

Annex B: Quality of Service and KPIs components

(the provider may propose better options for the quality of service and KPIs)

1. Quality of Service

Service Level Agreement: The offeror should indicate link performance parameters below

1. Minimum up-time level or availability
2. Round trip delay (RTD)
3. Packet Loss
4. Throughput
5. Webpage access success rate
6. Webpage completion success rate
7. Webpage download time
8. Video streaming set success rate
9. Video streaming completion success rate
10. The latency of the connectivity

Maintenance and Support Services:

11. Solution provider shall provide a client software tool or web-based tool to monitor the bandwidth received compared to the bandwidth subscribed to.
12. Content filtering on network layer and transport layer to protect student from accessing unauthorized contents.
13. Remote management of devices and services like having CPE SNMP enabled to easy remote access and monitoring from customer point of view.
14. Solution provider should indicate support response time
15. Provide basic self-support guide for equipment.
16. Minimum quarterly service and review of performance.
17. Liaison with equipment suppliers on behalf of the school.
18. Periodic scheduled maintenance visits (at least one per trimester).
19. Relevant trainings for deployed equipment.

2. Key Performance Indicators

Quality Assurance:

- ISP shall follow the technical standards set by the regulator (RURA)
- ISP shall use equipment that are compliant to the environmental conditions set by the Rwanda Utility and Regulations of Rwanda

Delivery Time: timely delivery of the project

User Satisfaction: customers' satisfaction

Service Availability: the promised parameters are measured periodically to identify the agreed level of service is being delivered

Showback: ability to demonstrate the value brought by the deployed connectivity solution