



REQUEST FOR QUOTATION (RFQ)
for the
Supply and Delivery of Satellite Communications Services

BID BULLETIN
Addendum No. 1

This Addendum No. 01 is issued to modify information provided in the Request for Quotation and General Instructions to Suppliers for the *Supply and Delivery of Satellite Communications Services* issued to the prospective Suppliers on *25 March 2019*.

A. General Instructions to Bidders

1. Clause 2 Description of Goods is deleted and replaced with the following:
 - a. Airtime and Data Services
 - b. Communication Equipment and Accessories
 - c. Satellite Connected Devices

B.1. Response to Bidders' Inquiries/Clarification – Commercial Concerns

1. Q: Annex B contains two columns with identical headings on the far right-hand side. Please confirm if this is a typo and the furthest column to the right-hand side should refer to a quantity ≥ 100 pieces or if this column should be removed.

A: *The last column on the far right-hand side has been removed. See revised Annex B.*

2. Q: We feel that Annex B does not contain enough space or a practice layout in which to provide a full quotation of all post-paid and prepaid Airtime options. Would it be acceptable for us to include airtime options and prices in our own format within an airtime e-brochure?

A: *Yes. Annex B is formatted for hardware equipment only as we will depend on bidders offer for prepaid and post-paid subscription plans. With this, bidders have the liberty to use any format for airtime services ensuring that descriptions and rates are clearly stated.*

3. Q: Annex C refers to a 'complete set' against most items listed and requests specifications. To allow us to fully comply with the requirements of the RFQ would it be acceptable to provide an e-brochure and refer to specific sections and pages of this within Annex C?

A: *Yes. We will accept an e-brochure provided that specific sections and pages are indicated in Annex C for easy reference.*

4. Q: Annex C does not specify if SIM cards are required. Please could you confirm if SIM cards should be included in a 'full set' or as a separate item under accessories.

A: *SIM cards should be quoted separately and categorized under accessories.*

5. Q: Instead of providing multiple versions of Annex H (one for each

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manufacturer), would it be acceptable to provide copies of our existing certificates of distribution and letters of authorisation from the manufacturers in a folder entitled Annex H?

A: No. We require the Manufacturer's Authorization Form (see Annex H) to be accomplished for each manufacturer.

6. Q: The lead time for delivery of the IOM specified equipment varies by terminal type. Should bidders include delivery lead times in their completed Annex C? If not, is it acceptable to include this information in the portion of the Technical Proposal in which we address Technical Requirements Compliance?

A: Yes. Please indicate information under the Technical Requirements Compliance.

7. Q: Reference Requirements Check List, Item 11: For many bidders, the list of all contracts entered into for the last three years will be extensive. Is it acceptable to limit this list to the top five contracts?

A: Yes. Top five contracts for the past three years will be accepted.

8. Q: Reference Annex E, Section 4 (Delivery): Our understanding is that IOM may request that equipment be delivered to any of its country offices or sites worldwide. Since delivery prices can vary widely based upon the destination, would IOM be willing to accept that delivery charges be treated as a Pass Through? This is likely to permit bidders to offer a more cost effective solution to IOM since they will not have to reflect worst case assumptions about delivery destinations in their per unit equipment prices.

A: No. For uniformity, bidders should quote delivery charges under Incoterms – Ex Works (EXW). Additional cost for shipping charges depending on the destination will be included and reflected when Purchase Order (PO) is issued. Refer to the list of IOM Missions' global locations for reference.

9. Q: Is it possible to submit the offer as Partnership, so in collaboration with other companies?

A: Yes. Only if partnership is supported by a legal document, as well as all company documents listed in the VIS are submitted.

10. Q: Is It possible to submit a quotation for only a part/subset of items required (e.g. Iridium and Inmarsat airtime only, IRIDIUM Extreme and related airtime only, hardware only, etc...).

A: No. Award is per lot and not per item. Refer to the above-mentioned changes in General Instructions to Bidders.

11. Q: What's the minimum delivery time requested for the hardware? It's not reported in your documentation.

A: Minimum delivery time should not exceed 14 workings days from the date of PO issuance. This excludes transit and customs clearance at destination.

12. Q: Is the Bank Guarantee required to be provided with the submission in any case or only if prepayment will be requested by the bidder?

A: Bank Guarantee is not required at this stage of the process and will be applied only for successful bidder/s where prepayment is requested.

13. Q: The last paragraph refers to Clause 16 of the Conditions of Contract, is this correct?

A: Clause 16 of the Conditions of Contract refers to the procurement process only.

14. Q: Will the goods be delivered only in Philippines?

A: No. Please refer to the list of IOM Missions' global locations attached in the same email.

15. Q: For service, do you need to receive both post-paid and prepaid service plans?

A: Yes. We require both post-paid and prepaid service plans.

16. Q: Will IOM consider some regional plans for services, allowing to make some savings compared to regular plans?

A: Yes. Regional plans for services can be included and will be evaluated accordingly.

17. Q: Could you please confirm the request does not involve subscription/airtime services

A: This RFQ involve both hardware and airtime services. Refer to Clause 2 Description of Goods.

18. Q: In reference to Airtime, do IMO intend to transfer any current services to the successful bidder? If so,

- a. Please confirm how many services are to be migrated
- b. Please confirm expected annual spend for each service
- c. Will these be replaced with new SIM cards and services, or
- d. has the current provider of the contract agreed to facilitate the migration process?

A: No. However, it will be the discretion of IOM Missions should they wish to transfer their current services to the successful bidder.

19. Q: There are multiple post-paid and prepaid plans available for BGAN, IsatPhone, Iridium, and Thuraya services. Please confirm that it is acceptable for bidders to propose multiple plans of each service type for IOM's consideration. Alternatively, can IOM provide an indication of potential usage for the various services in order for a bidder to select the best plans?

A: We prefer for bidders to propose multiple plans for each service type as we do not have indication of potential usage for various services.

B.2. Response to Bidders' Inquiries/Clarification – Technical Concerns

1. Q: Inmarsat hardware: You have requested for IsatPhone Pro Complete Set, however this terminal is discontinued since few years ago. All linked accessories are also discontinued and no more available. How shall we approach this?

A: Please provide quotation for an equivalent or upgraded model, if there's any. Otherwise, disregard this item. We would also need an official statement from the manufacturer as proof that product has been discontinued.

2. Q: In case "Incidental Services" are required, does the Supplier shall provide on-site maintenance? If yes, which is the SLA for this kind of service?

A: In case incidental services are required, we prefer response time within 24 hours from the receipt of request, as well as manufacturer's warranty for all items.

3. Q: BGAN hardware: Can you please give more details on what device/unit you expect as reference/hardware when you mention "BGAN Voice and Broadband"?

A: BGAN HNS and HDR models. Bidder may or may not include Thrane & Thrane Explorer 300, 500 and 700 Series, or Cobham Explorer 510.

4. Q: Thuraya hardware: Can you please give more details on what device/unit you expect as reference/hardware when you mention the following:

- a. Satellite-connected devices?
- b. Tracking devices [personnel or vehicle]? Thuraya is not with a global coverage and tracking asset are not efficient from this network.
- c. Two-way SMS and "red button" emergency communications?
- d. Available device API for system integration, and allows for technical and field testing?

A: Letters B, C and D falls under letter A, see revised Annex C. Bidders have the liberty to provide satellite-connected devices that has the following functions:

- a. Can track devices whether personnel or vehicle
- b. Has two-way SMS and "red button" emergency indicator
- c. With API for system integration, and allows for technical and field testing

To name a few devices: Track24's Packmaster and Whisper, Garmin inReach Explorer+, SPOTGen3 and SPOTX, Humanav HTS.

5. Q: Do you need a complete list of complementary accessories for each item (e.g docking stations, solar panels...)?

A: Yes. We need the complete list of complementary accessories for each item.

Very truly yours,
BEAC Chairperson
Global Procurement and Supply Unit