

U.S. Embassy Suva
Date: September 3, 2019

To: Prospective Quoters

Subject: Request for Quotations number 19FJ6019Q0003

Enclosed is a Request for Quotations (RFQ) for Internet Services.

The U.S. Government intends to award a contract/purchase order to the responsible company submitting an acceptable quotation at the lowest price. We intend to award a contract/purchase order based on initial quotations, without holding discussions, although we may hold discussions with companies in the competitive range if there is a need to do so.

In adherence to requirements stipulated by U.S. Government Federal Law, FAR provision 52.204-7, vendors that enter into business with the US Government are advised to register in the System for Award Management (SAM) database to obtain a Data Universal Numbering System (DUNS) number <https://www.sam.gov/SAM/>

Quotations are due by 5pm September 18th 2019 local time. Please send quotes to email: SuvaProcurement@state.gov All questions can also be sent to this email address.

Sincerely,

Contracting Officer

Enclosure

I. SCOPE OF SERVICES

The Contractor shall complete all work, including furnishing all labor, material, equipment, and services, unless otherwise specified herein, required under this contract for stated services within the time specified herein. The price listed below shall include all labor, materials, overhead, and profit. In consideration of satisfactory performance of all scheduled services required under this contract, the Contractor shall be paid a firm fixed-price for all services.

II. BASE PERIOD

The contract will be for a one-year period from the date on the notice to proceed or purchase order award date.

1. The Contractor shall furnish all engineering, labor, tools, equipment, materials, supplies and services to provide the required circuits.
2. Prices. In consideration of satisfactory performance of the services required under this contract, the Contractor shall be paid a firm fixed-price (FFP) per month as stated in the schedule below in Fiji dollars

VALUE ADDED TAX. Value Added Tax (VAT) is not included in the CLIN rates. Instead, it will be priced as a separate Line Item in the contract and on Invoices. Local law dictates the portion of the contract price that is subject to VAT; this percentage is multiplied only against that portion.

- 2.2. The firm fixed-prices are in Fiji dollars

BASE YEAR: Date on the notice to proceed.

Contract Line Item #	Description of Services	Number of Months	Monthly Price	Total Firm-Fixed Price
1	OpenNet - VPN OpenNet Plus (VPN through the Internet) at the U.S. Embassy Suva. One (1) dedicated Internet channel at minimum 20,480 Kbps (20Mbps) providing fault tolerance in the last mile. HSRP protocol is required.			
2	Initial Installation (once off)			
3	IP Address Range /28 IP Address Number 14			
SUB-TOTAL				
PLUS VAT (IF APPLICABLE)				
GRAND TOTAL FOR BASE YEAR				

DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

I. SCOPE OF WORK

The purpose of this firm fixed price purchase order is to obtain VPN, Internet Services, and Circuitry for the U.S. Embassy Suva

The local Telecommunication's Internet Service Provider (ISP) contracting firm must provide internet services and dedicated leased line channels and circuitry for connecting American Embassy Suva and remote U.S. Embassy/Consulate Annex locations data links as shown below in this technical paper.

THIS IS THE LIST OF REQUIRED SERVICES:

SERVICE: OpenNet-VPN	
NAME:	OpenNet Plus (VPN through the Internet) at the U.S. Embassy <i>Suva</i>
DESCRIPTION:	One (1) dedicated Internet channel at minimum 20,480 Kbps (20Mbps) providing fault tolerance in the last mile. HSRP protocol is required.
TYPE OF SERVICE:	Dedicated Internet Channel
LOCATION:	<i>US Embassy Suva</i>

THE PROVIDED INTERNET SERVICE SHALL COMPLY WITH THE FOLLOWING REQUIREMENTS:

Internet Services Quality

Internet Service Provider (ISP) shall provide dedicated (not shared or bundled) leased channel high-speed access to the Internet; data transport media must be fiber optic, terrestrial connectivity. Twenty-four (24) hours uplink. Post Internet Service Provider (ISP) connection must be "always on" with unlimited usage, and must not require the installation of any custom software on the client side.

Internet Service Provider (ISP) digital bandwidth is the amount or volume of data that may be sent through the channel, measured in kilobits per second (Kbps), without distortion. Required Bandwidth connection is defined in each service description.

For Internet Services the Internet Service Provider (ISP) must guarantee full contracted bandwidth availability 24X7X365 from the originator side to the ISP's internet gateway. Bandwidth sharing between other non-Embassy customers is not allowed. Connection Ratio must be 1/1.

Internet Service or data service transmission from the originating information server towards an end server is referred to as downstream; and a transmission from an end user towards the remote

server is referred as upstream; Post Internet Service Provider (ISP) Contention Ratio (downstream / upstream) must be 1:1 /1:1.

Internet Service Provider (ISP) must provide excellent Quality of Service (QOS) for the connection, that represents the level of consistent download capacity provided, must be the higher QOS percentage possible but, at minimum, greater than 99.97% or the highest possible quality of service connection reaching 100%.

Internet Service Provider (ISP) connection must NOT, *repeat*, NOT use Network Address Translation (NAT).

Internet Service Provider (ISP) Round Trip Time (RTT) reports the total time in milliseconds (ms) time to send a small data packet and obtain a reply back; must be the faster than 100ms for the Round Trip Time (RTT) for internet service. Also, RTT must be faster than 7ms for local data services (for instance: point-to-point channels or web pages accessed through the *Fiji* Network Access Point (NAP)).

Internet Service Provider (ISP) must permit the transit of all Internet Protocol (IP) protocols (especially IPsec), including but not limited to, User Datagram Protocol (UDP), Transmission Control Protocol (TCP), and IPSEC to transit without filters or proxies. Unfiltered access to the Internet is required without ISP firewall blocking. Filters or sniffers must not be established, connected, or introduced by the ISP for any Embassy channels. If there are any existing filters, sniffers, restrictions, or proxies, they must be identified, and removed prior lease line circuit installation.

Internet Service Provider (ISP) must permit installation of Customer VPN encryption devices on circuit.

Internet Service Provider (ISP) must provide detailed network topology map that shows all possible paths ISP use for the internet traffic between ISP hub in *Suva* and the ISP hub in United States of America (USA).

Internet Service Provider (ISP) must have redundancy in the Internet backbone between *Fiji* and USA. For instance, If NAP of the host country's backbone fail, NAP Americas, NAP Sprint, or any other alternate backbone paths shall be available.

Internet Service Provider (ISP) must provide fault-tolerance Fiber Optic connectivity to the very end at the U.S. *Embassy Suva* compound Telecommunications Service Entrance Facilities (TSEF) Room.

Network Identification

Internet Service Provider (ISP) must provide a block of fourteen (14) public internet IP addresses on a single subnet for Internet services.

Internet Service Provider (ISP) must provide IP addresses used to identify the single subnet

address in Classless Inter-Domain Routing address specification (Network IP address / 28) or, equivalently, its subnet mask 255.255.255.240, and ISP Gateway IP addresses (virtual IP addresses).

Network Devices

The network devices shall comply with the following characteristics:

Internet Service Provider (ISP) must permit ping and trace route traffic from 169.252.0.0/16 and 169.253.0.0/16 to the ISP connection RJ45 10/100BaseT router interface which terminates Customer VPN encryption device.

Services provided by the Internet Service Provider (ISP) must be delivered with RJ-45 interface connectors with a 10/100baseT interface.

Internet Service Provider (ISP) must provide routers and Data media converters or transmission devices in all cases.

Power standard sources must be dual voltage (110v/60hz and 220v/50hz)

Devices must be Rack mountable in a standard Commercial off-the-shelf (COTS) rack.

One separate or individual physical interface connector is required per service.

Service Support and Contingencies

The awarded ISP must warrant service support 7X24X365.

The vendor must warrant service support on site if necessary 7X24X365, services must be coordinated directly with Embassy's Contracting Office Representative (COR) or Information Technology (IT) representative from the Embassy Information Systems Center (ISC).

Expected service availability and reliability must be at minimum 99.97%.

The Contractor shall install a redundant cable or Fiber Optic infrastructure known as backup line with channel state inspection mechanism, in order to verify service connectivity and provide immediate lease line backup connectivity services to the Embassy/Consulate.

The awarded ISP must have direct connection capability with major United States of America (U.S.A) telecommunication providers (ISPs) at Internet tier 1 level, having alternative line channels or backups in case of main Internet path malfunctioning.

The awarded ISP must provide on line web access data traffic analysis graphs capabilities. Graphs must be updated on a daily basis. Graphs must retain traffic history behavior for at least

one year.

The awarded ISP must provide a central Information Technology (IT) point of contact (POC) in order to promptly coordinate technical issues during the initial installation process.

QUALITY ASSURANCE AND SURVEILLANCE PLAN (QASP)

This plan provides an effective method to promote satisfactory contractor performance. The QASP provides a method for the Contracting Officer's Representative (COR) to monitor Contractor performance, advise the Contractor of unsatisfactory performance, and notify the Contracting Officer of continued unsatisfactory performance. The Contractor, not the Government, is responsible for management and quality control to meet the terms of the contract. The role of the Government is to monitor quality to ensure that contract standards are achieved.

Performance Objective	Scope of Work Para	Performance Threshold
<u>Services.</u> Performs all Internet services set forth in the scope of work.	As stated above	All required services are performed and no more than one (1) customer complaint is received per month.