

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30				1. REQUISITION NUMBER		PAGE 1 OF 1 59	
2. CONTRACT NO.		3. AWARD/EFFECTIVE DATE		4. ORDER NUMBER		5. SOLICITATION NUMBER S-CO200-09-Q-0008	
6. SOLICITATION ISSUE DATE June 3, 2009		7. FOR SOLICITATION INFORMATION CALL		a. NAME William F. Harrison/ Hernando Castillo		b. TELEPHONE NUMBER(No collect calls) 571-383-2238/ 2291	
8. OFFER DUE DATE/ LOCAL TIME July 17, 2009		9. ISSUED BY American Embassy – Bogota General Services Office Carrera 45 No. 24B-27 Bogota D.C., Colombia		10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED <input type="checkbox"/> SET ASIDE: % FOR <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> 8(A) NAICS: SIZE STD:		11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE <input type="checkbox"/> 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) 13b. RATING 14. METHOD OF SOLICITATION <input checked="" type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP	
12. DISCOUNT TERMS		15. DELIVER TO Same as Block #9		16. ADMINISTERED BY Same as Block #		17a. CONTRACTOR/ CODE FACILIT	
18a. PAYMENT WILL BE MADE BY American Embasssy – Bogota Finance & Management Office Carrera 45 No. 24B-27 Bogota D.C.		17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER <input type="checkbox"/>		18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM			
19. ITEM NO.		20. SCHEDULE OF SUPPLIES/SERVICES		21. QUANTITY		22. UNIT	
23. UNIT PRICE		24. AMOUNT		25. ACCOUNTING AND APPROPRIATION DATA		26. TOTAL AWARD AMOUNT (For Govt. Use Only)	
1		OpenNet – VPN		12		Month	
2		DIN - Embassy – Agencies		12		Month	
3		OpenNet - Cartagena		12		Month	
4		OpenNet State/ NAS Warehouse		12		Month	
5		OpenNet NAS Aravi		12		Month	
6		Internet NAS/CNP		12		Month	
7		Internet NAS/NAU		12		Month	
8		Internet NAS/C26 Intel		12		Month	
		(Use Reverse and/or Attach Additional Sheets as Necessary)					
27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA <input checked="" type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.		27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.		28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN _____ COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.		29. AWARD OF CONTRACT: REF. _____ OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:	
30a. SIGNATURE OF OFFEROR/CONTRACTOR		30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)		30c. DATE SIGNED		31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)	
						31b. NAME OF CONTRACTING OFFICER (Type or Print) William F. Harrison	
						31c. DATE SIGNED	

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
<p>9 10</p>	<p>Internet DCM. Internet CMR. 16% VAT</p>	<p>12 12 1</p>	<p>Month Month EA</p>		
<p>32a. QUANTITY IN COLUMN 21 HAS BEEN</p> <p><input type="checkbox"/> RECEIVED <input type="checkbox"/> INSPECTED <input type="checkbox"/> ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____</p>					
32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE		
32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE			32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE		
			32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE		
33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT	37. CHECK NUMBER	
<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL			<input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/>		
38. S/R ACCOUNT NO.	39. S/R VOUCHER NO.	40. PAID BY			
41.a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT			42a. RECEIVED BY (PRINT)		
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER		41c. DATE	42b. RECEIVED AT (Location)		
			42c. DATE REC'D (YY/MM/DD)	42d. TOTAL CONTAINERS	

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SECTION 1 - THE SCHEDULE
CONTINUATION TO SF-1449, RFQ NUMBER S-CO200-09-Q-0008
PRICES, BLOCK 23

I. Scope of Services

The contractor shall complete all work, including furnishing all labor, material, equipment, and services, unless otherwise specified herein, required under this contract for stated services within the time specified herein. The price listed below shall include all labor, materials, overhead, and profit. In consideration of satisfactory performance of all scheduled services required under this contract, the contractor shall be paid a firm fixed-price for all services.

II. Base Period

The contract will be for a one-year period from the date of the contract award and a notice to proceed with two (2) option years.

1. The Contractor shall furnish all engineering, labor, tools, equipment, materials, supplies and services to provide the required circuit as specified under Section 1, hereof:

2. Prices. In consideration of satisfactory performance of the services required under this contract, the Contractor shall be paid a firm fixed-price (FFP) per month as stated in the schedule below in Colombian Pesos PS\$.

2.1. The firm fixed-prices are in Colombian Pesos \$:

Contract Line Item #	Description of Services	Number of Months	Monthly Price PS\$	Total Firm Fixed Price PS\$
1	OpenNet - VPN OpenNet Plus (VPN through the Internet) at the U.S. Embassy Bogota. One (1) dedicated Internet channel at minimum 10,240 Kbps (10Mbps) providing fault tolerance in the last mile. HSRP protocol is required.	12		
2	DIN - Embassy - Agencies Dedicated Internet Network for all Embassy Agencies at the U.S. Embassy Bogota. One (1) dedicated Internet channel at minimum 4,096 Kbps (4Mbps).	12		

3	OpenNet - Cartagena OpenNet Plus at the U.S. Embassy Branch office in Cartagena. One (1) dedicated data channel point-to-point between the U.S. Embassy Bogota and the U.S. Embassy Branch office in Cartagena; digital bandwidth must be a minimum of 2,048Kbps.	12		
4	OpenNet State/ NAS Warehouse OpenNet Plus at the U.S. Embassy NAS Warehouse. One (1) dedicated data channel point-to-point between the U.S. Embassy Bogota and the U.S. Embassy NAS Warehouse; digital bandwidth must be a minimum of 2,048Kbps.	12		
5	OpenNet NAS Aravi OpenNet Plus at the U.S. Embassy NAS Aravi Office. One (1) dedicated data channel point-to-point between the U.S. Embassy Bogota and the U.S. Embassy NAS Aravi Office; digital bandwidth must be a minimum of 2,048Kbps.	12		
6	Internet NAS/CNP Dedicated Internet Channel for Colombian National Police. One (1) dedicated Internet Channel. Digital bandwidth must be at a minimum of 512 Kbps.	12		
7	Internet NAS/NAU Dedicated Internet Channel for Narcotics Affairs Section. One (1) dedicated Internet Channel. Digital bandwidth must be at a minimum of 1200 Kbps. – CILA Project.	12		
8	Internet NAS/C26 Intel Dedicated Internet Channel for Narcotics Affairs Section. One (1) dedicated Internet Channel. Digital bandwidth must be at a minimum of 2048 Kbps.	12		
9	Dedicated Internet Channel for DCR One (1) dedicated Internet Channel. Digital bandwidth must be at a minimum of 2048 Kbps. Calle 91 No. 8 – 29 Apto. 602, Torre 2., Bogotá, Colombia	12		

10	Dedicated Internet Channel for CMR One (1) dedicated Internet Channel. Digital bandwidth must be at a minimum of 2048 Kbps. Carrera 3 No. 78 – 00 Bogotá, Colombia	12		
Sub-Total				
Plus 16% VAT				
Grand Total				

III First Option Year

1. The Contractor shall furnish all engineering, labor, tools, equipment, materials, supplies and services to provide the required circuit as specified under Section 1, hereof:

2. Prices. In consideration of satisfactory performance of the services required under this contract, the Contractor shall be paid a firm fixed-price (FFP) per month as stated in the schedule below in Colombian Pesos PS\$.

2.1. The firm fixed-prices are in Colombian Pesos \$:

Contract Line Item #	Description of Services	Number of Months	Monthly Price PS\$	Total Firm Fixed Price PS\$
1	OpenNet - VPN OpenNet Plus (VPN through the Internet) at the U.S. Embassy Bogota. One (1) dedicated Internet channel at minimum 10,240 Kbps (10Mbps) providing fault tolerance in the last mile. HSRP protocol is required.	12		
2	DIN - Embassy - Agencies Dedicated Internet Network for all Embassy Agencies at the U.S. Embassy Bogota. One (1) dedicated Internet channel at minimum 4,096 Kbps (4Mbps).	12		

3	OpenNet - Cartagena OpenNet Plus at the U.S. Embassy Branch office in Cartagena. One (1) dedicated data channel point-to-point between the U.S. Embassy Bogota and the U.S. Embassy Branch office in Cartagena; digital bandwidth must be a minimum of 2,048Kbps.	12		
4	OpenNet State/ NAS Warehouse OpenNet Plus at the U.S. Embassy NAS Warehouse. One (1) dedicated data channel point-to-point between the U.S. Embassy Bogota and the U.S. Embassy NAS Warehouse; digital bandwidth must be a minimum of 2,048Kbps.	12		
5	OpenNet NAS Aravi OpenNet Plus at the U.S. Embassy NAS Aravi Office. One (1) dedicated data channel point-to-point between the U.S. Embassy Bogota and the U.S. Embassy NAS Aravi Office; digital bandwidth must be a minimum of 2,048Kbps.	12		
6	Internet NAS/CNP Dedicated Internet Chanel for Colombian National Police. One (1) dedicated Internet Chanel. Digital bandwidth must be at a minimum of 512 Kbps.	12		
7	Internet NAS/NAU Dedicated Internet Chanel for Narcotics Affairs Section. One (1) dedicated Internet Chanel. Digital bandwidth must be at a minimum of 1200 Kbps. – CILA Project.	12		
8	Internet NAS/C26 Intel Dedicated Internet Chanel for Narcotics Affairs Section. One (1) dedicated Internet Chanel. Digital bandwidth must be at a minimum of 2048 Kbps.	12		
9	Dedicated Internet Channel for DCR One (1) dedicated Internet Channel. Digital bandwidth must be at a minimum of 2048 Kbps. Calle 91 No. 8 – 29 Apto. 602, Torre 2., Bogotá, Colombia	12		

10	Dedicated Internet Channel for CMR One (1) dedicated Internet Channel. Digital bandwidth must be at a minimum of 2048 Kbps. Carrera 3 No. 78 – 00 Bogotá, Colombia	12		
Sub-Total				
Plus 16% VAT				
Grand Total				

IV Second Option Year

1. The Contractor shall furnish all engineering, labor, tools, equipment, materials, supplies and services to provide the required circuit as specified under Section 1, hereof:

2. Prices. In consideration of satisfactory performance of the services required under this contract, the Contractor shall be paid a firm fixed-price (FFP) per month as stated in the schedule below in Colombian Pesos PS\$.

2.1. The firm fixed-prices are in Colombian Pesos \$:

Contract Line Item #	Description of Services	Number of Months	Monthly Price PS\$	Total Firm Fixed Price PS\$
1	OpenNet - VPN OpenNet Plus (VPN through the Internet) at the U.S. Embassy Bogota. One (1) dedicated Internet channel at minimum 10,240 Kbps (10Mbps) providing fault tolerance in the last mile. HSRP protocol is required.	12		
2	DIN - Embassy - Agencies Dedicated Internet Network for all Embassy Agencies at the U.S. Embassy Bogota. One (1) dedicated Internet channel at minimum 4,096 Kbps (4Mbps).	12		

3	<p>OpenNet - Cartagena OpenNet Plus at the U.S. Embassy Branch office in Cartagena. One (1) dedicated data channel point-to-point between the U.S. Embassy Bogota and the U.S. Embassy Branch office in Cartagena; digital bandwidth must be a minimum of 2,048Kbps.</p>	12		
4	<p>OpenNet State/ NAS Warehouse OpenNet Plus at the U.S. Embassy NAS Warehouse. One (1) dedicated data channel point-to-point between the U.S. Embassy Bogota and the U.S. Embassy NAS Warehouse; digital bandwidth must be a minimum of 2,048Kbps.</p>	12		
5	<p>OpenNet NAS Aravi OpenNet Plus at the U.S. Embassy NAS Aravi Office. One (1) dedicated data channel point-to-point between the U.S. Embassy Bogota and the U.S. Embassy NAS Aravi Office; digital bandwidth must be a minimum of 2,048Kbps.</p>	12		
6	<p>Internet NAS/CNP Dedicated Internet Chanel for Colombian National Police. One (1) dedicated Internet Chanel. Digital bandwidth must be at a minimum of 512 Kbps.</p>	12		
7	<p>Internet NAS/NAU Dedicated Internet Chanel for Narcotics Affairs Section. One (1) dedicated Internet Chanel. Digital bandwidth must be at a minimum of 1200 Kbps. – CILA Project.</p>	12		
8	<p>Internet NAS/C26 Intel Dedicated Internet Chanel for Narcotics Affairs Section. One (1) dedicated Internet Chanel. Digital bandwidth must be at a minimum of 2048 Kbps.</p>	12		
9	<p>Dedicated Internet Channel for DCR One (1) dedicated Internet Channel. Digital bandwidth must be at a minimum of 2048 Kbps. Calle 91 No. 8 – 29 Apto. 602, Torre 2., Bogotá, Colombia</p>	12		

10	Dedicated Internet Channel for CMR One (1) dedicated Internet Channel. Digital bandwidth must be at a minimum of 2048 Kbps. Carrera 3 No. 78 – 00 Bogotá, Colombia	12		
Sub-Total				
Plus 16% VAT				
Grand Total				

Grand Total Contract Price, including all Option Years:

Base Period: PS\$ _____
First Option Year: PS\$ _____
Second Option Year: PS\$ _____

Grand total Firm-Fixed Price for Base Year plus all option Years: PS\$ _____

The Department requests the contractor to provide pricing for future increases/decreases in circuit bandwidth. These prices are subject to reevaluation at the time of request by Department of State for a change in the service provided under this contract.

The Department reserves the right to validate all pricing data against current industry trends for similar services for all future modifications to increase or decrease required bandwidth.

**CONTINUATION TO SF-1449, RFQ NUMBER S-CO200-09-Q-0008
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 and Internet Services for the U.S. Embassy – Bogota and the U.S. Embassy Branch Office in Cartagena.

The local Telecommunication's Internet Service Provider (ISP) contracting firm must provide internet services and dedicated leased line channels for connecting American Embassy Bogota and remote U.S. Embassy Annex locations data links as shown below in this technical paper.

This is the list of required services:

1. Service: OpenNet-VPN

Name: OpenNet Plus (VPN through the Internet) at the U.S. Embassy Bogota.

Description: One (1) dedicated Internet channel at minimum 10,240 Kbps (10Mbps) providing fault tolerance in the last mile. HSRP protocol is required.

Type of Service: Dedicated Internet Channel

Location: U.S Embassy Bogota located at Cra 45 No. 24B – 27, Bogota, D.C.

The provided Internet Service must comply with the following requirements:

Internet Services Quality.

- 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.
- 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.
- 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.
- 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 to as upstream; Post Internet Service Provider (ISP) Contention Ratio (downstream / upstream) must be 1:1 / 1:1.

- 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%.
- 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 Colombian Network Access Point (NAP)).
- 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.
- 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 Bogota and the ISP hub in USA.
- Internet Service Provider (ISP) must have redundancy in the Internet backbone between Colombia and USA. For instance, If NAP Colombia backbone fail, NAP Americas (ARCOS), NAP Sprint (MAYA), or any other alternate backbone paths shall be available.
- Internet Service Provider (ISP) must provide fault-tolerance Fiber Optic connectivity to the very end at the U.S. Embassy Bogota compound Telecommunications Service Entrance Facilities (TSEF) Room.
For instance, Embassy ducts entrances are: Puente-Aranda and Esperanza Av. to the U.S. Embassy Bogota TSEF room.

Network Identification.

- Internet Service Provider (ISP) must provide a block of sixteen (32) public internet IP addresses on a single subnet for Internet services.
- 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 / 27) or, equivalently, its subnet mask 255.255.255.224, and ISP Gateway IP addresses (virtual IP addresses).

Network Devices.

The network devices shall comply with the following characteristics:

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

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 99.97%.
- 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.
- 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.
- 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.
- 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 – Embassy - Agencies

Name: Dedicated Internet Network for all Embassy Agencies at the U.S. Embassy Bogota.

Description: One (1) dedicated Internet channel at minimum 4,096 Kbps (4Mbps)

Type of Service: Dedicated Internet Channel

Location: U.S Embassy Bogota located at Cra 45 No. 24B – 27, Bogota, D.C.

All provided Internet Services and data point-to-point connections must comply with the following requirements (except when specified):

Internet Services Quality.

- 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.
- 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.
- 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.
- 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.
- 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%.
- 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 Colombian Network Access Point (NAP)).
- 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.
- 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 Bogota and the ISP hub in USA.

- Internet Service Provider (ISP) must have redundancy in the internet backbone between Colombia and USA. For instance, If NAP Colombia backbone fail, NAP Americas (ARCOS), NAP Sprint (MAYA), or any other alternate backbone paths shall be available.
- ISP must provide Fiber Optic connectivity to the very end at the U.S. Embassy Bogota compound Telecommunications Service Entrance Facilities (TSEF) Room. (For instance: Puente-Aranda or Esperanza ducts to the U.S. Embassy Bogota TSEF room).

Network Identification.

- Internet Service Provider (ISP) connection must provide a block of one hundred twenty eight (128) static IP Addresses on a single subnet.
- 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:

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

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 99.97%.
- 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.

- 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.
- 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.
- 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.

3. Service: OpenNet-Cartagena

Name: OpenNet Plus at the U.S. Embassy Branch office in Cartagena.

Description: One (1) dedicated data channel point-to-point between the U.S. Embassy Bogota and the U.S. Embassy Branch office in Cartagena; digital bandwidth must be a minimum of 2,048Kbps.

Type of Service: Point-to-Point / Clear channel.

Location: *Site A:* U.S Embassy Bogota located at Cra. 45 No. 24b – 27, Bogota, D.C.

Site B: U.S. Embassy Branch office in Cartagena located at Calle 13b No. 26-78 Piso 5 Edificio Inteligente Chambacú., Cartagena.

The provided Internet Service and data point-to-point connections must comply with the following requirements:

Internet Services Quality.

- Internet Service Provider (ISP) must provide dedicated leased Point-to-Point / Clear channel; 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.
- 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.
- For Internet Services the Internet Service Provider (ISP) must guarantee full contracted bandwidth availability 24X7X365 from the originator side to the ISP's gateway. Bandwidth sharing between other non-Embassy customers is not allowed. Connection Ratio must be 1/1.

- 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.
- 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.
- Internet Service Provider (ISP) must have redundancy in the internet backbone between Bogota and Cartagena.
- Internet Service Provider (ISP) must provide Fiber Optic connectivity to the very end at the U.S. Embassy Bogota compound Telecommunications Service Entrance Facilities (TSEF) Room. (For instance: Puente-Aranda or Esperanza ducts to the U.S. Embassy Bogota TSEF room).

Network Devices.

The network devices shall comply with the following characteristics:

- Services provided by the Internet Service Provider (ISP) must be delivered with RJ-45 interface connectors with a 10/100baseT interface.
- Internet Service Provider (ISP) must provide all data media converters or transmission devices in all cases.
- Power standard sources must be dual voltage (110v/60hz and 220v/50hz).
- Devices must be Rack mountable in a standard Commercial off-the-shelf (COTS) rack.
- One separate or individual physical interface connector is required per service.
- 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 99.97%.
- 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.
- 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.

4. Service: OpenNet State/NAS Warehouse

Name: OpenNet Plus at the U.S. Embassy NAS Warehouse

Description: One (1) dedicated data channel point-to-point between the U.S. Embassy Bogota and the U.S. Embassy NAS Warehouse; digital bandwidth must be a minimum of 2,048Kbps

Type of Service: Point-to-Point / Clear channel.

Location: *Site A:* U.S Embassy Bogota located at Cra. 45 No. 24b – 27, Bogota, D.C.

Site B: STATE/NAS Warehouse located at Calle 23B No. 32 – 62 Bogotá.

The provided Internet Service and data point-to-point connections must comply with the following requirements:

Internet Services Quality.

- Internet Service Provider (ISP) must provide dedicated leased Point-to-Point / Clear channel; 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.
- 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.
- For Internet Services the Internet Service Provider (ISP) must guarantee full contracted bandwidth availability 24X7X365 from the originator side to the ISP's gateway. Bandwidth sharing between other non-Embassy customers is not allowed. Connection Ratio must be 1/1.
- 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.

- 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.
- Internet Service Provider (ISP) must have redundancy in the internet backbone between Bogota and Cartagena.
- Internet Service Provider (ISP) must provide Fiber Optic connectivity to the very end at the U.S. Embassy Bogota compound Telecommunications Service Entrance Facilities (TSEF) Room. (For instance: Puente-Aranda or Esperanza ducts to the U.S. Embassy Bogota TSEF room).

Network Devices.

The network devices shall comply with the following characteristics:

- Services provided by the Internet Service Provider (ISP) must be delivered with RJ-45 interface connectors with a 10/100baseT interface.
- Internet Service Provider (ISP) must provide all data media converters or transmission devices in all cases.
- Power standard sources must be dual voltage (110v/60hz and 220v/50hz).
- Devices must be Rack mountable in a standard Commercial off-the-shelf (COTS) rack.
- One separate or individual physical interface connector is required per service.
- 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 99.97%.

- 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.
- 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.

5. Service: OpenNet NAS Aravi

Name: OpenNet Plus at the U.S. Embassy NAS Aravi Office

Description: One (1) dedicated data channel point-to-point between the U.S. Embassy Bogota and the U.S. Embassy NAS Aravi Office; digital bandwidth must be a minimum of 2,048Kbps

Type of Service: Point-to-Point / Clear channel.

Location: *Site A:* U.S Embassy Bogota located at Cra. 45 No. 24b – 27, Bogota, D.C.

Site B: NAS ARAVI Office located at Autopista Norte, Kilómetro 16, Vía Guaymaral – Hangar2 (Bogota).

The provided Internet Service and data point-to-point connections must comply with the following requirements:

Internet Services Quality.

- Internet Service Provider (ISP) must provide dedicated leased Point-to-Point / Clear channel; 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.
- 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.
- For Internet Services the Internet Service Provider (ISP) must guarantee full contracted bandwidth availability 24X7X365 from the originator side to the ISP's gateway. Bandwidth sharing between other non-Embassy customers is not allowed. Connection Ratio must be 1/1.
- 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.

- 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.
- Internet Service Provider (ISP) must have redundancy in the internet backbone between Bogota and Cartagena.
- Internet Service Provider (ISP) must provide Fiber Optic connectivity to the very end at the U.S. Embassy Bogota compound Telecommunications Service Entrance Facilities (TSEF) Room. (For instance: Puente-Aranda or Esperanza ducts to the U.S. Embassy Bogota TSEF room).

Network Devices.

The network devices shall comply with the following characteristics:

- Services provided by the Internet Service Provider (ISP) must be delivered with RJ-45 interface connectors with a 10/100baseT interface.
- Internet Service Provider (ISP) must provide all data media converters or transmission devices in all cases.
- Power standard sources must be dual voltage (110v/60hz and 220v/50hz).
- Devices must be Rack mountable in a standard Commercial off-the-shelf (COTS) rack.
- One separate or individual physical interface connector is required per service.
- 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 99.97%.
- 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.

- 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.

6. Service: Internet NAS/CNP

Name: Dedicated Internet Channel for Colombian National Police

Description: One (1) dedicated Internet Channel. Digital bandwidth must be at a minimum of 512 Kbps.

Type of Service: Dedicated Internet Channel

Location: Colombian National Police, Administrative Building Located at El Dorado Airport (CATAM).

7. Service: Internet NAS/NAU

Name: Dedicated Internet Channel for Narcotics Affairs Section

Description: One (1) dedicated Internet Channel. Digital bandwidth must be at a minimum of 1200 Kbps. – CILA Project.

Type of Service: Dedicated Internet Channel

Location: El Dorado Airport (CATAM). NAS/NAU Eradication Hangar 19.

8. Service: Internet NAS/C26Intel

Name: Dedicated Internet Channel for Narcotics Affairs Section

Description: One (1) dedicated Internet Channel. Digital bandwidth must be at a minimum of 2048 Kbps.

Type of Service: Dedicated Internet Channel

Location: Colombian National Police – DIRAN Building - 3rd floor, located at El Dorado Airport (CATAM).

The above mentioned services (**Internet NAS/CNP, Internet NAS/NAU and Internet NAS/C26 Intel**) Internet Services connections must comply with the following requirements:

Internet Services Quality.

- 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.

- 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.
- 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.
- 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.
- 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%.
- 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 Colombian Network Access Point (NAP)).
- 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.
- 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 Bogota and the ISP hub in USA.
- Internet Service Provider (ISP) must have redundancy in the internet backbone between Colombia and USA. For instance, If NAP Colombia backbone fail, NAP Americas (ARCOS), NAP Sprint (MAYA), or any other alternate backbone paths shall be available.
- ISP must provide Fiber Optic connectivity to the very end at the U.S. Embassy Bogota compound Telecommunications Service Entrance Facilities (TSEF) Room. (For instance: Puente-Aranda or Esperanza ducts to the U.S. Embassy Bogota TSEF room).

Network Identification.

- Internet Service Provider (ISP) connection must provide a block of one hundred twenty eight (128) static IP Addresses on a single subnet.
- 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 / 27) or, equivalently, its subnet mask 255.255.255.224, and ISP Gateway IP address.

Network Devices.

The network devices shall comply with the following characteristics:

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

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 99.9%.
- 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.
- 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.

- 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.
- 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.

9. Service: Internet DCR

Name:	Dedicated Internet Channel for DCR
Description:	One (1) dedicated Internet Channel. Digital bandwidth must be at a minimum of 2048 Kbps.
Type of Service:	Dedicated Internet Channel
Location:	Calle 91 No. 8 – 29 Apto. 602, Torre 2., Bogotá, Colombia

10. Service: Internet DCR

Name:	Dedicated Internet Channel for CMR
Description:	One (1) dedicated Internet Channel. Digital bandwidth must be at a minimum of 2048 Kbps.
Type of Service:	Dedicated Internet Channel
Location:	Carrera 3 No. 78 – 00 Bogotá, Colombia.

Above mentioned services (**Internet DCR and Internet CMR**) Internet Services connections must comply with the following requirements:

Internet Services Quality.

- 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.
- 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.
- 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.

- 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.

- 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%.

- 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 Colombian Network Access Point (NAP)).

- 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.

- 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 Bogota and the ISP hub in USA.

- Internet Service Provider (ISP) must have redundancy in the internet backbone between Colombia and USA. For instance, If NAP Colombia backbone fail, NAP Americas (ARCOS), NAP Sprint (MAYA), or any other alternate backbone paths shall be available.

- ISP must provide Fiber Optic connectivity to the very end at the U.S. Embassy Bogotá offices, Telecommunications Service Entrance Facilities (TSEF) Rooms.

Network Identification.

- Internet Service Provider (ISP) connection must provide a block of sixteen (16) static public IP Addresses on a single subnet.

- 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 / 27) or, equivalently, its subnet mask 255.255.255.224, and ISP Gateway IP address.

Network Devices.

The network devices shall comply with the following characteristics:

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

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 99.97%.
- 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.
- 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.
- 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.
- 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.

II. General:

A. The Department of State has a requirement for one full period, full duplex, clear channels, digital circuits and Internet leased lines capable of supporting synchronous traffic. For clear channel circuits, they shall be completely transparent, with no bits added to or deleted from the bit stream provided to the interface of the Department of State equipment. The circuit shall be supplied for the transmission of a multiplexed aggregate bit stream for telegraphic and data signals.

The Department of State reserve(s) the right to increase or decrease this digital circuit bandwidth requirement from no less than 64 kbps and up to 15 Mb within 30 days written notice to the contractor. The desired intervals for circuit bandwidth are as follows: 64kbps, 256kbps, 512kbps, 1Mb, 2Mb, 4Mb, 6Mb, 8Mb, 10Mb, and 15Mb. The contractor is to provide fractional T-1 fixed cost pricing for this increase or decrease of digital service. The availability of this circuit shall not be less than 99.5 percent per month over the period of the contract.

B. These digital services shall be via Optic Fiber. The service shall be for the exclusive use of the Department of State, 24-hours per day, 7 days per week, and 52 weeks per year.

C. The Contractor shall coordinate the service and shall be responsible for the technical sufficiency of the circuit, including services necessary to establish, operate, and restore the circuit. Except for modems and terminal equipment furnished by the Government, the Contractor shall provide all equipment, materials, and supplies required to provide the service which includes the Data Service Unit (DSU) configured with Data Communications Equipment (DCE) interface. If required, signal element timing shall be provided by the contractor's facility.

D. The Contractor shall provide sufficient technical support to ensure uninterrupted end-to-end service between such terminal points as are covered in this contract. The Contractor shall provide, properly adjust, and maintain the circuit for continuous Department of State use. The Contractor shall ensure that the circuit complies with service changes, additions, or deletions as required under this contract.

E. RESERVED.

F. RESERVED.

G. The Contractor shall supply a Data Service Unit(s) (DSUs) configured with a Data Communications Equipment (DCE) interface. Signal element timing shall be provided as follows: For overseas applications, timing to the American Embassy will be provided by the contractor's facility.

H. RESERVED.

NOTE: Where applicable for digital service and for information purposes:

I. Services. This is a firm fixed-price contract for the lease of one full period, full duplex, clear channels, digital circuits and internet leased lines capable of supporting synchronous traffic. For the clear channel circuits, they shall be completely transparent to 2,048 kbps data or different if

specified on the service requirements, with no bits added to or deleted from the bit stream provided to the interface of the Department of State equipment.

J. Bit Error Rate Test (BERT) The bit error rate (BER) for the service shall not be greater than 1 in 10 to the 6 bits for 99.7% of the time, for all time.

K. Acceptable Level of Performance. The Standard of Performance (SP) for this contract is 99.7% percent availability per month (100 percent less 0.3 percent each month for corrective and preventive maintenance).

L. Inspection and Acceptance. Unless specified in the Contract, the Government shall require a period not to exceed 24 hours in order to perform testing to determine acceptance of the required circuit under Section C. The U.S. destination point or the U.S. foreign post shall conduct the testing.

M. Term of Contract: The required circuits shall be installed and delivered to the Destination Point on or before 60 Days After Contract Award. Upon successful installation and acceptance by the Government of the required circuit under Section C, the contractor shall be provided, in writing, notice to proceed and shall provide contractual services for a twelve (12) month period, commencing on the date specified in the notice to proceed.

N. The Contractor agrees that the work and services set forth in this contract shall be performed during the period commencing the effective date of this contract and shall continue through the end of the twelve month period of service (CLIN 1 through 8), excluding the exercise of any option.

O. RESERVED.

P. An Invoice, suitable for payment, shall contain, but not limited to, the following information:

- 1 Name of Contractor;
- 2 Date of Invoice;
- 3 Invoice Number (Consecutive numbers);
- 4 Contract number;
- 5 Task or Delivery Order number, as applicable;
- 6 Contract Line Item Number (CLIN) of item or service provided;
- 7 Description of the item, or service actually provided;
- 8 Period of performance of service or date item is provided;
- 9 Block/Space reserved for COR acceptance signature and date;
- 10 Signature, Name and Phone number of Company representative authorized to sign invoices;
- 11 Remit to address
- 12 Name, phone number and Mailing address to whom any disputed invoices should be addressed;
- 13 Credits with explanation and period covered.

Failure to submit Invoices which do not identify this information shall be returned without payment to the Contractor for correction.

Q. RESERVED.

R. Authorized Instruction to Contractor

a. No person or agency other than the Contracting Officer (CO) is authorized to give instruction, orders or directions on behalf of the Government to the Contractor or his employees, unless such person or agency is authorized in writing by the CO to so act. The authority of such person or agency is strictly limited to the written authorization provided by the CO. The duty is upon the Contractor to determine the authority of such person or agency. Any questions regarding the authority of such person or agency should be directed to the CO in writing.

b. Contracting Officer's Representative (COR): The CO may designate and authorize a representative(s) (including a "specially authorized representative(s)" pursuant to the contract clause entitled "Notification of Changes") to act on his/her behalf under this contract. Such representative(s) as may be appointed shall be designated by a letter from the CO and a copy of the letter shall be given to the Contractor. The COR shall represent the CO as specified in his/her delegation of authority letter. The COR shall not be authorized to issue change orders or adjustments. Changes in the Scope of Work/Specifications or any increase or decrease in the work called for by this contract shall be made by the CO by an executed modification to this contract.

S. Government-Furnished Equipment (GFE): RESERVED

T. Release of Information

1. The Contractor's organization shall clear with the Information Office listed below any public release of information on this contract. This information includes news stories, articles, sales literature, advertisements, radio-TV spots, etc.

2. The request for public release of information should be addressed to: American Embassy – Bogota, Genreal Services Office, Contracting Officer, Carrera 45 No. 24B-27.

3. Limited Use of Data and Information. Performance of this contract may require the contractor to access and use data and information proprietary to the Government agency or agency personnel, or which is of such a nature that its dissemination or use, other than in performance of this contract would be adverse to the interests of the Government or others. The Contractor and Contractor personnel shall not divulge or release data or information developed or obtained in performance of this contract, until made public by the Government, except to authorized Government personnel or upon written approval of the Contracting Officer. The Contractor will not use, disclose, or reproduce proprietary data which bears a restrictive legend, other than as required in the performance of this contract. Nothing herein shall preclude the use of any data independently acquired by the Contractor without such limitations or prohibit an agreement at no costs to the Government between the Contractor and the data owner provides for greater rights to the Contractor.

U. Circuit Downtime and Credits

Credits shall be assessed against the Contractor in those instances where the circuit during any given month or year that fail to achieve and sustain the minimum acceptance standards stated above.

1. Definitions:

Circuit Availability Acceptance Level: Yearly Circuit Availability Acceptance Level is computed by 365 calendar days times 24 (hours per day) times 99.7% acceptance level equals 8,716.20 hours annum. ($365 \times 24 = 8760 \times 99.7\% = 8,733.72$). Monthly Circuit Availability is computed by the calendar days per month times 24 (hours per day) times 99.7% acceptance level (example: $31 \times 24 = 744 \times 99.7\% = 741.76$).

Downtime: That period of time when the circuit becomes non-operational or unusable for communication or transfer of data or failures to meet the minimum acceptance standards. The maximum cumulative Annual downtime that shall be acceptable for corrective or preventative maintenance is 26.28 hours ($8760 \times .3\%$). The maximum cumulative Monthly downtime that shall be acceptable for corrective or preventative maintenance shall be .3% of the total available hours for the month (example: $31 \times 24 = 744 \times .3\% = 2.23$ hours).

Period of Downtime: Downtime shall commence at the time first attempt for contact is made by the Government (or its representative) to the Contractor's Point of Contact and shall be annotated on the Remedy Ticket and shall continue until the circuit is returned into Service by the Government.

Downtime Credits: Monetary value returned to the Government for failure to meet the Circuit availability requirements. Downtime Credits shall be assessed based on cumulative downtime time with the minimum assessment being one hour. Downtime credit shall be equal to the hourly or daily rate (as applicable) as identified in the schedule in Section B. There are two (2) situations when circuit Downtime Credits can be accumulated:

- 1) Below Availability Level,
- 2) Extended Downtime.

2. Credit for Circuit Downtime by Situation

Below Availability Level: If the downtime accumulated for a circuit adds up to 26.28 ($8760 \times 0.3\%$) cumulative hours or more during any one contract year (365 calendar days) or depending on the number of hours for the month (example $744 \times .3\%$) cumulative hours per month (example: 31 calendar day month) the Contractor shall grant a hourly credit to the Government for each hour of downtime. Each additional one hour increment or portion thereof will be assessed as an additional hour.

Extended Downtime Credit(s): Cumulative time of more than 18 hours but not greater than 24 hours for any one outage shall be assessed at a daily rate. Any increment of 24 hours beyond the initial 24 hours of any one outage shall be assessed at the standards for the hourly rate up to 12 hours, however between 12 and 24 hours the credit shall be assessed at the daily rate.

3. Exceptions to Cumulating of Downtime

Cumulating of circuit downtime shall include all unscheduled downtime deemed to be the responsibility of the Contractor, with the following exceptions:

a. When the failure to perform arises out of causes beyond the control and without the fault or negligence of the Contractor or Sub-contractor as defined in the Termination for Default clause in Section I of this contract.

b. Malfunction of equipment, frequency fading and interference, errors of commission and/or omission by the Contractor or Sub-contractor, and commercial power surges or failures are considered to be normal hazards of the industry and therefore do not qualify as causes beyond the control of the Contractor or Sub-contractor. The Contractor shall be charged with credits for all reported outages determined “no trouble found” or “came clear while testing” but which exceed 45 minutes.

The Contracting Officer shall make final determination as to whether downtime is the responsibility of the Contractor. If requested by the Contracting Officer, the Contractor shall provide documentation to support claims of excusable downtime. For downtime determined to be the Contractor’s responsibility, the Contracting Officer may elect to assess a credit for each instance of non-performance.

4. Payment Reduction for Downtime Credits

When Circuit Downtime credit(s) is due to the Government, the total number of creditable hours shall be accumulated for the month and will be deducted from the payment due the Contractor in the month they accrued.

5. Trouble Escalation Procdeure

a. The Government shall refer the problem to the carrier after performing tests as prescribed in the Trouble Anaysis procedure. Obtain the name of the carrier test person and a carrier ticket number, record this information on the Government’s Remedy Ticket.

b. After the trouble has been referred to the carrier for two (2) hours, recall the carrier for an update on the current trouble. Record the carrier’s response, the name of the individual you talked with, and the carrier ticket number on the Remedy Ticket.

c. After the trouble has been referred to the carrier for four (4) hours, recall the carrier for an update on the current trouble. If the carrier’s response is not satisfactory escalate the trouble to the carrier’s management. Record the carrier’s response, the name of the individual you talked with, and the carrier ticket number on the Remedy Ticket.

d. After the trouble has been referred to the contractor for six (6) hours, escalate the trouble to the contractor’s manager, also notify IRM/IMO and IRM/ISO at American Embassy – Bogotá. STATE IRM/ISC Office. Record the contractor’s response, the name of the individual you talked with, the contractor ticket number, and the names of the IRM managers that were notified on the Remedy Ticket.

e. Continue to status the contractor for the remainder of the outage or until you have received a problem resolved status.

V. RESERVED.

W. RESERVED.