Date: 8 October 2018

**SEC/RFP/19/2018 – Provision of satellite voice and data services and supply of satellite communications hardware equipment to the OSCE**
**Clarification Note 5**

The Organization for Security and Co-operation in Europe has received requests for clarification from potential Proposers on Wed 03/10/2018 14:30 and Wed 03/10/2018 15:35 with regard to Request for Proposal SEC/RFP/19/2018. The OSCE would like to provide the following clarifications:

Q1: "Please advise which satellite for Ka band is preferred for Europe and Central Asia as requested? Should it use 2 separate satellites due to narrow beam technology?"
**A1: We do not have any preferred Satellite for Ka band. For us it is Ok if two or more separate satellites are used to provide the service In Europe and Central Asia locations.**

Q2: "As it is requested 150Gb and 500Gb monthly data allowance per site, what Internet speed for down and up in Kbps is preferred on Ka band VSAT service per each 150 and 500Gb data allowance or should the speed be the same for both services as requested?"
**A2: In the case of 150/Gb the minimum speed required is 5 Mbps Down and 2 Mbps upload. For 500 Gb the speeds to be offered may be 10/4, 15/5 and 20/5.**

Q3: "What kind of applications will be used on Ka band service on the top of Internet Access?"
**A3: All applications to be used will be web based.**

Q4: "Does Ka band service require dedicated bandwidth or shared bandwidth? What speed?"
**A4: There is no requirement for dedicated bandwidth. Shared bandwidth is sufficient.**

Q5: "How many sites are proposed in Central Asia?"
**A5: Number of sites in Central Asia may be 3-5 (Note: this figure is only for planning purposes, no contractual purposes as the service required is optional).**

Q6: "How many sites are proposed in Europe?"
**A6: Number of sites in Europe may be 3-8 (Note: this figure is only for planning purposes, no contractual purposes as the service required is optional).**

Q7: "Is it okay to offer the service on Comtech, iDirect or Viasat platforms with 1.2 m and 1.8 m antenna? Or, do you have any specific requirements to access Ka band service?"
**A7: As stated in the point 1 above we have not any preferred platform. 1.2m and 1.8 m antennas are OK.**

Q8: "

| Q No. | OSCE Document Area | Query/Question |
|---|---|---|
| 1 | Submission | Would it be acceptable to provide the hardware catalogue in PDF format on a USB stick within the Technical Proposal envelope as this is a very large document which we would prefer not to send as printed hardcopy.<br><br>**A hard-copy is mandatory but may be complemented with an e-** |

| | | version on a USB-stick. |
|---|---|---|
| 2 | Submission | Please may we have a word format version of Annex D and Annex E so that these forms can be completed electronically?<br><br>**The documents are uploaded under the corresponding link:** [https://procurement.osce.org/tenders/provision-satellite-voice-and-data-services-and-supply-satellite-communications-hardware-0](https://procurement.osce.org/tenders/provision-satellite-voice-and-data-services-and-supply-satellite-communications-hardware-0) |
| 3 | Annex E Pricing Table Item A1 | Our understanding of current OSCE services is that you have no Isat Data Pro services – as per the table on page 1 of Annex C. Could you please clarify if you require ISat Hub pricing, not Isat Data pro?<br><br>**We are looking for Isat data Pro (Note: Prices are in Annex E and not in Annex C).** |
| 4 | Annex E Pricing Table Item B12 | This item appears to be missing, please confirm there is no Item B12.<br><br>**There is no Item B12.** |
| 5 | Annex E Pricing Table Item A5 | Please clarify SBD package sizes, when in bundle with Iridium voice services this should be 1,000 8,000 or 17,000 bytes, when activated as SBD only this should be 12, 17 or 30 kb.<br><br>**We intend to use some SIM cards only for SBD, if the actual Packet sizes are 12, 17 or 30 kb, offers can be done for them.**<br><br>Please also clarify in which cells of Annex E the monthly fee and usage charges should be include.<br><br>**Monthly Subscription: a line can be added in A4 (Iridium Subscription). Traffic Charges: a line can be added to A5/ Iridium Voice & Text Services for new packet sizes.** |
| 6 | Extension | Can we please have an extension between clarifications and submission deadlines. Responses from OSCE may require further work by suppliers and we need to allow three working days minimum to ship documents.<br><br>**The submission deadline unfortunately cannot be changed. Please use a courier service to reduce the delivery time to same-day delivery.** |

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**A8: Please see answers in the table.**

Q9: "Can we redraw the pricing tables using excel? Of do we have to use the PDFs provided and fill these in by hand?"

**A9: Annexes are uploaded under the relevant link of the RFP. However, the table may be altered for additional prices but the overall structure shall be kept.**

Q10: "Is the only valid currency EUR? All telecom pricings are based on USD by Thuraya, Inmarsat and Iridium?"

**A10: Please check and follow instructions stated in Art. 12 of the RFP.**

This Clarification Note is disclosed simultaneously to all economic operators.

END