

Statement of Work for Renew Internet Service Provider

U.S. Embassy Bangkok

U.S. Commercial Service

Objective

The U.S. Commercial Service (FCS) require an Internet connection with full 50Mbps international bandwidth. This connection requires a reliable provider that provides dedicated leased circuits to access the Internet for a minimum of 12 months.

Scope of work

The Internet Service Provider (ISP) provides all labor, materials, tools, equipment, supervision and other related items required to complete this installation as per scope of work, specifications and without interruption to the current connection. ISP may be required to visit the site, verify the existing site conditions to develop their proposal.

Details of work performance:

1. Internet Services Quality.

a. Internet Service Provider (ISP) must provide a primary dedicated leased line access to the Internet; data transport media within the city must be Fiber Optic (FO). Further, Fiber Optic transport should be provided wherever possible in the routing of FCS traffic. Twenty-four (24) hours uplink. ISP connection must be "always on" and must not require the installation of any custom software on the client side.

b. ISP must provide a backup dedicated leased line that can adjust to the same speed with the primary leased line. This backup leased line must be provided by the different media provider than the primary leased line provider.

c. ISP digital bandwidth is the amount or volume of data that may be sent and received through the channel at the same time, measured in Megabits per second (Mbps), without distortion. Required Bandwidth connection is 50 Mbps.

d. For Internet Services, ISP must guarantee full contracted bandwidth availability twenty-four (24) hours per day, seven (7) days per week, and three hundred sixty-five days per year (24x7x365) from the originator side to the ISP's internet gateway. Bandwidth sharing between other non-U.S. Embassy customers is not allowed.

2. Network Devices.

- ISP must provide routers and Data media converters or transmission devices in all cases.

3. Service Support and contingencies.

- ISP must warrant service support on a 7x24x365 basis.
- ISP must warrant service support on site if necessary, on a 7x24x365 basis.
- ISP must provide bandwidth analyzer if it is required by clients.
- ISP must be able to communicate with Technology, Services and Innovation (TSI) Network Engineer International Trade Administration of U.S. Department of Commerce if it is required

Delivery of service

- ISP will complete the installation and commissioning at FCS's premises before August 31, 2020.

Location:

- FCS/U.S. Embassy Bangkok, 93/1 GPF Tower A 3 rd floor Wireless Road Lumpini Pathumwan Bangkok 10400

Period of Performance

September 1, 2020 to August 31, 2021.

Payment Conditions

The vendor should comply with the terms of payment as a monthly fee.

*****End of Statement of Work*****