



SWA BROADBAND SERVICES

REQUEST FOR QUOTATION

Document Reference USOIT-BROADBNDVCS2021

October 5, 2020

| KEY DATES | |
|--|-------------------|
| Request for Quote Released | October 5, 2020 |
| Deadline for Questions | October 12, 2020 |
| Projected Questions & Answers Response | October 14, 2020 |
| Deadline for Quotes | November 06, 2020 |
| Projected Award Date | November 30, 2020 |
| Projected Start Date | January 01, 2021 |



ABOUT THE UNITED SERVICE ORGANIZATIONS

The USO strengthens America's military service members by keeping them connected to family, home and country, throughout their service to the nation.

Since 1941, the USO has been the nation's leading organization to serve the men and women in the U.S. military, and their families, throughout their time in uniform. From the moment they join, through their assignments and deployments, and as they transition back to their communities, the USO is always by their side.

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USO airport centers throughout the country offer around-the clock hospitality for traveling service members and their families. Our trademark USO tours bring America and its celebrities to service members who are assigned far from home, to entertain them and convey the support of the nation. And our many specialized programs offer a continuum of support to service members throughout their journey of service, from the first time they don the uniform until the last time they take it off.

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PROJECT SUMMARY

The USO has operations in Southwest Asia that manage center facilities offering free Internet access and bandwidth to service members deployed in the region. This vital connection allows US Armed Services stationed in Iraq, Kuwait, Jordan, Afghanistan, and Djibouti the opportunity to communicate regularly with their friends and families at no cost. Further, our staff also use the Center Internet to conduct virtual programs, maintain USO business, and network with the military leadership in the area.

The USO seeks a fiber Internet service provider for the Internet access to our centers in Southwest Asia that is flexible to account for the changing troop levels in the area.

PURPOSE

The USO expects to make one award under this RFQ. The period of performance is **12 months (January 2021 – December 2021) with the possibility of annual renewals based on the needs and requirements of the Locations serviced**. The anticipated contract award date is approximately **January 1, 2021**.

This will be a **variable cost-plus contract**. All labor will be delivered through a **variable cost-plus contract**. The Vendor will operate at the direction of and receive guidance from the USO.



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PROJECT REQUIREMENTS

Scope of Work (SOW)

The Vendor selected will provide synchronous, high-speed fiber broadband Internet for defined USO locations with defined Mbps per site requirements in the following countries: Afghanistan, Djibouti, Jordan, Kuwait, and Iraq. In addition to fiber service, additional on-site tech-support or ability to provide on-site tech support with existing base access to maintain continuous service. Various provider scenarios are being evaluated to ensure best value for the organization.

Statement of Understanding

Vendor should state a clear understanding of the mission of the USO and this project.

Technical and Service Requirements

- 1. Fiber broadband internet service requirements by site:** Must provide the router, switches and firewalls and the following bandwidth requirements at all or some of the following locations with the ability to provide tech support through existing base access at all locations. USO will provide Wireless Access Points (WAPs). The Internet services should support Voice over IP (VoIP) connections.

| Country | Location | Mbps Low^ | Mbps High^ | Switch(es) Needed |
|-------------|--|-----------|------------|-------------------|
| Afghanistan | Bagram Air Base – Pat Tillman Memorial USO Center* | 20 | 20 | 1 x 48port PoE |
| Afghanistan | HKIA* | 20 | 20 | 1 x 48port PoE |
| Djibouti | Camp Lemonnier | 15 | 15 | 1 x 48port PoE |
| Jordan | Joint Training Center | 15 | 25 | 1 x 48port PoE |
| Kuwait | Camp Arifjan | 15 | 40 | 2 x 48port PoE |
| Kuwait | Camp Buehring | 15 | 40 | 2 x 48port PoE |
| Iraq | Al Asad | 31 | 31 | 1 x 48port PoE |
| Iraq | Erbil | 26 | 26 | 1 x 48port PoE |
| Iraq | Union III/Baghdad | 10 | 10 | 1 x 48port PoE |

**6-months of service (Jan-June 2021) for these two sites in Afghanistan instead of 12-months; Anticipating closures in June 2021.*

^Low amounts are needed when our centers are closed, and Internet usage is only for staff and virtual program delivery. High amounts are for when our centers are open and have service members using the facility Internet. We need the flexibility to go between low and high as country restrictions and military movements apply.



Scenarios: Examining vendor options and selecting business may require different vendor solutions in each location. The following scenarios are under consideration. Identify the cost variables and rates for providing servicing in each scenario that applies.

1.1 Total Costs & Rates for:

- i. All sites: 2 Afghanistan sites for 6-months; 7 remaining sites for 12-months
- ii. -or- A Selection of sites: based on geographic coverage area for the appropriate duration for that location

1.2 Further Requirements:

- iii. Ability to fluctuate the bandwidth and cost based on the demands of the environment between low and high as noted in the chart by location
- iv. Could potentially need to exceed the “high” range for special events or increased op-tempo; ability to temporarily increase bandwidth.

2. **On-Site Tech Support:** Must have the ability to access the US Military bases where our USO centers are located without our assistance. Ensure the company is responsible for maintaining their equipment on the site. The support staff should have access to the base without having to be escorted by USO staff. The ISP needs to:

- Have a NOC/GOC to address support requests 24/7 and should have local on-site support with reasonable SLA times.
- Provide on-site support as needed when remoting in is not reasonable. With a Response Time for Service outages within 2 hours of report of incident.
- On-site support must have existing access to locations without base escort.
- Perform quarterly maintenance for the vendor-owned equipment on site.
- Provide streamlined monthly reports so that the USO can evaluate amount of bandwidth provided to each site, adjusting according to need.
- Submit invoices via Coupa (which can be through the integration or just e-mails sent to a Coupa e-mail address).

3. **Reporting Requirements:** Monthly reporting by site needs to include:

- By location total Data usage reported on an Excel spreadsheet. With by day breakdown of usage.
- Reported monthly to Regional IT Tech



Management Requirements

Describe a plan to manage the operation to ensure successful program support, including program management, financial resources or ability to obtain them, equipment and facilities, quality assurance, internal controls, and staffing.

Management Plan

- Describe the overall plan for organizing, staffing, and managing the tasks required by the SOW. Indicate how roles and responsibilities will be divided, decisions made, work monitored, and quality and timeliness assured.
- Explain how this management and staffing plan will enable the Vendor to start projects quickly, conduct multiple projects concurrently, complete complex tasks within narrow time periods, and assure quality of products
- Subcontracting plans
 - If the proposal includes subcontractors, we encourage large businesses to meet federal small business, labor surplus area, and minority business requirements.

Corporate Qualifications

The work described in this RFQ must be performed quickly and meet exceptionally high-quality standards. It is essential that the Vendor demonstrate the technical and subject-matter expertise to design and conduct the activities described in the Scope of Work and to put qualified staff in place to begin work rapidly. The Vendor must also have the ability to organize and manage resources and personnel effectively.

- Describe projects that are currently being managed.
- Provide a discussion of directly relevant technical and substantive experience, including a list of prior, similar projects.

Past Performance

It is essential that the Vendor demonstrate the previous experience required to design and conduct the various activities described in the Scope of Work. Of particular interest is experience in responding to similar requests from other clients or customers.

- For the Vendor and each proposed major subcontractor, identify up to three existing projects or projects completed within the last five years that are consistent in scope, nature, and effort for commercial customers, non-profit clients, or local, state, or federal governments.
- For each selected project, submit a synopsis of work performed (no longer than two pages). Provide information on problems encountered on the contracts and subcontracts and corrective actions taken to resolve those problems. Do not provide general information on performance on the contracts because we will obtain that information from the references.



TERMS AND CONDITIONS

Project Summary

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This will be a **variable cost-plus contract**. All labor will be delivered through a **variable cost-plus contract**. The Vendor will operate at the direction of and receive guidance from the USO.

Quotes may be submitted by the private sector, nonprofit, and for-profit organizations.

Submission Deadline

All proposal quotes must be submitted via Coupa Sourcing Management Software no later than 5 pm (ET) on **November 06, 2020**.

| KEY DATES | |
|--|--------------------|
| Request for Quote Released | September 28, 2020 |
| Deadline for Questions | October 06, 2020 |
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Key Deliverables

The Vendor shall provide the following deliverables according to the tentative time frames identified in the tables below. Final time frames will be negotiated post-award between the Vendor and the USO.

| SOW and/or Task Specific Deliverables | Timing |
|--|--|
| 1. Task 1: Fiber Broadband Internet Service per site | Starting Jan 1 |
| 2. Task 2: On-site Tech Support | Available to address support requests 24/7 with reasonable SLA times |
| 3. Task 3: Reporting Requirements | Monthly reports delivered within 12-days of the new month for the previous month |

Period of Performance

The period of performance for the project is **12 months (January 1, 2021, thru December 31, 2021) with possibility of annual renewals based on needs and requirements of the Locations serviced.**



Other Requirements

Coupa Sourcing Management Software

This RFQ will be hosted using Coupa Sourcing Management Software. The Vendor is required to use Coupa Sourcing for all communication and submissions related to this RFQ. The USO will provide the Vendor with all necessary tools to access the Coupa Sourcing Management Software.

Security Clearance

Vendor must provide evidence of a Security Clearance necessary to access the U.S. Military bases in Afghanistan, Djibouti, Jordan, Kuwait and Iraq without USO assistance to work on this project.

Furnishing of Equipment/Property

The Vendor shall furnish its own office, equipment, personnel, and technology.

Place of Performance

With the exception of travel and/or specific requirements as outlined in the RFQ that relate to the Scope of Work and/or Task Deliverables the Vendor is required to provide the facilities necessary to execute the SOW. The Vendor shall choose its staff or acquire the necessary personnel support and provide suitable work facilities.

Network Availability

Vendor shall provide an end-to-end service availability that provides annual availability of 99.5%.

Insurance

The Vendor, at its own expense, shall provide and maintain the general liability insurance in support of an awarded contract for the entire duration, including option years, with \$1 million minimum coverage And up to \$3 million or at a level required and relevant to the project requirements. The Vendor assumes absolute responsibility and liability for any and all personal injuries or death and/or property damage or losses suffered due to negligence of the Vendor's personnel in the performance of the services required under this contract.

Non-Disclosure Agreement

The Vendor shall not release any sensitive, confidential, or proprietary information without prior written approval from the USO. At the time of the contract award, the Vendor may be required to sign a Nondisclosure Agreement (NDA), and at each subsequent option year, if applicable and exercised.

Organizational Conflict of Interest

The Vendor agrees to disclose any conflicts of interest on the part of the Vendor that has the potential to bias or has the appearance of biasing its obligations under this RFQ. Vendor warrants that there is no undisclosed conflict of interest in Vendor's other contracts or agreements or other employment or in the operation of the Vendor's business with the proposed services to be performed under this RFQ.



Compliance

Upon the request of employees or other persons with disabilities participating in official business, the Vendor must arrange necessary and reasonable accommodations for the impaired individual(s) per Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 (d)).

Quote Evaluation Criteria

The USO will evaluate proposals in compliance with the Scope of Work and requirements stated in this RFQ. An award may be made to the Vendor who proposes the best overall value for the USO as determined by USO in its sole discretion. The USO will consider the evaluation factors indicated below. See Submission Guidelines (below) for a description of the categories.

The USO reserves the right to reject proposals that are unreasonable low or high in price.

The price will be determined with regard to the fulfillment of the requirements listed in the Scope of Work. In Coupa Sourcing, the Scope of Work is split out under forms: 1.) Technical Solution 2.) Management Solution 3.) Corporate Qualifications 4.) Past Performance

| Category | Rating |
|--------------------------------------|--|
| Section 1: Technical Approach | Pass – The Vendor has demonstrated that they have the skills, experience, and capability to perform the Scope of Work. Vendors must receive a rating of “pass” on the Technical Capabilities in order to be considered. |
| Section 2: Quote for Services | Best Quote – The quote is the Best Value price received among the Vendors who have demonstrated that they can perform the work. |

***Note: USO will assign a Pass / Fail Scoring system.



Post-Submission Information

Withdrawal or Modification of Proposals

A Vendor may modify or withdraw its proposal on or before **November 06, 2020, at 5:00 pm**. This is done through Coupa Sourcing.

Late Submissions

Late proposals, requests for modification, or requests for withdrawal shall not be considered.

Best and Final Offers

Subsequent to receiving the original proposals, USO reserves the right to notify all technically acceptable Vendors within the competitive range and to provide them an opportunity to submit written best and final offers (BAFOs) at the designated date and time. This will be done through Coupa Sourcing "Messaging" tool.

BAFOs shall be subject to the late submissions, late modifications, and late withdrawals of proposals provision of this RFQ. After receipt of a BAFO, no discussions shall be reopened unless the

USO determines that it is in the USO's best interest to do so (e.g., that information available at that time is inadequate to reasonably justify Vendor selection and award based on the BAFOs received). If discussions are reopened, the USO shall issue an additional request for BAFOs to all technically acceptable Vendors still within the competitive range.

At its discretion, the USO reserves the right to also invite Vendors who are technically acceptable to make a presentation to the USO on the proposed effort for technical and management approaches identified in the submission. The USO will notify Vendors who meet the qualifications and provide the date, time, and format for the presentation.

This RFQ does not commit the USO to engage in any business transactions or enter into any contractual obligations with Vendors.

Retention of Proposals

All proposal documents shall be the property of the USO, retained by the USO, and not returned to the Vendors.



Post-Award Information

Anticipated Award Date

The anticipated notice of award date is **November 30, 2020**.

The USO reserves the right to make no award or to cancel the RFQ at any time prior to a written contract.

Post-Award Conference/Kickoff Meeting

Upon notice of award, the USO will coordinate an award kickoff meeting within 7 days with the Vendor. The date, time, and location will be provided at the time of the award.

Notice to Proceed

Immediately upon receipt of notice of award, the Vendor shall take all necessary steps to prepare for performance of the services required hereunder. The Vendor shall have a maximum of 10 calendar days to complete these steps.

Following receipt from the Vendor of acceptable evidence that the Vendor has obtained all required licenses, permits, and insurance and is otherwise prepared to commence providing the services, the USO shall issue a Notice to Proceed.

On the date established in the Notice to Proceed (this notice will allow a minimum of seven calendar days from the date of the Notice to Proceed unless the Vendor agrees to an earlier date), the Vendor shall start work.

Period of Performance

The performance period of this contract is from the start date established in the Notice to Proceed and continuing for a one-time project-based effort, lasting 12 months or longer as annual contract renewals are possible based on the needs and requirements of the Locations service. The initial period of performance includes any transition period authorized under the contract.

Documentation Requirements

The Vendor may be required to provide documentation to support its legal ability to operate facilities in the United States.

Basis of Compensation to the Vendor

The USO expects to award a variable cost-plus type contract for the SOW and budget that is proposed; negotiated with the USO during the contract award or the Best and Final Offer process; and listed in the agreement executed between the organizations. Any Vendor quality issues that result in the re-drafting of work or increased labor required to meet deliverables during the performance of the contract are the financial responsibility of the Vendor, and re-work will be done at the Vendor's expense.

Billing and Payment Procedures

The USO currently utilizes electronic invoicing. Invoices shall be provided to the USO on a monthly basis by submission to "Coupa Supplier Portal". Instructions on accessing the portal will be provided post-award.

**Debrief – Post-award**

The Vendor(s) not selected may receive a post-award debriefing provided a written request is submitted to procurement@uso.org within three calendar days from the Notice of an Award. At the USO's sole discretion, the debriefing will be provided verbally.

Protests/Appeals

USO is not a government agency and therefore, USO's procurement decisions, including awards and decisions not to award, resulting from requests for procurement, requests for quotes, requests for information, or other procurement processes, are made in USO's sole discretion and are not subject to protest or right of appeal.