

Questions and Answers on RFQ 19AL6020Q0001 – Mobile Phone Service

Q: 1 - 4. International Calls - Number of minutes that exceed the plan - 4A. Europe 1000 minutes - 4B. USA 1000 minute – By “exceed the plan” it is intended the amount of minutes included in the base tariff plan, or out of the tariff plan? 1000 minutes are per phone number or are accumulative for all phone numbers?

A: 1 - This means 1000 minutes over the base tariff plan. The numbers are cumulative for all plans for the entire year.

Q: 2 - 5. International Roaming – Request flat rate charge per day – Operator provides flat rate charges per day in Europe and USA, but not all countries are included. Kindly, specify all the countries for which you are interested for the flat rate.

*A:2 - The Addendum of Changes addresses this issue: Calculation of 5A. Europe. To calculate the unit price for Europe, please use the average of price per day of roaming in the below countries. If you cannot offer a flat daily price to a location, please calculate using 30 minutes of voice and 300MB of data on your roaming partner network. *Please note that this differs from what was discussed in the pre-proposal meeting.*

- *Germany*
- *Macedonia*
- *Montenegro*
- *Kosovo*
- *Hungary*
- *UK*

Q: 3 - 1.1 CHOICE OF PLANS 4. Free calling and texting to numbers within the plan. – Actually, all operators are offering minutes and sms-s within the base tariff plan. Kindly, revise the request in order to be in line with what already being offered in the Albanian market by all operators?

A: 3 - Per the Addendum of Changes, this requirement was removed.

Q: 4 - 7. Allow multiple SIM cards / devices to share a single plan (i.e. handheld + tablet) – One single tariff plan can be attached to only one single sim. Kindly, revise your request.

A: 4 - This is multiple SIM cards sharing a single data plan. For example, I want to have a SIM for my iPhone and one for my iPad and I want them to share the same data plan.

Q: 5 - 1.7 SMS MESSAGING

Establish direct connection with OpenMarket SMS aggregator and register SMS short code "ATHOC" for two-way messaging – Operator provides short codes for different after sales services, but these service do not include featured/ customized ones. Kindly, reevaluate your request considering that customized short codes might be managed through handset devices.

A: 5 - We have a cloud-based system that we use to send and receive emergency messages to the embassy community. SMS messages from the cloud are sent without issue but we want handsets to be able to respond via SMS and have them routed back to the cloud provider. To do this, ATHOC should be registered as an SMS short code and a connection with OpenMarket SMS is necessary.

Please kindly provide detailed information on what is specifically requested by the operator?

The requirement is the direct language given to us by the provider to tell the local mobile providers to make it work.

Q: 6 - 1.9 RENTAL OF CELL-PHONES WITH SIM CARDS

The Contractor shall provide up to 5 smartphones for rent within three days of notice and additional 10 smartphones within the next three days, according to Government needs, for official visits. Included with the phone should be a SIM card (if needed), an English Instruction Manual, batteries, and a phone charger. – Kindly, reevaluate the timeframe between notice and delivery dates from 3 to 5 – 10 working days.

A: 6 - The requirement is for three working days.

Q: 7 - 4. The ability for COR to generate utilization reports to know when it is advisable to up or downgrade plans – Through our Profili Im application each user/ subscriber can get information on its package utilization. Upgrade/ downgrade of tariff plans can be realized only upon COR request towards the company. Only company employees have access to perform any package changes in the system.

A: 7 - Per the Addendum of Change, this was modified to “4. The ability for COR to generate utilization reports to know when it is advisable to up or downgrade plans” to “4. The ability for COR to generate billing reports to know when it is advisable to up or downgrade plans.”

Q 8: - Immediate notification via e-mail or voice call to COR when a user has exceeded their bundle by 3000 lek – A credit limit function can be activated on the phone number. This credit limit prevents the subscriber to exceed its allocated tariff plan/ bundle. This function cannot inform a third party (COR) for the exceeding of the bundle.

A8: - A credit limit is not a valid solution because we do not want to limit functionality for our users.

Q 9: - “In the solicitation document you have mentioned the Blackberry phones. We would like to know if the Blackberry service with dedicated APN blackberry.net is a condition for presenting the offer.”

A 9: - No, Blackberry phones will use a standard smartphone data package. Blackberry data is not necessary. This is different from what was discussed in the preproposal meetings.

Q 10: We would kindly ask for another clarification for Choice of Plans Criteria 7: Allow Multiple SIM Cards/ devices to share a single plan (i.e handheld + tablet). The bundle data benefits can be shared

through a hotspot solution with any other wireless device (not SIM). Would it be considered as a suitable solution?

A 10: The requirement is for multiple SIMs sharing a single plan.

Q 11: 3. Personnel - 3.1 Should we state the name and function of the project manager in the Request for quotation document or in a separate document ?

A: 11 – Either way

Q 12: Performance threshold - Can we discuss upon the KPI of no more than one customer complaint per month?

A: 12 – No.

Q: 13 - Section 2 – Contract clauses - Can we provide the quotation of commercial offer in Albanian ALL currency ?

A: 13 - Yes