

APPENDIX 4

LOT 4: MOBILE TELEPHONY SERVICES

A. TECHNICAL SPECIFICATIONS

INTRODUCTION

The BEREC Office will use both mobile voice and data services, both within Latvia and when on missions, abroad.

SCOPE OF SERVICES

The Tenderer shall indicate its ability and cost to provide the following services, but not limited to:

- The provision of Mobile services
- Consolidated billing

MOBILE CONTRACT PROVISION

The Tenderer should be able to provide Mobile Service contracts incl. voicemail and SMS services, Voice minutes, Data use and Handsets, including the maintenance, support and delivery of such devices, within this contract.

The Tenderer shall indicate what fixed line to Mobile calling solutions it can offer.

The Tenderer will detail what UC applications it can deliver via the mobile network, such as Presence, Email (and the type of delivery process such as push email or fetch email) and Internet access.

The Tenderer shall confirm the Mobile contract it intends to offer has international roaming and all tariff rates shall be included in the Prices.

The Tenderer shall indicate how personal calls made by BEREC Office staff shall be identified, billed and charged back.

The Tenderer shall detail its ordering process for new Mobile contracts services or the addition of services to a Mobile contract. If there are any formulae which apply for services commissioned shortly in advance of the contract termination date these shall be explained.

The Tenderer shall indicate what direct relationships it has with other Mobile Network Operators.

The Tenderer shall describe what services can be provided in respect of mobile data network connections for laptop computers.

The Tenderer shall describe what services can be provided in respect of mobile data network connections for Android, Windows and Apple iPad devices.

MOBILE HANDSETS

The Tenderer shall confirm that it will provide mobile handset devices with accessories in line with BEREK Office strategies – currently this is the Windows Phone 7.5 (Mango) or newer Windows Phone OS. The handsets will be rented.

The Tenderer shall describe what UC clients will be made available for the mobile telephones (including the current mobile telephone devices) and what functionality these offer, including any softphone capability and the ability to operate seamlessly between Wi-Fi and mobile network connections.

The Tenderer shall indicate if it has provision for two-line calling on Mobile devices.

NUMBER PORTING AND SERVICES

The Tenderer shall indicate if it is able to “port” the numbers of the Latvian Telecoms providers currently used by the Agency employees, to its own network.

The Tenderer shall confirm that it can and will port any number ranges back to the originator or any subsequent new supplier at the time of contract termination, whether by forced or natural termination.

CALL DESTINATIONS

The Tenderer shall specify any local, national, special services or international destinations that cannot be accessed over the proposed service.

INTERNATIONAL CALL ROUTING

The Tenderer shall give full details on how calls to International PTO networks are routed and the extent of their interconnect agreements with other service providers, especially those within the European Union.

Tenderers shall specifically highlight any instances where international call routing may lead to loss of speech quality or incur transmission delay.

CALLING LINE IDENTITY (CLI)

Tenderers shall state whether incoming CLI will be forwarded to mobile devices.

The Tenderer must also make the BEREC Office aware of any limitation or loss of networking features which could arise through implementation of the Tenderer's preferred solution.

CONTRACT PERIOD AND TARIFFS

The Tenderer shall provide pricing, within the Prices (Appendix 2), for a contract period commensurate with the contract duration.

The Tenderer shall confirm that at the termination of the contract, all Telephony lines and Mobile contracts can be co-terminated.

The Tenderer shall provide a full tariff listing in accordance with the Prices (Appendix 2).

In addition to the Schedule of Prices, the Tenderer shall provide the following information:

- The cent per minute rate excluding VAT
- Identification of any difference in discounts applied to different destinations
- Details of any other service charges which may be applied, such as service rentals and site fees

Where a fee is payable for a discount scheme this shall be clearly stated.

Where a minimum call charge for a destination is applicable, this should be clearly indicated. The BEREC Office prefers that tariffs do not have a minimum call charge.

Where there is a call set up fee for a destination then the set-up fee for the call should be clearly stated.

Where there is minimum call duration for a destination this should be clearly stated.

Where connection charges are applicable to any service offered exclusive of VAT, these should be stated.

Details of all network service rentals that may be applicable to subscribe to the proposed service should be stated.

The tariff listing should be in terms of cent per minute with any minimum call costs or call set up costs clearly stated. The BEREC Office prefers that tariffs do not have a minimum call charge.

If the Tenderer is able to guarantee that the proposed tariffs will always be competitive by maintaining differentials against a known reference or other service provider, full details should be provided.

The Tenderer shall indicate, within the Prices (Appendix 2), all charge bands it is proposing (Peak, Off Peak).

The Tenderer shall confirm if its dial plans can be locked to prevent misuse of the service.

The Tenderer shall provide a list of countries which are not accessible from its network.

The Tenderer shall indicate, within the Schedule of Prices (Appendix 2), the associated call costs for the Mobile contracts it is intending to offer.

The Tenderer shall indicate the cost for calls outside any bundle mobile minute contracts it intends on offering.

The Tenderer shall indicate, within the Prices (Appendix 2), if there is a charge for the provision of mobile handsets.

The Tenderer shall clearly indicate, within the Prices (Appendix 2), the tariff it can offer for the provision of mobile data services (GPRS, 3G) whether an ad-hoc or a bundled provision.

The Tenderer shall confirm any data tariffs that can be used on the mobile device as a modem for use with a PC / Laptop /Windows tablet or iPad.

Whilst the Agency is not expecting to incur connection charges, Tenderers shall provide full details of any scenarios where this will apply.

DISCOUNT PACKAGES

The Tenderer is invited to put forward full details of any volume related discount packages.

Tenderers shall provide full details of any fixed costs associated with the services.

BILLING REQUIREMENTS

The Tenderer's billing services should provide full details, including but not limited to:

- Electronic bills
- Itemised billing (site, department, extension and location)
- Personal call identification
- Analysis of numbers dialled on a site by site basis

- Trend Analysis (including time and duration analysis)

The Tenderer shall confirm it is able to provide consolidated billing for both PSTN and Mobile services.

The Tenderer shall indicate the functionality available to the BEREC Office for importing and exporting data and reporting on the billing system.

The Tenderer shall indicate how it will provide a consolidated billing system.

The Tenderer shall show an example of its billing system.

If the Tenderer is not able to offer a single billing platform, the Tenderer shall indicate what billing process will be offered.

The Tenderer shall indicate the type of interface it is offering to its billing platform (e.g. fat client, thin client, hosted or web portal).

B. FINANCIAL OFFER

The maximum budget available for the entire duration of the contract is **EUR 140 000**.

- Prices must be based on proposed discounts from your official price lists. Prices proposed shall include all types of costs to be borne for the performance of the framework contract. Tenderers are requested to provide prices for all services and supplies they tender for.
- Amounts must be quoted **in EUR and LVL**. Prices must be fixed amounts and be calculated exclusive of all duties and taxes, with separate indication of VAT.
- Prices in the financial proposal will be considered as future reference for contract prices.
- Tenderers are requested to complete the cost tables below:

Service	Unit	Price in LVL	Price in EUR
Service installation	service		
Fee for service subscription	month		
Fees for Support and Maintenance	month		
Handset + standard accessories rental	month		

Traffic tariffs:

Origin	Destination	Call connection charge	Charge per second	Charge per minute
Latvia	LV – Landline			
Latvia	LV – Mobile			
Latvia	EU Member State – landline (except LV)			
Latvia	EU Member State – mobile (except LV)			
Latvia	Rest of the World			
Roaming EU Member State	LV – Landline			
Roaming EU Member State	LV – Mobile			
Roaming EU Member State	EU Member State - landline (except LV)			
Roaming EU Member State	EU Member State -			

	mobile (except LV)			
Roaming EU Member State	non-EU Member State			
Roaming non-EU Member State	LV – Landline			
Roaming non-EU Member State	LV – Mobile			
Roaming non-EU Member State	Europe (except LV)			
Roaming non-EU Member State	non-EU Member State			
Incoming roaming while in EU Member State	n/a			
Incoming roaming while in non-EU Member State	n/a			
Roaming, listening to voicemail	Within EU Member State			
Roaming, sending SMS	Within EU Member State			
Sending SMS	LV			
Sending SMS	EU Member State (except LV)			

Data connection:

Service	Unit	Price in LVL	Price in EUR
Service charge	MB		
Over limit	MB		
Data Roaming in EU Member State	MB		
Data roaming in non-EU Member State	MB		