

Lebanese Red Cross



TERM OF REFERENCE (TOR)

For WAN and Internet Services, Managed Network Services, Hosting Services, Monitoring and Security Services

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1. Background

The Lebanese Red Cross (LRC) is a national humanitarian organization delivering critical, life-saving services across all regions of Lebanon. Its operations depend on a national network of interconnected sites that must remain reachable and operational at all times, including during emergencies, power disruptions, and periods of high demand.

LRC's activities that rely directly on reliable connectivity include, among others:

- Emergency Medical Services (EMS) 140 call-taking, dispatching, ambulance coordination and real-time fleet tracking, where any interruption can delay emergency response.
- Blood bank operations, including donor management, testing, inventory, cold-chain monitoring and inter-site blood transfer coordination.
- Dispatch rooms and operations centers that route emergency and non-emergency requests nationwide.
- Healthcare centers, mobile units, and medico-social centers delivering primary and community health services.
- Regional branches, warehouses, and logistics hubs supporting disaster response and supply distribution.
- Headquarters and administrative offices running ERP, finance, HR, communication platforms, and management systems.
- Cloud applications, hosted systems, security tooling, backups and day-to-day ICT services shared across the organization.

LRC currently operates a mix of connectivity technologies and equipment of varying age and capability across these sites. To standardize service quality, improve resilience and consolidate accountability under a single point of responsibility, LRC intends to contract a single qualified service provider under a multi-year framework agreement covering WAN, internet, managed connectivity, and hosting services for all LRC locations.

This TOR defines the requirements, scope, service levels, evaluation approach, and contractual expectations for that engagement. The site list is maintained separately (Annex A) so that services and locations can be added, removed, upgraded, or downgraded during the contract period without renegotiating the agreement.

2. Tender Objective

The objective of this tender is to contract one qualified service provider capable of delivering end-to-end WAN connectivity, Internet services, managed network services, managed hosting and virtual machine services, migration, infrastructure and network monitoring, administration of in-scope network-security controls, technical support, reporting and related professional services for LRC locations.

- Provide connectivity and managed services for all current and future LRC locations requested during the contract period.
- Replace existing connectivity equipment where required, including routers, modems, microwave devices and related equipment.
- Provide scalable service options covering fiber, microwave, DSL, 4G/5G, dedicated Internet, site-to-site WAN and backup links.
- Provide managed hosting and VM services based on the packages defined in this TOR, with equivalent or higher specifications where proposed.
- Include migration from Microsoft Azure or other hosting providers where requested by LRC.
- Provide SLA-backed 24/7 support for critical services including EMS 140, blood banks, dispatch rooms and other critical LRC operations.

The required outcome is an integrated, centrally managed and secure network architecture interconnecting LRC locations, hosted workloads and Internet services under a unified operational, monitoring and policy framework. The proposed solution shall provide consistent connectivity, security enforcement, traffic control, resilience and service visibility.

3. Contract Type and Duration

LRC intends to award a multi-year framework agreement to one accountable provider for the services defined in this TOR. The successful Bidder shall be responsible for the contracted service outcome under one contractual framework, one SLA framework and one escalation structure. Detailed service obligations are defined in Sections 4 through 13.

4. Scope of Services

4.1 Connectivity Services

- Internet connectivity for all LRC locations.
- WAN and site-to-site connectivity where required.
- Fiber connectivity.
- Microwave connectivity and new, microwave, DSL connectivity.
- 4G/5G connectivity.
- Dedicated Internet access for critical locations.
- Point-to-point and site-to-site connectivity.

- Backup links and failover solutions for critical locations.
- Replacement of service-delivery equipment where required.

4.2 Managed Network Services

- Managed routers, modems, microwave devices and related connectivity equipment.
- Configuration, monitoring, preventive maintenance and incident handling.
- Change management, configuration backup and documentation.
- Performance and availability monitoring with monthly reporting.
- Field support, remote support, escalation and root-cause analysis.

4.3 Hosting and Managed Services

- Managed hosting services and VM hosting packages.
- Infrastructure monitoring and security patching of Provider-managed hosted servers.
- Backup options restoration testing and disaster-recovery options.
- Encrypted backup data in transit and at rest.
- Network-security controls associated with the hosted environment, public IP services, storage expansion and bandwidth expansion.
- Migration from Azure and/or other hosting platforms to the proposed hosting environment where requested by LRC.

4.4 Equipment

- Replacement of existing connectivity equipment where required, including routers, modems, microwave devices, switches and related network equipment.
- Supply, installation, configuration and commissioning of equipment necessary to deliver the ordered services.
- Equipment lifecycle management, firmware/security updates and replacement of faulty units within the applicable SLA.

5. Connectivity Service Requirements

Service Type	Mandatory	Requirement Summary
Fiber internet	Yes	Scalable bandwidth, public/static IP options, SLA-backed service and installation regardless of location.
Microwave connectivity	Yes	Survey, line-of-sight validation, installation, mounting, alignment, commissioning and SLA-backed operation.
DSL connectivity	Yes	Used where fiber/microwave is not feasible or as an interim/backup service.
4G/5G connectivity	Yes	SIM/router service for backup, temporary, nomadic or hard-to-reach locations.
Dedicated internet access	Yes	Dedicated bandwidth and SLA for critical sites.
Site-to-site WAN	Yes	Multi-site WAN solution with secure routing and documented design.
Backup/failover link	Yes	Automatic or manual failover based on agreed design and criticality.
Temporary emergency connectivity	Optional but evaluated	Rapid deployment solution for conflict, disaster or major outage scenarios.

LRC may request any applicable service type for any current or future LRC location during the contract period. Service availability shall not be restricted to the initial site list.

- The Provider shall operate a resilient Internet architecture incorporating at least two geographically separated Internet egress locations with physical, logical, upstream and routing diversity sufficient to avoid a single facility, gateway or upstream dependency affecting both egress paths.
- The Bidder shall demonstrate direct operational control over the Internet routing architecture used to deliver the service, including applicable autonomous-system, peering and upstream-routing arrangements.

Licensing and group-delivery requirements are defined in Sections 10 and 11 and shall apply to the connectivity services proposed under this section.

5.1 Target Solution Architecture

The Bidder shall propose an integrated architecture covering branch connectivity, inter-site communication, Internet access, hosted workloads, network-security enforcement, monitoring and centralized management.

- The architecture shall interconnect LRC locations through a centrally managed secure WAN or software-defined overlay.
- The architecture shall provide controlled and secure communication between authorized LRC locations and secure access from LRC locations to hosted workloads.
- The architecture shall apply consistent security and access policies to Internet, inter-site and hosted-workload traffic.

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- The architecture shall support centrally governed Internet breakout, or a justified hybrid breakout model, while maintaining consistent security controls across all locations.
- The architecture shall provide application-aware routing, traffic prioritization, automatic failover, centralized configuration, network monitoring, three months logging of network and security events generated by the in-scope infrastructure, and reporting.
- The Bidder shall submit a high-level architecture diagram and traffic-flow description identifying primary and alternate traffic paths for site-to-site, site-to-hosting, hosted-workload-to-Internet, site-to-Internet, management and backup traffic. The design shall identify Internet egress points, routing, security inspection, policy enforcement and material service dependencies.

6. Managed Hosting, VM Services and Migration

6.1 Required VM Service Selection List

The Bidder shall include the VM types below as selectable managed hosting packages in the financial proposal. Equivalent or higher specifications may be proposed; lower specifications require explicit written approval from LRC. Pricing shall be provided separately for Windows and Linux where licensing differs, with clear treatment of operating-system licensing, backup, monitoring, security patching, storage and bandwidth.

Package	vCPU	RAM	Storage	Quantity
Small	2	8 GB	150 GB SSD	1
Medium	4	16 GB	200 GB SSD	1
Large A	8	32GB	500 GB SSD	2
Large B	16	64 GB	500 GB SSD	4
Custom	As required	As required	As required	As required

*Add-on pricing shall be provided for additional CPU, RAM, storage, bandwidth, public IPs, backup capacity and network-security capabilities associated with the hosted environment.

6.2 Mandatory VM Hosting Inclusions

- Monthly hosting price per VM package.
- Separate pricing for Windows and Linux operating systems where licensing differs.
- Included storage and storage type, with price per additional GB/TB.
- Included bandwidth and price for additional bandwidth or data transfer where applicable.
- Public IP, firewall and secure remote-connectivity with zero trust access options.
- Monitoring for CPU, memory, disk, availability, services and network connectivity.
- Security patching, OS hardening and monthly patch-status reporting.
- Backup and restore options, retention periods and restoration testing.
- High availability as a mandatory platform capability; disaster-recovery options shall be separately identified for critical workloads.
- 24/7 support for critical hosted workloads.
- The Provider shall operate the proposed hosting service through a minimum of two geographically separated data-center facilities capable of supporting service continuity and recovery. The Bidder shall describe the role of each facility, interconnection, redundancy and failover/recovery arrangements.
- The Provider shall maintain a secured hosting environment incorporating segmentation, controlled administrative access, infrastructure hardening, security patching, logging and network-security controls appropriate to the hosted workloads.
- The Provider shall assume SLA responsibility for the Provider-managed infrastructure supporting the hosted VMs, including compute, storage, virtualization, network connectivity and related platform dependencies.
- The hosting platform shall be designed to avoid single points of failure across compute, storage and network layers and shall support automated failover of critical infrastructure components.
- The hosting environment shall form part of the overall network architecture. Access between LRC locations and hosted workloads shall use private or secured Provider-managed connectivity and shall be subject to the same routing, segmentation, monitoring and network-security policy framework applied to the WAN environment. The Bidder shall describe security zones, firewall and access-control enforcement, public application publishing, Internet access for hosted workloads and resilience between the WAN and hosting environments.

6.3 Mandatory Migration Services

Data and workload migration from Microsoft Azure or another current or future hosting provider shall be included in the Bidder's technical and financial proposal where requested by LRC. Migration shall be treated as a project deliverable.

- Discovery and assessment of hosted workloads, applications, databases, integrations, dependencies, DNS records, certificates, firewall rules, VPNs and public IP requirements.
- Migration design covering target architecture, sizing, security, backup, monitoring, user access, rollback and acceptance criteria.
- Migration of VM images, application data, databases, file shares, configurations and required services.
- Support for Azure-to-provider, provider-to-Azure, provider-to-provider and on-premises-to-hosting migration scenarios when requested by LRC.
- Low-downtime or agreed maintenance-window migration for critical systems.
- Validation, post-migration testing, performance verification, security verification and rollback readiness.
- Minimum 30 calendar days of post-migration hypercare for migrated workloads.
- Complete migration documentation including source inventory, target inventory, cutover plan, test results and acceptance forms.

7. Pricing Model

The Bidder shall submit a clear unit-price financial proposal allowing LRC to scale services up or down during the contract period without renegotiating the full agreement.

Pricing Area	Required Pricing Basis
Connectivity	Monthly price per Mbps for each service type.
Installation	One-time installation cost per service type, regardless of location unless explicitly justified and approved.
Equipment	Unit price for routers, modems, microwave equipment, antennas, 4G/5G routers and related service equipment.
Managed service	Monthly cost per site/link/service where separate from connectivity.
Backup link	Monthly price and installation fee for backup/failover services.
VM hosting	Monthly price per required VM package, with Windows/Linux distinction.
Migration	Fixed or unit migration cost per VM/workload, including Azure and other-provider migration.
Monitoring and patching	Monthly price per VM/site/link/service, with included scope.
Optional services	Separately priced value-added services such as

In addition to unit rates, the Bidder shall submit a consolidated solution BOQ based on the indicative site, bandwidth, hosting and failover quantities included in this TOR.

The consolidated BOQ shall include all connectivity, branch and central equipment, Provider locally hosted centralized platform or service components, network-security controls and associated management components, management and monitoring, hosting, migration, implementation and professional services required for the proposed solution to operate. All mandatory licenses, subscriptions and dependencies shall be included and clearly identified.

8. SLA and Support Requirements

8.1 Minimum Availability

Site / Service Category	Minimum Availability SLA	Support Coverage
Critical sites and services	99.5% minimum	24/7
EMS 140, dispatch rooms and operation rooms	99.7% minimum	24/7
Blood banks and critical healthcare sites	99.7% minimum	24/7
Hosted critical workloads	99.7% minimum or better	24/7
Standard sites	Bidder to propose	Business hours minimum plus escalation
Backup links	Bidder to propose	Aligned to protected primary service

For hosted critical workloads, the availability SLA shall apply to the Provider-managed hosting service and its underlying compute, storage, virtualization and network infrastructure dependencies within the Provider's control.

8.2 Incident Priorities

Priority	Description	Initial Response	Target Resolution / Workaround
L1 Critical	Total outage or severe impact affecting EMS 140, blood banks, dispatch, HQ, critical hosted systems or major national operation.	15 minutes	4 hours or approved workaround
L2 High	Major degradation or outage affecting important site/service.	30 minutes	8 hours
L3 Medium	Partial service impact, intermittent issue or non-critical site outage.	4 hours	2 business days
L4 Low	General request, minor configuration, report or non-urgent issue.	1 business day	5 business days

8.3 Planned Maintenance

- Minimum five working days' written notice for planned maintenance.
- Emergency maintenance shall be justified and communicated immediately.
- Maintenance affecting critical services shall be approved by LRC before execution whenever operationally possible.
- Maintenance windows shall be scheduled outside peak operational hours whenever possible.
- A rollback plan shall be mandatory for major changes or maintenance activities.

8.4 Support Requirements

The Provider shall deliver a structured support model covering all sites and services:

- 24/7/365 support for critical sites and services with a single point of contact.
- Helpdesk/ticketing system accessible to LRC ICT with ticket IDs, status tracking and history.
- Dedicated account manager as the primary commercial and service-relationship contact.
- Technical escalation team available according to an agreed escalation matrix.
- Incident reporting for every P1/P2 event, including timeline and corrective actions.
- Monthly service, performance and availability reports per site and service.
- Preventive maintenance reports and schedules.
- Root Cause Analysis reports for major incidents within five working days of resolution.

The Provider shall provide integrated operational monitoring and first-line fault management for connectivity, managed network and hosting services under one service-management framework and one incident reference. Support contact channels and target answer times shall be documented in the Bidder's support model and escalation matrix.

9. Network and Infrastructure Security Requirements

- ISO 27001 or equivalent information-security certification.
- Datacenter, cloud, hosting or equivalent certification where applicable.
- Applicable ISP/telecom and service-delivery licenses.
- Cybersecurity policies and procedures.
- Business-continuity and disaster-recovery procedures.
- The Provider shall apply its internal security policies and access-control requirements to the personnel, systems and administrative processes used to operate and support LRC services.
- LRC public IPs, private IPs, diagrams and credentials shall not be published in tender responses unless included in a protected technical annex specifically requested by LRC.

9.1 International Connectivity & Routing Resilience

The proposed solution shall provide end-to-end connectivity covering both the local access layer and international upstream connectivity.

The solution should support I multihoming using LRC's public IP address space, with connectivity established through two independent upstream Internet Service Providers (ISPs). The design shall leverage separate Autonomous System (AS) paths to provide enhanced routing diversity and reduce dependency on a single upstream provider.

The proposed architecture should include:

- Dual upstream ISP connectivity through independent network paths;
- I-based routing and automatic failover between upstream connections;
- Use and advertisement of LRC's public IP address space, subject to applicable routing and addressing requirements;
- Routing resilience beyond the local access layer, including international/upstream connectivity;
- Automatic failover to maintain service availability during an upstream ISP failure;

- Design, configuration, testing, and validation of the multihomed I architecture.

9.2 Centralized Network Security Enforcement

The proposed solution shall provide centralized and consistent network-security enforcement across Internet, WAN and hosted-workload traffic.

- Required capabilities shall include, as applicable, stateful firewall inspection, intrusion prevention, web and URL filtering, DNS security, application identification and control, network-based malware protection, segmentation and access-control policies, and centralized logging and reporting of events generated by these network-security controls.
- Security controls shall be centrally administered and shall not rely solely on independent configurations at each LRC location.
- The Bidder shall describe how policy consistency, security inspection and operational visibility are maintained across all locations and hosted workloads.

10. Single Provider / No Third-Party Requirement

Core connectivity, managed network, hosting, infrastructure monitoring and associated network-security services shall be delivered directly by the Bidder or by entities under the same corporate group. Such entities shall operate under a demonstrable common ownership/control structure and coordinated service-management framework. LRC shall have one contractual counterpart, one SLA framework and one escalation structure.

The Bidder shall retain end-to-end accountability for faults affecting the path between LRC sites and Provider-hosted workloads and shall not transfer responsibility between separate connectivity and hosting service organizations.

- The Bidder shall provide corporate documentation demonstrating ownership, group structure, licensing and direct service-delivery capability.
- The Bidder shall disclose subcontractors, affiliates, upstream providers and material service dependencies.
- Third-party delivery, subcontracting or reselling of core services shall not be permitted unless explicitly approved in writing by LRC.
- LRC reserves the right to reject unclear delivery chains, unmanaged subcontractors or reseller-only models for core services.

11. Bidder Eligibility and Expert Team

11.1 Eligibility

Failure to meet a mandatory eligibility criterion shall result in disqualification at the administrative stage. Evidence shall be submitted with the bid.

Eligibility Criterion	Status	Evidence
Proven experience in nationwide connectivity / WAN projects	Mandatory	3+ references
Experience supporting critical / high-availability operations	Mandatory	References / case studies
Local technical support presence in Lebanon	Mandatory	Site / team description
Applicable licensed ISP / telecom / data-service-provider capability held by the Bidder or an entity under the same corporate group	Mandatory	Valid license(s) and corporate ownership documentation
Operation of at least two geographically separated data-center facilities supporting the proposed hosting service	Mandatory	Facility documentation and hosting architecture
Geographically diverse Internet egress with upstream/routing diversity and operational control of the proposed routing architecture	Mandatory	High-level Internet topology and routing declaration
Qualified technical team (see Section 12)	Mandatory	CVs / organization chart
Financial and operational capacity	Mandatory	(2–3) years
Ability to serve all Lebanese regions	Mandatory	Coverage statement
Direct or same-group capability for connectivity, managed network, hosting and associated network-security services under one contractual and SLA framework	Mandatory	Corporate structure and service-responsibility matrix

11.2 Expert Team Requirements

The Bidder shall submit the expert employees assigned to this contract, including full name, role, years of experience, certifications and employment status. The minimum team composition is:

Role	Responsibility	Minimum Requirement
Project Manager	Overall delivery, planning and single point of contact	1 senior; PMP or equivalent
Network Engineers	WAN/Internet design, configuration and optimization	≥ 2; relevant professional certification
Network Security Engineers	Network-security architecture, firewall/security-policy administration, secure connectivity and troubleshooting	≥ 1; relevant professional certification
Hosting / Cloud Engineers	VM, hosting, backup and DR	≥ 1; relevant professional certification
Field Technicians	Installation, commissioning and on-site support	Regional coverage
NOC / Helpdesk Team	24/7 monitoring and first response	24/7
Senior Information-Security Responsible Person	Provider internal security governance, policies and controls	Named qualified senior professional
Escalation Contacts	Named senior contacts per escalation level	Defined escalation matrix

Freelance or subcontracted technical resources shall not be used for core service delivery unless explicitly approved by LRC in writing.

12. Implementation, Migration and Acceptance

12.1 Implementation Methodology

The Provider shall deliver a phased implementation designed to achieve zero or minimal disruption to critical operations. The methodology shall address:

- Site assessment and survey for each location before installation.
- Migration plan from existing services, sequenced to protect critical sites and minimize cutover risk.
- Equipment-replacement plan with inventory of removed and installed units.
- Installation and commissioning, including configuration and labeling standards.
- Testing and acceptance against agreed criteria.
- Service activation with rollback plan for each site.
- Documentation handover, including as-built information, configurations and secure transfer of credentials.
- Training and knowledge transfer for the LRC ICT team.
- Transition from existing providers/services with defined milestones.
- Pre-approved cutover windows and tested fallback for EMS 140, blood banks and dispatch operations.

12.2 Acceptance Testing

- Bandwidth, latency and validation.
- WAN/VPN routing and reachability validation.
- Failover testing for backup links.
- Monitoring and alerting verification.
- Hosted VM performance, backup, patching and network-security validation.
- Validation of LRC-site-to-hosted-workload connectivity through the managed network.
- Validation of centralized network-security policy enforcement for representative traffic flows.

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- Review of Internet egress diversity, hosting-facility evidence and resilience architecture against the approved design.
- Application and database validation after migration.
- Signed acceptance report by LRC.

13. Deliverables and Reporting

Deliverable	Required
Detailed implementation plan	Yes
End-to-end logical architecture and traffic-flow diagrams	Yes
Site connectivity designs	Yes
Service Responsibility Matrix	Yes
Equipment list and installed inventory	Yes
Connectivity test reports	Yes
Migration plan and migration completion report	Yes
Acceptance reports	Yes
As-built documentation	Yes
SLA and support documents	Yes
Escalation matrix	Yes
Monthly availability and performance reports	Yes
Network-security and infrastructure-monitoring reports, including patch-status reporting for Provider-managed hosted systems	Yes
Automated incident alerting through emails calls and telegram for and Root-cause analysis reports for major incidents	Yes
Updated active-service inventory	Yes
Hosting service catalog and VM price list	Yes
Knowledge-transfer session for LRC ICT team	Yes

14. Evaluation Criteria

Administrative compliance shall be evaluated on a pass/fail basis. Only Bidders passing administrative compliance and achieving the minimum technical score shall proceed to financial evaluation. Mandatory requirements establish minimum capability; technical scoring shall assess the quality, resilience and completeness of the compliant solution.

Criteria	Weight
Technical compliance with connectivity and managed-service scope, including integrated architecture, traffic flows, WAN/hosting integration, Internet resilience, centralized management and network-security enforcement	8
Nationwide service coverage and ability to support all LRC locations	7
SLA, 24/7 support, NOC capability and escalation model	10
Hosting, VM packages, platform high availability, monitoring and security patching capability	8
Migration capability from Azure and other hosting providers	7
Network-security architecture and capabilities, security administration, internal security governance, compliance and relevant certifications	7
Experience, references and similar national projects	6
Expert team qualifications and availability	6

Criteria	Weight
Implementation methodology, transition plan and documentation	6
Reporting, governance, service catalog and scalability	3
Added value and operational resilience, including failure-domain diversity and integrated service delivery	2
Total Technical Score	70

14.1 Financial Evaluation (30 points)

#	Financial Criterion	Max Points	Method
1	Total evaluated price	25	Lowest-price formula
2	Price transparency & completeness of unit pricing	5	Assessed
	Financial Total	30	

Price score formula: Financial points = $30 \times (\text{Lowest evaluated price} \div \text{Bidder's evaluated price})$. The evaluated price shall primarily reflect the total cost of the consolidated reference solution based on indicative quantities. Unit prices shall additionally be evaluated for transparency and future scalability. Mandatory platform, licensing, management, network-security and implementation components shall not be omitted from the evaluated solution price.

14.2 Overall Score

Component	Max Points	Condition
Administrative compliance	Pass / Fail	Gate to technical
Technical evaluation	70	≥ 49 to qualify
Financial evaluation	30	Qualified bidders only
Total	100	Highest combined score wins

The contract shall be awarded to the qualified Bidder with the highest combined technical and financial score.

15. General Conditions

- All LRC data, configurations, diagrams, credentials and service information shall be treated as confidential.
- The Bidder shall comply with LRC procurement, ethical, operational, confidentiality and security requirements.
- All documentation, diagrams, inventories, reports and acceptance forms related to LRC services shall be provided to LRC.
- LRC shall accept services only after successful testing, commissioning and documentation handover.
- The Bidder shall ensure service continuity and shall not suspend, interrupt or modify services without prior coordination with LRC, except emergency actions required to protect availability or security.
- LRC may terminate the contract for repeated SLA breaches, failure to provide services, security breaches, false declarations, unauthorized subcontracting or material non-compliance.

Annex A: Indicative LRC Location List

Important instruction to bidders

Exact addresses, active service status, bandwidth requirements and final criticality shall be confirmed by LRC. Bidders must price services using unit prices that can apply to any current or future LRC location across Lebanon.

Region	Location / Site	Service	Criticality	Primary Internet Connection Type	Internet Size (Mbps)	WAN Connection Type	WAN Size (Mbps)	Failover	Connection Rule
Beirut	Spears / Kantari HQ	HQ / ICT / Administration / Main services	Critical	Dedicated fiber internet Microwave	100	WAN / SD-WAN	20	20	Dedicated independent connection for this service
Beirut	1760 Hotline	Non-emergency call center	Critical	Dedicated fiber internet Microwave	50	WAN / SD-WAN	10	10	Dedicated independent connection for this service
Mount Lebanon	Hazmieh OR	Main / backup operation room / dispatch continuity	Critical	Dedicated fiber internet Microwave	100	WAN / SD-WAN	20	20	Dedicated independent connection for this service
Mount Lebanon	Hazmieh EMS HQ	EMS HQ	High / Standard	Dedicated fiber internet Microwave	100	WAN / SD-WAN	10	20	Dedicated independent connection for this service

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Region	Location / Site	Service	Criticality	Primary Internet Connection Type	Internet Size (Mbps)	WAN Connection Type	WAN Size (Mbps)	Failover	Connection Rule
Mount Lebanon	Hazmieh DRR HQ	DRR HQ	High / Standard	Dedicated fiber internet Microwave	100	WAN / SD-WAN	10	20	Dedicated independent connection for this service
Mount Lebanon	Hadath DM HQ	DM HQ	High / Standard	Dedicated fiber internet Microwave	100	WAN / SD-WAN	10	20	Dedicated independent connection for this service
Mount Lebanon	DR Site	Operational site / connectivity hub	Critical / High	Dedicated fiber internet Microwave otherwise DSL / 4G/5G	100	WAN / SD-WAN	20	20	Dedicated independent connection for this service
Roumieh/ Mount Lebanon	Main Warehouse / Logistics Location	Warehouse / supply chain connectivity	Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	20	WAN / SD-WAN	2	5	Dedicated independent connection for this service
North / Akkar	North Warehouse / Logistics Location	Warehouse / supply chain connectivity	Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	20	WAN / SD-WAN	2	5	Dedicated independent connection for this service
Bekaa-Hermel	Bekaa Warehouse / Logistics Location	Warehouse / supply chain connectivity	Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	20	WAN / SD-WAN	2	5	Dedicated independent connection for this service
South / Saida	South Warehouse / Logistics Location	Warehouse / supply chain connectivity	Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
North / Akkar	HALBA	BTS / Blood transfusion service	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
South	SAIDA	BTS / Blood transfusion service	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
South / Nabatieh	NABATIEH	BTS / Blood transfusion service	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Beirut	SPEARS	BTS / Blood transfusion service	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Bekaa-Hermel	ZAHLE	BTS / Blood transfusion service	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
North / Akkar	TRIPOLI	BTS / Blood transfusion service	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
South	TYRE	BTS / Blood transfusion service	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Mount Lebanon	JOUNIEH	BTS / Blood transfusion service	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Beirut	GEMMAYZEH	BTS / Blood transfusion service	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Mount Lebanon	BEITEDDINE	BTS / Blood transfusion service	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Mount Lebanon	JBEIL	BTS / Blood transfusion service	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service

Region	Location / Site	Service	Criticality	Primary Internet Connection Type	Internet Size (Mbps)	WAN Connection Type	WAN Size (Mbps)	Failover	Connection Rule
Mount Lebanon	ANTELIAS	BTS / Blood transfusion service	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Bekaa-Hermel	RASHAYA	BTS / Blood transfusion service	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Beirut	MSD Achrafieh	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Beirut	MSD Mosaytbeh	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Beirut	MSD Tarik El Jdide	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Beirut	MSD Furn El Chebbak	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Beirut	MSD Chiah	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Mount Lebanon	MSD Felougha	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Mount Lebanon	MSD Antelias (Rabieh)	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Mount Lebanon	MSD Jal el dib	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Mount Lebanon	MSD El Bouchrieh	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Mount Lebanon	MSD Jounieh	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Mount Lebanon	MSS Aley	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Mount Lebanon	MSS Aley (Orthopedic Workshop)	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Mount Lebanon	MSD Beqaata	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Mount Lebanon	MSD Jbeil	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
North / Akkar	MSD Tripoli (city)	MSS / Medico Social / PHC connectivity	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service

Region	Location / Site	Service	Criticality	Primary Internet Connection Type	Internet Size (Mbps)	WAN Connection Type	WAN Size (Mbps)	Failover	Connection Rule
North / Akkar	MSD Tripoli (El Mina)	MSS / Medico Social / PHC connectivity	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
North / Akkar	MSD Batroun	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
North / Akkar	MSD Bcharre	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
North / Akkar	MSD Halba	MSS / Medico Social / PHC connectivity	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
North / Akkar	MSD Miniara	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Bekaa-Hermel	MSD Rachaiya	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Bekaa-Hermel	MSD Baalbek	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Bekaa-Hermel	MSD Hermel	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Bekaa-Hermel	MSD Zahle	MSS / Medico Social / PHC connectivity	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Bekaa-Hermel	MSD Mouallaka	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Bekaa-Hermel	MSD Riyak	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Bekaa-Hermel	MSD Qab Elias	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
South	MSD Saida	MSS / Medico Social / PHC connectivity	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
South	MSD Zrarieh	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
South	MSD Sour	MSS / Medico Social / PHC connectivity	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
South	MSD Jezzine	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
South / Nabatieh	MSD Nabatieh	MSS / Medico Social / PHC connectivity	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service

Region	Location / Site	Service	Criticality	Primary Internet Connection Type	Internet Size (Mbps)	WAN Connection Type	WAN Size (Mbps)	Failover	Connection Rule
South / Nabatiyeh	MSD Bint Jbeil	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
South / Nabatiyeh	MSD Kafra	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
South / Nabatiyeh	MSD Rmaich	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
South	MSD Babliyah	MSS / Medico Social / PHC connectivity	High / Standard	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
Beirut	MSS HQ Spears	MSS / Medico Social / PHC connectivity	Critical / High	Dedicated fiber internet when available otherwise Microwave 4G/5G	5	WAN / SD-WAN	5	5	Dedicated independent connection for this service
North / Akkar	Tripoli Operation Room	EMS Operation Room / Regional Dispatch Continuity	Critical	Dedicated fiber internet when available otherwise Microwave 4G/5G	10	WAN / SD-WAN	10	20	Dedicated independent connection for this service
Bekaa-Hermel	Zahle Operation Room	EMS Operation Room / Regional Dispatch Continuity	Critical	Dedicated fiber internet when available otherwise Microwave 4G/5G	10	WAN / SD-WAN	10	20	Dedicated independent connection for this service
South / Nabatiyeh	Nabatieh Operation Room	EMS Operation Room / Regional Dispatch Continuity	Critical	Dedicated fiber internet when available otherwise Microwave 4G/5G	10	WAN / SD-WAN	10	20	Dedicated independent connection for this service
Mount Lebanon	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site
Mount Lebanon	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site
Mount Lebanon	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site
Mount Lebanon	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site
Mount Lebanon	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site
Mount Lebanon	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site
Mount Lebanon	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site
Mount Lebanon	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site
North / Akkar	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site
North / Akkar	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site
North	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site
North	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site
Bekaa-Hermel	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site
Bekaa-Hermel	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site
Bekaa-Hermel	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site

Region	Location / Site	Service	Criticality	Primary Internet Connection Type	Internet Size (Mbps)	WAN Connection Type	WAN Size (Mbps)	Failover	Connection Rule
South	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site
South	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site
South / Nabatiyeh	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site
South / Nabatiyeh	UHF Site TBD	UHF / VHF Radio Network Site	standards	Dedicated Microwave; otherwise 4G/5G	NA	WAN / SD-WAN	2	2	Dedicated independent connection for UHF site
					995		429	498	

Annex B: Financial Proposal Templates

B.1 Connectivity Monthly Price per Mbps

Service Type	Number of Sites	Link Speed (Mbps)	Total Quantities(Mbps)	Public IP	Monthly Price per Mbps	Notes
Internet over Fiber	15	10	150	Yes		
WAN over Fiber	6	10	60			
WAN over Microwave	76	2~20	400			
Internet over Microwave	15	2~20	345	Yes		
Wan over 4G/5G	12	NA	Quota 50GB			
Internet over 4G/5G	12	NA	Quota 50GB			
Backup Link failover Microwave	8	10	80	Yes		
Backup Link failover Fiber	8	50	400	Yes		
Backup Link failover DSL	4	NA	4 units	Yes		
Backup Link failover 4G/5G	5	NA	Quota 50GB			

B.2 Installation Cost per Service Type

Service Type	One-Time Installation Cost	Included Equipment	Exclusions / Notes
Fiber Internet	31		
Microwave	76		
DSL	4		
4G/5G	17		
Backup Link including routers	25		

B.3 VM Hosting Price List

VM Package	Quantity	Included Storage	RAM	CPU	Price per unit/ month
Small	1	150 GB SSD	8 GB	2	\$
Medium	1	200 GB SSD	16 GB	4	\$
Large A	2	500 GB SSD	32GB	8	\$
Large B	4	500 GB SSD	64 GB	16	\$

B.4 Additional Hosting Resources

Resource	Unit	Unit Price	Notes
Additional vCPU	Per vCPU/month		

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Resource	Unit	Unit Price	Notes
Additional RAM	Per 8 GB/month		
Additional storage SSD	Per 100GB/month		
Backup storage	Per 100GB or TB/month		
Public IP	Per IP/month		
Firewall/security service/manage services	Per VM/month		
Professional services	Per man-day		

Annex C: Compliance Checklist

	Requirement	Compliant (Yes/No)	Evidence (Document # / page)	Bidder Remarks
1	Provides fiber Internet services			
2	Provides microwave connectivity			
3	Provides DSL connectivity			
4	Provides 4G/5G connectivity			
5	Provides WAN/site-to-site services			
6	Provides backup/failover links			
7	Provides equipment replacement			
8	Provides managed hosting services			
9	Provides all required VM packages as selectable options			
10	Provides migration from Azure and other hosting providers			
11	Provides infrastructure and network monitoring			
12	Provides security patching for Provider-managed hosted infrastructure			
13	Provides 99.9% SLA for critical services			
14	Provides 24/7 support for critical services			
15	Provides ticketing/helpdesk system			
16	Provides escalation matrix			
17	Provides monthly service reports			
18	Provides required ISO/security certifications			
19	Provides applicable ISP / telecom / data-service-provider license documentation			
20	Operates at least two geographically separated data-center facilities supporting the proposed hosting service			
21	Provides geographically separated Internet egress with upstream and routing diversity			
22	Demonstrates operational control over the Internet routing architecture			
23	Provides an integrated, centrally managed secure WAN architecture			
24	Provides centrally governed Internet network-security enforcement			
25	Provides secure site-to-site and site-to-hosted-workload communication			
26	Provides centralized firewall and threat-prevention controls			

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	Requirement	Compliant (Yes/No)	Evidence (Document # / page)	Bidder Remarks
27	Provides application-aware traffic steering and automatic failover			
28	Provides centralized configuration, network monitoring, security-control event logging and reporting for in-scope network infrastructure			
29	Provides unified policy administration across sites and hosted workloads			
30	Provides high-level architecture and traffic-flow diagrams identifying primary and alternate paths			
31	Provides managed private or secured connectivity between LRC WAN locations and hosted workloads without mandatory public-Internet traversal			
32	Provides hosting platform high availability and automated failover of critical platform components			
33	Assumes end-to-end SLA responsibility for Provider-managed hosting infrastructure and network dependencies			
34	Maintains internal information-security governance with a named qualified senior security responsible person			
35	Provides connectivity, managed network, hosting and associated network-security services directly or through same-group entities under one contractual, SLA and escalation framework			
36	Does not rely on third-party core service delivery without LRC written approval			
37	Provides staff CVs and certifications			
38	Provides the required Service Responsibility Matrix			