



## Terms of Reference (ToR)

### Internet Connection Service

### SOS Children's Villages Nepal

#### 1. Background

SOS Children's Villages Nepal is a child-centered development organization dedicated to ensuring the well-being, protection, and rights of children and young people who have lost or are at risk of losing parental care. Committed to the belief that every child deserves a nurturing family environment filled with love, respect, and security, SOS Children's Villages Nepal offers a range of care solutions designed to help children and young people shape their futures and contribute to their communities. With over 50 years of experience, SOS Children's Villages Nepal has established a strong reputation as the trusted organization for alternative care services.

Through its services such as alternative care, family strengthening, education and humanitarian action, operating across all seven provinces in Nepal, it actively advocates for the rights of children, families and communities in need.

#### 2. Objective of the service:

This Terms of Reference (ToR) provides references for providing internet connection services to the projects and program locations of SOS Children's Villages Nepal, National Office, program locations and their ancillaries. The service provided must be based on the fixed monthly internet cost, capacity requirement as mentioned in Annex - A and should be fiber optic connections. The service is expected to be highly stable and reliable. The service provider must have 24x7x365 coverage for technical assistance and/or helpdesk facilities.

#### 3. Scope of the services:

The selected Internet Service Provider (ISP) shall deliver reliable Internet connectivity and related services to SOS Children's Villages Nepal's locations as specified in Annex A. The scope of engagement includes, but is not limited to, the following:

- **Provision of Internet Connectivity**
  - Supply of fiber-optic based Internet services with required bandwidth and Committed Information Rate (CIR) (1:1).
  - Ensuring direct and unrestricted Internet access with dedicated performance.
- **Installation and setup**
  - Complete installation and configuration of required network equipment, cabling, and related accessories.
  - Provision of two static publicly routable IP addresses for the National Office and at least one static publicly routable IP address for each other site, as required.
- **Service availability and performance assurance**
  - Guarantee high availability Internet services with defined uptime commitments as per Service Level Agreement (SLA).
  - Maintain consistent bandwidth, low latency, and reliable throughput as per agreed capacity.



- **Technical support and maintenance**
  - Provide 24/7 hotline and escalation support for service issues.
  - Prompt mobilization of technical team during downtime and restoration as per defined Mean Time to Repair (MTTR).
  - Provide monitoring, fault detection, diagnosis, and resolution services.
- **Security and data privacy**
  - Ensure confidentiality of client data and network traffic.
  - Prohibit inspection of traffic without written approval from SOS Children's Villages Nepal.
- **Upstream and network redundancy**
  - Maintain a minimum number of upstream providers for service resiliency:
    - National Office – minimum 3 upstream providers (Upstream redundancy through at least 2 geo-locations with required capacity)
    - Other locations – minimum 2 upstream providers
    - Dual Link (wherever available)
- **Documentation and reporting**
  - Submission of downtime/performance reports for each location upon request.
  - Maintain complete documentation of network setup and service configurations.
- **Compliance**
  - Ensure compliance with all regulatory standards, technical requirements, and licensing obligations of Nepal Government and Nepal Telecommunications Authority.

#### 4. Technical requirements:

- a) The Internet service must provide Committed Information Rate (CIR) with a 1:1 contention ratio, ensuring that the committed international bandwidth is fully dedicated to SOS Children's Villages Nepal and not shared with any other customer. Local bandwidth shall be consistently maintained four times more capacity than the international bandwidth.
- b) In case of shared channel, the minimum guaranteed bandwidth must be clearly defined.
- c) Connection must be Fiber-optic.
- d) No restrictions on ports, and bandwidth capacity must be ensured through a direct IP connection.
- e) Provision of CIDR 29 (/29) publicly routable IP addresses for the National Office and at least one static publicly routable IP address for each other site.
- f) Data confidentiality must be guaranteed. Provider must not inspect or scan traffic without prior written approval.
- g) All necessary hardware, cabling, and required software must be provided and installed by the service provider.
- h) In case of downtime, the service provider must mobilize a technical team for resolution. Issue resolution time (MTTR) must be clearly stated.
- i) 24/7 technical support must be provided via hotline, along with dedicated and escalation contact numbers.
- j) Upstream redundancy:
  - Minimum 3 upstream providers for National Office (Upstream redundancy: minimum 2 geo-locations)



- Minimum 2 upstream providers for other locations
- Where dual-ISP is required, ISPs with different upstream providers shall be given priority
- k) SLA requirements
  - Dedicated upload and download bandwidth
  - Low latency / dedicated response time
  - Clearly defined Mean Time Between Failures. (MTBF), MTTR and other measurable performance standards
  - Guaranteed support and response times stated in SLA
  - Overall uptime should not be less than 99% for the National Office. For project locations, evaluation shall be done based on the proposed uptime.
- l) The service provider must implement MRTG (Multi Router Traffic Grapher) or equivalent monitoring for all network links to track bandwidth usage and performance. The service provider must provide SOS Children's Villages Nepal with the necessary credentials to access and view the monitoring dashboards. The Service Provider need to submit internet service downtime data by individual locations when requested.
- m) The service provider must configure email notifications or similar alerts to SOS Children's Villages for any link or service downtime, degraded performance, or SLA breach or planned maintenance.

## 5. Security requirements

- **Confidentiality of data**
  - All data exchanged during the provision of Internet services must be treated as strictly confidential.
  - The service provider must ensure that sensitive information is not disclosed, altered, or accessed by unauthorized parties.
- **Security measures**
  - The service provider must implement appropriate measures to protect customer data from unauthorized access, disclosure, alteration, or destruction.
- **Monitoring and remediation**
  - Any deficiencies, risks, vulnerabilities, or non-compliance with security and privacy controls must be promptly addressed.
  - The service provider must provide evidence of corrective actions taken, if requested.
- **Data breach notification**

In the event of a data breach affecting customer information, the service provider must promptly notify SOS Children's Villages Nepal, detailing:

  - The incident
  - Actions taken to mitigate it
  - Recommended actions for the customer
- **Data retention and deletion**
  - Customer data must be retained only for the duration necessary to fulfil the purposes of the agreement.
  - Upon termination, the service provider must securely delete or anonymize data, unless retention is required by law.



## 6. Requirements and documents to be submitted by the Service provider:

- Cover letter of the interested bidder/ service provider with technical proposal incorporating Upstream Connectivity Diagram/ ISP Upstream Topology Diagram.
- Original copy of the financial proposal as stated in the Annex-B
- Copy of Company/ Firm Registration Certificate
- Copy of the valid license of ISP issued by Nepal Telecommunications Authority
- Tax clearance certificate of last fiscal year
- Company with minimum three years of experience will be given priority.
- Recommendation letter from reputed organisations

## 7. Finance

- The service provider shall provide the financial proposal for Internet Connectivity Service inclusive of all applicable taxes at the time of the proposal submission as specified Annex B.
- The service provider shall issue a hard copy of separate tax invoices every three months for the locations listed in Annex A. Each invoice must clearly specify the name of the location as mentioned in Annex A to accurately identify it. It is mandatory that the invoice is physically received by SOS Children's Villages Nepal, and the receipt must be acknowledged by stamping the invoice and including the signature of the person who received it. Payment shall be made through bank transfer into the service provider's bank account.
- Tax Deduction at Source (TDS) shall be applied on payment as per Nepal Government rules.
- The payment shall be made within 45 days of receipt of original invoices under normal circumstances.
- In case of any discrepancies, the issue will be communicated with the service provider for raising of credit note(s) for the disputed value(s).

## 8. Validity of proposal

The sealed proposal shall remain valid for the period of 60 days from the date of submission of proposal. A proposal with shorter validity period shall be rejected by SOS Children's Villages as non-responsive proposal.

## 9. Sealed proposal submission deadline

The Service Provider shall submit sealed proposal along with required documents on or before 4 pm of 26 December 2025. Sealed proposals shall be clearly marked the subject with "Sealed Proposal for Internet Connection Services" outside the envelope and submitted to the address mentioned below.

### **SOS Children's Villages**

National Office

Sanothimi, Bhaktapur, Nepal

[procurement@sosnepal.org.np](mailto:procurement@sosnepal.org.np)

## 10. Confidentiality

Information relating to the examination, evaluation, comparison, and post qualification of proposal and recommendation of contract award, shall not be disclosed to bidders or any other



persons not officially concerned with such process until information on contract award is communicated to all bidders.

**11. Evaluation of proposal**

The SOS Children's Villages Procurement Committee shall examine, evaluate, and compare the proposal that are responsive to the mandatory requirements of proposal to identify the successful proposer.

**12. Contract award**

SOS Children's Villages will award the agreement for 12 months. Other terms and conditions not mentioned in this ToR will be mutually discussed during the finalization of the contract. Proposers may submit quotations for specific available locations only, and the contract may be awarded either for those partial locations or for all locations collectively.

**13. Termination**

SOS Children's Villages may terminate the internet connection, either for specific locations or for all locations collectively, at its discretion, without providing any reason, by giving one month's prior notice.

**14. Right to accept or reject:**

SOS Children's Villages reserves the right to accept or reject any proposal, in whole or in part, or to cancel the entire bidding process at any time before the contract is awarded, without providing any reason and without incurring any liability to the affected proposer(s).



## Annex- A

Name of the sites and location:

Project	Project Location	Address	Required ISPs
<b>National Office</b>	-	Sanothimi, Bhaktapur	2
<b>Bharatpur</b>	SFC Bharatpur	Gaurijang, Bharatpur, Chitwan	2
	EDU Bharatpur		
	SGH Bharatpur Boys	Tigerchowk, Bharatpur, Chitwan	1
<b>Dhangadhi</b>	SFC Dhangadhi	Dhangadhi -13, Airport Road, Mohanpur, Kailali	2
	SGH Dhangadhi Boys	Dhangadhi - 5, Taranagar, Kailali	1
	SGH Dhangadhi Girls	Dhangadhi - 5, Hasanpur, Kailali	2
<b>Gandaki</b>	SFC Gandaki	Rambazar, Pokhara -15, Kaski	2
	SGH Gandaki Boys		
	SGH Gandaki Girls	Birauta, Pokhara -17, Kaski	1
<b>Itahari</b>	FLC Itahari	Balgram - 7, Itahari, Sunsari	2
	EDU Itahari		
	SGH Biratnagar Girls	Biratnagar-2, Morang	1
	SGH Biratnagar Boys	Biratnagar-13, Morang	1
<b>Jorpati</b>	FLC Jorpati	Narayantar -6, Gokarneshwor Municipality, Kathmandu	2
	SGH Jorpati Girls	Koteshwor, Kathmandu	1
<b>Kavre</b>	FLC Kavre	Srikhandapur, Panauti, Kavre	2
	EDU Kavre		
<b>Lumbini</b>	SGH Lumbini Boys	Siddharthanagar-08, Radhe path, Rupandehi	1
	FLC Lumbini	Siddharthanagar-4, Rupandehi	2
<b>Pokhara</b>	FLC Pokhara	Chorepatan, Pokhara, Kaski	2
	EDU Pokhara Primary	Chorepatan, Pokhara, Kaski	1
	EDU Pokhara Secondary	Gharipatan, Pokhara-17, Kaski	1
<b>Sanothimi</b>	SGH Buddhanagar Girls	Buddhanagar, Kathmandu	1
	SGH Koteshwor Boys	Koteshwor, Kathmandu	2



<b>Surkhet</b>	Social Center Bardiya	Bansgadhi-5, Bardiya	1
	SGH Nepalgunj Boys	Karkandoo, Nepalgunj, Banke	1
	SGH Nepalgunj Girls	Belaspur, Nepalgunj, Banke	2
	FLC Surkhet	Kalagaun, Birendranagar, Surkhet	2
	EDU Surkhet		
<b>Madesh Province</b>	CBFSP Karjanha	Karjanha - 5, Siraha	1
	CBFSP Lahan	Lahan Municipality-06, Radhakrishna Chowk, Siraha	1
	CBFSP Ganeshman	Ganeshman Charnath Municipality - 01, Dhanusha	1
<b>HA</b>	FLERP	Koteshwor, Kathmandu	1

#### Annex - B

The financial proposal is to be sent in the below format:

Inside Valley			Outside Valley	
Bandwidth	Cost	Cost per Mbps	Cost	Cost per Mbps
10/10 Mbps				
20/20 Mbps				
30/30 Mbps				
40/40 Mbps				
50/50 Mbps				
60/60 Mbps				
70/70 Mbps				
80/80 Mbps				
90/90 Mbps				
100/100 Mbps				