

Frontex/OP/809/2016/JL

Mobile telecommunication services and equipment

TECHNICAL SPECIFICATIONS

1. Scope

In order to ensure that the personnel of the Frontex can communicate anywhere in the world, voice and data transfer communication services are required. Currently, Frontex has approximately 434 voice services users and by 2020 the quantity of voice numbers can reach over 1000. In addition, it is necessary to provide the equipment allowing the use of services of voice and data transmission.

It is expected that beyond the provision of key services to the Frontex, supply of the active SIM cards and basic equipment (telephones), in the scope of the agreement, the contractor will provide also tablet devices.

In the framework of the services provided for the Frontex, users will need the services of data transmission for mobile computers.

The number of users with a demand for the service in the field of data transmission for mobile computers is at least 286 and can be tripled during the 2 years contract. Together with the data transmission services, an external USB modem devices configured on the SIM card are needed.

In addition, in the framework of the services provided, Frontex will need tablet devices with mobile Internet access (WiFi and 4G).

At the beginning of each month for the preceding month one invoice will be presented with a summary of all costs for payment and for information purposes - detailed costs for each local number. The winning supplier should process both standard paper invoices and e-invoices.

The contract will be signed for two years. There is a possibility of extension of the contract for 3 months or for another two years. In order to extend the contract, at least 6 months before completion of the first two-year contract period, prices of the packages and unit prices will be subject of revision with a purpose of adapting them to the changes that have taken place on the mobile telephony market. If both sides would not agree on new prices in the period of up to 3 months before the expiry of the first two-year contract period, the contract will not be extended for another two years, but only for three months.

In case of mutual lack of will by both sides to initiate the negotiations on price revisions at least 6 months before completion of the first two-year contract period, the contract expires.

In the case of the introduction of European or national legislation changes referring to costs for connections and/or data transmission, Frontex reserves the right to renegotiate the terms of the contract at any moment of its validity. All later changes to the contract must be accepted by both sides, and appropriate annexes must be signed. Additionally, none of the changes can be less favorable for Frontex, than previous terms of the contract.

2. Voice and data services

2.1. The current situation

Frontex now uses the services of the operator, from which has received 720 SIM cards (434 voice cards and 286 data transmission card). The contract with the current operator expires in April 2017. Frontex wants to retain all the existing SIM cards numbers.

The current information about monthly number of minutes of calls made by Frontex is shown in Annex III, sheet „Client’s profile”.

In view of the continuous rise in the number of minutes used and the volume of data transmission and the demand for devices with mobile access to the Internet by the Frontex, it is expected to increase in the number of minutes executing monthly, the volume of data transfer and the number of SIM cards for the full period of time foreseen for the contract implementation (i.e. for the forecasted 4 years).

The current OS (operation system) supported by Frontex is iOS, the current management tools are based on the iOS too.

2.2. The required services, software and applications

Required services, which cost should be presented, are the following:

2.2.1. Services

Required services, of which cost shall be offered, are presented in Annex III, sheet „Detailed price list”.

2.2.2. Software and applications

- Software to synchronize data between mobile phone and PC/laptop
- Software for GPS navigation and SIM location in phones
- Application for viewing detailed billing data
- Application for management of services within the Frontex (activations packets on individual numbers, establishing limits, etc.)

The above mentioned packages and services must apply to all Frontex subscriber numbers, irrespective of their quantities.

3. Phones and tablets

3.1. The required services and estimated number of devices in the entire duration of the contract

3.1.1. The SIM Cards

The number of active SIM cards required from the beginning of the contract is estimated at 434 (optionally with mobile phone devices) and 286 cards with unlimited Internet access.

The SIM cards supplied by the operator must be in a Nano+Mini+Micro-SIM size.

Throughout the duration of the agreement it is anticipated that there will be tripled the number of active SIM cards. Optionally, for each SIM card, a phone device may be bought (depending on Frontex needs).

For the entire duration of the contract, the Frontex reserves the right to demand a larger number of SIM cards (additional SIM cards) to provide without telephones. The unit prices of these SIM cards must be the same as the price of the cards supplied with phone devices. In addition, the agreement on later purchased SIM cards must end with the end of the contract, and not individually for each of them.

Replacement of SIM cards must be for free and must start immediately after contract signature, and be completed maximum after 7 calendar days (so the commencement of services will start 1 month after contract signature by the last party), giving the possibility to Frontex for the smooth conduct of that operation within their own structures. The contractor prepares the SIM cards ready for specific numbers and delivers them to Frontex within the above mentioned deadline of 7 calendar days.

In addition, the contractor will also deliver, on an ongoing basis, the replacement SIM cards with the possibility to activate their selected subscriber number, if original cards are damaged or lost.

3.1.2. Mobile phones - model group B

The specification of standard/budget mobile phone is presented in Annex III, sheet “Devices”). Additionally to the specification the offered model shall have its dualism version to be purchased in parallel to the standard version with the same price.

The devices shall have no sim lock. The warranty period for devices shall be not shorter than 24 months.

The devices shall be in dark or neutral colors (i.e. black, grey, silver, graphite or dark blue, also metalized).

3.1.3. Smartphones - model group A

The preferred smartphone for Frontex is the newest available on the market model running on iOS software, which has a medium size built-in memory for that moment and allows for its remote configuration.

In the case of placing on the market a new phone model running on iOS software, Frontex reserves the right to change the main phone device to a newer one after agreeing on it with the service provider, under the condition that the main model is no longer available. The new device must be in the same fixed price or lower.

The offered smartphone models (minimum 1 of each kind) should fulfill the following technical minimum criteria:

- GSM 850/900/1800/1900, WCDMA 2100
- Flash memory min. 32 GB (specific memory sizes have been presented in Annex III, sheet “Devices”)
- MMS and SMS
- Support POP3, IMAP4 and SMTP Support for mobile email
- Browse the Internet and transfer media-rich files via HSDPA and 4G high-speed mobile broadband
- Voice recording for making notes or recording conversations
- Global Positioning System (GPS)
- Camera with flash, autofocus and recording capabilities (min. 12 MPix)
- WLAN IEEE802.11 b/g/n
- the newest iOS system.

The devices shall have no sim lock. The warranty period for devices shall be not shorter than 24 months.

The devices shall be in dark or neutral colors (i.e. black, grey, silver, graphite or dark blue, also metalized).

Only the model of the phone covering all of the required technical minimum criteria will be considered as technically qualified.

In parallel, other models of mobile phones will be required to be offered (maximum of 10% of the pool of all numbers) and they may also be selected for a purchase by Frontex from the current offer of the operator. Price list of all currently available mobile phones in fixed prices for Frontex must be included in the tender.

During each year of the agreement, Frontex requires, in addition, delivery of several mobile phones (up to 3% of the pool of all numbers) for tests (devices from the current offer of the operator will be chosen by Frontex).

In the case of cessation of the production of any of the models (or one of its versions), the contractor shall inform Frontex and offer a replacement model, and after, Frontex selects new model of a mobile phone that meets the required minimum technical criteria. The new model will enter as the main mobile phone for the remaining duration of the contract, unless such a situation happens again. If so, another model that meets the required minimum technical criteria will be chosen by Frontex.

Prices of the models of mobile phones listed in the tender will be valid for the entire duration of the contract and will also apply to their replacement models.

After signing of the contract, all 434 telephones currently used by Frontex will be gradually replaced for the new ones. The exchange of minimum 75% of the pool will process within one year from the date of beginning of the contract, and the phones will be delivered in batches.

The contractor will also provide, in the framework of the two-year contract, at least 5% (from the pool of all phone numbers) extra units of the same model and version of the phone at the same price as the phones with active SIM cards. They will serve as reserve devices (in case of repair, theft, etc.).

In the case of extending the contract for another two years, the exchange of mobile phones in Frontex will take place again in the same conditions and with the prices applicable after the revision.

3.1.4. Tablet devices - model group C

Frontex expects that the service provider will offer fixed prices for newest tablets devices with iOS software and standard size built-in memory. In the case of withdrawal from the production of one of the selected devices, Frontex reserves the right to change it to other model, from the current offer of the operator, provided that it fulfils the technical minimum criteria.

Now the Frontex uses around 150 of those devices and it is expected that during the first two-year contract, this number will increase to about 300 pieces.

The offered tablets (minimum 1 of each kind) should fulfill the following technical minimum criteria:

- CPU dual-core processor 1 GHz
- Flash memory min. 32 GB (specific memory sizes have been presented in Annex III, sheet "Devices")
- RAM memory min. 1 GB
- UMTS/HSPA/HSPA+/DC-HSDPA (850, 900, 1900, 2100 MHz)
- GSM/EDGE (850, 900, 1800, 1900 MHz)
- Browse the Internet and transfer media-rich files via HSDPA and 4G high-speed mobile broadband
- Global Positioning System (GPS)
- Camera with flash, autofocus and recording capabilities (min. 8 MPix)
- WLAN IEEE802.11 b/g/n
- the newest iOS system.

The devices shall have no sim lock. The warranty period for devices shall be not shorter than 24 months.

The devices shall be in dark or neutral colors (i.e. black, grey, silver, graphite or dark blue, also metalized).

Only the model of the tablet covering all of the required technical minimum criteria will be considered as technically qualified. In addition, Frontex requires providing several tablet devices with different operating system for testing. Frontex expects that the operator will offer discounts from market prices for these devices.

Each piece of equipment bought under the contract should have the standard set of accessories included in package (charger, computer cable, earphones).