



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
Formal Questions – Questions and Answers

Question 1: Prices for Base, First, Second, Third, and Fourth Option Years: Can they be different from one year to another or prices for each channel must be the same for the base and all option years?

Answer: **Yes. Bidders are expected to project the cost for delivery of services for each fiscal year factoring in projected changes in the market and costs of delivery of requirements.**

Question 2: Must prices be submitted in local currency, Colombian Pesos P\$?

Answer: **Yes. Prices should be submitted in Colombian Pesos.**

Question 3: The US Embassy Bogota indicated and requested potential bidders to submit prices for future Band Width decreases and/or increases. Are these prices subject to be evaluated when the US Government requests a change order under the contract?

Answer: **The U.S. Embassy did not request bidders to provide pricing beyond the stated requirements of the solicitation. Any adjustment to requirements will be handled via a modification to the contract for which the selected will be given an opportunity to provide revised pricing.**

Question 4: Based on the above, will prices be the same for the Band Width required under this solicitation for 2Mbps, 8Mbps, 10Mbps, 25Mbps, and 45Mbps?

Answer: **No. Bidders should indicate the prices for each respective Band Width, according to the market.**

Question 5: Is the US Embassy indicating that our firm must submit a chart that includes different Band Widths and prices?

Answer: Firms are expected to provide prices based on the requirements spelled out in Section 2 of the solicitation.

Question 6: If the above statement/question is affirmative: Which BWs our firm needs to submit prices for?

Answer: Please refer to the response to questions 3, 4, and 5 above.

Question 7: During the pre-proposal conference, potential offerors were informed that a wireless service was required for the DCR residence. This requirement was not part of the solicitation. Please bear in mind that an amendment is required by including specifications; if that is the case, the following issues must be considered:

- Drawings and dimensions;
- Indicate which material(s) the ceiling and wall structures have been made of in order to confirm if there would be a very good wireless reception;
- Number of users to be connected;
- Is authentication required?
- What type/kind of authentication?
- Is there any brand of preference?

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

Question 8: Does it require total or partial coverage for the location that the wireless is needed?

Answer: No, please refer to question #7 above.

Question 9: If wireless is the option required; what is the concurrence in order to know how many AP's must be placed?

Answer: No, please refer to question #7 above.

Question 10: Partial converge: Due to the size of the area to be covered, if user is moving from one place to another, they may lose connection. Please indicate the what is the area to be covered?

Answer: Please refer to question #7 above.

**Question 11: Service: OpenNet – Cartagena
Network Devices**

- No router is required.

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 99.8%.
- 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.

Is the router equipment property of the US Government?

Answer: Yes. American Embassy with install and connect its own router equipment.

Question 12: Router equipment - According to the Service Support and contingencies under the first three line items: What would be the service and support methodology? Also, indicate if the contractor would have control/management under the same?

Answer: Regarding the router equipment for "OpenNet-Cartagena," the Embassy will manage and support this device. The Internet Service Provider (ISP) must only warrant that the link end-to-end is active. In case of link failure, ISP's proactive monitoring systems and personnel should troubleshoot the problem and contact Embassy's IT personnel as soon as possible.

Question 13: Additionally, as requested by the Embassy, to have control/management and present through a WEB tool for the traffic analysis, graphics and historical data, an EDC router/equipment is required, either owned or rented by the US Government. Also, bear in mind that an SNMP must be configured in order to obtain data management and service performance.

Answer: No EDC router/equipment can be installed for this kind of service. A web tool for traffic analysis should extract traffic information from ISP's transport devices (ATM, MPLS, others).

**Question 14: Service: OpenNet – State GSO Warehouse
Network Devices**

- No router is required.

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 99.8%.
- 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.

Is the router equipment property of the US Government?

Answer: Yes, the Embassy will manage and support this device.

Question 15: Router equipment - According to the Service Support and contingencies under the first three line items: What would be the service and support methodology? Also, indicate if the contractor would have control/management under the same?

Answer: Regarding the router equipment for “OpenNet – State GSO Warehouse,” the Internet Service Provider (ISP) must only warrant that the link end-to-end is active. In case of link failure, ISP’s proactive monitoring systems and personnel should trouble shoot the problem and contact Embassy’s IT personnel as soon as possible.

Question 16: Additionally, as requested by the Embassy, to have control/management and present through a WEB tool for the traffic analysis, graphics and historical data, an EDC router/equipment is required, either owned or rented by the US Government. Also, bear in mind that an SNMP must be configured in order to obtain data management and service performance.

Answer: Please refer to question #13 above.

Question 17: Service: OpenNet – NAS Aravi

Network Devices

- No router is required.

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).

Is the router equipment property of the US Government?

Answer: Yes. American Embassy with install and connect its own router equipment.

Question 18: Router equipment - According to the Service Support and contingencies under the first three line items: What would be the service and support methodology? Also, indicate if the contractor would have control/management under the same?

Answer: **The Internet Service Provider (ISP) must only warrant that the link end-to-end is active. In case of link failure, ISP's proactive monitoring systems and personnel should troubleshoot the problem and contact Embassy's IT personnel as soon as possible.**

Question 19: Additionally, as requested by the Embassy, to have control/management and present through a WEB tool for the traffic analysis, graphics and historical data, an EDC router/equipment is required, either owned or rented by the US Government. Also, bear in mind that an SNMP must be configured in order to obtain data management and service performance.

Answer: **Please refer to question #13 above.**

Question 20: Service: OpenNet – Cartagena
Service: OpenNet – State GSO Warehouse
Service: OpenNet – NAS Aravi

Clarify that the service requested is a data channel; though, the quality of services requested refers to internet service specifications. Indicate what are the specifications of quality of services for the data channels?

Answer: **Following services OpenNet – Cartagena, State GSO Warehouse and OpenNet – NAS Aravi are point-to-point data channels. Expected service availability and reliability must be at minimum 99.8%. Internet Service Provider (ISP) must guarantee full contracted bandwidth availability 24X7X365. Connection Ratio must be 1/1.**