



**STATEMENT OF WORK
INL BOGOTA MOBILE SERVICES**

1. BACKGROUND

The Bureau of International Narcotics and Law Enforcement Affairs (INL) in Bogotá is responsible for the development, supervision, coordination, and implementation of international narcotics control assistance activities and international criminal justice issues for the U.S. Department of State (DOS). INL’s authorities are found in Chapter 8, Part I of the Foreign Assistance Act of 1961, as amended.

INL provides training, operations, intelligence and logistical support throughout the Colombian territory, making it the largest and most complex INL Office in the DOS. In order to fulfill its mission, it is important a fluid and efficient communication between its actors. INL has a requirement for the monthly subscription plan for mobile telephone services, including services such as Calls within Colombia, Data service, SMS Messaging and International Roaming for 156 lines (estimated). The Mobile Operator shall ensure that the connection through its network is of the highest quality possible and shall be uninterrupted and clear.

2. SCOPE OF WORK

In order to pursue the INL guidance throughout Colombian territory, INL requires a **Two years** Monthly subscription plan for mobile services, including facilities such as Calls within cell phones and land lines in Colombia, Data service, SMS Messaging, Long Distance calls and International voice and data Roaming as follows:

Description	Estimated Qty/Amount	
VOICE/DATA (118 lines)		
Voice Minutes Closed Plan	≥ 1000	(To all Mobile Operators)
Data Closed Plan	≥6GB	
SMS Closed Plan	≥2000	(To all Mobile Operators)
ONLY VOICE LINES (14 lines)		
Voice Minutes Closed Plan	≥ 1000	(To all Mobile Operators)
SMS Closed Plan	≥2000	(To all Mobile Operators)
ONLY DATA LINES (24 lines)		
Data Closed Plan	≥12GB	(15) Modems, (9) iPads



Other services (International Voice and Data Roaming, Long Distance Calls, SMS, others)		
International Voice and Data Roaming	≥\$12,000	(if authorized)

2.1. Fundamental Aspects

- Unlimited calls and SMS are required between the INL cell phone users without additional charges.
- Current information is estimated; INL may request additional Services that are not included in the original Scope of Work thru the Contract Contracting Officer’s Representative (COR) prior approval from a Foreign Service Officer (FSO).
- Other services are activated prior Request from the COR, attending the Agency needs. These requests shall be answered within the 12 hours after the requirement is submitted to the Mobile Operator’s Account Manager.

Upon the Contract award, the Mobile Operator must provide all the activation and dialing instructions for both national and international services (each city and country codes).

- INL requires mobile services “Closed Plans”. Closed plans are meant to not exceed the authorized usage and budget assigned. INL will not be responsible for additional charges payments if the Mobile Operator activates services without prior authorization, sends invoices with charges outside the contracted Period of Performance or does not limit the stated services.
- The Mobile Operator shall hold an immediate cell phones and sim cards inventory, as they are required. Equipment renewal and replacement can be made every six (6) months.

Upon contract award, a detailed equipment (Cell phones, Tablets, Modems) price list must be provided.

- INL cell phone users usually travel to remote Colombian areas. The Mobile Operator shall ensure that the connection through its national and international networks are of the highest quality possible and shall be uninterrupted and clear. Network problems shall be remedied immediately, and the COR must be immediately informed of any problems and their resolution.



- The Mobile Operator shall have a working system of network survivability in case of emergencies and serious disasters when all networks may be jammed or when parts of the network are destroyed.

The Mobile Operator shall have a recovery plan in place that shall deal with such occurrences.

- The prices quoted by the Mobile Operator shall include all labor, materials, insurance (see FAR 52.228-4 and 52.228-5), overhead, and profit. INL will pay the Mobile Operator on a monthly basis for Standard Services that have been satisfactorily performed.
- Without additional cost to INL, the Mobile Operator shall obtain all permits, licenses, and appointments required for the work under this contract. The Mobile Operator shall obtain these permits, licenses, and appointments in compliance with applicable Colombian laws.

2.2. Invoicing

The Contractor shall send the invoices within the next 5 days after the cut-off monthly day. Invoices shall include a detailed summary showing a listing of each line with the total fixed monthly price in local currency; detailed list of all calls made for each line and the requested International Voice and Data Roaming, with the dates of usage.

2.3. Customer Service

The Mobile Operator shall provide permanent technical support for setting up network and roaming questions, lost or stolen telephone reporting, invoicing and all other matters concerning the mobile telephone services through an in-house Vendor's Account Manager (Information of contact must be provided as soon as the contract is awarded).

3. TYPE OF CONTRACT

This is a firm-fixed-price with indefinite delivery, indefinite quantity (IDIQ), and single award purchase order. The price shall include all direct and indirect costs, profit, shipping/delivery charges, export requirements, insurance, etc. The prices will not be subject to adjustment after award.



4. PERIOD OF PERFORMANCE

The performance period of this contract/purchase order starts on August 13, 2017 to August 12, 2018 twelve (12) months, with one (1) one-year options to renew, for a grand total of two (2) years (twenty four months).

5. DELIVERY

The monthly invoices shall be submitted with the instructions shown in the Scope of Work numeral "2.2. Invoicing" to the INL Management office. Point of contact emails and telephones will be provided.

6. EVALUATION FACTORS

INL intends to award a contract resulting from this solicitation to the lowest priced, technically acceptable offeror. The evaluation process will include the following:

- INL will review the proposals received to determine the compliance with the terms of the current Statement of Work.
- Mobile Operators must be able to demonstrate that they have the necessary resources to provide on-time service and response to last minute requests through an in-house Vendor's Account Manager, who shall provide an exceptional Customer Service; always willing to provide assistance related to technical and administrative procedures such as Invoicing, response time in requirements, equipment/network malfunctions and problems and regarding accounts.
- Mobile Operators past performance will be examined how the Contractor's past and present experience/performance validates expected performance and customer satisfaction based on the information provided by the Contractor's references and other government sources. The past performance evaluation will examine the Contractor's Past Performance Contract Profiles and the Contractor's actual experiences/performance in work of similar size, scope, and complexity of efforts and actual results achieved during performance.
- Mobile Operators must have all the permits, licenses and appointments required for the work under the Colombian law.
- INL reserves the right to reject a quotation that is technically unacceptable or unreasonably high in price.



INTERNATIONAL NARCOTICS AND LAW ENFORCEMENT AFFAIRS (INL)

- Offers must provide sufficient detail to comprehensively demonstrate that they meet the requirements set forth in the Statement of Work and the Evaluation Factors. Offers that are vague, incomplete or a direct copy of the requirement will not be considered technically acceptable.