

Memo

Date: 4/24/2018

Re: Questions and Answers for the Cell Phone Services / SJO-100-18-R-0043

111.A.Standard Services – Base Year of Service

1. Regarding the 1800 cell phones line, should they be pre-corp lines (fixed bill + scratch card for extra usage) or postpaid lines ?

Postpaid.

2. Regarding the 1200 smart phones line, should they be pre-corp lines (fixed bill + scratch card for extra usage) or postpaid lines ?

Postpaid.

3. Regarding the 1800 cell phones line, should they include data bundle ? if yes, where should we fill in the data bundle ((as it is not mentioned in the table) ?

Yes, it should include data bundle. Please include the data bundle on a separate sheet affixed to the table.

4. Regarding the 1200 smart phones line, should they include data bundle ? if yes, where should we fill in the data bundle ((as it is not mentioned in the table)

Yes, it should include data bundle. Please include the data bundle on a separate sheet affixed to the table.

5. Should we use the table to fill in the pay as you go rates only or should we include bundles from different services ?

You should include both the pay-as-you-go rates, as well as bundles from different services.

6. What does the 21600 and 14400 refer to ?

21,600 is the estimated annual quantity of fixed-rate monthly billing cycles for the non-smartphone subscription plan in the base year of service (1,800 non-smartphone lines x 12 months).

14,400 is the estimated annual quantity of fixed-rate monthly billing cycles for the smartphone subscription plan in the base year of service (1,200 non-smartphone lines x 12 months).

7. Should we fill in the required info in section 5, in the provided template or use ours?

The offeror should complete Section 5 per the instructions in the solicitation.

111. B. Temporary Additional Services – Base Year of Service regarding the 500 cell phone lines:

1. Regarding the 500 cell phones line, should they be pre-corp lines (fixed bill + scratch card for extra usage) or postpaid lines?

Postpaid.

2. What is the expected usage of the line? Should it include all the services mentioned in the table ?

There is no way to determine exact expected usage.

3. What is the maximum period of renting the phone? (1 month to 1 year).

There should be no maximum period of phone rental.

1. Performance work statement 1. What does TDY mean?

Temporary Duty.

2. What is the expected quantity of the basic package? And should we provide all the items included in the package? if yes, is there any favorable vendor ?

The expected quantity of the Basic lines (Basic calls / SMS only) is 400. You should provide all the items included in the package. There is no preferred vendor.

1.11 Grouped Service Packages 1. What are the distribution of the 3000 lines under each group (1,2,3 and 4) ?

The distribution of the lines is not known, but the majority will be from Group 3.

2. Should we use a certain template to fill in all the specs of each package for the different groups or should we develop our template?

Please use your own template as a separate attachment.

3. What are the minimum specs of the phones for the different groups? and is there any favorable brands ? Usually we don't request cell phone devices from service provider, but if we will take Basic phones (due to commitments)

- Should we fill in the required info in section 5, in the provided template or use ours?

The minimum specifications for each group in the Group Serviced Packages are designated in Section 1.11.2 of the solicitation. There is no preference as to device brand.

1. At the Schedule of services, block 20, under the Equipment Package:

a. Could you please highlight what are the main features of the Fixed Hands-free kit, and does it include installation inside cars or plug and play?

The main features of the Fixed Hands-free kit should be those commonly available across a wide representation of similar packages. The kit does not need to include installation inside cars or plug and play.

b. Regarding the same point, could you please clarify what are the required Safety Certificates and Brochures required from the vendors of Equipment?

The required Safety Certifications and Brochures include the device's instructions and warning certificates and how-to-use brochures for each piece of equipment.

2. Concerning the Rental of Cell-Phones with Sim Cards,

a. In the Monthly Subscription Plan, the mentioned quantity is 500 units, while in the detailed description, its mentioning 100 cell phones. Does this mean 100 devices at a time up to 5 times yearly? Or 100 phones are to be ready at all times, and up to 400 cell phones to follow within the coming day or so?

500 units represents the total estimated number of units for the entire year. 100 units is the minimum number of units required to be ready at any given time based on Embassy need.

b. Could you please advise on the expected number of days per year in order to reflect their value on the table below?

There is no way to determine exact expected usage.

3. Under the definition of Grouped Service Packages, could you provide more details on the distribution of the 1200 lines on the different groups?

The distribution of the lines is not known, but the majority will be from Group 3.

4. Under the definition of Grouped Service Packages, could you please clarify the referral of Group 2 and Group 1 in Group 4 and Group 5 respectively?

Please see corrected copy as follows (the highlighted and bold text reflects the correction of a typo in the original solicitation):

Group 3: Lines designated by the U.S. Embassy as Group **3** lines shall be subject to a 100 JOD monthly limit. These lines shall be subject to unlimited calls within Jordan, unlimited international calls and unlimited roaming, unlimited WAP and SMS messaging, and unlimited voicemail and data services until such unlimited services reach a monthly cap of 100 JOD. Once these lines reach a monthly cap of 100 JOD, all data services will be discontinued for the remainder of the month. Other services will remain unaffected. If data services are discontinued, COR reserves the right to reactivate data services at their sole discretion. On the first day of the following month, all services – including data services – will be reinstated to unlimited service until the monthly cap of 100 JOD is reached. If the 100 JOD cap is not reached in any given month, the line shall remain subject to unlimited services as described above for the entire month. Lines in Group 3 may include – but will not be limited to – lines belonging Locally-Engaged Staff (LES) supervisors, and LES working in the Political and Economic Sections.

Group 4: Lines designated by the U.S. Embassy as Group **4** lines shall not have accessibility to data service. These lines shall be subject to calls limited to the greater Amman, Jordan metropolitan area, limited SMS messaging and voicemail. Lines in Group 4 shall have no “smart” features. Lines in Group 4 may include – but will not be limited to – lines belonging to other LES not included in Group 3 above.

5. Under the definition of Grouped Service Packages, could you please advise the device brands that are preferred/prohibited by the American Embassy for the different group?

There is no preference as to brand of device.

6. For the rented devices do you prefer a specific device? Basic or Smart?

There is no preference as to brand of device, but device should be a "basic" device.

7. Please define the number of required Lines/ Group (How many lines in each group)

The distribution of the lines is not known, but the majority will be from Group 3.

8. In order to identify the offering for each group, can we use the same table in III. A. Standard Services for 4 times covering each and every group?

Yes. Please include as a separate attachment.

Question 1:

- Please elaborate more on the following terms:

1- (Cell phone line)

2- Data (Smart phone line)?

Both terms refer to a dedicated and separate telephone number connecting to one device.

Question 2:

- What if the difference between A. Base year of service. B. First option year of service.

The solicitation is for a one (1) year contract with one (1) option to extend the contract for one (1) additional year. "Base year of service" refers to the first year of the total contract, including the option period. "First option year of service" refers to the second year of the total contract, including the option period.

- What features will be needed on the temporary additional services?

Temporary Additional Services should be comparable to the services requested in Section 1 – PERFORMANCE WORK STATEMENT.

- Performance work statement (please elaborate the following points).

- Rental of cell phones , with or without sim card .

A- What type of devices?

There is no preference as to brand of device.

B- is this term Mandatory ?

Yes. A quote for Temporary Additional Services is required for an offer to be considered technically acceptable and fully compliant with the solicitation.

C- How often will the Embassy submit this request?

There is no way to determine exact expected usage.

D- What is exactly meant by rental? And what is the period?

A rental is short-term use – such as on a daily basis – of a cell-phone with a SIM card. These services shall support special events at the Post. A rental could be for as short as one (1) day or as long as several months. There is no way to determine exact expected usage or duration of rentals.

- Regarding the equipment package.
- will this be requested with all packages? (2500 lines).

Yes.

- What is the difference between: Fixed Hands-Free Kit? Personal Hands Free unit?

A “Personal Hands Free Unit” is a device that has built-in hands-free communication technologies, such as Bluetooth. A “Fixed Hands-Free Kit” is an accessory – separate from the device – which adapts the device to hands-free communication technologies.