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## 58 -- Communications Intercept System Mexico

**Solicitation Number:**

Agency: U.S. Department of State

Office: Bureau of International Narcotics and Law Enforcement Affairs

Location: INL RM MS

[Notice Details](#)[Packages](#)[Interested Vendors List](#)[Print](#)[Link](#)**Original Synopsis**Feb 23, 2007  
12:00 am[Return To Opportunities List](#)**Notice Type:**

Award Notice

**Contract Award Date:**

February 23, 2007

**Contract Award Number:**

S-INLEC-07-M-0002

**Contract Award Dollar Amount:**

2,963,438 base and two option years

**Contractor Awardee:**

Verint Technology Inc. Award made from Solicitation S-INLEC-06-R-4042

**Synopsis:**

Added: February 23, 2007

No Description Provided

**Contracting Office Address:**

Department of State, Bureau of International Narcotics and Law Enforcement Affairs, INL RM MS, 2430 E Street, N.W., South Building SA-4 Navy Hill, Washington, DC, 20520, UNITED STATES

**Point of Contact(s):**

Mary Pat Hayes-Crow, Logistics Management Specialist, Phone 2027768373, Fax 2027768775, Email hayes-crowmp2@state.gov

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Award Notice

**Posted Date:**

February 23, 2007

**Response Date:**

-

**Archiving Policy:**

Automatic, 15 days after award date

**Archive Date:**

March 10, 2007

**Original Set Aside:**

N/A

**Set Aside:**

N/A

**Classification Code:**

58 -- Communication, detection, &amp; coherent radiation equipment

**NAICS Code:**

334 -- Computer and Electronic Product Manufacturing/334290 -- Other Communications Equipment Manufacturing

The 6-year-delayed cancellation of this solicitation may be a ruse to conceal its implementation.



## 58 -- Communications Intercept System

**Solicitation Number: S-INLEC-06-R-4042**  
 Agency: U.S. Department of State  
 Office: Bureau of International Narcotics and Law Enforcement Affairs  
 Location: INL RM MS

**Notice Details** Packages Interested Vendors List Print Link

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*Presolicitation*  
 Dec 16, 2005  
 12:00 am

[Changed](#)  
 Dec 19, 2005  
 12:00 am  
*Solicitation*

[Changed](#)  
 Feb 01, 2006  
 12:00 am

[Changed](#)  
 Feb 01, 2006  
 12:00 am

[Changed](#)  
 Apr 13, 2012  
 4:11 pm

**Solicitation Number:** S-INLEC-06-R-4042  
**Notice Type:** Solicitation / Cancelled

**Synopsis:**  
 Added: December 16, 2005 Modified: February 1, 2006 [Track Changes](#)  
 Amendment 0001 is issued. See attached documents for details.  
 The closing date and time is changed to February 10, 2006 at 3:00 PM ET. Proposals must be received at U.S. Department of State, INL/RM/MS, SA4 Navy Hill South Room 102 Attn: S. Rocks, 2430 E Street NW, Washington DC 20520 by the closing date and time. Proposals shall not be sent by regular postal mail as timely receipt cannot be guaranteed. Proposals shall be sent by DHL or Federal Express to the above address. Proposals not received by the closing date may not be considered for evaluation or award. Copies of the proposal must be received at the U.S. Embassy NAS Mexico City, Mexico within 5 days after the closing date. All other changes are shown in the attached documents.  
 Added: Apr 13, 2012 4:11 pm  
 x

Please consult the list of [document viewers](#) if you cannot open a file.

**Solicitation 1**  
**Type:** Solicitation  
**Posted Date:** December 19, 2005

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[S-INLEC-06-R-4042.doc](#) (214.00 Kb)

**ALL FILES**

- [Solicitation 1](#)
- Dec 19, 2005
- [S-INLEC-06-R-4024.c](#)
- [SF14494024.pdf](#)

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- [Amendment 1](#)
- Feb 01, 2006
- [S-INLEC-06-R-4024A](#)
- [1\\_SF14494024.pdf](#)
- [Amd0001.pdf](#)

**GENERAL INFORMATION**

**Notice Type:** Solicitation / Cancelled

**Original Posted Date:** December 16, 2005

**Posted Date:** April 13, 2012

**Response Date:** Feb 10, 2006 11:59 pm Eastern

**Original Response Date:** February 3, 2006

**Archiving Policy:** Manual Archive

**Original Archive Date:** -

**Archive Date:** -

**Original Set Aside:** N/A

**ATTACHMENT I  
STATEMENT OF WORK  
S-INLEC-06-R-4024**

**BACKGROUND**

This procurement action is undertaken to establish a lawful interception solution that will provide the Government of Mexico, Procuraduria General de la Republica de Mexico (PGR), Agencia Federal de Investigaciones (AFI) with the capability to intercept, analyze, and use intercepted information from all types of communications systems operating in Mexico. The requested system for information collection and analysis will help deter, prevent, and mitigate acts of major federal crimes in Mexico that include narcotics trafficking and terrorism. The communications intercept system will strengthen the United States Government's (USG) and Mexico's protective posture to disseminate timely and accurate, actionable information to each countries respective federal, state, local, private, and international partners. Provision of this data will ensure that the Mexican Government will have information to expeditiously thwart and confront criminal and terrorist activity. The equipment supplied must comply with all U.S. laws including CALEA, applicable international laws and applicable laws of the Government of Mexico. Equipment supplied must be manufactured in the United States. This solicitation is open to U.S. and NAFTA country suppliers only.

**SCOPE**

The U.S. Government intends to procure a communications intercept system that enables the timely receipt, processing, analysis, and storage of intercepted communications from the national telephonic and other communications service providers in Mexico. The proposed system must comply with the following AFI stated requirements for interception of target calls and sessions from (1) TELMEX PSTN network, through analog lines, (2) TELCEL TDMA *and GSM* network, (3) NEXTEL iDEIM/GSM network, (4) TELEFONICA network, (5) UNEFON network, (6) *IUSACELL* CDMA network and TDMA network, (7) Existing CISCO VoIP network at customer's premises, (8) packet data from the Mexico PRODIGY ISP network. Additionally the client desires the establishment of a central monitoring center with the capabilities of (1) real-time and off-line playback, (2) fax decoding, (3) packet data decoding, (4) storage of all calls for at least 25,000 hours, (5) storage of all session related information, (6) 30 monitoring stations and 30 printers, (7) cellular location and tracking. Capabilities must include TDMA, GSM, CDMA, iDEN, AMPS, PCS, landline, FAX, Email, chat, internet, SMS and VoIP. The communications intercept system must include all necessary hardware, software and equipment required to provide a complete solution. Proposals must include pricing for the complete system, installation of the system, training in Spanish on use of the system and technical support.

**REQUIREMENTS**

1. Proposals shall define the AFI telecommunications intercept system and detail terms of delivery and support. The successful solution will fulfill the following:
  - a) Help deter, prevent, and mitigate acts of major federal crimes in Mexico that include narcotics trafficking and terrorism.
  - b) Strengthen the USG's and Mexico's protective posture to disseminate timely and accurate, actionable information to each country's respective federal, state, local, private, and international partners.

- c) Help ensure that the Mexican Government will have information in a timely manner needed to thwart criminal and terrorist activity and to deter those who strive to exploit US and Mexico national weaknesses.
2. The AFI telecommunications intercept system shall provide a comprehensive lawful interception solution for the interception, collection, monitoring, and analysis of fixed telephony, cellular telephony, and packet-based communications that is responsive to the operational and schedule requirements, and funding constraints. The following supporting objectives are provided to assist the prospective Contractor in defining the required desired functionality and capacity.
    - a) The telecommunications intercept system call intercept components shall interface with the existing TSP infrastructure (fixed and cellular telephony) and ISPs in Mexico. The equipment for the physical connection to the telephone switches such as EIs and routers will be provided by AFI, but the contractor shall implement the configuration needed for the connection of said equipment.
    - b) The telecommunications intercept system shall include an AFI monitoring center to be located within the AFI headquarters, to remotely collect, monitor, record, analyze, and store the information for future use.
    - c) For cellular telephony calls, the telephone intercept system shall include the ability to handle the TDMA, CDMA, GSM, IDEN, AMPS, and PCS technologies currently in use by Mexico TSPs, and the decoding of SMS short messages.
    - d) The telephone intercept system shall provide real-time interception, monitoring, and recording of calls made through the TSPs and selected from a database of target phone numbers. When a call cannot be monitored in real-time, the monitoring center shall be capable of recording and storing it for playback and analysis at a later time.
    - e) The monitoring center audio and data storage capacity shall be 25,000 hours of on-line storage for intercepted calls from fixed or cellular telephony service providers.
    - f) The target phone database should be able accommodate a maximum of 8,000,000 sessions to meet AFI's operational lawful intercept needs and programmable by telephone service provider and monitoring center operators. The monitoring center shall provide its operators with the ability to program each phone number targeted for interception, without depending on the cellular telephony providers across all the regions that make up the entire national territory to be covered by the ATIS.
    - g) The intercept system shall have a capacity to remotely collect, monitor and record 60 simultaneous calls at the AMC, consistent with the projected number (30) of AMC operators and shall provide a separate operator station for each. *This implies provision of 60 licenses.*
    - h) The ATIS shall provide for real-time interception and decoding of a maximum of (4) four facsimiles simultaneously. When a facsimile cannot be decoded in real time, it should be recorded for decoding and analysis at a later time.
    - i) For each call intercepted, whether from the fixed or cellular telephony providers, the following related data should be provided as a minimum.
      1. Date
      2. Start Time
      3. Duration
      4. End Time
      5. Specification whether incoming or outgoing call

6. Number dialed
  7. Calling number
  8. Numbers in conference call
  9. Identification of cellular cells (in the case of cellular telephony)
  10. Control channel (in the case of cellular telephony, if provided)
  11. Power of the cellular cell (in the case of cellular telephony, if provided)
  12. Decoding of DTMF tones.
- j) The telephone intercept system shall provide the ability to intercept eMail (POP3, SMTP, MIME), file transfers (FTP), Telnet, Chat (IRC), and VoIP services.
- k) The telephone intercept system shall provide tools for analysis of the intercepted communications to help ensure the Mexican Government will have the necessary information to expeditiously thwart and confront criminal and terrorist activity. Examples of such tools include but are not limited to:
- The ability to generate a data bank for voices for the analysis of comparison, recognition and identification.
  - The ability to analyze calls (call crossovers) and the automatic generation of links between them.
  - The ability to locate in real time cellular targets on a cartographic plan, and to carry out this process automatically and in real time. The Contractor shall be responsible for integrating into the telephone intercept system the required plans and maps of the entire Mexican Republic. The vendor's tracking system for the intercepted calls from cellular phones will use locational information about the mobile telephone subscribers when their activity is detected by cellular switches. The system will provide tracking information and tools for searching and mapping to law enforcement and intelligence organizations. In order to integrate the system to the correct maps and cellular antenna locations AFI will provide the following: (1) The updated Cartography maps in TeleAtlas or NavTech formats. (2) The data formats for distribution: Mif/Mid text files (developed by MapInfo) or binary Shape files (developed by ESRI). (3) The Network database from the operators on the cell location: Server ID, Cell ID, Latitude, Longitude, and DatumID (all of these for each network). The software tool is MapInfo™ that will use layered maps with varying resolution and details ranging from countrywide to street level. The tracking system must also support raster maps in cases where vector maps are not available. The mapping tools will include: (1) Zooming in and out; (2) Scrolling, (3) Printing the current target location or target history location using any standard color printer, (3) Style editing.
- l) The telephone intercept system shall promote efficiency of operations and collaboration between the monitoring system operators and field agents, and shall provide features such as:
- All AMC operator positions shall be interconnected so that operators can transmit voice, data and images between them.
  - The ability to transfer monitored calls made to cellular or fixed phones, to an agent located on the field.
  - An adequate number of text and graphic printers.
  - System elements that are installed within standard 19-inch closed cabinets.

3. The following additional elements are required.

The contractor will submit an Operational Acceptance Test (OAT) plan to the AFI and NAS project managers. The plan will include, at a minimum, testing maximum system load, certification of the receipt of data from the service providers, use of a test team of selected AFI analysts of the various software analytical modules. The OAT will be scheduled at a date mutually agreed upon by the project managers from the AFI, NAS and contractor.

- a) System documentation will be in Spanish and include a complete inventory of all hardware and software delivered and installed, identified by product name, serial number and relationship to the over all system. Included in this documentation will be the name of the original equipment manufacturer, a copy of the licenses and warranty and an overview of the warranty terms and period of coverage. The contractor will develop a standard format that AFI must approve before the documentation is produced. The documentation will include a detailed flow chart of logic design identifying relevant and associated hardware and software involved.
- b) The contractor will prepare a list of deliverables for the NAS's and the AFI project managers' review and approval.
- c) Project deliverables must include an Operations Concept developed jointly with the AFI for the system technical operation. The Operations Concept will include procedures and timelines for preventive maintenance, system backup, and data handling and storage optimization.
- d) Project deliverables must include a maintenance service program with pricing for a one-year interval, three-year interval, and five-year interval. This maintenance service will include the costs of software upgrades.
- e) Training program for system engineers, operators, and administrators as well as analytical users. Training and all supporting training material must be provided in Spanish. The AFI managers must approve the training prior to proceeding and will be scheduled in coordination with AFI and NAS project managers.
- f) The contractor will have a service representative in Mexico or have service representation available in country within 48 hours to respond to technical support and system maintenance. The proposal must provide details on the service representation to include point of contact and location.
- g) The software and hardware for this effort will be owned and operated by the Mexican government. All software licenses, related guarantees, and technical support under this agreement will be in the name of the Government of Mexico in Mexico. The user interfaces will enable the user to access system functions for entering operational data, modifying the collection configuration, and viewing results.

The winning contractor will participate in a Post award Meeting at AFI in Mexico City to meet the AFI team, detail the contractor's organization of the project, its engineers, and rollout schedule. Immediately afterwards, the winning contractor will conduct a thorough survey and analysis of the requirements to fully understand the agency's requirements and validate them during the first month of award. The contractor will provide a traceability matrix as a result and proof of accomplishment. This will allow the contractor to study the Mexican capture processes with each inspection and enforcement operation.

## **SECURITY, CONFIDENTIALITY AND PRIVACY REQUIREMENTS**

AFI will issue security badges to the contractor installation team as a means of identification during the project. The contractor project manager will coordinate with the AFI project manager and the NAS project manager to insure compliance with other Mexican government required security measures.

## **TRAVEL**

Travel will be required to accomplish this project. The contractor will coordinate all travel with the NAS project manager. Reimbursement for official travel connected with the contract shall be in accordance with the Joint Travel Regulations (per diem rates) and will be paid at actual costs.

## **DOCUMENTATION**

All documentation developed by the contractor shall become the property of the Mexican Government. All documentation and software developed by contractor will be in Spanish - only format, except for that documentation provided by the original equipment manufacturers, which may be in English.

## **GOVERNMENT-FURNISHED INFORMATION/SUPPORT**

The Mexican Government will provide the following support for the performance on this contract:

- Documentation – Access to manuals, routine reports and related materials necessary to perform this task.
- Technical Assistance – Qualified individuals from the participating Government Offices will be available to provide technical advice and assistance.
- The Government of Mexico will provide the intercept data from the telephone service providers to a spigot inside of the AFI. This will include documentation on data formats, transfer rates, volume, requirements for band width, and other technical aspects, and test data.

## **PROJECT MANAGEMENT:**

The contractor will identify a single point of contact that can communicate effectively in Spanish for the project.

**USG Mexican Steering Committee:** The AFI designated project manager and the US Embassy Mexico designated project manager will lead the steering committee for this effort. The steering committee will include representatives from the operational elements of the *AFI, U.S. Embassy NAS, and the contractor*. *The steering committee will report periodically to the appropriate elements of the PGR.*

## **PROPOSALS IN RESPONSE TO THIS SOW**

The proposal must address the following areas.

1. Management
2. Program Schedule
3. Site Inspection
4. System Installation
5. Operational Acceptance Plan
6. System Acceptance Testing

7. Manuals and Documentation
8. User Training
9. Warranty
10. Spares
11. Maintenance & Technical Support (post warranty)
12. Program Cost
13. Glossary of Technical Terms and Acronym List

The offerors will prepare their proposals in three parts:

- Part one: a narrative that describes the technical solution, project timing (the chronograph of significant project milestones for the system installation will be key), specifications of the hardware and software required to implement the technical solution as well as training and system documentation (in Spanish) that will be provided to the AFI collection managers, exploitation analysts and system operation information engineers. This part must include a glossary of technical terms and list of acronyms. Use of acronyms should be minimal.
- Part two: an overview of the company, including engineers identified to work on the proposed project that provides their relevant experience and three examples of similar projects concluded in the United States and in a foreign area during the past 18 months with sufficient detail to adjudge prior performance with respect to meeting cost and timeline schedules, user training and acceptance, problems encountered and solved. The offeror will also provide at least three previous customer references with contact information. References must be from recent customers of projects similar in magnitude to the one herein solicited.
- Part three: a separate, cost proposal section with the details of the hardware and software acquisitions proposed including any discounts or other benefits associated with contract award. This proposal will also include options for system maintenance and hardware and software updates for one-, three- and five-year periods. Additionally, in the separate cost proposal, the information should be available in an MS Excel™ spreadsheet.

The project design will be in stages. The contractor will prepare a comprehensive system proposal, but divide the project into distinct stages and identify the costs for each stage.

1. ***This core is the minimum baseline infrastructure to give AFI the operational capability to analyze information, including telephone toll analysis and locational information, from any of the service providers (Telcel TDMA and GSM network, Prodigy ISP network, and Telmex PSTN network) to be used by AFI for input into a monitoring center for storage, manipulation, and collection information analysis, preparation of inventories of calls recorded and stored, locational information of the call, and a notation of when the call content was analyzed.***
2. ***Reserved.***
3. A stage to cover the AFI internal CISCO VoIP system and locational tracking capabilities to be exercised at the discretion of the U.S. Government.
4. A stage to cover the other cellular service providers in the country (Nextel IDEN/GSM network, Telefonica network, Unefon network, ***IUSACELL network***) if determined to be in the best interest of the U.S. Government and funding is available.

Each stage is estimated to cost \$1 million USD; however evolving requirements and operational needs could cause this estimate to change.

### **Past Performance**

The prospective contractor shall demonstrate substantive experience with the provision, delivery, and installation, and support of comprehensive lawful intercept systems, of similar functionality and capacity, for the Government of the US to include U.S. Law Enforcement Agencies.

### **Technical Solution**

The prospective contractor shall demonstrate substantive knowledge of applicable lawful interception requirements, as well as the existing infrastructure of the fixed and cellular telephone service providers as well as internet service providers in Mexico as such knowledge and experience defining and supporting intercept systems shall be required for the contractor to define a comprehensive lawful telecommunications intercept solution that is responsive to the operational requirements and funding constraints of the Governments of the US and Mexico.

The prospective contractor will define a comprehensive lawful intercept solution within these constraints. The prospective contractor shall provide a narrative describing the functional and physical architecture of the AFI telecommunications intercept system, and the associated schedule that will result in a comprehensive lawful intercept system for the Government of Mexico that enables sharing of the information with the U.S. Government law enforcement agencies. The narrative shall include:

- A summary of the complete AFI telecommunication intercept system functionality and capacity.
- A description of all major functions, the associated performance capacity, and any components that combine to provide it.
- An explanation of any sizing, performance, and schedule assumptions.
- Significant project milestones for the system installation.

In order to balance the operational need to achieve a rapid initial operating capability with the availability of funding, the prospective contractor shall propose a phased delivery of functionality and capacity over three periods, a basic requirement period and two option periods, as follows:

1. The nominal operating capability delivered under the basic requirement shall be augmented with options for increasing functionality and capacity during the first and second option periods.
2. The Contractor shall demonstrate substantive knowledge of the AFI operational requirements by structuring each phase to deliver the highest priority combination of functionality and capacity, balanced by a funding profile that is roughly equivalent in options one and three and significantly higher in option two.
3. For each phase the Contractor shall summarize the functionality, capability and delivery schedule, as well as any required sizing, performance, or other operational assumptions.

Due to the sensitivity of the AFI mission and its lawful intercept requirements, the relevant existing telecommunications networks and infrastructure in Mexico are not provided in the RFP. The prospective contractor shall demonstrate substantive familiarity with the relevant networks and infrastructure with the proposed AFI telecommunications intercept system. Each prospective vendor

will have to demonstrate either familiarity with the existing telephone service provider systems that the AFI will use or explain how it will get the needed information. Specifically, each prospective contractor will:

1. Identify all telephone service providers and internet service providers relevant to AFI and the ACIS operations.
2. Identify the current communications protocols used by each telephone service providers and internet service providers that are relevant to AFI and the ATIS operations.
3. Define and explain all relevant sizing constraints and assumptions used in defining the AFI telephone intercept system based on the existing telephone service providers and internet service providers services and infrastructure.

**ATTACHMENT 2**  
**Questions and Answers for RFP S-INLEC-06-R-4024**

Q 1) The contract will be for a basic contract period with two option periods yet later in the RFP it states: "The project design will be in stages" of which there are 4. How do these two periods/states mesh? Should the project design (4 stages) be imbedded in one of the contract periods or options?

*A 1) The project will be in four (4) stages as noted in the section, "Proposals In Response to This SOW" of the third complete paragraph, "The project design will be in stages." The vendor should consider in Stage 1, the requirements noted in REQUIREMENTS items 1, specifications a through c and 2, specifications a through l.*

Q 2) Will there be an on-site presentation prior to the selection of a vendor?

*A 2) Offerors will be invited to a site visit in February 2006 Mexico City, Mexico. Details will be provided in an Amendment to the solicitation.*

Q 3) Regarding "The ability to transfer monitored calls made to cellular or fixed phone, to an agent located on the field" does the transfer of the monitored call need to be to a wireless or analog phone or can it be to a workstation? If the former, we would need to double the capacity of the analogue cards which has hardware implications.

*A 3) This question refers to requirement 2-L. This requirement is changed to reflect transfer of the monitored call to a cellular phone only. The change will be reflected in Amendment 0001 to be issued shortly.*

Q 4) Can you confirm that the Operational Acceptance Test (OAT) is a plan submitted as part of the proposal but conducted after the vendor is selected?

*A 4) That is correct. The operational acceptance test is a plan that will be submitted as part of the proposal but it will be conducted after the vendor is selected and after 90 percent accomplishment of the installation of stage 1.*

Q 5) Can you delineate in the "Documentation" section what specifically will be the property of the Mexican government? We have developed a considerable amount of training, system and customer support documentation in Spanish already and would not want this requirement to prevent us from using our existing tools.

*A 5) The Government of Mexico understands and expects that each provider will use its proprietary training materials. That said, the Government of Mexico requires from the provider all of the documentation in Spanish necessary to operate and maintain the system as well as training materials (classroom handouts, etc.). The exception is the documentation provided by the original equipment manufacturers which can be in English but the provider has to provide said documentation.*

Q 6) What is the difference between the OAT Plan and System Acceptance Testing (under "Proposals in Response to This SOW)? Is the latter the "traceability matrix ...and proof of accomplishment" that follows the Post Award meeting?

A 6) *Correct.*

Q 7) Please confirm that the referenced service providers have the equipment required to access and deliver target "Content/Session Related Information" to the Intercept System described in this RFP or that this same equipment will be furnished by the Government or communications provider.

*A 7) Each provider will have to verify the existence of the equipment in the facility of the communications provider that is required to access and deliver target content / session related information to the intercept system described in this RFP. If the equipment is not available in the facility of the communications provider, the vendor will so note in the proposal and identify what additional hardware and software, as well as associated costs, is required so that the proposed system functions. Prospective offerors on this solicitation can either review service providers' capabilities and equipment during the official site visit (date and time to be announced shortly) or they can contact service providers to verify this information on their own. The site visit would take about one to two hours and probably an equal amount of time at each communications provider facility.*

Q 8) Is it expected that the collection / monitoring facility will have the capability to provision targets within the service provider equipment without their involvement, and if so, is the provisioning equipment to be provided by the contractor?

*A 8) It is the intention of the Government of Mexico to be able to identify new targets with the service provider without the service provider's knowledge. It is the responsibility of each vendor to identify and provide the hardware and software, as well as associated costs, necessary to achieve this capability.*

Q 9) What is the expected contract award date?

*A 9) Within 2 months of the closing date of receipt of offers.*

Q 10) What is the expected system delivery timeline?

*A 10) Within 12 weeks after contract award.*

Q 11) The solicitation requires proposing a solution for the Telcel TDMA network, but Telcel has both TDMA and GSM technologies in operation and a "...comprehensive lawful interception solution" should cover both. Therefore, can we assume the RFP will be updated before the solicitation is closed to reflect a requirement for the Telcel network that supports both for the TDMA and GSM technologies?

A 11) *Yes. Since Telcel has both TDMS and GSM technologies, there is a requirement for the solution of the Telcel network that supports both the TDMA and the GSM technologies. The RFP will be amended to reflect these changes.*

Q 12) Is the purpose of this site survey to determine what the facilities provide in the way of space, power, HUVAC?

A 12) *There will be not a site survey. The proposed site will be inside the AFI facility in Mexico City. The site is recently constructed for this project and it is a controlled access room, 6 x 8 meters with raised false floor, independent specialized air conditioning and humidity control, fire supression system, and electrical power. There is adequate access to the site for the entryway of computer racks and hardware.*

Q 13) Will the site surveys of the service providers be sponsored by your organization, or will each vendor have to make appointments to visit each service provider on their own?

A 13) *The Government has decided not to have a site visit given the desire of the Government of Mexico to advance the project as quickly as possible. Additionally each vendor should know that the Government of Mexico will provide the telecommunication connection between the AFI and the service provider necessary to receive telephonic information but not the interface for collection of the informtion from within the system of the service providor. It is the responsibility of the service provider to obtain this interface infomation from the service provider.*

Q 14) Have the service providers been notified that they may be contacted by US companies to ask questions regarding their systems? Are we to assume they will cooperate?

A 14) *The anwer is no to both questions.*

Q 15) The interface between the service providers to the monitoring center is not defined. The CALEA law is been mentioned but no specific interface is defined. From our knowledge of the Mexican telephony service providers there is not a standard interface to deliver intercepted communications to the monitoring center. Please elaborate on the expected interface to be proposed since the only one can request such information from the service providers is the Mexican Government.

A 15) *Additionally each vendor should know that the Government of Mexico will provide the telecommunication connection between the AFI and the service provider necessary to receive telephonic information but not the interface for collection of the informtion from within the system of the service providor. It is the responsibility of the vendor to obtain this information from the service provider.*

Q 16) The tender states that the contractor shall be required to supply: "The ability to generate a data bank for voices for the analysis of comparison, recognition and identification." What are the required capabilities? Should it only be a bank of voice samples, or should there be additional

capabilities. If so, what are the required capabilities? What are the amounts of data these capabilities should address?

*A 16) The capability required is to provide functionality to compare voices from different telephone conversations.*

Q 17) Is the required User manual document in Spanish should be part of the proposal, or is it only required from the winning contractor?

*A 17) The user manual document in Spanish need only be provided by the winning contractor.*

Q 18) The tender states that: "The contractor will submit an Operational Acceptance Test (OAT) plan to the AFI and NAS project managers". Is this OAT shall be part of the proposal or should only the winning contractor presents it?

*A 18) The OAT need only be provided by the winning contractor.*

**ATTACHMENT I  
STATEMENT OF WORK  
S-INLEC-06-R-4024**

**BACKGROUND**

This procurement action is undertaken to establish a lawful interception solution that will provide the Government of Mexico, Procuraduria General de la Republica de Mexico (PGR), Agencia Federal de Investigaciones (AFI) with the capability to intercept, analyze, and use intercepted information from all types of communications systems operating in Mexico. The requested system for information collection and analysis will help deter, prevent, and mitigate acts of major federal crimes in Mexico that include narcotics trafficking and terrorism. The communications intercept system will strengthen the United States Government's (USG) and Mexico's protective posture to disseminate timely and accurate, actionable information to each countries respective federal, state, local, private, and international partners. Provision of this data will ensure that the Mexican Government will have information to expeditiously thwart and confront criminal and terrorist activity. The equipment supplied must comply with all U.S. laws including CALEA, applicable international laws and applicable laws of the Government of Mexico. Equipment supplied must be manufactured in the United States. This solicitation is open to U.S. and NAFTA country suppliers only.

**SCOPE**

The U.S. Government intends to procure a communications intercept system that enables the timely receipt, processing, analysis, and storage of intercepted communications from the national telephonic and other communications service providers in Mexico. The proposed system must comply with the following AFI stated requirements for interception of target calls and sessions from (1) TELMEX PSTN network, through analog lines, (2) TELCEL TDMA network, (3) NEXTEL iDEIM/GSM network, (4) TELEFONICA network, (5) UNEFON network, (6) ISUACEL CDMA network and TDMA network, (7) Existing CISCO VoIP network at customer's premises, (8) packet data from the Mexico PRODIGY ISP network. Additionally the client desires the establishment of a central monitoring center with the capabilities of (1) real-time and off-line playback, (2) fax decoding, (3) packet data decoding, (4) storage of all calls for at least 25,000 hours, (5) storage of all session related information, (6) 30 monitoring stations and 30 printers, (7) cellular location and tracking. Capabilities must include TDMA, GSM, CDMA, iDEN, AMPS, PCS, landline, FAX, Email, chat, internet, SMS and VoIP. The communications intercept system must include all necessary hardware, software and equipment required to provide a complete solution. Proposals must include pricing for the complete system, installation of the system, training in Spanish on use of the system and technical support.

**REQUIREMENTS**

1. Proposals shall define the AFI telecommunications intercept system and detail terms of delivery and support. The successful solution will fulfill the following:
  - a) Help deter, prevent, and mitigate acts of major federal crimes in Mexico that include narcotics trafficking and terrorism.
  - b) Strengthen the USG's and Mexico's protective posture to disseminate timely and accurate, actionable information to each country's respective federal, state, local, private, and international partners.

- c) Help ensure that the Mexican Government will have information in a timely manner needed to thwart criminal and terrorist activity and to deter those who strive to exploit US and Mexico national weaknesses.
2. The AFI telecommunications intercept system shall provide a comprehensive lawful interception solution for the interception, collection, monitoring, and analysis of fixed telephony, cellular telephony, and packet-based communications that is responsive to the operational and schedule requirements, and funding constraints. The following supporting objectives are provided to assist the prospective Contractor in defining the required desired functionality and capacity.
- a) The telecommunications intercept system call intercept components shall interface with the existing TSP infrastructure (fixed and cellular telephony) and ISPs in Mexico. The equipment for the physical connection to the telephone switches such as EIs and routers will be provided by AFI, but the contractor shall implement the configuration needed for the connection of said equipment.
  - b) The telecommunications intercept system shall include an AFI monitoring center to be located within the AFI headquarters, to remotely collect, monitor, record, analyze, and store the information for future use.
  - c) For cellular telephony calls, the telephone intercept system shall include the ability to handle the TDMA, CDMA, GSM, IDEN, AMPS, and PCS technologies currently in use by Mexico TSPs, and the decoding of SMS short messages.
  - d) The telephone intercept system shall provide real-time interception, monitoring, and recording of calls made through the TSPs and selected from a database of target phone numbers. When a call cannot be monitored in real-time, the monitoring center shall be capable of recording and storing it for playback and analysis at a later time.
  - e) The monitoring center audio and data storage capacity shall be 25,000 hours of on-line storage for intercepted calls from fixed or cellular telephony service providers.
  - f) The target phone database should be able accommodate a maximum of 8,000,000 sessions to meet AFI's operational lawful intercept needs and programmable by telephone service provider and monitoring center operators. The monitoring center shall provide its operators with the ability to program each phone number targeted for interception, without depending on the cellular telephony providers across all the regions that make up the entire national territory to be covered by the ATIS.
  - g) The intercept system shall have a capacity to remotely collect, monitor and record 60 simultaneous calls at the AMC, consistent with the projected number (30) of AMC operators and shall provide a separate operator station for each.
  - h) The ATIS shall provide for real-time interception and decoding of a maximum of (4) four facsimiles simultaneously. When a facsimile cannot be decoded in real time, it should be recorded for decoding and analysis at a later time.
  - i) For each call intercepted, whether from the fixed or cellular telephony providers, the following related data should be provided as a minimum.
    - 1. Date
    - 2. Start Time
    - 3. Duration
    - 4. End Time
    - 5. Specification whether incoming or outgoing call
    - 6. Number dialed

7. Calling number
  8. Numbers in conference call
  9. Identification of cellular cells (in the case of cellular telephony)
  10. Control channel (in the case of cellular telephony, if provided)
  11. Power of the cellular cell (in the case of cellular telephony, if provided)
  12. Decoding of DTMF tones.
- j) The telephone intercept system shall provide the ability to intercept eMail (POP3, SMTP, MIME), file transfers (FTP), Telnet, Chat (IRC), and VoIP services.
- k) The telephone intercept system shall provide tools for analysis of the intercepted communications to help ensure the Mexican Government will have the necessary information to expeditiously thwart and confront criminal and terrorist activity. Examples of such tools include but are not limited to:
- The ability to generate a data bank for voices for the analysis of comparison, recognition and identification.
  - The ability to analyze calls (call crossovers) and the automatic generation of links between them.
  - The ability to locate in real time cellular targets on a cartographic plan, and to carry out this process automatically and in real time. The Contractor shall be responsible for integrating into the telephone intercept system the required plans and maps of the entire Mexican Republic. The vendor's tracking system for the intercepted calls from cellular phones will use locational information about the mobile telephone subscribers when their activity is detected by cellular switches. The system will provide tracking information and tools for searching and mapping to law enforcement and intelligence organizations. In order to integrate the system to the correct maps and cellular antenna locations AFI will provide the following: (1) The updated Cartography maps in TeleAtlas or NavTech formats. (2) The data formats for distribution: Mif/Mid text files (developed by MapInfo) or binary Shape files (developed by ESRI). (3) The Network database from the operators on the cell location: Server ID, Cell ID, Latitude, Longitude, and DatumID (all of these for each network). The software tool is MapInfo™ that will use layered maps with varying resolution and details ranging from countrywide to street level. The tracking system must also support raster maps in cases where vector maps are not available. The mapping tools will include: (1) Zooming in and out; (2) Scrolling, (3) Printing the current target location or target history location using any standard color printer, (3) Style editing.
- l) The telephone intercept system shall promote efficiency of operations and collaboration between the monitoring system operators and field agents, and shall provide features such as:
- All AMC operator positions shall be interconnected so that operators can transmit voice, data and images between them.
  - The ability to transfer monitored calls made to cellular or fixed phones, to an agent located on the field.
  - An adequate number of text and graphic printers.
  - System elements that are installed within standard 19-inch closed cabinets.

3. The following additional elements are required.

The contractor will submit an Operational Acceptance Test (OAT) plan to the AFI and NAS project managers. The plan will include, at a minimum, testing maximum system load, certification of the receipt of data from the service providers, use of a test team of selected AFI analysts of the various software analytical modules. The OAT will be scheduled at a date mutually agreed upon by the project managers from the AFI, NAS and contractor.

- a) System documentation will be in Spanish and include a complete inventory of all hardware and software delivered and installed, identified by product name, serial number and relationship to the over all system. Included in this documentation will be the name of the original equipment manufacturer, a copy of the licenses and warranty and an overview of the warranty terms and period of coverage. The contractor will develop a standard format that AFI must approve before the documentation is produced. The documentation will include a detailed flow chart of logic design identifying relevant and associated hardware and software involved.
- b) The contractor will prepare a list of deliverables for the NAS's and the AFI project managers' review and approval.
- c) Project deliverables must include an Operations Concept developed jointly with the AFI for the system technical operation. The Operations Concept will include procedures and timelines for preventive maintenance, system backup, and data handling and storage optimization.
- d) Project deliverables must include a maintenance service program with pricing for a one-year interval, three-year interval, and five-year interval. This maintenance service will include the costs of software upgrades.
- e) Training program for system engineers, operators, and administrators as well as analytical users. Training and all supporting training material must be provided in Spanish. The AFI managers must approve the training prior to proceeding and will be scheduled in coordination with AFI and NAS project managers.
- f) The contractor will have a service representative in Mexico or have service representation available in country within 48 hours to respond to technical support and system maintenance. The proposal must provide details on the service representation to include point of contact and location.
- g) The software and hardware for this effort will be owned and operated by the Mexican government. All software licenses, related guarantees, and technical support under this agreement will be in the name of the Government of Mexico in Mexico. The user interfaces will enable the user to access system functions for entering operational data, modifying the collection configuration, and viewing results.

The winning contractor will participate in a Post award Meeting at AFI in Mexico City to meet the AFI team, detail the contractor's organization of the project, its engineers, and rollout schedule. Immediately afterwards, the winning contractor will conduct a thorough survey and analysis of the requirements to fully understand the agency's requirements and validate them during the first month of award. The contractor will provide a traceability matrix as a result and proof of accomplishment. This will allow the contractor to study the Mexican capture processes with each inspection and enforcement operation.

## **SECURITY, CONFIDENTIALITY AND PRIVACY REQUIREMENTS**

AFI will issue security badges to the contractor installation team as a means of identification during the project. The contractor project manager will coordinate with the AFI project manager and the NAS project manager to insure compliance with other Mexican government required security measures.

## **TRAVEL**

Travel will be required to accomplish this project. The contractor will coordinate all travel with the NAS project manager. Reimbursement for official travel connected with the contract shall be in accordance with the Joint Travel Regulations (per diem rates) and will be paid at actual costs.

## **DOCUMENTATION**

All documentation developed by the contractor shall become the property of the Mexican Government. All documentation and software developed by contractor will be in Spanish - only format, except for that documentation provided by the original equipment manufacturers, which may be in English.

## **GOVERNMENT-FURNISHED INFORMATION/SUPPORT**

The Mexican Government will provide the following support for the performance on this contract:

- Documentation – Access to manuals, routine reports and related materials necessary to perform this task.
- Technical Assistance – Qualified individuals from the participating Government Offices will be available to provide technical advice and assistance.
- The Government of Mexico will provide the intercept data from the telephone service providers to a spigot inside of the AFI. This will include documentation on data formats, transfer rates, volume, requirements for band width, and other technical aspects, and test data.

## **PROJECT MANAGEMENT:**

The contractor will identify a single point of contact that can communicate effectively in Spanish for the project.

**USG Mexican Steering Committee:** the AFI designated project manager and the US Embassy Mexico designated project manager will lead the steering committee for this effort. The steering committee will include representatives from the operational elements of the AFI, SIEDO, PGR Official Mayor, US Embassy NAS, and the contractor.

## **PROPOSALS IN RESPONSE TO THIS SOW**

The proposal must address the following areas.

1. Management
2. Program Schedule
3. Site Inspection
4. System Installation
5. Operational Acceptance Plan
6. System Acceptance Testing
7. Manuals and Documentation

8. User Training
9. Warranty
10. Spares
11. Maintenance & Technical Support (post warranty)
12. Program Cost
13. Glossary of Technical Terms and Acronym List

The offerors will prepare their proposals in three parts:

- Part one: a narrative that describes the technical solution, project timing (the chronograph of significant project milestones for the system installation will be key), specifications of the hardware and software required to implement the technical solution as well as training and system documentation (in Spanish) that will be provided to the AFI collection managers, exploitation analysts and system operation information engineers. This part must include a glossary of technical terms and list of acronyms. Use of acronyms should be minimal.
- Part two: an overview of the company, including engineers identified to work on the proposed project that provides their relevant experience and three examples of similar projects concluded in the United States and in a foreign area during the past 18 months with sufficient detail to adjudge prior performance with respect to meeting cost and timeline schedules, user training and acceptance, problems encountered and solved. The offeror will also provide at least three previous customer references with contact information. References must be from recent customers of projects similar in magnitude to the one herein solicited.
- Part three: a separate, cost proposal section with the details of the hardware and software acquisitions proposed including any discounts or other benefits associated with contract award. This proposal will also include options for system maintenance and hardware and software updates for one-, three- and five-year periods. Additionally, in the separate cost proposal, the information should be available in an MS Excel™ spreadsheet.

The project design will be in stages. The contractor will prepare a comprehensive system proposal, but divide the project into distinct stages and identify the costs for each stage.

1. A basic core system configuration and infrastructure to support the collection, storage and analysis intercepts from the voice telephony and packet data service provider. This core is the minimum baseline infrastructure to give AFI the operational capability to analyze information, including telephone toll analysis and locational information, from the service providers (Telcel TDMA network and Prodigy ISP network) to be used by AFI for input into a monitoring center for storage, manipulation, and collection information analysis, preparation of inventories of calls recorded and stored, locational information of the call, and a notation of when the call content was analyzed.
2. A stage to cover the key landline service (Telmex PSTN network).
3. A stage to cover the AFI internal CISCO VoIP system and locational tracking capabilities to be exercised at the discretion of the U.S. Government.
4. A stage to cover the other cellular service providers in the country (Nextel IDEN/GSM network, Telefonica network, Unefon network, Isuacel CDMS and TDMA networks) if determined to be in the best interest of the U.S. Government and funding is available.

Each stage is estimated to cost \$1 million USD; however evolving requirements and operational needs could cause this estimate to change.

### **Past Performance**

The prospective contractor shall demonstrate substantive experience with the provision, delivery, and installation, and support of comprehensive lawful intercept systems, of similar functionality and capacity, for the Government of the US to include U.S. Law Enforcement Agencies.

### **Technical Solution**

The prospective contractor shall demonstrate substantive knowledge of applicable lawful interception requirements, as well as the existing infrastructure of the fixed and cellular telephone service providers as well as internet service providers in Mexico as such knowledge and experience defining and supporting intercept systems shall be required for the contractor to define a comprehensive lawful telecommunications intercept solution that is responsive to the operational requirements and funding constraints of the Governments of the US and Mexico.

The prospective contractor will define a comprehensive lawful intercept solution within these constraints. The prospective contractor shall provide a narrative describing the functional and physical architecture of the AFI telecommunications intercept system, and the associated schedule that will result in a comprehensive lawful intercept system for the Government of Mexico that enables sharing of the information with the U.S. Government law enforcement agencies. The narrative shall include:

- A summary of the complete AFI telecommunication intercept system functionality and capacity.
- A description of all major functions, the associated performance capacity, and any components that combine to provide it.
- An explanation of any sizing, performance, and schedule assumptions.
- Significant project milestones for the system installation.

In order to balance the operational need to achieve a rapid initial operating capability with the availability of funding, the prospective contractor shall propose a phased delivery of functionality and capacity over three periods, a basic requirement period and two option periods, as follows:

1. The nominal operating capability delivered under the basic requirement shall be augmented with options for increasing functionality and capacity during the first and second option periods.
2. The Contractor shall demonstrate substantive knowledge of the AFI operational requirements by structuring each phase to deliver the highest priority combination of functionality and capacity, balanced by a funding profile that is roughly equivalent in options one and three and significantly higher in option two.
3. For each phase the Contractor shall summarize the functionality, capability and delivery schedule, as well as any required sizing, performance, or other operational assumptions.

Due to the sensitivity of the AFI mission and its lawful intercept requirements, the relevant existing telecommunications networks and infrastructure in Mexico are not provided in the RFP. The prospective contractor shall demonstrate substantive familiarity with the relevant networks and infrastructure with the proposed AFI telecommunications intercept system. Each prospective vendor

will have to demonstrate either familiarity with the existing telephone service provider systems that the AFI will use or explain how it will get the needed information. Specifically, each prospective contractor will:

1. Identify all telephone service providers and internet service providers relevant to AFI and the ACIS operations.
2. Identify the current communications protocols used by each telephone service providers and internet service providers that are relevant to AFI and the ATIS operations.
3. Define and explain all relevant sizing constraints and assumptions used in defining the AFI telephone intercept system based on the existing telephone service providers and internet service providers services and infrastructure.