



Date: 8/30/2019

Thadeua Rd Km9,
Ban Somvang Tai,
Hatsayfong District,
Vientiane Laos.
Unit 8765, PO Box 114,

Dear Prospective Quoter:

SUBJECT: Solicitation Number 19LA9019Q0037_2nd ISP VPN 2019 IRM Funded HIL 30Mbps

The American Embassy Vientiane, Lao P.D.R. has a requirement for a contractor to provide **2nd ISP VPN 2019 IRM Funded HIL 30Mbps**

You are invited to submit a quotation. The Request for Quotations (RFQ) consists of the following sections:

1. **Standard Form SF-18**
2. **Statement of work.**

U.S. Federal Acquisition Regulation (FAR) requires that contractors be registered in the system award management (**SAM**) prior to being awarded a purchase order. Contractors, who are not registered with **SAM**, may not be awarded the purchase order. This requirement applies to local vendors that greater than **\$30,000**. Go to the link <https://www.sam.gov>.

Direct any questions regarding this solicitation to: VientianeProcurement@state.gov

The Embassy plans to award a purchase order. You are encouraged to make your quotation competitive. You are also cautioned against any collusion with other potential offerors with regard to price quotations to be submitted. The RFQ does not commit the American Embassy to make any award. The Embassy may cancel this RFQ or any part of it.

Please read the RFQ carefully, and if you are interested, submit your quotation. Return the completed SF-18 to the address shown in block 5a of the SF-18 before **September 18, 2019 16:00PM**. Quotations may also be submitted by e-mail to VientianeProcurement@state.gov. **No quotations will be accepted after this time.**

Sincerely,



Jesse Victor
Contracting Officer

AMERICAN EMBASSY VIENTIANE

SCOPE OF WORK

August 29, 2019

Scope of Work

The purpose of this firm fixed price purchase order is to install a dedicated 30Mbps HIL service and circuitry for the U.S. Embassy Vientiane.

Description: U.S. Embassy Vientiane 30Mbps HIL to support organizational connectivity requirements.

Type of Service: American Embassy 30Mbps HIL Service

Duration of Service: 12 months, from September 26, 2019 to September 25, 2020

Location: U.S. Embassy Vientiane

ISP Installation Requirements

The local ISP must provide the following:

- a. Minimum of eight public internet routable addresses from the internet address. This requires a masking block from subnet of /28, and must not be filtered or blocked for any IPSEC ports or protocols. No Network Address Translation (NAT).
- b. Always on 24/7/364 and 99.9 percent availability with a packet loss of less than .51 percent, included in a Service Level Agreement (SLA). Where possible, the internal cable path is separate from existing ISP cable path.
- c. Dedicated and unlimited bandwidth, not shared or bundled bandwidth.
- d. Support all IP protocols, with no filtering, firewalls, proxies or stateful inspections.
- e. Able to ping 169.252.0.0/16 and 169.253.0.0/16.
- f. Physical interface – i.e. gigabit, LC fiber connection, multimode fiber.
- g. Support installation of customer supplied VPN encryption device.

Internet Service Quality

The awarded Internet Service Provider (ISP) must provide dedicated leased channel high-speed access to the internet. The data transport media from the demarcation point to ISP must be Fiber Optic (FO). Twenty-four (24) hours uplink. The embassy 30Mbps ISP connection

must be continually operational, and not require the installation of any custom/vendor specific software on the client side.

The ISP must guarantee full contracted bandwidth availability twenty-four (24) hours per day and seven (7) days per week during the entire twelve (12) month service period from the originator side to the ISP's internet gateway. Bandwidth sharing with other non-embassy customers is not allowed.

The ISP must provide excellent Quality of Service (QOS) for the connection that provides for consistent level of download capacity, must be the highest QOS percentage possible but, at minimum, greater than 99.97% or the highest possible QOS connection reaching 100%.

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, these items must be identified and removed prior to lease line circuit installation.

Internet Service Provider (ISP) must have redundancy in the internet backbone between Vientiane and the USA so that alternate backbone paths are available if a failure occurs. ISP must provide fault-tolerant Fiber Optic connectivity within Vientiane along the circuit path, through to U.S. Embassy Vientiane's demarcation point.

Service Support and Contingencies

Vendor customer support will provide for real-time problem resolution capability 24 hours a day, 7 days a week as needed. In case the line is down for any reason, the ISP shall contact the Embassy within 30 minutes with the reason and plan for restoration. The ISP must also provide 24-hour support contact information.

The awarded ISP must warrant service support on a 7 days per week and 24 hours a day, 12-month basis.

These services must be coordinated directly with embassy Contracting Office representative, General Services Office Contracting representative, or the Information Technology representative from the Information Systems Center (ISC).

The ISP shall assign a dedicated account representative to U.S. Embassy Vientiane. The representative will serve as a liaison and will aid to escalate support requirements as needed.

Downtime for planned vendor maintenance during business hours should be minimized and approved by embassy Information Technology representatives no less than three (3) business days in advance. The ISP shall limit the number of planned outages to a maximum of two (2) separate events per year and have a maximum duration of 2 hours. ISP shall notify designated embassy point of contacts within 15 minutes of any unplanned disruptions and outages.

U.S. Embassy Vientiane may request and ISP shall supply additional connections in the future.

U.S. Embassy Vientiane may request and ISP shall supply increased bandwidth for any connection in the future.

Network Devices and Equipment

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 10/100base-T 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.

Work to be performed (Renewal of Service)

U.S. Embassy Vientiane has a requirement for the installation of a dedicated 30Mbps high-speed fiber optic internet service. The 30Mbps internet service will be installed at the U.S. Embassy Vientiane demarcation point. U.S. Embassy Vientiane is located at Thadeua Road, Km 9, Hatsayfong district. Upon installation completion, the ISP technician installing the service will demonstrate and verify to the Information Technology representative that the required 30Mbps bandwidth speed has been established.

REQUEST FOR QUOTATION (THIS IS NOT AN ORDER)			THIS RFQ <input type="checkbox"/> IS <input type="checkbox"/> IS NOT A SMALL BUSINESS SET-ASIDE		PAGE OF PAGES
1. REQUEST NO. 19LA9019Q0037	2. DATE ISSUED 8/30/2019	3. REQUISITION/PURCHASE REQUEST NO. PR8608064	4. CERT. FOR NAT. DEF. UNDER BDSA REG. 2 AND/OR DMS REG. 1		RATING
5a. ISSUED BY United States Embassy Vientiane Lao PDR			Thadeua Road Kilometer 9		6. DELIVER BY (Date)
5b. FOR INFORMATION CALL (NO COLLECT CALLS)					
NAME Sinnakone Southammavong Procurement Agent E-mail: SinnakoneS@state.gov		TELEPHONE NUMBER		7. DELIVERY <input type="checkbox"/> FOB DESTINATION <input type="checkbox"/> OTHER (See Schedule)	
		AREA CODE	NUMBER	9. DESTINATION	
			856 21 487 036	a. NAME OF CONSIGNEE	
8. TO:					
a. NAME		b. COMPANY		b. STREET ADDRESS	
c. STREET ADDRESS					
c. CITY					
d. CITY		e. STATE	f. ZIP CODE	d. STATE	e. ZIP CODE
10. PLEASE FURNISH QUOTATIONS TO THE ISSUING OFFICE IF BLOCK 5a OF OR BEFORE CLOSE OF BUSINESS (Date) September 18, 2019			IMPORTANT: This is a request for information, and quotations furnished are not offers. If you are unable to quote, please so indicate on this form and return it to the address in Block 5a. This request does not commit the Government to pay any costs incurred in the preparation of the submission of this quotation or to contract for supplies or service. Supplies are of domestic origin unless otherwise indicated by quoter. Any representations and/or certifications attached to this Request for Quotation must be completed by the quoter.		

11. SCHEDULE (Include applicable Federal, State and local taxes)

ITEM NO.	SUPPLIES/ SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
(a)	(b)	(c)	(d)	(e)	(f)
X	2nd ISP VNET 2019 IRM Funded HIL 30Mbps 26 September 2019 - 25 September 2020	12	month		
X	14 Static IP addresses	12	month		

12. DISCOUNT FOR PROMPT PAYMENT	a. 10 CALENDAR DAYS (%)	b. 20 CALENDAR DAYS (%)	c. 30 CALENDAR DAYS (%)	d. CALENDAR DAYS	
				NUMBER	PERCENTAGE

NOTE: Additional provisions and representations are are not attached.

13. NAME AND ADDRESS OF QUOTER			14. SIGNATURE OF PERSON AUTHORIZED TO SIGN QUOTATION		15. DATE OF QUOTATION
a. NAME OF QUOTER					
b. STREET ADDRESS			16. SIGNER		
c. COUNTY			a. NAME (Type or print)		b. TELEPHONE
					AREA CODE
d. CITY		e. STATE	f. ZIP CODE	c. TITLE (Type or print)	
			NUMBER		