indicated in Table 2.
