



Date: 20 January 2012

**RFP/27/2011 Provision of Mobile Voice and Data Services to the OSCE
Clarification Note 2**

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

In the Terms of Reference Section III – C / Point 4.3 you mentioned that you can provide current sample files of your billing files. Can you please send us a sample to verify what we have to adapt to meet completely the OSCE current format?

Answer 1

After a number of attempts we have discovered that it is not possible to prepare a file that sufficiently protects the OSCE’s confidentiality of data whilst providing an accurate sample of what we currently receive. If we share with you the file unaltered then it includes names of all OSCE staff members, their mobile phone numbers and all calls made by them. If we alter the file to render the users anonymous, it is no longer an accurate image of the file we use and may not actually work in MIND.

The OSCE requires a CSV file which includes the following information:

1	Order Number of call
2	Subscriber Number
3	Name of the Subscriber
4	Department/Unit
5	Name/Designation of the Provider's network
6	Network where the call is originated
7	Type of service (SMS;TEL;Blackberry etc)
8	Date of call
9	Start time of call (Hour:Minute;Seconds)
10	Duration of call (Hours:Minutes:Seconds)
11	Type of Traffic (send/Receive/destination network)
12	Called Subscriber number
13	Charge value for the call/service
14	Data volume traffic
15	SIM Card Number generating traffic
16	Employee ID

If Bidders confirm that the above information will be provided in a CSV file, then it will be considered technically compliant on this point.

Question 2

Can you provide more examples regarding Section V, 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’).”

Do you mean hardware settings only, or does this requirement also include SIM card settings like suspensions and call diversions? And can you be more specific about the example mentioned for the pre-configuration "no video APN"?

Answer 2

Requirement 2.2.2 does not refer to SIM card settings for call diversion (divert incoming calls to any other phone or answering service) or SIM suspension. It refers to hardware system settings only. The OSCE would like the APNs configured in the agreed phone models to be in line with the scope of the services described in the TOR and pricing scheme offered in the bid.

Some service providers have a specific APN for video which might be attached to a different tariff, so when video is accessed another tariff outside of the subscriber data package applies, thereby incurring extra costs and trouble for OSCE technical staff. A way to mitigate that risk is not to configure video APN so that video is counted as data and taken inside the negotiated package. This is merely one example of a pre-configuration of hardware devices that OSCE may request of the provider.