

Questions & Answers
Internet Service Providing Solicitation
S-IZ100-11-R-0007

Question 1: Which method of connection to the Embassy is preferred?

1. By wireless via PtP microwave from our POP.
2. By Optic-fiber Cable installation from our POP to your Location.
3. By running New connection between our Systems to the IZFN systems located in Jadria PSTN. as we did to connect MOO.

Answer: Although the Embassy welcomes other possible methodology for the delivery of Internet service as being requested from the solicitation document S-IZ100-11-R-0007, our mission would be keenly interested for the company to provide the connection using the IZFN systems as identified in item 3 above. Along with your proposal, please provide an outline of your backbone connectivity indicating options, if available, for alternative paths out of the country, including demarcation points for the network.

Question 2: Do you have the equipment necessary to implement this subscription (20Mbps Upload/ 20 Mbps Download) or should it be provided by the contractor?

Answer: The contractor will need to provide the equipment needed at designated demarcation point where the Embassy could connect using RJ-45 connector.

Question 3: a) Name & model and Specs of the required Internet system or equivalent .
b) With which SAT it suppose to be linked; c) what is the schedule of the Maintenance crew , daily , weekly , monthly presence or when needed; d)Is there any VIOP Phone suppose to be installed with the IT system ? If YES, Model, Specs, quantity and what the monthly subscription rate in \$.

Answer: The U.S. Embassy is actively seeking for a local company capable to deliver an Internet service primarily via terrestrial backbone or through a high-end bandwidth. Though we understand that a secondary connectivity could be provided to maintain redundancy, it is our intention to relegate the design for backup systems, such as the use of a Satellite link, directly to the service provider in order to meet our technical and operational specifications. Please carefully review the work statement listed in the solicitation packet.

Question 4: Is it possible to submit a proposal although we did not attend the site visit?

Answer: Yes.

Question 5: Due to car accident we couldn't make it to attend the pre-proposal conference, can you please schedule a new meeting?

Answer: Unfortunately, we cannot schedule a new meeting as only one pre-proposal conference may be held, but the questions and answers from the conference will be posted on our web site sometime on February 11th at http://iraq.usembassy.gov/gso_procurement.html

Question 6: How is latency measured?

Answer: It is strongly recommended for the latency to be established between Baghdad and at any point of access in the U.S. If the vendor would offer a higher latency than 200 ms, a diagram should be provided to identify clearly the total expected latency throughout its network.

Question 7: The client has requested "ISP must provide a Service Level Agreement (SLA) which guarantees Latency will not exceed 200ms." And on a separate clause the client is asking "ISP must provide a Service Level Agreement (SLA) of guaranteed 99.50% uptime of dedicated bandwidth.":

- a) This means the client is specifically asking for a fiber link as the VSAT links have all a latency higher than 500 ms.
- b) However the current fiber connections in Baghdad don't provide such high reliability. Please advise if a VSAT connection with 600ms latency would be acceptable?

Answer: VSAT system as a primary solution providing Internet service would be marginal due to high inherent latency for satellite, such as 600 ms and above. Nonetheless, interested vendors are strongly encouraged to submit their bids regardless of their proposed solutions.

Question 8: Can we provide a redundant system consisting of a VSAT and fiber link? This will ensure the low latency while providing the required reliability.

Answer: The vendor could provide a redundant system by having a fiber link as the main route for service