



# REQUEST FOR PROPOSAL (RFP)

## Provision of Internet & WAN Connectivity Services

### Samoa Shipping Corporation Limited (SSC)

## 1. INTRODUCTION

Samoa Shipping Corporation Limited (SSC) invites qualified Internet Service Providers (ISPs) to submit proposals for the provision of reliable, secure, high-performance Internet and WAN connectivity services.

The objective is to establish a 2–3-year service contract that ensures:

- Guaranteed network performance
- High availability and resilience
- Full monitoring visibility
- Scalability for future growth

## 2. BACKGROUND

SSC operates across multiple critical locations including ports and administrative offices. Reliable connectivity is essential for:

- Ticketing systems
- CCTV and surveillance
- Financial and operational systems

Over the past two years, SSC has experienced:

- Recurring outages affecting ticketing systems at Mulifanua, Salelologa, and Matautu
- Network downtime due to single point of failure
- Performance degradation during peak periods
- Limited monitoring and lack of visibility
- No enforceable SLA

Government Audit recommendations have also highlighted the need for improved:

- Network resilience
- Monitoring capability
- Service accountability



## 3. SCOPE OF SERVICES

### 3.1 Internet Services

- Dedicated Internet (1:1 CIR)
- Symmetrical bandwidth
- No shared/contended services

#### **Explanation:**

This means SSC will receive the full internet speed paid for at all times, rather than sharing bandwidth with other customers. This prevents slowdowns during peak hours and ensures consistent system performance.

### 3.2 WAN Connectivity

- Secure inter-site connectivity
- MPLS or equivalent
- VLAN support

#### **Explanation:**

This ensures all SSC locations are securely connected to each other, allowing systems such as ticketing and internal operations to function reliably across all sites.

### 3.3 Hybrid Connectivity (MANDATORY)

Each site must include:

- Primary: Fibre
- Secondary: 4G/5G
- Tertiary: Satellite (e.g., Starlink)

With:

- Automatic failover
- Seamless switching

#### **Explanation:**

Each site will have multiple internet connections, so if one fails, another automatically takes over. This prevents outages and ensures continuous service.

### 3.4 SD-WAN (MANDATORY)

- Centralized control



- Intelligent routing
- Traffic prioritization
- Multi-link management

**Explanation:**

This acts as a “smart controller” for the network, automatically selecting the best connection and ensuring important systems (like ticketing and CCTV) always perform well.

### **3.5 Vaitele Depot Requirements (CRITICAL SITE)**

The Vaitele Depot is designated as a critical infrastructure location and must be provisioned with:

- High availability connectivity
- Full redundancy (minimum two links, preferably three)
- Priority traffic handling for:
  - Backup server systems
  - CCTV and surveillance services

**Explanation:**

This ensures that SSC’s backup systems and security monitoring remain operational at all times, even in the event of network failure.

## **4. SERVICE LOCATIONS**

The services shall cover the following SSC sites:

- Head Office (Apia)
- Matautu Wharf
- Mulifanua Wharf
- Salelologa Wharf
- Vaitele Depot (Critical Infrastructure Site – Backup Systems & CCTV)

## **5. TECHNICAL REQUIREMENTS**

### **5.1 Dedicated Bandwidth**

All services must be 1:1 CIR

👉 Shared services = non-compliant

**Explanation:**

SSC will not accept shared internet services. This guarantees stable performance and eliminates slowdowns caused by other users on the same network



## 5.2 Performance

Vendors must define:

- Latency
- Jitter
- Packet loss

## 5.3 QoS

Priority for:

- CCTV
- Ticketing
- Core systems

### **Explanation:**

Critical systems will always be given higher priority, ensuring they continue to function even if network usage is high.

## 5.4 Monitoring (MANDATORY)

- 24/7 dashboard
- Real-time + historical data
- Alerts
- SSC admin access

### **Explanation:**

SSC will be able to see actual internet performance at any time, ensuring the provider delivers what was promised and allowing quick response to issues.

## 5.5 Security

- Secure architecture
- Traffic isolation
- Optional DDoS protection

## 6. REDUNDANCY & NETWORK INDEPENDENCE (CRITICAL)

- Minimum 2 links per site (3 preferred)
- Must support automatic failover

Key Requirement:



Redundant links must be physically and logically independent

Preference:

- Multi-provider redundancy

Single vendor must prove:

- No shared infrastructure
- No common failure point

**Explanation:**

This removes the single point of failure, which has previously caused outages at wharf locations. Even if one provider fails, SSC operations will continue.

## 7. SLA REQUIREMENTS

- Uptime: 99.9% minimum
- Response: <1 hour (critical)
- Service credits mandatory

**Explanation:**

This ensures the provider is contractually accountable for service quality and must respond quickly to any issues.

## 8. IMPLEMENTATION

- Deployment plan
- Migration strategy
- Minimal disruption

## 9. MULTI-VENDOR STRATEGY

SSC may use more than one provider

- Award single or multiple vendors

**Explanation:**

Using multiple providers improves reliability and resilience, reducing dependence on a single company.

## 10. PRICING



Must include:

- Monthly cost
- Setup cost
- Per-site breakdown
- Per-service breakdown

**Explanation:**

Ensures transparency, so SSC understands exactly what it is paying for at each site and service level.

## 11. COMPLIANCE TABLE

Requirement	Yes/No	Comments
Dedicated CIR		
SD-WAN		
Failover		
Monitoring		
SLA		

**Explanation:**

This ensures vendors clearly confirm whether they meet SSC's key requirements, making evaluation easier and more transparent.

## 12. SUBMISSION REQUIREMENTS

- Technical proposal
- Design diagrams
- SLA
- Pricing
- Company profile

**Explanation:**

This defines what vendors must provide to ensure proposals are complete and comparable.

## 13. TIMELINE

- Release: 20 April 2026
- Close: 15 May 2026 (4:00 PM)
- Evaluation: 2 weeks



- Award: Mid-June
- Go-Live: 1 July 2026

**Explanation:**

Provides a clear schedule to ensure timely evaluation and transition before the current contract expires.

## 14. SUBMISSION METHOD

- Electronic submissions **ONLY**
- No hard copies

Send to:

 [aletasetta@ssc.ws](mailto:aletasetta@ssc.ws)

 [lene@ssc.ws](mailto:lene@ssc.ws)

**Explanation:**

Ensures a consistent and efficient submission process using electronic communication only.

## 15. DISCLAIMER

SSC reserves the right to:

- Accept/reject proposals
- Request clarification
- Cancel process

**Explanation:**

Protects SSC's interests by allowing flexibility in the evaluation and selection process.

## 16. ISSUANCE

**Issued by:** Samoa Shipping Corporation Limited (SSC)

**Prepared by:** ICT Team

**Explanation:**

Confirms that the RFP is an official SSC procurement document prepared by the ICT Team.