



United States Department of State

Washington, D.C. 20520

Johannesburg / Procurement Office
April 17, 2015

To All Prospective Offerors:

Enclosed is an Invitation to Tender for a licensing agreement for **VPN, Internet Services, and Circuitry** for the U.S. Consulate General Johannesburg.

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. Tender Submission and Due Date

All tenders must be submitted to the following address:

U.S. Consulate General Johannesburg
Nr. 1, Sandton Drive, Sandton, Johannesburg
(Attention: GSO – Mr. David Yadron Tel: 011-290-3155)

All tenders must be received by the U.S. Consulate General Johannesburg not later than **[May 29, 2015 at 12:00 hours]**. Tenders received after this date and time will be rejected without further consideration.

Direct all technical questions regarding this Invitation for Tenders to the following individual: **[Note: Mrs. Sherri Epongo; Tel: 011-290-3093]**

There will be a site visit and a conference that will allow interested parties the opportunity to pose any questions they may have concerning the Invitation for Tenders and to view the site where the services are to be provided. This visit and conference will be held on **[Thursday, May 7, 2015 at 10:30 am]**. Please notify the above individual if anyone from your firm wishes to attend. Questions regarding this Invitation for Tender should be submitted in writing at least two days before the scheduled date of the conference and site visit.

Thank you for your interest in this action.

Sincerely,

David W. Yadron

David W. Yadron
Contracting Officer

SCHEDULE OF SUPPLIES/SERVICES, BLOCK 20
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. Consulate General Johannesburg.

The local Telecommunication's Internet Service Provider (ISP) contracting firm must provide internet services and dedicated leased line channels and circuitry for connecting U.S. Consulate General Johannesburg to American Embassy Pretoria.

THIS IS THE LIST OF REQUIRED SERVICES:

1. SERVICE: DTS-PO-VPN	
NAME:	DTS-PO (VPN through the Internet) at the U.S. Consulate General Johannesburg
DESCRIPTION:	One (1) dedicated Internet channel at minimum 2 or 4 MBps providing fault tolerance in the last mile. HSRP protocol is required.
TYPE OF SERVICE:	Dedicated Internet Channel
LOCATION:	<i>[U.S. Consulate General Johannesburg – Nr. 1 Sandton Drive]</i>

THE PROVIDED INTERNET SERVICE SHALL COMPLY WITH THE FOLLOWING REQUIREMENTS:

Internet Services Quality

1. 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.
2. 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.
3. 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.

4. 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.
5. 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%.
6. Internet Service Provider (ISP) connection must NOT, *repeat*, NOT use Network Address Translation (NAT).
7. 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 Johannesburg, South Africa Network Access Point (NAP)).
8. 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.
9. Internet Service Provider (ISP) must permit installation of Customer VPN encryption devices on circuit.
10. 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 Johannesburg, South Africa and the ISP hub in United States of America (USA).
11. Internet Service Provider (ISP) must have redundancy in the Internet backbone between South Africa 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.
12. Internet Service Provider (ISP) must provide fault-tolerance Fiber Optic connectivity to the very end at the U.S. Consulate General Johannesburg at 1 Sandton Drive, Sandton compound Telecommunications Service Entrance Facilities (TSEF) Room.

Network Identification

Internet Service Provider (ISP) must provide a minimum of 4 public Internet routable addresses from their Internet address. IP addresses used to identify a subnet address in Classless Inter-Domain Routing address specification (Network IP address subnet of /24 through /29) (i.e. /24, /25, /26, /27, /28 or /29). It shall not be filtered or block for any IPSEC ports or protocols.

Network Devices

The network devices shall comply with the following characteristics:

1. 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.
2. Services provided by the Internet Service Provider (ISP) must be delivered with RJ-45 interface connectors with a 10/100baseT interface.
3. Internet Service Provider (ISP) must provide routers and Data media converters or transmission devices in all cases.
4. Power standard sources must be dual voltage (110v/60hz and 220v/50hz)
5. Devices must be Rack mountable in a standard Commercial off-the-shelf (COTS) rack.
6. One separate or individual physical interface connector is required per service.

Service Support and Contingencies

1. The awarded ISP must warrant service support 7X24X365.
2. 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).
3. Expected service availability and reliability must be at minimum 99.97%.
4. 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.
5. 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.

6. 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.

7. 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.

2. SERVICE: DIN – U.S. EMBASSY – Agencies	
NAME:	Dedicated Internet Network for all U.S. Mission’s Agencies at the U.S. Consulate General Johannesburg.
DESCRIPTION:	One (1) dedicated Internet channel at minimum 4,096 Kbps (4 Mbps)
TYPE OF SERVICE:	Dedicated Internet Channel
LOCATION:	<i>U.S. Consulate Johannesburg – Nr. 1 Sandton Drive - Sandton</i>

ALL PROVIDED INTERNET SERVICES AND DATA POINT-TO-POINT CONNECTIONS MUST COMPLY WITH THE FOLLOWING REQUIREMENTS (EXCEPT WHEN SPECIFIED):

Internet Services Quality

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

2. 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.

3. 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.

4. 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.

5. 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%.

6. 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 South Africa Network Access Point (NAP)).

7. Internet Service Provider (ISP) must permit the transit of all Internet Protocol (IP) protocols (especially IPSec), all User Datagram Protocol (UDP) protocols, and all Transmission Control Protocol (TCP) protocol. 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.

8. 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 Johannesburg South Africa and the ISP hub in the USA.

9. Internet Service Provider (ISP) must have redundancy in the internet backbone between South Africa and USA. For instance, If NAP [*South Africa*] backbone fail, NAP Americas, or any other alternate backbone paths shall be available.

10. ISP must provide Fiber Optic connectivity to the very end at the U.S. Consulate General Johannesburg compound Telecommunications Service Entrance Facilities (TSEF) Room.

Network Identification

1. Internet Service Provider (ISP) connection must provide a block of ten (10) static IP Addresses on a single subnet.

2. 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 / 25) or, equivalently, its subnet mask 255.255.255.128, and ISP Gateway IP address.

Network Devices

The network devices shall comply with the following characteristics:

1. Services provided by the Internet Service Provider (ISP) must be delivered with RJ-45 interface connectors with a 10/100baseT interface.
2. Internet Service Provider (ISP) must provide router(s) and Data media converters or transmission devices in all cases.
3. Power standard sources must be dual voltage (110v/60hz and 220v/50hz).
4. Devices must be Rack mountable in a standard Commercial off-the-shelf (COTS) rack.
5. One separate or individual physical interface connector is required per service.

Service Support and Contingencies

1. The awarded ISP must warrant service support 7X24X365.
2. 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).
3. Expected service availability and reliability must be at minimum 99.97%.
4. The awarded vendor must 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.
5. 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.
6. 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.
7. 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.