**SUBJECT: Request for proposals to Contract for Fiber Internet and Managed Services.**

The U.S. Consulate General in Cape Town is soliciting proposals for Fiber Internet and Managed Services to be provided to the Consulate over a prescribed period of performance.

1. **Introduction**:

This document will outline the solution to be installed in the above venue and the terms and conditions of the agreement to be entered.

1. **Scope of works:**
2. The service requirement will include the following:
* Two separate quotes for 22 Mbps and the next higher tier of service (25-35 Mbps) Business Premium Internet Uncapped; Unshaped; h323 and SIP enabled
* 1:1 contention rate.
* 14x Static fixed IP Address identified with /28 in parenthesis, range use for customer equipment only.  Not provider equipment.
* Rack, stack, configure Installation and cabling and fiber transceivers
* Programming of all network WAN router and switches and advise on allotment.
* SLA required for business hour service call outs for 1 year to the Embassy
* This service must accommodate H323 and SIP as video on demand will be required.
* No throttling, capping, protocol limitations on this service.
* The fiber must be installed in metal conduit from the intermediary street side access point to the designated demarcation room.  No PVC.
* All equipment must be housed in a 19” rack at the demarcation room and properly terminated, tested, and labeled.
* All cabling has to be routed from entry point through the existing cable ways in the Consulate demarcation room and neatly routed into the endpoint racks where equipment is to be housed.
* Full managed service SLA is required as local technician could make a call for urgent service support.
* Full detailed description quote is required of all items used.
1. The provided internet service shall comply with the following requirements:

Internet Services Quality

* Internet Service Provider (ISP) shall provide 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.
* 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.
* 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) specified by the ISP Contract
* 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) 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.

Network Identification

* Internet Service Provider (ISP) must provide a block of eight fixed static IP addresses.

Network Devices

The network devices shall comply with the following characteristics:

* Absolutely NO USE of Huawei or ZTE equipment.
* Services provided by the Internet Service Provider (ISP) must be delivered from fiber to RJ-45
* Interface connectors with a 10/100/1000baseT 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 ( 220v/50hz)
* Devices must be Rack mountable in a standard Commercial off-the-shelf (COTS) rack.

Service Support and Contingencies

* The awarded ISP must warrant service support 7X24X365.
* The vendor must warrant service support on site if necessary, services must be coordinated directly with Cape Town Consulate Contracting Office Representative (COR) or Public Affairs representative from the Consulate General Cape Town.
* Expected service availability and reliability must be at minimum 99.97%.
* The Contractor shall install a redundancy or Fiber Optic infrastructures 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 Consulate General Cape Town.
* 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.

All above work mentioned is to be supplied with Cabling and accessories to make a neat complete install.

All power requirements are to meet with Consulate General Cape Town and OBO (Office of Building Operations) standards. Full wiring diagram of all equipment that is incorporated to each other is to be supplied. **Please note that in order to be deemed technically acceptable, the circuit must be activated within 1 month of receipt of an award or notice to proceed**.

1. **Contract Details.** The intention is to award a firm-fixed priced, base + four option years contract to the qualified vendor who provides a proposal that credibly addresses the requirements identified in the above scope of works section, and is the lowest priced of all technically acceptable offers. Therefore, your proposals should provide for three (5), 12 month periods, titled: Base year, Option year 1, Option year 2, Option year 3, Option year 4 . The Government may award the contract based on the initial offer without discussion.

1. **Interested Vendors.** All those interested must submit their proposals for this contract via **email** to the **Procurement Staff** at the U.S. Consulate General in Cape Town. For those vendors unable to send the request electronically see Contact Information box at the bottom of the page.
Only qualified vendors from who we’ve received proposals on or before the **PROPOSAL DUE DATE\*** will be considered.
2. **Vendor Registration.** To receive awards totaling $30,000.00 or above, all contractors must be registered in the U.S. Government’s System for Award Management (SAM) Database\* prior to contract award, pursuant to the U.S. Federal Acquisition Regulation (FAR) provision 52.204-7.  **Prospective offerors are highly encouraged to register in SAM prior to submitting a proposal as they will not be eligible for the award until they have successfully registered and would therefore be deemed technically unacceptable and thus disqualified.**
3. **Payment terms.** The U.S. Consulate will make no provision for fluctuations in price or exchange rates after the order has been placed.  If your price is dependent on these fluctuations, you MUST make provision for possible increases in your quoted price. Payment will be made via EFT into the company’s bank account, within 30 days of delivery of goods/services and receipt of proper Invoice, not before.  By submitting a quotation vendors are agreeing to waive any of their own company’s payment terms that contradict with those of the U.S. Government.

\*Note: No advanced/deposit payments permitted.

1. **TERMINATION NOTICES: will ONLY be issued by the U.S Consulate one calendar month in advance where a service is terminated PRIOR to the termination date indicated on each order. It is the responsibility of the service provider to ensure that services are terminated upon termination date in the event that a follow on contract is not provided.**

***\*Note: Procurement Staff will send a confirmation of your request within 4 business days of receipt. If you do not receive a confirmation, you must assume your request was not received, and are encouraged to send the message again, and follow-up with a call to the Procurement Staff (on/before the deadline) to ensure your request is received.***

**Contact Information - U.S. Consulate General Procurement Section**

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