



Date: 13 September 2018

**SEC/RFP/19/2018 – Provision of satellite voice and data services and supply of satellite  
communications hardware equipment to the OSCE  
Clarification Note 1**

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The Organization for Security and Co-operation in Europe has received requests for clarification from potential Proposers on Wed 12/09/2018 10:33 with regard to Request for Proposal SEC/RFP/19/2018. The OSCE would like to provide the following clarifications:

Q1: “We have reviewed the material but unfortunately we are not able to participate as tender documents state that proposers are requested to submit proposals to the assignment as a whole. We are not able to provide Ka-Band terminals and internet access using Ka-Band satellite networks that are required optionally.”

**A1: Please be noted that the referred part in Art. 5. of the Request for Proposal on the submission to LOTs “Proposers are required to submit proposals to the assignment as a whole. Submitting a partial Proposal or variants will result the rejection of the Proposal.” refers to the mandatory items.**

**Omitting any of the mandatory requirements would lead to rejection, while the “Ka-Band Satellite Network” functionality is indeed marked as “optional” in the last bullet point of Art. 3.1. of the Annex C – Terms of Reference. Wherever a service is stated as “optional”, it is not considered being included into the mandatory items.**

**Please see the references below to provide further clarification of Annex C – Terms of Reference optional services:**

**2. Objective**

**Optionally**, other satellite platforms may be required to be used.  
**This is not a mandatory requirement.**

**3.1. Provision of Inmarsat Iridium and Thuraya Satellite Voice and Data Services**

- The contractor should offer **optionally** airtime packages (5 or 10 minutes) to enable free calls from the subscribers (in case not included in the package provided by the owner of satellite Network).

**To provide optional airtime packages is not a mandatory requirement.**

- The contractor should be able to offer **optionally** Iridium PTT services.

**This is not a mandatory requirement.**

- The contractor should be able to offer **optionally** Business and Single User Internet Access using Ka-Band Satellite Networks.

**This is not a mandatory requirement.**

**3.2. Technical and Quality of Service Requirements**

- The contractor should offer **optionally** RF noise cancellation or reductions applications at the satellite receiver front end.

This is not a mandatory requirement.

- The contractor should provide access to its Administrative tool (or to an administrative tool tailored for the corporate users) with different level of access for accounts/missions to get information such as detailed traffic records for subscribers of pertinent account, monthly bills etc. and **optionally** activation/deactivation of SIM cards delivered in advance.

To provide the Activation /deactivation of SIM cards is not a mandatory requirement.

- The contractor should have the capability to provide **optionally** means for protection from all forms of Information Warfare (IW) which may be encountered by the users while using the satellite network.

Protection from IW is not a mandatory requirement.

### 3.3. Invoicing, billing and accounting requirements

- The invoices must be sent to OSCE Secretariat monthly (within first two weeks of the next month). The invoice format must comply with ITU D Series recommendations. Invoices must be separate for each Account / Mission and must include Summary and Detailed Call Records for outgoing Voice, Text and data traffic. (**Optionally** for incoming voice and TEX traffic as well).

Detailed Call Records for incoming voice and text traffic is not a mandatory requirement.

### 3.4. Supply and Delivery of Satellite Communication Hardware Equipment

**Optional** hardware

- Fleet Management Tracking modules (Inmarsat, Thuraya, Iridium, or other) or alternative WEB access to an existing fleet management system;

- Ka-Band Terminals for Single and Business Users

The Supply of Optional Hardware listed in Art. 3.4 is not a mandatory requirement.

**Please note that being in line with the optional and mandatory requirements stated in the Terms of Reference, Table A6/ and lines 32 and 33 of Table B/ of the Annex E – Pricing Format may be left unfilled.**

This Clarification Note is published simultaneously to all economic operators known to be interested.

END