<table>
<thead>
<tr>
<th>2. AMENDMENT/MODIFICATION NO.</th>
<th>3. EFFECTIVE DATE</th>
<th>4. REQUISITION/PURCHASE REQ. NO.</th>
<th>5. PROJECT NO. (if applicable)</th>
<th>6. ISSUED BY</th>
<th>CODE</th>
<th>7. ADMINISTERED BY (If other than item 6)</th>
<th>CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>0003</td>
<td></td>
<td></td>
<td></td>
<td>American Embassy Tirana</td>
<td>+3552247285</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**8. NAME AND ADDRESS OF CONTRACTOR (NO., street, city, county, State, and ZIP Code)**

American Embassy Tirana
Rr. Stavro Vinjau, No.14
Tirana, Albania
Phone: +3552247285

<table>
<thead>
<tr>
<th>9a. AMENDMENT OF SOLICITATION NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>19AL6022Q0001</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>9b. DATED (SEE ITEM 11)</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 6, 2022</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>10a. MODIFICATION OF CONTRACT/ORDER NO.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>10b. DATED (SEE ITEM 13)</th>
</tr>
</thead>
</table>

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

[X] The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [X] is extended, [] is not extended

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning 1 copy of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers.

**FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

**12. ACCOUNTING AND APPROPRIATION DATA (If required)**

**13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

D. OTHER (Specify type of modification and authority)

**E. IMPORTANT:** Contractor [ ] is not, [X] is required to sign this document and return 1 copy to the issuing office.
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

1) Section 1 – The Schedule – Continuation to SF1449; Point 1 Performance Work Statement – is replaced as a whole with Attachment 1.

2) Deadline for submission of quotes is extended. New deadline for submission of quotes is February 4, 2022 @ 16:30 Local Time

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)
John Langer

16A. NAME OF CONTRACTING OFFICER
John Langer

15B. NAME OF CONTRACTOR/OFFEROR
BY
(Signature of person authorized to sign)

15C. DATE SIGNED

16B. UNITED STATES OF AMERICA
BY
(Signature of Contracting Officer)

16C. DATE SIGNED
January 28, 2022

540-01-152-8070 Standard Form 30 (revised 10/83)
Previous edition unusable
Prescribed by GSA FAR (48 CFR) 53.243
ATTACHMENT 1

SECTION 1 - THE SCHEDULE

CONTINUATION TO SF-1449
RFQ NUMBER 19AL6022Q0001

1. SCOPE OF CONTRACT

The Contractor shall provide mobile telephone services to the Embassy of the United States of America Tirana, Albania. The prices listed below shall include all labor, materials, insurance (see FAR 52.228-4 and 52.228-5), overhead, and profit. The Government will pay the Contractor on a monthly basis for Standard Services that have been satisfactorily performed.

Temporary Additional Services are defined as rental on a daily basis of a cell-phone with a SIM card. These services shall support special events at the Post. The Contractor shall provide Temporary Additional Services in addition to the scheduled services specified in this contract. The Contracting Officer shall order Temporary Additional Services on an as needed basis. This work shall not be subcontracted. The Contracting Officer may require the Contractor to provide Temporary Additional Services with 24 hour advance notice.

The Contractor shall include in its next regular invoice details of the Temporary Additional Services and, if applicable, the materials provided and requested under these services. The Contractor shall also include a copy of the Contracting Officer’s written confirmation for the Temporary Additional Services.

II. PERIOD OF PERFORMANCE

The contract will be for a one-year period from the date of the contract award, with 1 (one) year options to renew.

III. PRICING

VALUE ADDED TAX (VAT)

VALUE ADDED TAX. Value Added Tax (VAT) is included in the CLIN rates. Local law dictates the portion of the contract price that is subject to VAT; this percentage is multiplied only against that portion. It is included in each performance period.
### Base Year - International Package Plan – VAT included

<table>
<thead>
<tr>
<th>Service</th>
<th>Quantity Estimated</th>
<th>Unit</th>
<th>Price per unit (month)</th>
<th>Price Per Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unlimited Local Data</td>
<td>140</td>
<td>Each (line)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unlimited Local Calling</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unlimited Local and International SMS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum 500 International Calling minutes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum 500 International Roaming SMS</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Minimum 500 International Roaming minutes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum 20GB international roaming</td>
<td></td>
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</tbody>
</table>

### Base Year - Local Package Plan – VAT included

<table>
<thead>
<tr>
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<th>Unit</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Unlimited Local Data</td>
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<td>Each (line)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unlimited Local Calling</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td></td>
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<tr>
<td>Minimum 500 International Calling minutes</td>
<td></td>
<td></td>
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</tbody>
</table>

### Option Year 1 - International Package Plan – VAT included

<table>
<thead>
<tr>
<th>Service</th>
<th>Quantity Estimated</th>
<th>Unit</th>
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<th>Price Per Year</th>
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</thead>
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<td></td>
</tr>
</tbody>
</table>

### Option Year 1 - Local Package Plan – VAT included

<table>
<thead>
<tr>
<th>Service</th>
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</table>

During this contract period, the Government shall place orders totaling a minimum of 50 International Package Plans and 20 Local Package Plans. This reflects the contract guarantee minimum for this period.
of performance. The amount of all orders shall not exceed $250,000. This reflects the contract maximum for this period of performance.

<table>
<thead>
<tr>
<th></th>
<th>Base Year Total</th>
<th>Option Year 1 Total</th>
<th>GRAND TOTAL FOR BASE + OPTION YEAR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Year Total</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Option Year 1 Total</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GRAND TOTAL</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
CONTINUATION TO SF-1449
RFQ NUMBER 19AL6022Q0001
INDEFINITE DELIVERY/INDEFINITE QUANTITY CONTRACT
SCHEDULE OF SERVICES, BLOCK 20

1. PERFORMANCE WORK STATEMENT

This solicitation is for mobile telephone services. The U.S. Embassy is using about 303 lines for official purposes. This number does NOT include family member plans referenced in bullet 7. The Contractor shall provide complete mobile telephones services for the U.S. Embassy of Tirana. Services provided shall include:

- Calls within Albania
- International Calls
- International Roaming
- Local Data Services
- Roaming Data Services
- SMS Messaging
- SMS Packages for alarm panels 70+
- Data Only Packages 20+
- Data SHARE SIM Cards 20+
- Voice Mail
- Dedicated 24-hour Customer Service
- Detailed Billing of Calls Made

The Contractor shall ensure that the connection through its network is of the highest quality possible and shall be uninterrupted, clear, and with no static. Network problems shall be remedied immediately, and the COR must be immediately informed of any problems and their resolution.

1.1 CHOICE OF PLANS

The Contractor shall offer the below:
1. Offer the option to upgrade or downgrade on demand without charge.
2. Ability to upgrade to 5G packages, when available
3. Allow DATA SHARE SIM Cards
4. Under a separate contract(s), Contractor will provide the same benefits USAID’s project employees, direct hired eligible family members and locally employed staff (See section 7)
5. Variety of options/plans for NON-Official lines 70+

1.2 CALLS WITHIN Albania

The Contractor shall ensure on a 24-hour basis at least 95% local network coverage around Albania with special consideration to all urban areas and main traffic routes.

1.3 DATA SERVICES
1. 3G coverage or better for at least 90% of Albania territory and all major cities and towns
2. 4G coverage in all major cities of Albania and along well traveled roads. List cities of 4G coverage.

1.4 INTERNATIONAL CALLS

The Contractor shall ensure on a 24-hour basis international connectivity with the USA, all European countries, and all other worldwide countries that telephone services are available.

1.5 INTERNATIONAL ROAMING

1.6 WIRELESS APPLICATION PROTOCOL (WAP)

The Contractor shall provide Internet connection through their network to the Wireless Application Protocol (WAP) Internet sites. (Local Data Services and Roaming Data Services)

1.7 SMS MESSAGING

1. The Contractor shall provide access to around the clock SMS messaging.
2. No SMS marketing messages to users

1.8 VOICE MAIL

The Contractor shall provide Voice Mail services in English and Albanian Language. A Voice Mail Box shall be prepared for each number separately as per standard practice.

1.9 DEDICATED CUSTOMER SERVICE

The Contractor shall provide technical support for setting up voice mail, roaming questions, questions on the phone features, number changes, lost or stolen telephone reporting, manufacturer’s warranty information, and all other matters concerning the mobile telephone services through the Contractor’s Project Manager.

1.10 DETAILED BILLING

The Contractor shall provide a monthly breakdown of calls made by individual numbers. The breakdown shall clearly show:

- Called Number
- Time and Date of the Call
- Duration of the Call
- Price

The monthly lists of calls made shall be forwarded to the Contracting Officer’s Representative (COR) until the end of each current month for the previous month to the following address:

U.S. Embassy Tirana
Rr. Stavro Vinjau, No. 14
2. INVOICING

The Contractor shall submit monthly invoices to the COR at the address shown in paragraph d below. A proper invoice must include the following information:

- Contractor's name and bank account information for payments by wire transfers
- Invoice Date
- Contract Number

A summary showing a listing of each line with total monthly price in local currency for that line. A detailed invoice for each agency has to be attached to each summary invoice and should include the cost breakdown by each telephone line according to the pricing schedule

- A detailed list of all calls made for each line
- Prompt payment discount, if any
- Name, title, phone number, and address of person to contact in case of defective invoice

If an invoice does not contain the above information, the Government reserves the right to reject the invoice as improper and return it to the Contractor within 7 calendars days. The Contractor must then submit a proper invoice.

The COR will take each summary invoice and furnish the detailed invoice to the appropriate official in each individual Government agency. That agency representative will review the detailed invoice and either approve for payment or advise the COR of the inaccuracies found. It shall be the COR who will interact with the Contractor on any invoice problems.

The Contractor will send all invoices to the following address:

   U.S. Embassy Tirana  
   ATTN: Financial Management Office  
   Rr. Stavro Vinjau, No. 14.

Or electronically at the email address: TiranaVoucherExaminers@state.gov

Payment shall be made in local currency by Electronic Funds Transfer (EFT) within 30 days after receipt of the proper invoice

3. KEY PERSONNEL

3.1 The Project Manager must be able to converse in English and Albanian. The Contractor shall assign to this contract the following key person:

   POSITION/FUNCTION ___________________ NAME ___________________

   Project Manager
3.2 During the first 90 days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is required due to illness, death, or termination of employment. The Contractor shall notify the Contracting Officer within 15 calendar days after the occurrence of any of these events and provide the information required below to the Contracting Officer at least 15 days before making any permanent substitutions.

3.3 After the first 90 days of performance, the Contractor may substitute a key person if the Contractor determines that it is necessary. The Contractor shall notify the Contracting Officer of the proposed action immediately. Prior to making the substitution, the Contractor will provide the information required below to the Contracting Officer.

3.4 The Contractor shall provide a detailed explanation of the circumstances requiring the proposed substitution, a complete resume for the proposed substitute. The proposed substitute shall possess qualifications comparable to the original key person. The Contracting Officer will notify the Contractor of its approval or disapproval of the substitution within 15 calendar days after receiving the required information. The Government will modify the contract to reflect any changes in key personnel.

4. PERMITS

Without additional cost to the Government, the Contractor shall obtain all permits, licenses, and appointments required for the work under this contract. The Contractor shall obtain these permits, licenses, and appointments in compliance with applicable Albanian country laws.

5. GOVERNMENT FURNISHED PROPERTY

5.1 The Government intends to use Government Owned Equipment and Accessories such as: iPhones, iPads, Android and other smart and non-smart devices. The Contractor shall provide a fully functional SIM card, telephone number, and appropriate security codes for all existing Government cellphones.

5.2 A list of Cell-Phone Types that the Government owns and intends to use with the services provided in this contract:
- iPhones
- Andriod Phones
- iPads
- non-smartphones

6. ADDITION OF NEW LINES

The Contractor will provide a fully functional SIM card, telephone number, and appropriate security codes to the COR within 24 hours after receiving a delivery order under the contract.

7. NON-OFFICIAL LINES

In addition to the official 303 cell phone numbers, the Contractor shall recognize USAID’s projects, Embassy Family Members and Locally Employed Staff as embassy related entities and shall grant them the same benefits/tariff model as per this contract. The Contractor will if needed port over existing mobile numbers of Sim’s currently in use to ensure that each person retains the same...
number they currently have. The Contractor shall conclude separate contracts with these entities, which are not part of this contract, and shall invoice them separately and individually.

8. DISCLOSURE OF INFORMATION

Any information made available to the Contractor by the Government shall be used only for the purpose of carrying out the provisions of this contract and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of the contract.

9. TECHNOLOGICAL REFRESHMENT

After contract award, the Government may; pursuant to FAR clause 52.212-4 - Contract Terms and Conditions - Commercial Items, paragraph (c), Changes; request changes within the scope of the contract. These changes may be required to improve performance or react to changes in technology.

The Contractor may propose for the Government’s technological refreshment, substitutions or additions for any provided products or services that may become available as a result of technological improvements. The Government may, at any time during the term of this contract or any extensions thereof, modify the contract to acquire products which are similar to those under the contract and that the Contractor has, or has not, formally announced for marketing purposes. This action is considered to be within the scope of the contract. At the option of the Government, a demonstration of the substitute product may be required. The Government is under no obligation to modify the contract in response to the proposed additions or substitutions.

Such substitutions or additions may include any part of, or all, a given product(s) provided that the following conditions are met and substantiated by documentation in the technological refreshment proposal:

The proposed product(s) shall meet all of the technical specifications of this document and conform to the terms and conditions cited in the contract.

The proposed product(s) shall have the capacity, performance, or functional characteristics equal to or greater than, the current product(s).

The proposal shall discuss the impact on hardware, services, and delivery schedules. The cost of the changes not specifically addressed in the proposal shall be borne entirely by the Contractor.

Contractor has the right to withdraw, in whole or in part, any technological refreshment proposal prior to acceptance by the Government. Contractor will use commercially reasonable efforts to ensure that prices for substitutions or additions are comparable to replaced or discontinued products. If a technological refreshment proposal is accepted and made a part of this contract, an equitable adjustment, increasing or decreasing the contract price, may be required and any other affected provisions of this contract shall be made in accordance with FAR clause 52.212-4, paragraph (c), Changes, and other applicable clauses of the contract.
10. SPECIAL SHORT-TERM PROMOTION

For the entire contract duration, the Contractor will offer the U.S. Embassy the option to take advantage of any promotional programs that it offers and that is suited for use by U.S. Embassy staff. The U.S. Embassy, at its own discretion, will have the option to take or reject the opportunity.

11. DELIVERY ORDERS

The Contracting Officer will issue delivery orders to order phone and services to the Contractor for performance of work under this contract. If an order is given orally, it will be followed up by a written delivery order within 7 days.

12. TRAINING

The Contractor shall provide, at no additional cost, training to all U.S. Embassy employees who received a mobile phone. Training to be provided will include the proper operation of the equipment purchased and the equipment’s operating features. The training will be coordinated with the COR to match the U.S. Embassy work schedule.

13. EQUIPMENT RETURN/DEFECTIVE POLICY - N/A

14. CUSTOMER SERVICE CENTERS

The Contractor is to provide a telephone number for the purpose of reporting equipment problems and malfunctions, billing inquiries, and customer question regarding accounts and services.

15. SURVIVABILITY AND RECOVERY

The Contractor shall have a working system of network survivability in case of emergencies and serious disasters when all networks may be jammed or when parts of the network are destroyed.

The Contractor shall have a recovery plan in place that shall deal with such occurrences.

QUALITY ASSURANCE AND SURVEILLANCE PLAN (QASP)

This plan provides an effective method to promote satisfactory contractor performance. The QASP provides a method for the Contracting Officer's Representative (COR) to monitor Contractor performance, advise the Contractor of unsatisfactory performance, and notify the Contracting Officer of continued unsatisfactory performance. The Contractor, not the Government, is responsible for management and quality control to meet the terms of the contract. The role of the Government is to monitor quality to ensure that contract standards are achieved.

<table>
<thead>
<tr>
<th>Performance Objective</th>
<th>Scope of Work Para</th>
<th>Performance Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performs all [services set forth in the scope of work.</td>
<td>1. thru 15.</td>
<td>All required services are performed and no more than one (1) customer complaint is received per month.</td>
</tr>
</tbody>
</table>