EAST AFRICAN
CRUDE OIL
PIPELINE

REQUEST FOR EXPRESSION OF INTEREST (EOI): PROVISION OF DEDICATED FIBRE FIXED INTERNET SERVICES FOR EACOP UGANDA REFERENCE NO. REQ-00001182

East African Crude Oil Pipeline (EACOP) LTD invites experienced and reputable companies or organizations to express their interest in provision of dedicated fibre fixed internet services to the East African Crude Oil Pipeline (EACOP) Project.

The EACOP Project involves the construction and operation of a buried and cross-border pipeline to transport crude oil from Lake Albert area in Uganda to eastern coast of Tanzania for export to international markets. The pipeline will run from Kabaale, Hoima District in Uganda to the Chongoleani peninsula in Tanga, Tanzania. The length of the pipeline is 1,443 km, of which 296km will be in Uganda and 1,147 km in Tanzania. In Uganda the pipeline will traverse ten districts and in Tanzania, eight (8) regions comprising of Kagera, Geita, Shinyanga, Tabora, Singida, Dodoma, Manyara and Tanga, 27 administrative district councils, and 231 villages.

BRIEF DESCRIPTION OF THE SCOPE OF THE SERVICES

EACOP operates a business-critical ICT environment that requires secure, resilient and high-performance internet connectivity to support corporate operations, cloud-based services, business applications and communication with regional and international stakeholders.

To ensure continuous business operations, EACOP intends to procure a dedicated fibre internet service that provides guaranteed bandwidth, high availability, network redundancy and comprehensive technical support. Accordingly, EACOP invites qualified Internet Service Providers (ISPs) to express their interest (EOI) in providing these services for its Head Office located at RR Pearl Tower One, Plot 1 Yusuf Lule Road, Kampala, Uganda.

SCOPE OF SERVICES

The successful contractor shall provide a complete end-to-end managed dedicated fibre internet service, including but not limited to the following:

- Supply, install, configure, test and commission a dedicated fibre internet connection.
- Provide a minimum of 200 Mbps guaranteed, dedicated and symmetrical bandwidth with unlimited data usage.
- Design, implement and maintain a resilient internet solution with automatic failover and network redundancy.
- Supply, install, configure and maintain all required Customer Premises Equipment (CPE).
- Provide static public IPv4 addresses together with a dedicated public IP subnet.
- Provide 24/7 network monitoring, technical support and Network Operations Centre (NOC) services.
- Perform preventive and corrective maintenance throughout the contract period.
- Meet the agreed Service Level Agreements (SLAs), including:
  - » Minimum monthly service availability of **99.99%**.
  - » Maximum Mean Time to Repair (MTTR) of **4 hours**.
  - » Low latency, packet loss and jitter suitable for enterprise applications.
- Provide monthly service performance reports, including availability, incidents, outages, maintenance activities and SLA compliance.
- Assign a dedicated account manager or service representative for contract administration and service management.

MINIMUM REQUIREMENTS

Companies or organisations/local joint ventures expressing their interest are invited to submit documentation of their request with:

- Certificate of incorporation/registration and a valid copy of trading/business license.
- Recent Uganda Registration Services Bureau (URSB) search (attach copy).
- Brief description of experience, expertise, and capacity to deliver the required scope of services.
- Proof of certified personnel/manpower qualified who will be responsible to perform the services.
- Minimum of 5 years' proven experience in provision of the required services.
- Proof of registration with Uganda National Bureau of Standards (UNBS) including Beneficial Owners Particulars.
- Hold a valid license issued by the Uganda Communications Commission (UCC).
- Demonstrate experience supporting multinational organizations, oil & gas companies, or other critical infrastructure organizations will be an added advantage.
- Proof of valid registration on the National Supplier database maintained by the Petroleum Authority of Uganda.
- A signed statement of compliance with the Petroleum (Refining, Conversion, Transmission and Midstream storage) (National Content) Regulations, 2016.
- Proof of registration with Uganda Revenue Authority (URA) and valid Tax Clearance Certificate.
- Audited financial accounts for the past three years.
- Evidence of Quality, Health, Safety, and Environment (QHSE) management system compliant with local and industry standards/certificates for ISO 45001:2018, ISO 14001:2015 and ISO 9001:2015.
- Relevant registration/certification with HSE regulatory and certifying bodies (Workplace certificate from the OSH department).
- Signed copies of Anti-corruption, Anti-bribery, Compliance and Human Rights policies.

Companies or organizations which have the ability, capacity, and resources to implement the activities listed above should express their interest by sending an Expression of Interest (EOI) via email, together with the above listed documents through an email to **procurement.ug@eacop.com** (max. email size 20Mb) on or before **18th August 2026** by **17:00 hours** East African Time (EAT), email subject shall be: **REQ–00001082 PROVISION OF FIXED BROADBAND/INTERNET SERVICES**.

Statements of EOI should be no more than twenty (20) pages long. **All Expression of Interests should be submitted in the English language.**

NOTE: EACOP LTD will review and assess the documents provided by companies that have expressed interest in accordance with this EOI, and conduct evaluations based on internal criteria to determine which companies, or local joint ventures will be included in the list of pre-qualified companies or local joint ventures. Only the pre-qualified companies or local joint ventures will receive, by signing a Non-Disclosure Agreement (NDA), an invitation to bid as a continuation of the call for tender process. EACOP LTD reserves the right at its sole discretion to make the decision to select or reject a company or local joint ventures and maintain its decision without having to give reasons to the company or local joint ventures concerned.