

# CALL FOR TENDER BROADBAND CONNECTION



The Goethe-Institut London is inviting tender for a three-year contract to supply and maintain their broadband connection.

The Goethe-Institut is the cultural institute of the Federal Republic of Germany. We promote knowledge of the German language abroad, foster international cultural cooperation and convey a comprehensive image of Germany with 158 locations in 98 countries.

The Goethe-Institut London is located on Exhibition Road in a five-storey building. We have eight classrooms offering German classes throughout the day, but chiefly in the evening, there is a large Library and information centre, and office space for some 65 staff. WiFi is offered to students and visitors free of charge.

We currently have a 1000Mbit/sec Fibre connection, plus a separate MPLS connection with our Head Office in Munich which is not part of this tender.

We are seeking to find the best-value contract which offers a stable connection for increased use of streaming, Zoom lessons and Teams telephony throughout the building. **We are looking for a three-year contract to start on 01/08/2026.**

It is vital for our operations that we retain our current public IP address.

**Goethe-Institut London**  
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Exhibition Road  
London  
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Info-london@goethe.de

## I. Required services

Suppliers are expected to provide the following services as part of the broadband tender:

- Conduct a full site survey to assess existing network infrastructure.
- Provision, installation and configuration of all required hardware if applicable.
- Supply a stable, high-capacity broadband connection suitable for heavy daily usage.
- Offer optional ongoing maintenance and support packages, providing clear service level agreements (SLAs).

A full cost breakdown should be provided, including installation, monthly service charges, hardware costs (if applicable) and any optional support or maintenance packages.

## II. Eligibility criteria:

- Registration in the Companies House (registration number required).
- Valid VAT registration (if applicable).

## III. Conditions of the Tender

The following conditions are prerequisite for the assigning of the tender:

[www.goethe.de](http://www.goethe.de)

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- The supplier must provide evidence of their sustainability and environmental policy, including any recognised certifications (e.g., ISO 14001).
- Project to be concluded no later than 31/08/2026.
- Sighting of the premises: this is mandatory, please send an email to [eleonora.polei@goethe.de](mailto:eleonora.polei@goethe.de) to set up an appointment. This will not be necessary in case your company already knows/has already visited the premises.
- The supplier must confirm their ability to retain our existing public IP address without service disruption.
- All installation work must comply with relevant UK telecommunications, safety and data protection regulations.

#### **IV. Tender awarding criteria**

- Price **50%**
- Service **40%** (based on answers to questions 1-8 on the questionnaire)
- Sustainability **10%** (based on answer to question 9 on the questionnaire)

If you wish to take part in this tender process complete the basic details of your bid on the form we are enclosing in PDF form and return it with your bid to ensure a transparent evaluation.

Please send your tender by e-mail to the following email address:

**[eleonora.polei@goethe.de](mailto:eleonora.polei@goethe.de)**

and put only the following words in the subject line:

"Tender documents – Broadband connection".

Mails thus marked will only be opened after the end of the tender period.

We are happy to answer any queries you may have by e-mail, please contact Eleonora Polei ([eleonora.polei@goethe.de](mailto:eleonora.polei@goethe.de)). Please note that replies to any queries will also be posted on our website to ensure all competitors have the same information available.

No negotiations will be entered into. If you are sending in more than one offer, then the last received only will be opened.

**Your offer must be received by 04/06/2026, 18:00**

We intend to make our decision by **11/06/2026** and will inform unsuccessful bidders. The contractor is bound to their offer until **04/09/2026**.

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