



Embassy of the United States of America

Bogotá, D.C., Colombia

Solicitation No.: S-CO200-12-Q-0030

U.S. Embassy Bogota

VPN and Internet Services

Pre-Proposal Conference on August 14, 2012 – Questions and Answers

Question 1: The Embassy is requesting point-to-point channels/clear channels. Is it feasible to offer MPLS connectivity for the remote sites?

Answer: **MPLS is allowed. MPLS was designed to provide a unified data-carrying service for both circuit-based clients and packet-switching clients and is able to encapsulate and transmit IP traffic. MPLS deployment should allow the Embassy's IT equipment to communicate to each other at both ends via IP protocol.**

Question 2: The three INL services at the Airport: Can they be delivered in just one media totaling the BW, that means 16Mbps or is it necessary to deliver the required capacity per channel?

Answer: **NAS-CNP and NAS-C26 Intel are located in the same building. These two services can be delivered in one Optic fiber media due to they will end in the same server room. The other service, NAS-NAU is located in another facility which means that another optic fiber media should be extended to that location.**

Question 3: It is understood that the base year is for 12 months; in case if the contract is extended by executing/exercising an option year, the new monthly price to be paid by the Embassy will be the price submitted for that option year not the base year.

Answer: **Yes. The solicitation requires bidders to provide prices for the base year, and for each option year. Please keep in mind, if the Embassy elects to extend the contract for 6 months after the final option year, those prices for the final option will remain in effect for the 6-months period.**

Question 4: Internet service: Is QoS being requested. Is it feasible to have /apply this service on MPLS, on the Internet public net?

Answer: The American Embassy's definition of QoS is to request to the awarded Internet Service Provider (ISP) to guarantee a certain level of performance to a data flow. For example, a required bit rate, delay, jitter, packet dropping probability and/or bit error rate may be guaranteed. In the Scope of Work, it was defined that the measures of acceptable quality of performance is the round trip time and the total up-time.

Question 5: What is required under preventive and corrective maintenance?

Answer: Preventive maintenance should be defined by the service provider based on the technical specifications of the installed IT equipment. Preventive maintenance periods may vary from vendor to vendor.

When corrective maintenance is required, this means that the service is down or that there is a high risk of failure. If the service is down, it must be repaired as soon as possible. If the service is under risk of failure, corrective maintenance should be coordinated with the Embassy's IT staff prior to performing any corrective action.

Question 6: Who is the present service provider?

Answer: UNE EPM.

Question 7: When does the present contract expire?

Answer: September 30, 2013.

Question 8: If the contract is awarded to our firm, it is anticipated that a minimum of 45 days are required by our firm in order to start performing services.

Answer: The Embassy requires a transition period between contactors. We will work with the current provided to facilitate the smooth transition to a new provider should that be the outcome of this solicitation.

Question 9: Additional information is needed on the wireless requirement.

Answer: No wireless equipment/service is required for the Internet DCR service. Service must be provided as stated in the scope of work.

Question 10: Must certifications from our present clients be /submitted/presented in English?

Answer: Yes, they must be translated into English.

Question 11: What is the anticipated starting date of the contract?

Answer: The U.S. Embassy – Bogota anticipates to start this contract on December 1, 2013; however, this is a tentative date and it may change.

Question 12: What is the deadline for questions?

Answer: The deadline for question is by close of business on August 23, 2013.

Question 13: Past experience certifications/contracts: Is there any specific/special format that information needs to be submitted?

Answer: No, as long as your firm provides the required information as stated in Section 3 of the solicitation, in English.

Question 14: Past experience certifications/contracts: Is there a minimum number of client that needs to be included as part of the past experience?

Answer: No, but it is preferable to have at least 3.

Question 15: What are the minimum requirements for the wireless service at the DCR? Does it require a site visit.

Answer: No wireless equipment is required for the Internet DCR service. Service must be provided as stated in the scope of work. No site visit is necessary.

Question 16: Will the grand total contract price include VAT?

Answer: Yes, VAT must be included.

Question 17: Past experience certifications/contracts: Is it necessary to include a description of the services?

Answer: Yes.

Question 18: Wireless: What are the technical requirements?

Answer: No wireless equipment is required for the Internet DCR service. Service must be provided as stated in the scope of work.

Question 19: Wireless: What is the area to be covered and equipment?

Answer: No wireless equipment is required for the Internet DCR service. Service must be provided as stated in the scope of work.

Question 20: Has the Embassy been issued a VAT exemption by local authorities?

Answer: No, VAT will be priced as a separate line item, as instructed in the solicitation document. No exemption exists upfront for the U.S. Embassy.

Question 21: What is the anticipated starting date of the contract?

Answer: Please refer to question No. 11 above.

Question 22: Must the Company information on board of directors be submitted as part of the offer for further security background investigation?

Answer: No, this information will be requested once a firm/company has been selected by the Embassy.