



Statement of Work

Internet for HJFMRI offices in Dar-es-salaam, Mbeya, Songwe, Rukwa and Katavi Regions.

1. Overview / Purpose

To ensure continuous, reliable, and secure internet connectivity for the organization's operations throughout FY26. The SOW defines the requirements, responsibilities, and deliverables expected from the vendor as the contracted Internet Service Provider.

2. Scope of Work

The vendor will provide high-speed internet services including:

- Business-grade broadband/fiber internet.
- Primary and secondary (failover) links for redundancy.
- Static IP address allocation.
- 24/7 technical support and SLA-backed uptime.
- Bandwidth suitable for 150 users

GPS coordinates for HJFMRI Sites:

Dar es Salaam:

<https://maps.app.goo.gl/R7YkZFccv8dUe2AW8>

-6.77644684848211, 39.21797206913082

Mbeya:

<https://maps.app.goo.gl/SwkvQJcqKvzTBXDL7>

-8.893967682300026, 33.44198241782532

Songwe:

<https://maps.app.goo.gl/c2BdEzDpUD6i4MHv5>

-9.017044488213378, 33.00373210235105

Rukwa:

<https://maps.app.goo.gl/Wxdi2iPSWs87bnYA7>

-7.963599498382965, 31.624992727678457

Katavi:

<https://maps.app.goo.gl/jEY44mcg6muGtg1c6>

-6.345100662318937, 31.07031191011067

3. Service Requirements

Below are the minimum requirements for service delivery:

a. Bandwidth

Primary Link: Minimum [100Mbps Dar and Mbeya ,50 Mbps for Songwe, Katavi and Rukwa] symmetrical upload/download.



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b. Support & Monitoring

24/7 NOC support, dedicated account manager, real-time monitoring portal access.

SLA PARAMETERS	Tanzania				
Availability (without failover)	<ul style="list-style-type: none"> 99.4% - 24-hours a day - (sites with MTTR 4 hrs.), calculated as follows: Availability (%) = [(reference time - down time)/ reference time] *100 (reference time being 1 Month). 				
Mean Time to Repair (MTTR)	MTTR Hours	Days in a Calendar month	Total Hours in a month	% age Downtime	% age Uptime
	4	30	720	0.6	99.4
	Note: More delays might be experienced based on access availability to buildings and level of failure				
Round Trip Delay Time (RTDT)	≤ 3-5 ms for all Dar es Salaam sites				
	< 10 ms for all Regional Sites (i.e. Rukwa, Mbeya, Songwe & Katavi)				
Jitter	≤ 2 ms				
SERVICE CREDITS	Downtime reported Month	%age Discounts Offered on Monthly Invoices	MTRR Hours		
			4		
	Availability	N/A	Availability ≥ 99.4%		
	(monthly reports needed)	2%	Availability ≤ 99.3%		
		4%	Availability ≤ 98.3%		
		6%	Availability < 97.8%		
SERVICE REPORTING	Monthly network performance review;				
	o Availability				
	o MTTR				

4. Delivery Timeline

Contract start: 1st April 2026 through to 30th September 2026

5. Vendor Responsibilities

Install and configure all necessary equipment (modems, routers), ensure all links are tested and signed off with IT team, provide monthly performance and usage reports, attend quarterly review meetings with IT



management.

6. Key Performance Indicators (KPIs)

KPI Target

- Uptime \geq 99.9%
- Support Response < 15 mins
- Resolution Time < 4 hours for critical issues
- Packet Loss \leq 1%
- Jitter \leq 2 ms

7. Review and Renewal

Contract subject to annual review and Performance evaluation will influence renewal.

Payment terms: Net 30 days upon invoice submission

Requirements:

1. Certificate of Incorporation/Registration
2. Tax Identification Number (TIN)
3. Value Added Tax Number (VRN)
4. Active Business License
5. Current Tax Clearance Certificate
6. 3 Customers reference letters with active contacts

All EOI should be directed to **tsemiono@hjfMRI.or.tz** and copy **rbonchick@hjf.org**

EOI timelines:

Deadline for Questions: October 15, 2025

Deadline for Submission: October 20, 2025

Submission of Responses

The response should be in one pdf document (including three references, corporate clients, business/company registration documents, tax compliance certificates, etc.) should be addressed to Procurement via **tsemiono@hjfMRI.or.tz** and copy **rbonchick@hjf.org**. The subject should read EOI for the provision of (put the lot number and description of the project as advertised).