Date: 10 January 2012

RFP/27/2011 Provision of Mobile Voice and Data Services to the OSCE
Clarification Note 1

The Organization for Security and Co-operation in Europe ("the OSCE") has received requests for clarification from potential bidders with regard to RFP No. ITB/27/2011.

In accordance with Article 8 "Clarification of Bidding Documents" of Instructions to Bidders - the OSCE would like to provide the following clarifications:

Question 1
Is the BIS Service in use?
Answer 1
No

Question 2
Is MDS oder Messenger in use?
Answer 2
YES, GroupWise Messenger for Blackberry is in use

Question 3
Are BB Applications in use, Apps?
Answer 3
Only if the user installed them manually, no OSCE predefined or installed ones

Question 4
Which BES DB is stored local or on SQL?
Answer 4
DB is stored on a separate, dedicated MS SQL Server

Question 5
Which Version of BES Windows OS is in use?
Answer 5
Windows 2003 SP2

Question 6
Which Version of Groupwise Messaging System is in use?
Answer 6
GroupWise 8.0.2 HP3

Question 7
Which Version of Groupwise Client on BES is in use?
Answer 7
GroupWise 8.0.2 HP3

Question 8
How many BES are in use?
Answer 8
1 BES Server

Question 9
Which BB device types are in use?
Answer 9
8520, 9700, 9780, 9000, 9900, 9105, 9800

Question 10
Which Firmware the BB devices are using?
Answer 10
Various from 4.2.2.146 to 7.0.0.296

Question 11
Please provide break down the fleet numbers of voice and data sim cards in detail.
Answer 11
The precise numbers are constantly fluctuating as staff members join and leave the organisation; however the figures as of January 2012 are as follows:
Total number of accounts: 365
Of which:
Voice Only: 105
Blackberry Enterprise Server: 190
Data cards: 70 (of which International data roaming packages: 11)

Question 12
Please clarify TOR section 2.2.2 "The OSCE may be interested in specific builds/configurations. The Bidder shall provide mobile phones and Blackberry devices with the Access Point Network (APNs) that are agreed with the OSCE (an example of pre-configuration could be "no video APN")."
Answer 12
What it does mean is that the OSCE could request the service provider preinstalled settings on some of the phone models to enable or disable by default some specific services, for example the APN settings. Also the OSCE could request default configuration in the delivered phones in order to facilitate the work of its employees for example language settings, for example English default.
What it does not mean and is not requested is that the OSCE is going to change the settings often with each unit delivered because this is neither manageable for the operator nor necessary for the OSCE.
In their proposal the service provider has to elaborate how they manage this requirement.

Question 13

How many employees work at

          (i)   Wallnerstrasse 6, 1010 Vienna?

          (ii)   Hofburg Vienna, Heldenplatz 1010 Vienna?

          (iii)   Mahlerstrasse 12/5/651, 1010 Vienna?

This information is needed for questions about network coverage and capacity.

Answer 13

Current figures are:

    (i)   Wallnerstrasse - 275 employee users

    (ii)   Hofburg - 8 employee users

    (iii)   Mahlerstrasse - 6 employee users

The remainder (76 employee users) are based overseas.

Please note that in each location there are more employees than corporate mobile phone users and in any case full signal penetration is required in each location. On days when meetings and conferences are convened there can be a sharp increase in users at those locations.

Question 14

OSCE Call Profile - Can you please provide information on how the minutes are shared over the different countries for international calls from Austria, active roaming and passive roaming, and traffic size of data roaming?

Answer 14

The figures in the Terms of Reference (page 17) are based on actual usage from August, September and October 2011. A detailed breakdown of minutes per country is currently not available. However a breakdown for February 2011 is available upon request. It should be noted that the OSCE call profile can vary significantly from month to month, particularly if there are major events in the countries of operation. Any figures provided by the OSCE remain for information purposes only and do not reflect a commitment on the part of the OSCE to use the services in any particular way.