



OPEN INVITATION TO TENDER
AO/DRS/SAN/MobileTelephony-Services/013/16
Mobile Telephony Services for Cedefop
Request for Clarification (1) – Questions & Answers

Question No 1

Paragraph 2 Terms of Reference - Point 2.2 current situation, page 13: It is mentioning that "55% of the overall GSM communication is distributed through the antennas".

Please specify if this includes both incoming and outgoing calls. Please provide more information. For example, is it referenced to VPN calls, corporate calls only? Please advise.

Cedefop's answer to question No 1

These are in general outgoing calls from the GSMs to the providers. But at the same time, they also accept incoming calls. For the purposes of this call for tender, all subscriptions should be considered that they should function for all incoming and outgoing communications capabilities.

Question No 2

Point 2.3.2 Mobile Data Services, page 15: Requirement (5) - "Internet & Intranet access using GPRS or 3G/4G connection method" and "The provision of the service should be implemented using MS Exchange 2010 push email capabilities (automatic synchronisation)"

- a) Please specify the requirement for Intranet access. Is it a Private APN request? Please advise and provide more information.*
- b) Regarding MS Exchange 2010 push email capabilities. Will this platform (MS Exchange 2010) be provided and delivered by the Provider or by CEDEFOP. Please specify.*

Cedefop's answer to question No 2

- a) The access from these subscriptions will be via the Internet, no direct private APN is requested.

b) Currently the Ms Exchange platform 2010 is provided by Cedefop, for the purposes of this call for tender, the mobile service Provider does not have to provide or deliver such capabilities.

Question No 3

Point 2.3.3 Mobile devices and Subsidy policy, page 15: "Requirement mentions for "Fixed mobile terminals and GSM Gateways".

- *Please provide additional information regarding the requirement. For example regarding GMS gateway, are there any GSM Gateways that might be requested to be replaced. Please advise.*

Cedefop's answer to question No 3

The Mobile service provider does not need to provide such devices, unless they are enlisted in the devices which are provided via subsidies with the renewal of the contracts, in which case Cedefop could acquire them similarly with other devices which are subsidized. They could be replaced in case they do not meet their warranty provisions-requirements.

Question No 4

a) Financial Offer Form Line No 4: Please specify whether or not the 3000 minutes are extra minutes from the 300-minutes' program that are requested in No 2.

b) Financial Offer Form Line No5: Please specify if the requirement is referenced to calls that the user receives on EU countries only?

c) Financial Offer Form Line No6: Please specify if this requirement is referenced to calls that are made from EU28 to EU28.

d) Please also clarify if the amount of the grant will be given once or we will provide it to you every year for four years?

Cedefop's answer to question No 4

a) The 30000 minutes are extra (on top) of the 300 minutes that is requested in No 2 (Please note the number is 30 000 (thirty thousand and not 3 000 (three thousand))

b) It is only for EU (28) only

c) Indeed, these are calls from within EU28 to EU28

d) We do not use the term "grant" in our financial scenario, if by grant you mean discount, the table is clear, it is requesting to write what are the discount prices for each year.