# ANNEX D – TECHNICAL COMPLIANCE FORM

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| **Notes to Proposers**: Please complete the table demonstrating substantial responsiveness to the technical specifications described in the Terms of Reference. Please do not simply write “Comply’ or “Yes” – please provide as much information as needed to show how you comply with the requirement. Reference to other datasheets and materials in the proposal can also be made. |

**A/ PROVISION OF SATELLITE VOICE AND DATA SERVICES**

|  |  |  |
| --- | --- | --- |
| **No.** | **Technical and Quality Service Requirements** | **Compliance Remarks****[(e.g. “comply”) or****please put commentary****on a Statement of Deviation*****(to be completed by the Proposer)*]** |
| 3.1 | * Ability to provide Voice and Text/SMS services (but not limited to) as follows:

- Satellite to Fixed &/Mobile and vice versa- Satellite to Satellite within the same network- Satellite to other satellite network and vice versa* Ability to provide the following data services:
* M2M
* Broadband data
* Internet Access
* Video transmission
* Streaming
* Ability to provide (optionally) Tracking and fleet management services combining satellite with terrestrial network.
* Ability to provide SIM cards and associated services and equipment for handling them.
* Ability to provide file transfer over satellite link using proprietary solutions (email client, server domain, infrastructure) for transfer of information from the satellite terminal to the LES and further to the Internet.
* Ability to activate (pre-paid and post-paid) subscriptions for all Thuraya; Iridium; Inmarsat SIM cards or Terminals (optionally also for other Satellite Mobile Satellite Systems, existing or to be launched).
* Ability to route voice, text, fax and data traffic using Inmarsat Terminals IsatPhone, BGAN and Global Xpress terminals.
* Ability to route voice, text, fax and data Traffic using Thuraya XT Pro, Thuraya XT Lite, Thuraya IP and other Thuraya terminals.
* Ability to route voice, text and data Traffic using Iridium Extreme, Iridium 9555, Extreme PTT and any other Iridium Terminal.
* Ability to provide IP-Terminals to connect smart phones and route their traffic.
* Ability to provide vital additional feature such as SOS buttons, send GPS position etc.
* Ability to provide voice airtime packages for testing purposes (in case not included in standard subscription).
* Ability to provide optionally Ka Band satellite Internet access for Business and Single Users.
* Provision (optionally) of Mobile Device Management software to the Subscriptions
 |  |
| 3.2 | * Ability to bar the traffic, suspend and deactivate subscribers as per request of the OSCE.
* Ability to comply with ITU M.1079-2 for the performance and quality of service requirements.
* Provision of English speaking Help Desk Support to the OSCE available on 24 hours a day, 7 days a week. (Average Answering time must to be indicated).
* Contract Management Support during Business Hours
* Response/ React time for technical and user related queries must be clearly indicated.
* MTTR (Mean time to Repair) for network outages (planned or emergencies) must be clearly indicated.
* Ability to provide optionally RF Noise cancellation/reductions applications.
* Ability to ensure that caller ID is correctly transferred both ways to end users.
* Ability to comply with Connection Performance Requirements for voice calls (ITU-T E.770).
* Provision of List of countries and providers the bidder has agreement for both way traffic of Inmarsat, Thuraya and Iridium subscribers.
* Voice Calls to smart mobile phone users must be routed only through PSTN.
* Ability to provide Iridium PTT services (optional).
* Ability to provide (optionally) Protection from all forms of Information Warfare (IW).
* Provision for Accounts (Missions) WEB access to a portal from where it will be possible to retrieve the information on traffic records, bills etc.
* Ability to provide Product Catalogue including all available devices and accessories supporting the services provided.
* Ability to provide optionally training packages.
 |  |
| 3.3 | * Provision of bills for account/terminal subscriptions monthly in arrears. Summary and Detailed Call Records for outgoing Voice, Text and data traffic. (Optionally for incoming voice and TEX traffic as well).
* Invoices and correspondence in English.
* Invoice format must comply with ITU D Series recommendations.
* Provision of detailed traffic profile of OSCE terminals and user accounts containing traffic destination, duration of calls, type of traffic, (charges and cost profile) upon request.
 |  |
| 3.4 | * Please refer to Terms of Reference - All offered terminals must be Inmarsat/Thuraya/Iridium certified and accessories shall also be available.
 |  |
| 3.5 | *Replacement of the existing SIM cards (in case necessary)** The bidder has to indicate the required time for preparation of the replacement SIM cards of the satellite terminals in case the SIM cards of the current (758) ones have to be changed. The bidder must confirm that SIM cards to be provided will ensure all Services activated in the existing terminals. Replacement SIM cards must be ready to be used after their delivery to OSCE Secretariat. Subscription and Traffic charges are required to be started only on the date of deployment. Prices for the a.m. SIM cards replacement have to be quoted in the Financial Proposal.
 |  |
| 4. | * Please refer to Terms of Reference
 |  |
| 5. | * Confirmation of Quality of Service Support Targets.
* Contractor shall confirm the method of answer and timelines; and indicate the average time for resolution.
* Warranty terms and conditions offered (min. 2 years).
* Hardware repair time offered (max. 1 month)
 |  |

**B/ SUPPLY AND DELIVERY OF SATELLITE COMMUNICATION HARDWARE EQUIPMENT**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **HARDWARE EQUIPMENT**  | **Warranty terms and conditions** **(min. 2 years)\*** | **Hardware repair time** **(max. 1 month)\*** |
| **Handsets/Terminals** |  |  |
| 1 | BGAN Thrane & Thrane Explorer 510 |  |  |
| 2 | BGAN Explorer 540 Dual Mode M2M and Cellular Terminal |  |  |
| 3 | BGAN Thrane &Thrane Explorer 325 |  |  |
| 4 | BGAN Thrane & Thrane Explorer 710 |  |  |
| 5 | BGAN Explorer 727 |  |  |
| 6 | BGAN Hughes 9202 |  |  |
| 7 | BGAN Hughes 9211 |  |  |
| 8 | BGAN Wideye Safari (Vehicular) |  |  |
| 9 | Global Xpress Cobham GX3075 (or other Brand Similar) |  |  |
| 10 | IsatPhone 2 |  |  |
| 11 | IsatPhone Pro |  |  |
| 13 | IsatDOCK Beam Drive Docking |  |  |
| 14 | IsatDOCK Beam Lite Docking Station |  |  |
| 15 | IsatDOCK Lite Docking Solution |  |  |
| 16 | Beam Terra 800 Land Fixed Phone. including Fixed Passive Antenna (1SD700) |  |  |
| 17 | Iridium Extreme |  |  |
| 18 | Iridium Extreme PTT |  |  |
| 19 | Iridium 9555 Full Kit |  |  |
| 20 | ASE DK050 Iridium 9555 docking station |  |  |
| 21 | Satrans Iridium Extreme Vehicle Docking Station |  |  |
| 22 | Iridium Extreme Desktop WiFi Dock |  |  |
| 23 | Iridium Extreme LiteDOCK Docking Station |  |  |
| 24 | Iridium Pilot Land Station: Satellite Broadband |  |  |
| 25 | Thuraya IP Commander |  |  |
| 26 | Thuraya IP + |  |  |
| 27 | Thuraya XT Pro |  |  |
| 28 | Thuraya XT Lite |  |  |
| 29 | Thuraya XT PRO SAT VDA/ Vehicle |  |  |
| 30 | Thuraya XT PRO SAT Office |  |  |
| 31 | FDU-XT Thuraya XT |  |  |
| 32 | Ka-Band single User Satellite Terminal (optional) |  |  |
| 33 | Ka-Band business User Satellite Terminal (optional) |  |  |
|  | **Accessories** |  |  |
| 1 | Accessories for Inmarsat Terminals, list w/out price |  |  |
| 2 | Accessories for Iridium Terminals, list w/out price |  |  |
| 3 | Accessories for Thuraya Terminals, list w/out price |  |  |

\* In case of additional comments regarding to warranty terms or hardware repair, please use clear references like footnotes citing the exact No. of line referred to.

**C/ DETAILS OF STAFF UNDERTAKING THE ASSIGNMENT**

|  |
| --- |
| **Key Personnel**  |
| **Name** | **Position** | **Task** |
|  | English speaking (primary)  |  |
|  | English speaking (back-up)  |  |

**D/ AVERAGE TIME TO RESOLUTION SLA FOR SERVICE DESK**

The bidder must indicate in the table below the figures with average time of fixing the issues based on the total failure reports from the users and related to network incidents.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Iridium** | **Inmarsat** |  **Thuraya** |
| Mean time to recover service |  |  |  |
| Mean time between failures |  |  |  |
| Mean down time |  |  |  |
| Mean Time To Repair /devices |  |  |  |

Company name, address, telephone, email:

Authorized representative’s name and signature:

# ANNEX E – FINANCIAL PROPOSAL – PRICING FORMAT

|  |
| --- |
| **Notes to Proposers**: Please use these forms for the submission of your Financial Proposal. Please fill white cells only. Cells may be added or deleted retaining the overall purpose of the table. |

**A/ PROVISION SATELLITE VOICE AND DATA SERVICES**

**A1/ Inmarsat Voice and Data Services (EUR)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **IsatPhone** | **BGAN voice** | **BGAN data** | **Isat M2M** | **IsatData Pro** | **Global Xpress** |
| Monthly Subscription Fee |  |  |  |  |  |  |
| **Call Destination** |  |  |  |  |  |  |
| Inmarsat to Inmarsat |  |  |  |  |  |  |
| Inmarsat to landline |  |  |  |  |  |  |
| Inmarsat to Mobile |  |  |  |  |  |  |
| Inmarsat to Other Satellite |  |  |  |  |  |  |
| SMS (price for 1 SMS) |  |  |  |  |  |  |
| Data Volume Packages |  |  |  |  |  |  |
| Data Traffic in excess |  |  |  |  |  |  |
| Fee for Static IP address |  |  |  |  |  |  |

**A2/ Thuraya Subscriptions**

|  |  |
| --- | --- |
| **Item** | **Rate in Euro (EUR)** |
| Monthly Subscription Fee for Voice per SIM Card |  |
| Monthly Subscription Fee for Data per SIM Card |  |
| Monthly Subscription Fee for Fax Capability |  |
| Monthly Subscription Fee for Static IP Address |  |

**A3/ Thuraya Voice Services**

|  |  |  |
| --- | --- | --- |
|  | **Calls Originated in Satellite Mode (EUR/min)** | **Calls Originated in GSM Mode (EUR/min)** |
| **Active** |  |  |
| To Thuraya |  |  |
| To landline |  |  |
| To Mobile |  |  |
| To other satellite providers |  |  |
| SMS ( Price per one SMS) |  |  |
| **Passive** |  | **Calls Terminated in GSM Mode (EUR/min)** |
| Calls Received |  |  |
| **Data** | **Unit/Price** |  |
| Data Volume Packages |  |  |
| Data traffic in excess |  |  |

**A4/ Iridium Subscriptions**

|  |  |
| --- | --- |
| **Item** | **Cost (EUR)** |
| Monthly Subscription Fee for Voice per SIM Card |  |
| Monthly Subscription Fee for Data per SIM Card |  |
| Monthly Subscription Fee for SBD **only** per SIM Card |  |

**A5/ Iridium Voice & Text Services**

|  |  |  |
| --- | --- | --- |
|  | **Calls Originated in Satellite Mode (EUR/min)** | **Charge per SMS (EUR)** |
| To Iridium |  |  |
| To landline |  |  |
| To Mobile |  |  |
| To other satellite providers |  |  |
| Two stage dialling |  |  |
| Iridium Voice mail |  |  |
| SMS/unit price |  |  |
| SBD 12 Kb, 24 Kb, 48 Kb |  |  |
| SBD 12 Kb, 17 Kb, 30 Kb\* |  |  |

\*new cell for further clarification added in accordance with Clarification Note 5 on 8 October 2018.

**A6/ Ka Band Satellite Internet Access**

|  |  |
| --- | --- |
| **Item** | **Rate in Euro (EUR)** |
| Monthly Subscription Fee/Business Users 150-500GByte |  |
| Additional Packages/excess traffic in Mbyte |  |
| Monthly Subscription Fee/single Users up to 150GBytee |  |
| Additional Packages/excess traffic in Mbyte |  |

**A7/ Price for the replacement of 1 SIM card**

|  |  |
| --- | --- |
| **Item** | **(EUR)** |
| Price for the replacement of 1 SIM card |  |

Note: Bidders may propose prices for additional services not included in the above tables, but are considered as useful services.

**B/ SUPPLY AND DELIVERY OF SATELLITE COMMUNICATION HARDWARE EQUIPMENT**

|  |  |  |
| --- | --- | --- |
|  | **HARDWARE EQUIPMENT** | **Unit Price (EUR) (FCA INCOTERMS)** |
| **Handsets/Terminals** |  |
| 1 | BGAN Thrane & Thrane Explorer 510 |   |
| 2 | BGAN Explorer 540 Dual Mode M2M and Cellular Terminal |   |
| 3 | BGAN Thrane &Thrane Explorer 325 |   |
| 4 | BGAN Thrane & Thrane Explorer 710 |   |
| 5 | BGAN Explorer 727 |   |
| 6 | BGAN Hughes 9202 |   |
| 7 | BGAN Hughes 9211 |   |
| 8 | BGAN Wideye Safari (Vehicular) |   |
| 9 | Global Xpress Cobham GX3075 (or other Brand Similar) |   |
| 10 | IsatPhone 2 |   |
| 11 | IsatPhone Pro |   |
| 13 | IsatDOCK Beam Drive Docking |   |
| 14 | IsatDOCK Beam Lite Docking Station |   |
| 15 | IsatDOCK Lite Docking Solution |   |
| 16 | Beam Terra 8OO Land Fixed Phone. including Fixed Passive Antenna (1SD700; |   |
| 17 | Iridium Extreme |   |
| 18 | Iridium Extreme PTT |   |
| 19 | Iridium 9555 Full Kit |   |
| 20 | ASE DK050 Iridium 9555 docking station |   |
| 21 | Satrans Iridium Extreme Vehicle Docking Station |   |
| 22 | Iridium Extreme Desktop WiFi Dock |   |
| 23 | Iridium Extreme LiteDOCK Docking Station |   |
| 24 | Iridium Pilot Land Station: Satellite Broadband |   |
| 25 | Thuraya IP Commander |   |
| 26 | Thuraya IP + |   |
| 27 | Thuraya XT Pro |   |
| 28 | Thuraya XT Lite |   |
| 29 | Thuraya XT PRO SAT VDA/ Vehicle |   |
| 30 | Thuraya XT PRO SAT Office |   |
| 31 | FDU-XT Thuraya XT |  |
| 32 | Ka Band single User Satellite Terminal (optional) |  |
| 33 | Ka Band Business User Satellite Terminal (optional) |  |
|  | **Accessories** |  |
| 1 | Accessories for Inmarsat Terminals (list & price) |  |
| 2 | Accessories for Iridium Terminals (list & price) |  |
| 3 | Accessories for Thuraya Terminals (list & price) |  |

**Independently from Annex E - Pricing Formats, the Proposers are welcome to provide a detailed break-down cost scheme in a free format in their Financial Proposal** to provide a better understanding on the total cost.

**By signing this Financial Proposal, Proposers accept that any Purchase Order or Contract pursuant to this Proposal will be subject to the OSCE General Conditions of Contract:**

<http://www.osce.org/procurement>**.**

Start/Completion time:

Payment terms: 30 days net.

Validity of offer (90 days minimum):

Company name, address, telephone, email:

Authorized representative’s name and signature: