

**OSCE Project Coordinator in Ukraine**

**Kyiv, 24 February 2016**

Attention: All potential Bidders

**Subject: Request for Proposal (RFP) No. UKR/01/2016**  
Provision of Mobile Voice and Data Services to the OSCE Project Co-ordinator in  
Ukraine

**Minutes of the pre-tender meeting**

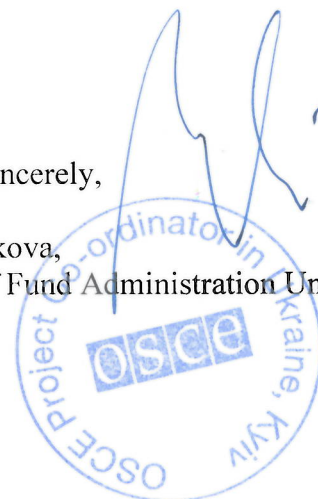
Following the pre-tender meeting which was held at the office of the OSCE Project Coordinator in Ukraine, 16, Striletska str., 01030, Kyiv on 19 February 2016, please kindly find attached the formal Minutes.

Minutes of the pre-tender meeting should be taken into consideration by all potential Bidders while preparing their offers.

Thank you for your attention.

Yours sincerely,

Olga Jukova,  
Chief of Fund Administration Unit



Attachment: Minutes of the pre-tender meeting on 19 February 2016 in English

## Minutes of the pre-Tender meeting

19 February 2016

**Place:** the office of the OSCE Project Coordinator in Ukraine, 16, Striletska str., 01030, Kyiv

**Date:** 19 February 2016, 11:00 a.m.

**Invited Participants:** 7 representatives of the 3 Mobile Operators of the local market.

### **Participants from the OSCE Project Co-ordinator in Ukraine:**

Ms. Liudmyla Oleksiienko, Procurement Officer

Mr. Dmytro Agapov, Senior Procurement Assistant

Mr. Vadym Chmil, Senior Procurement Assistant

Mr. Mykola Khomutovskyi, Senior ICT Assistant

Mr. Chmil welcomed the participants, introduced OSCE PCU Procurement team and briefly described the objective of the meeting. The floor was given to Mr. Khomutovskyi who briefly described the need laid down in the section “5 Installation of equipment for in-building penetration”.

Then Q&A session followed:

**QUESTION 1:** Should in-building penetration of mobile signal be improved at OSCE PCU office at Streletska 16 or at some other locations as well?

**ANSWER 1:** As mentioned in the Terms of Reference in-building penetration of mobile signal is to be enhanced at OSCE PCU office at the address: 16, Striletska Str., 01030, Kyiv, Ukraine. The potential Bidders are to visit the location and estimate necessary human and hardware resources and add them in the form of installation plan within Technical Proposal submitted to Request for Proposal (RFP) No. UKR/01/2016.

**QUESTION 2:** Can the Bidders send their technical experts to assess the signal level with the special equipment? When can this be done?

**ANSWER 2:** The Senior ICT Assistant shall appoint the date when technical specialists from all three Companies shall visit OSCE PCU office and make all the necessary measurements. **It was agreed to arrange site visit on February 25, Thursday at 10.30 am.**

Additionally the Senior Procurement Assistant Vadym Chmil has announced that the Bidders received the draft version of Annex E Pricing Format and that the final version of the Annex E Pricing Format shall be sent out to them with the minutes of the pre-tender meeting.

**QUESTION 3:** There is a requirement in the Covering letter to Request for Proposal (RFP) No. UKR/01/2016 to submit 3 references? Shall we mention contact details or add original reference letters to the proposal.

**ANSWER 3:** In the Vendor Registration Form sent to you with the other tender documents in Section 3 there's a box where you can mention contact details of your references. Additionally while preparing your technical proposal you should describe the services you provided to other clients and add copies of Reference letters from these clients to your proposal is encouraged.

**QUESTION 4:** Please tell us more about the “call back solution”? Do you have it at present and what exactly would you like it to be implemented?

**ANSWER 4:** At present we do not have “callback” solution and with the aim to reduce expenses during roaming calls we require to offer “callback” solution or an equivalent. At present our office telephone network is based on Cisco equipment; we have a Cisco routing device, the model of which will be informed later if necessary.

As a result of the pre-tender meeting it has been decided to remove requirement as to the “callback” and VoIP solutions. Please see the respective changes in the revised Terms of Reference document attached to the minutes.

**QUESTION 5:** If we are to offer different tariff packages each of them shall include different tariffs for international calls and calls in roaming, thus, can we offer them for each package and add fields in pricing format tables?

**ANSWER 5:** You receive RFP forms in word format and if there is a necessity you may add additional features to them but you must stick to the minimum requirements set in the Terms of Reference. You may add options higher than the minimum requirements, but please do not forget to include all this information in your Technical Proposal without stating the prices for the services. Then you may transfer the information about tariff package from technical into Financial Proposal with the prices.

It has been decided to require one standard tariff package and send it out in the updated Terms of Reference and Annex E Pricing format together with the minutes of the pre-tender meeting.

**QUESTION 6:** How shall OSCE PCU compare the Financial Proposals of Bidders? If you do not have a definite requirements in the Terms of reference as to the minimal volume of minutes/SMS/Megabytes as per each of the three packages each company shall offer different volumes of package units per each service as each company has different pricing formats and it would be very hard to compare the Financial Proposals of the companies. Instead it was suggested to define minimum volume of units per each service in the package in order to ensure fair competition between participants of the tender.

**ANSWER 6:** The minimum requirements to the tariff package are specified in the updated Terms of Reference and Annex E Pricing format and shall be sent to you together with the minutes of the pre-tender meeting. During the Financial evaluation statistics for services they are mostly used will be multiplied by the rates given by each company. The package shall obligatory consist of calls within operator, calls within other mobile and landline operators in Ukraine (minutes), Internet package (MB), SMS package (amount), MMS package (amount). The Bidder may offer additional International calls (minutes), international SMS (amount), calls in roaming (Incoming) and calls in Roaming (Outgoing).

**QUESTION 7:** Do you plan to use all the three packages during execution of contract or you will choose one tariff plan?

**ANSWER 7:** We will choose one standard package but can add additional features to the package.

**QUESTION 8:** You will receive Proposals with minimum three packages and chose the package with the best options, the company that offered this best package shall become a winner?

**ANSWER 8:** We have decided on the minimum requirements to tariff package and shall evaluate all the companies based on the amount of units in the package and the prices in excess as well as cost of additional services required.

**QUESTION 9:** Is Table 3 ‘Data Costs’ related to Table 1 ‘Voice/data packages’ or it is a separate request for tariffs?

**ANSWER 9:** It is a Separate table that includes tariffs for 2g/3g Internet. In the updated Annex E Pricing format we will divide this service into two lines and 2g Internet/3g Internet will be quoted separately.

**QUESTION 10:** Have you ever used Bulk SMS solution?

**ANSWER 10:** No, we have never used it before.

**QUESTION 11:** Please explain what is meant by - Software management tools to customise SIM and phone set up in ‘Table 5: Ancillary Services’?

**ANSWER 11:** We want you to include all the expenses connected to use of online management tool.

**QUESTION 12:** Please explain what is meant by - SIM monthly subscription fee in ‘Table 5: Ancillary Services’?

**ANSWER 12:** The companies should quote fee for monthly use of blocked SIM. It was agreed to make respective changes in Annex E Pricing format and to name this service “Monthly fee for blocked SIM”.

**QUESTION 13:** Are you planning Bulk SMS to be sent to other mobile operators or within your network? How often do you plan to use it and what will be the volume of sending out.

**ANSWER 13:** As a result of the pre-tender meeting it has been decided to remove requirement as to the “callback” and VoIP solutions. Please see the respective changes in the revised Terms of Reference document attached to the minutes.

**QUESTION 14:** What should the Bidders state in Annex D TECHNICAL COMPLIANCE FORM?

**ANSWER 14:** In this form the Bidders shall state any deviations from the requirements stated in the ToR. If any service that is required by the ToR cannot be performed by your company but instead your company offers equivalent or other similar service you should include this info by stating requirement and your response to it in Annex D table. Additionally, if you have any questions while preparing your offers you may send them to Vadym Chmil via email till March 4, 2016 as mentioned in item 23 of the Covering Letter. The corresponding substantial clarifications shall be distributed between all the Bidders of this Tender.

***\* All the changes to the Terms of Reference and Annex E Pricing format that were made as a result of the pre-tender meeting are shown in the revised Terms of Reference and Annex E Pricing format that are attached to the Minutes of the pre-tender meeting. Please use the revised documents while preparing your Proposal.***