



# UNITED CITIES AND LOCAL GOVERNMENTS ASIA PACIFIC

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## TERM OF REFERENCE

Procurement No:	006/UCLG ASPAC/V/2026
Procurement Title:	UCLG ASPAC – Internet Provider
Division:	Bureau of Secretary General
Duty Station:	UCLG ASPAC Secretariat – DKI Jakarta City Hall Complex – Building H, 21 <sup>st</sup> Fl
Period:	01 July 2026 – 31 June 2028 (2 years contract) (Potential to be extended)
Posting date:	17 June 2026
Closing date:	23 June 2026

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### 1. Introduction

United Cities and Local Governments Asia Pacific (UCLG ASPAC) is the key knowledge management hub on local government issues in the Asia-Pacific region. It promotes democratic local governance, supports cooperation among cities, local governments, and their associations, and facilitates programmes, networks, and partnerships to strengthen the capacity of local governments and their associations. Moreover, UCLG ASPAC represents local governments politically within the international community and collaborates closely with the United Nations and its agencies. UCLG ASPAC also promotes inclusive societies that uphold equality, social and economic justice, and sustainable community development.

To ensure smooth and effective operations, the UCLG ASPAC Secretariat places strong importance on maintaining reliable stable and high-speed internet connectivity, sufficient data storage capacity, and secure internal server management, the procurement of new internet service provider with a minimum speed of 100 MBPS or even more is considered urgent to optimise the performance of the Organisation's daily operational activities.

### 2. Objective

The objective of this procurement is to engage a qualified Internet Service Provider (ISP) capable of delivering stable, secure, and high-speed internet connectivity services to support the operational needs of the UCLG ASPAC Secretariat.

### 3. Scope of Work/Key Duties

The selected vendor shall perform the following duties:

#### 3.1 Provide Minimum 100 Mbps Internet Connection

- Deliver a stable and high-speed internet connection with a minimum capacity of 100 Mbps or more for both download and upload speeds.

- Monitor network performance and conduct necessary upgrades to maintain the agreed minimum speed and service quality.

### **3.2 Ensure Smooth and Optimised Internet Experience**

- Coordinate closely with the Secretariat's IT team to understand operational requirements and configure the network accordingly.
- Advise on any infrastructure improvements or upgrades required to support evolving organisational needs.

### **3.4 Assign Dedicated Point of Contact (PIC)**

- Assign a knowledgeable technical liaison as the primary contact person for the Secretariat.
- Ensure prompt escalation and resolution of technical issues through the assigned PIC.

## **4. Vendor Qualifications**

Interested vendors must meet the following qualifications:

### **4.1 Extensive Experience in Enterprise-Grade Internet Services**

- Minimum of 5–10 years of experience in providing high-speed and reliable internet services to commercial or enterprise clients.
- Proven track record in delivering internet solutions with a minimum speed of 100 Mbps for organisations of similar scale to the UCLG ASPAC Secretariat.

### **4.2 Robust Network Infrastructure and Redundancy**

- Ownership of, or direct access to, a high-capacity and diverse internet backbone network.
- Availability of redundant internet links, data centres, and network equipment to ensure maximum uptime and service continuity.
- Capability to rapidly scale bandwidth and support additional service requirements if needed.

### **4.3 24/7 Technical Support and Service Level Agreement**

- Availability of dedicated 24/7 customer support staffed by trained technical personnel.
- Response time SLA of a maximum of 1 hour for urgent issues and 4 hours for non-critical issues.
- Guaranteed annual service uptime of at least 99.9%.

### **4.4 Certified Network Engineering Expertise**

- Availability of certified network engineers and architects (e.g., CCNA, JNCIA, MCSE, or equivalent certifications).
- Demonstrated ability to design, implement, and manage enterprise-grade network infrastructure.
- Experience in optimising network performance and minimising latency.

### **4.5 Comprehensive Network Management Tools**

- Provision of network monitoring and reporting dashboard systems.
- Ability to provide real-time bandwidth utilisation reports and forecasting.
- Availability of remote diagnostics and configuration management systems.

### **4.6 Dedicated Account Management**

- Assignment of a dedicated Account Manager as the primary point of contact.
- Strong project management capability for coordinating implementation and maintenance activities.
- Ability to provide regular performance reviews and recommendations for service improvements.

#### 4.7 Access Requirement

- Vendor must have the capability and required access permissions to install internet connections within the DKI Jakarta City Hall Complex.

#### 5. Deliverables

The selected vendor is expected to deliver the following:

1. Internet connection delivery and ongoing maintenance services.
2. 24/7 technical support and implementation of agreed Service Level Agreement (SLA).
3. Network optimisation and infrastructure recommendations.
4. Dedicated Point of Contact (PIC) for technical troubleshooting and support.
5. Provision and maintenance of required hardware and software tools.

#### 6. Submission Requirements

Interested vendors are requested to submit the following documents:

1. Company profile.
2. Legal registration documents.
3. Technical proposal and service specifications.
4. Proposed pricing and payment terms.
5. List of relevant clients and references.
6. Proposed SLA and technical support scheme.
7. Proposed implementation timeline.

#### How to apply

Any interested vendor internet provider, kindly submit your proposal and company profile to: [procurement@uclg-aspac.org](mailto:procurement@uclg-aspac.org); cc: [noviandri.yotigahana@uclg-aspac.org](mailto:noviandri.yotigahana@uclg-aspac.org).

The proposal and company shall be submitted on 23 June 2026, the latest at 17:00 (Jakarta time)

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