ANNEX 1

TERMS OF REFERENCE

INTERNET AND SECURITY SERVICES FOR THE ADMINISTRATIVE (ADM) AND MAIN (MNB) BUILDINGS OF THE GENERAL SECRETARIAT OF THE ORGANIZATION OF AMERICAN STATES

1. Introduction

The General Secretariat of the Organization of American States (GS/OAS) through The Department of Information and Technology Services (DOITS) seeks a response to this RFP from an Internet service provider (ISP) to provide the following services for 36 months:

1. Two dedicated Internet Access in each site (one of the sites already has one DIA deployed)
2. SDWAN (software-defined wide area network) in HA (High Availability) configuration.
3. NextGen Firewall (NGFW)
4. Unified Threat Management (UTM)
5. Distributed Denial of Service (DDoS) Protection

It is imperative to highlight that the deployment of these services must follow a phased approach, with one site being addressed at a time.

The sites under consideration for this Request for Proposal (RFP) are as follows:

Site 1:
Name: ADM building
Address: 1801 Constitution Ave. NW, Washington, DC 20006

Site 2:
Name: The Main Building (MNB)
Address: 200 17th St NW, 1st Floor, Washington, DC 20006

2. Description of existing services

2.1. Dedicated Internet access (DIA) and E-line connections:

GSB Building - 1889 F St NW.

This location currently has a robust path diversity, essential for its critical role in the IT landscape. Additionally, it features SD-WAN technology, multiple egress paths to the Internet, redundant devices, and different Points of Presence (PoPs) from the ISP network. Two DIA circuits (500Mbps each), configured in high availability (HA) with SD-WAN, serve as the Internet egress

point for the entire OAS network and the primary remote secure connection to internal IT resources. Additionally, critical services such as web services, cloud services, and backup services rely on these circuits. Currently, there is a /23 public IP block allocated to this building for our external IP addresses.

ADM Building – 1801 Constitution Ave NW.

This building currently has one E-line of 1 Gbps (point-to-point from GSB) and a DIA circuit (500Mbps). A direct connection to the MNB building is established via a fiber path (1 Gbps) owned by OAS.

MNB building – 200 17th St NW.

This building has the other E-line of 1Gbps coming from the GSB building and the other end of the OAS fiber connection from the ADM building.
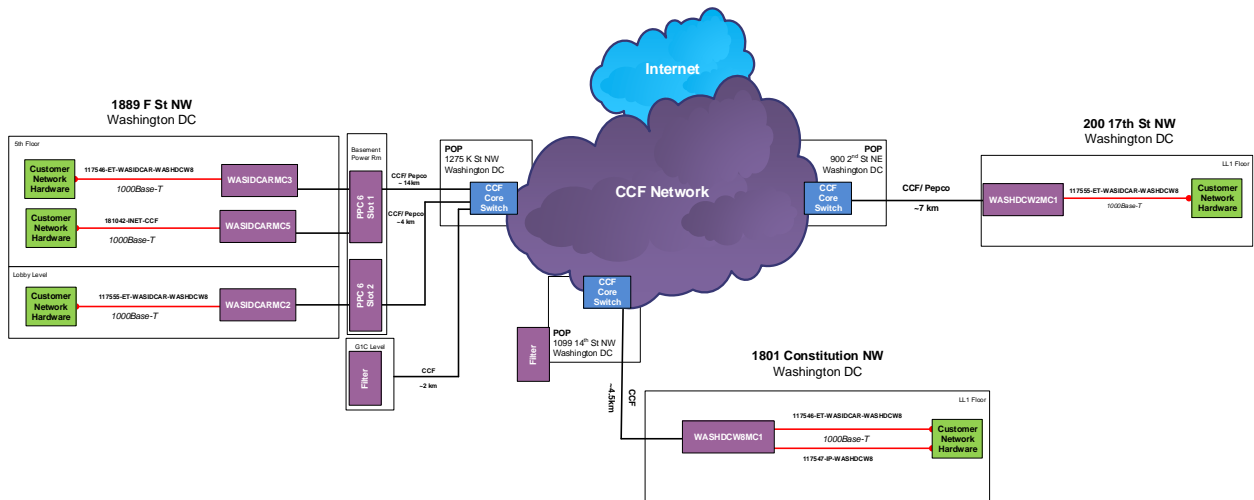

Figure 1 Current Services Architecture.

3. Objective and Infrastructure Requirements

The main objective of this RFP is to deploy a high-permanence network architecture to fulfill GS/OAS requirements in terms of the services mentioned above.

The new design and architecture must leverage a well-defined architecture with:

- ✓ Robust path diversity in all services from an ISP perspective. **This means each site should have a DIA circuit from different ISPs**.
- ✓ Cost-effective solution with multiple points of presence (PoP).
- ✓ Aim for high availability of a minimum of four 9s (99.99%) in all services.
- ✓ Well-defined QoS, CoS, Data Cap, and Traffic shaping parameters if applied.

- ✓ Monitoring tools (SNMP) to validate uptime and utilization performance.
- ✓ Centralized portal for management and monitoring of utilization, informational logs, etc.
- ✓ 24x7 monitoring and technical support from each ISP.
- ✓ Two (2) DIA circuits with a minimum speed of 500 Mbps and SDWAN technology, terminated with a Gigabit Ethernet or 10 Gigabit Ethernet port in the data centers of each site mentioned above.
- ✓ Deployment of NGFW and UTM in each site.
- ✓ Deployment of DDoS protection on all sites.
- ✓ Providing full redundancy at the Internet service level in case one or more sites go down, ensuring GS/OAS can maintain its operations with at least one site available.

Additionally, every bidder must ensure sufficient infrastructure capacity and flexibility to accommodate adjustments not only in initially contracted services but also the possibility of scaling up and adding new services throughout the entire RFP (36 months).

4. **Optional Infrastructure and Services**

Considering all the requirements described above, every bidder could offer an optimal solution, if any, where enhancements might be considered. It is critical to note that GS/OAS has a limited budget for the fulfillment of the implementation and deployment of new architecture and services.