

Questionnaire for Internet Service Providers

(Please refer to the Terms of Reference for explanation and additional details)

Please answer ALL the Questions below:	For details refer to the specified requirement in the Terms of Reference annex	Your Offer	Comments
1. Do you charge additional fees for usage? (traffic amount or time)	Internet service shall not have additional payment or limitation by (1) traffic amount or (2) time.		
2. Technology used to connect the office to the Provider backbone?	To connect our office to the provider central, the following options are acceptable (in order of preference): fibre optic underground, fibre optic aerial, copper (DSL or cable).		
3. Technology used to connect the Provider backbone to the Internet?	For the connection of the provider central to the Internet, the following options are acceptable (in order of preference): fibre optic underground, fibre optic aerial, copper (DSL or cable).		
4. What is the minimum guaranteed bandwidth?	The provided bandwidth can be symmetric or asymmetric, but the minimal guaranteed bandwidth should be 30 for downstream and 30 for upstream.		
5. Can you provide 16 static IP addresses (255.255.255.240 Netmask)?	Provide at least 16 static (255.255.255.240 Netmask) public IP addresses for internet connectivity, where 13 are available to the ILO.		
6. Can you upgrade the connection bandwidth during contract?	During the contract duration, the Provider must be able to upgrade the line in 1Mbps/1Mbps, or provide a secondary IP address set or secondary line with 1Mbps/1Mbps of bandwidth.		
7. What Tier is the Provider?	Tier 2 peering with Tier 1 ISPs, as defined in the TOR, are required.		
8. Do you use intermediate proxies?	Provider must not use Intermediate Proxies and Transparent proxies.		
9. Do you have limitations on traffic/ports?	No limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection; no mandatory proxy servers.		

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10. Do you implement “throttling”?	Provider must not use Throttling.		
11. Do you implement QoS?	The following options are acceptable (indicated in order of preference): (i) Provider implements QoS and the traffic listed in the TOR will have high priority; (ii) Provider does not implement QoS; (iii) Provider implements QoS and the traffic listed in the TOR will NOT have high priority.		
12. Can you guarantee that the maximum number of hops to reach ILO HQ and outlook.office365.com are less than 18?	The route to ILO Headquarters and outlook.office365.com have to have a maximum number of 18 Hops		
13. Can you guarantee that the maximum packet loss within your infrastructure does not exceed 1% per month?	The packet loss within the ISP network must not exceed 1% per month.		
14. Response time for initial diagnostics?	In case of incident, the Provider must guarantee initial diagnostics within the first 4 hours.		
15. Response time for full resolution?	In case of incident, the Provider must guarantee full resolution within the first 24 hours.		
16. Do you scan traffic? (Data confidentiality guarantee)	Data confidentiality guarantee: Provider shall not scan traffic		
17. Reliability & Service related data. Can you guarantee an overall uptime of 99% per month?	Service reliability must be ensured. Overall uptime shall not be less than 99% per month.		
18. Do you follow ITIL best practices?	Providers following ITIL best practices (as defined in the TOR) will be preferred. Please submit ITIL certification.		
19. Do you have an ISO certification?	ISO certified Providers will be preferred. Please submit ISO certification. The following ISO certifications are acceptable (indicated in order of preference): (i) Company’s ISO certification, (ii) Individual’s certification who are dedicated to operate the service		
20. Present in the country since when?	The Provider must be present in the country for at least Choose an item years.		

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21. List three major clients in this country	The Provider must provide names of at least three major clients in the country. Please note that references will be checked by the ILO.		
22. You must list detailed specification of the equipment that you will be installing	The Provider must provide a list of the equipment provided for the installation at Customer premises.		
23. Can you provide your peering diagram?	The provider must provide a peering diagram listing its current and planned connectivity capacity to local IX(es), as well as international peers (if such direct international peering is available).		
24. Do you accept the ILO Terms and Conditions of Contract? If no, please include your comments here:			

Space for comments: