Terms of Reference (TORs)
Dedicated Internet Access
2 February 2022

Confidential and Proprietary

IUCN Headquarters

IUCN Conservation Centre
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1196 Gland, Switzerland
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Connectivity Goals and Objectives

The current project goal is to enable core administrative and scientific staff (called the Secretariat) to access all IUCN IT resources efficiently and reliably without regard to location. IUCN, therefore, seeks to implement a managed global network using shared components and configurations. Meeting service level agreements is of paramount importance. The main Secretariat offices are located in Belgium (Brussels), Costa Rica (San Jose), Ecuador (Quito), Fiji (Suva), Germany (Bonn), Jordan (Amman), Kenya (Nairobi), Serbia (Belgrade), Senegal (Dakar), Spain (Malaga), Switzerland HQ (Gland), Switzerland DR (Meyrin), Thailand (Bangkok), and United States (Washington, DC).

Desired Benefits and Outcomes

IUCN anticipates deriving the following benefits from the new Internet lines:

1. Provide the underlying infrastructure for efficient collaboration across the Union

2. Provide a rock-solid, secure infrastructure for efficient use of our global systems (ERP, CRM, HRMS, Mail, Project Portal, Timesheet Management System, and various database access)

3. Increase productivity of the Secretariat core staff

4. Allow for better usage of IUCN personnel around the world with follow-the-sun support

5. Ensure that IUCN policies are enforced, security respected and IT resources well utilized

6. Reduce local networking costs

Location Specifics

(*N.B. Individual Offices Must Not be Contacted, failure to respect this clause can lead to exclusion from the RFP process*)

IUCN Secretariat has offices in four dozen countries and runs hundreds of projects around the world. For the dedicated Internet Access, the following 12 offices and the 2 Data Centers are included for quotation.

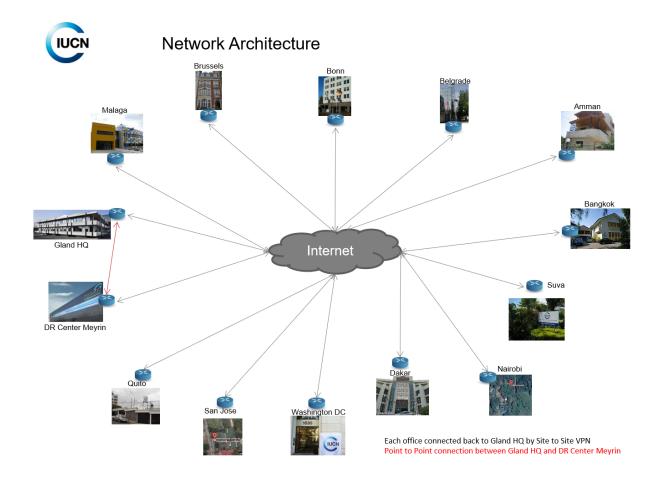| Site Code	Country	City	Address
BEBR	Belgium	Brussels	Boulevard Louis Schmidt 64
CRSJ	Costa Rica	San José	San Pedro de Montes de Oca, Los Yoses, del Automercado 50 metros Sur, Apartado postal 607-2050, San Pedro de Montes de Oca
ECQT	Ecuador	Quito	Av. República del Salvador N34-127 y Suiza Edificio Murano Plaza, Piso 12, 170515.
FJSV	Fiji	Suva	5 Ma'afu Street, Private Mail Bag
DEBO	Germany	Bonn	Godesberger Allee 108-112
JOAM	Jordan	Amman	Sweifiyeh, Abdel Latif Salah street, Building. no 29
KENA	Kenya	Nairobi	Wasaa Conservation Centre, Mukoma Road (off Magadi Road, City Square)
SNDK	Senegal	Dakar	Complexe SICAP Point E, Bâtiment D, 4é étage, Dakar Sénégal
RSBE	Serbia	Belgrade	Dr. Ivana Ribara 91
ESMA	Spain	Malaga	C/ Marie Curie 22, PTA CAMPANILLAS
CHGL	Switzerland	Gland	Rue Mauverney 28
CHGE	Switzerland	Meyrin	Chem. de l'Epinglier 2
THBK	Thailand	Bangkok	63, Soi Prompong Sukhumvit Soi 39, Wattana
USWD	USA	Washington DC	1630 Connecticut Avenue, NW, 3rd Floor, Suite 300

Current Technical Environment

IUCN's worldwide headquarters in Gland (near Geneva, Switzerland) provides information technology and communications services to all Secretariat offices across the globe. For the current project the connections to the core sites are as shown below. At the moment, all connections are via the Internet. All those 12 locations are connected through site to site VPN between them and our primary Data Center in Gland.

Network Architecture

Each office connected back to Gland HQ by Site to Site VPN
Point to Point connection between Gland HQ and DR Center Meyrin

Dedicated Internet Line Requirements

1. Managed Internet Line service with "end-to-end" guarantees at the CPE routers.

2. Each office must be connected to the Internet with at least 1 dedicated public IP available we will use on our managed firewall.

3. Gland HQ and Meyrin should have 1 Gbps link (Working as active/passive between the 2 sites) and 10 Gbps (Layer 2 connected to each other) circuits.

4. Service Levels for Service Delivery and Fault Management should be clearly defined overall, or for each location, and need to be included in the Proposal. Specifically, SLAs for response to change requests, for offers for new location, and for setup time from date of ordering should be included.

5. SLAs with clear incident response times and remediation penalties should be included. Penalties for not respecting the SLAs should be proposed and could be subject to negotiations later on.

6. On average, two offices will change physical locations every year. They might move to a new location in the same city, another city in the same country or to a new country.   Vendors should explain how such changes would be executed in as much detail as possible. Ideally cost implications would be included. At a minimum, vendors should specify location termination fees and new location setup fees with respect to the global contract.

7. We would like to get one proposal for 3 years and one for 5 years.

Availability

1. Guaranteed availability in the range of 99.97% (including potential maintenance windows) is required. Vendors should specify their guarantees.

2. Service provider should provide a web-based dashboard where availability on each site is visible and proactively report actual downtime and automatically inform IUCN of any service failure.

Performance Metrics

1. Metrics should be guaranteed end to end (from the LAN port on the CE router at IUCN's Gland office to the LAN port on the CE router at any other IUCN facility) and apply to CE-to-CE traffic.

2. Maximum CE-to-CE latency must be specified and be part of the SLAs.

3. Maximum Jitter should be specified and be part of the SLAs.

4. Access to a dashboard or portal to check the metrics and site availability should be provided with possibility to do reports (option to download to Excel spreadsheet is highly recommended).

5. Packet loss must be less than 1% for all locations.

Technical Support

Please specify technical support and escalation procedure including maximum time to respond to a request.

IUCN has an Incident Management tool (ServiceNow). Therefore, information on how to integrate a tool like ServiceNow with your internal incident management system should be provided.

The helpdesk must be available 24/7.

Account Management

The Account Management approach should be clearly defined, including the structure of escalation within the company.

Details should be provided regarding the Implementation Phase Project setup including details on the team structure, as well as the same for the Run Phase once most locations have been setup on the new network.

Reporting - Monthly Performance Reports

Please specify normal monthly reporting provided. The following is expected and should be available via a customer portal.

1. Round Trip Delay (RTD)

2. Packet Delivery

3. Port Utilization

Location

The following table provide specific details for each location in term of demarcation point, speed and connectivity type:

Site Code	Delivery Point	Type of Access	Bandwidth Requested Upload/Download (Mbps)
BEBR	Ground Floor IT Rack	Internet - rj45	100/100
CRSJ	Ground Floor IT Rack	Internet - rj45	50/50
ECQT	10th Floor IT Rack	Internet - rj45	20/20
FJSV	Ground Floor IT Rack	Internet - rj45	10/10
DEBO	Ground Floor IT Rack	Internet - rj45	20/20
JOAM	Ground Floor IT Rack	Internet - rj45	100/100
KENA	Ground Floor IT Rack	Internet - rj45	10/10
SNDK	Ground Floor IT Rack	Internet - rj45	10/10
RSBE	1st Floor IT Rack	Internet - rj45	50/50
ESMA	1st Floor IT Rack	Internet - rj45	100/100
CHGL	Ground Floor IT Rack	Internet - rj45 or 10G Fiber	1000/1000
CHGE	Ground Floor IT Rack	Internet - rj45 or 10G Fiber	1000/1000
CHGL	Ground Floor IT Rack	Layer 2 - 10G Fiber	10000/10000
CHGE	Ground Floor IT Rack	Layer 2 - 10G Fiber	10000/10000
THBK	1st Floor IT Rack	Internet - rj45	50/50
USWD	3rd Floor IT Rack	Internet - rj45	100/100

For each site, at least 1 static public IP must be available to be set on our equipment.

For Gland HQ and Meyrin, we request to have the following design for the Internet Lines and the Layer 2 connectivity:
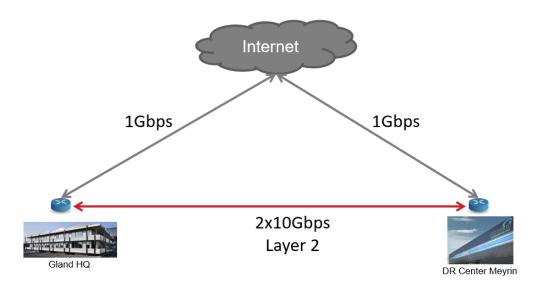
Data Center Network Architecture

- The 2 CPE must work in active/standby (monitoring through ISP and through the Layer 2 link between the 2 sites)
- A /24 Public IP address must be available between the 2 sites (Active/Standby)

Additional Options

Respondents are welcome to propose additional solutions and costs or to propose alternative solutions/costs with clear information on the differences between the various offerings.