

Solicitation # SIS400-15-Q-5119

Data Services

Q & A.

Q1: Who will provide the equipment?

A1: Vendor.

Q2: Do you actually need routers or the Consulate has its own routers?

A2: Vendor will provide and own / maintain / replace (if needed) all network termination equipment necessary to provide the services required. The consulate will connect its equipment to provider equipment as needed.

Q3: Do you need different routers to connect between the points?

A3: The private network router at the HQ location (Lazarist) can be a single router at which all annex circuits terminate. Preference would be for a separate physical port on this router for each of the annex circuits.

Q4: Are you requesting a central router or separate routers?

A4: See Q3

Q5: How many routers needed for each location?

A5: Two at each site listed in the SOW – one for the Internet circuit, one for the private / intranet circuit.

Q6: Do you need separate routers for internet services?

A6: Yes

Q7: It is mentioned in the scope of work and the pricing table that an alternate/back up line is required for the Arnona compound, located on David Flusser Road, to end up with 2 dedicated lines. Do you need additional router for the alternate/back up line and how many routers are needed for the Arnona location?

A7: Yes – four total, two for each Arnona location.

Q8: Who will manage the service for the point to point lines?

A8: Vendor

Q9: How many IP addresses are required?

A9: 16 public IP addresses for each Internet circuit (/28 network).

Q10: What is the difference between the point to point vs IP VPN ?

A10: Revised SOW calls for a “private network” to implement the logical connectivity outlined in the attachment. Provider can implement the physical routing for this network on the provider’s infrastructure as they feel best meets the specific requirements for latency, bandwidth and availability outlined in the SOW.

Q11: Do you need one physical interface or 6 logical?

A11: 6 physical interfaces on the private network router at the HQ location (Lazarist) is preferred

Solicitation # SIS400-15-Q-5119

Data Services

Q12: Is the connectivity required between each location or should the connectivity for each location be connected to the main hub?

A12: For the private network, sites need only to connect to the hub (no interconnectivity between sites)

Q13: On page 23 it is mentioned that 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 200ms for the Round Trip Time (RTT) for internet service. Also, RTT must be faster than 10ms for local data services (for instance: point-to-point channels or web pages accessed through the Israel Network Access Point (NAP). What do you mean by RTT? Is it to USA or locally in Israel?

A13: For Internet services, 200 ms or faster RTT to the Israeli Internet Network Point of Presence (POP). For private network, 10 ms or faster connectivity between annex site and HQ site. See Amendment # A001. D.10.

Q14: On page 23 it is mentioned that 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 Jerusalem and the ISP hub in United States of America (USA). We do not have a hub in the USA, while we have outside Israel in Europe. Is that ok?

A14:Yes – SOW has been edited to indicate requirement for multiple paths between ISP hub in Jerusalem and first International hub (Europe is OK). See Amendment # A001. D.11.

Q15: Who will manage redundancy between internet and intranet?

A15: This requirement is not part of the solicitation.

Q16: On page 23 it is mentioned Internet Service Provider (ISP) must provide fault-tolerance Fiber Optic connectivity to the very end at the U.S. Consulate Jerusalem's compound Telecommunications Service Entrance Facilities (TSEF) Room. What do you mean by fault tolerance Fiber Optic connectivity. Do you want two Fiber entrances to the building?

A16:No. One entrance is sufficient for each circuit. However, provider should ensure that there is fault-tolerance on provider's network infrastructure once the circuit leaves Consulate and annex locations.

Q17: What if the consulate would like to add lines or upgrade and increase the bandwidth of the current lines?

A17: Consulate will submit an "amendment request" to the contract, requesting pricing for the additional services (added lines / increased bandwidth)

Q18: What if routers are broken or not functioning?

A18: It is the contractor responsibility to replace a broken router. The contractor shall take this into consideration when pricing, either to include the charges in the line items of the monthly fees or in "one time installation fees" in line item # 14 of the Base Year.

Q19: ETA response time?

A19: Vendor shall respond to any reported outage within 2 hours of notification. Extended circuit downtimes in excess of .3% circuit availability (hourly rate) or 18 hours in a day (daily rate) will result in the vendor being liable for downtime credits as outlined in section II(P) of the Statement of Work (page 27 and following).

Q20: Price of equipment: Shall we price the equipment separately or shall we include the price in the monthly fees?

Solicitation # SIS400-15-Q-5119

Data Services

A20: It is up to the contractor, either the contractor includes the price of the equipment in the monthly fees line items or in the “one time installation fees” that is reflected in line item # 14 of the Base Year.

Q21: What is the start date for this project?

A21: The required circuits shall be installed and delivered to the Destination Point on or before 60 Days after Contract Award.

Q22: Do we have to provide you with a plan?

A22: Yes, it is required and mentioned in Section 3 of the solicitation on page 43 “solicitation provisions”.

The offeror’s strategic plan for **data / internet** services to include but not limited to:

- (a) A work plan taking into account all work elements in Section 1, Performance Work Statement.
- (b) Identify types and quantities of equipment, supplies and materials required for performance of services under this contract. Identify if the offeror already possesses the listed items and their condition for suitability and if not already possessed or inadequate for use how and when the items will be obtained;
- (c) Plan of ensuring quality of services including but not limited to contract administration and oversight; and