

## **Schedule of Requirements and Technical Specifications**

### **I. BACKGROUND :**

The United Nations, an international, inter-governmental organization (hereinafter "UN") wishes to enter into a Long-Term Agreement (LTA) with the most competent service provider with the most excellent coverage in 'Country' to serve its telephony services. For this purpose, the following agencies: UNDP, UNRWA, UNICEF, UNOPS, WHO, WFP, UNTSO, UNSCO, UNIFIL, UNDOF, OCHA, FAO, OCHCHR, UNDSS, UNHabitat, UNESCO, UNWomen, ILO, UNFPA, (known hereinafter "UN Agencies") have come together and unified their telephony requirements within the framework of UN-Procurement as One.

Telephony services, as referred to hereinafter, shall apply to the following:

- (1) Outgoing/incoming calls (local)
- (2) Inside/outside country data and voice roaming
- (3) SMS/MMS (local)
- (4) International calls
- (5) Packages for roaming outside Country
- (6) New Mobile Devices, warranty, insurance, parts, and accessories
- (7) Customer Support Services
- (8) Self Service Site to include web administration of mobile accounts in English language
- (10) Call statistics and reporting in English language

### **II. Objectives:**

The UNDP, on behalf of the UN Agencies, is hereby undertaking a solicitation of bid proposal from service providers who are interested to provide telephony services. The successful service provider shall be contracted for this purpose for an initial period of two (2) years and renewable thereafter, upon satisfactory evaluation of performance up to an additional three (3) years (hereinafter referred to the Agreement Period). Under the LTA the UN Agencies do not guarantee any volume of services during the term of this Agreement.

The UN Agencies through this bidding process aim at achieving the following:

- (1) Decrease the overall cost of telephony service;
- (2) Decrease the cost of calls and SMS to the Palestinian networks;
- (3) Obtain best solutions to data and voice roaming (incoming/outgoing) on the Palestinian networks;
- (4) Obtain special rates for international calls and outside country data/voice roaming to certain countries of interest by UN Agencies; and,
- (5) Obtain best maintenance/warranty services and insurance for devices (receive new devices and not used in case of lost/damaged devices).

### **III. AGREEMENT PARAMETERS:**

The UN Agencies plan to negotiate a multiyear agreement with a vendor for the provision of telephony services on Long Term Basis. The service standards to be provided must be of the highest order, and responses to specific criteria concerning service elements will be weighted heavily.

The UN will incorporate the winning service provider proposal as an addendum to the agreement.

The UN Agencies recognizes the importance of confidentiality of the data provided. Accordingly, the selected service provider must keep confidential all dealings with the UN Agencies. This Invitation to Bid is not to be construed in any way as an offer to contract with any service provider.

UNDP is not committed to selecting any of the service providers submitting bids.

The rates will not be subject to any increase because of price or currency fluctuations.

In the event of any advantageous technical changes and/or downward pricing of the communication services during the duration of the Agreement, the service provider shall notify the UN Agencies immediately. The UN Agencies shall consider the impact of any such event and may request an amendment to the Agreement.

#### **IV. THE UN AGENCIES ROLES AND RESPONSIBILITIES:**

Each UN Agency will designate one representative to deal with the successful service provider for the following:

- (1) Be the focal point for the agency for mobile services and the overall point of contact;
- (2) Contract administration and issuance of orders (new sims, new devices, set up packages, upgrade, buy packages, close lines, follow up on orders, maintenance of malfunctioned devices, etc.) for the respective UN Agency;
- (3) Participate in the UN Agencies periodical meetings every six (6) months with the service provider to update the LTA and adapt new devices and/or technologies and or include new packages or modify the current one;
- (4) Obtain and review the six months analysis reports from the service provider and contribute to the assessment of value for money before conducting the periodical meeting of the UN Agencies; and,
- (5) Conduct performance review once per year.

#### **V. QUALIFICATION OF THE ACCOUNT MANAGER / SERVICE MANAGER:**

The successful service provider shall be required to devote two (2) personnel with the following minimum qualifications:

- (1) Senior Account Manager of minimum three (3) years of experience as an account manager within the company submitting the bid, maintains a good track record in serving international organizations, embassies and medium to large multi-national corporations, has an adequate authority to make decisions for the timely resolution of problems, and has good knowledge in English and Arabic;

- (2) Service Manager of minimum three (3) years of practical/technical experience as a service manager within the company submitting the bid, maintains operations necessary to support UN Agencies during and after working hours and in case of emergency, has 24/7 access of service, and has good knowledge in English and Arabic;
- (3) Both are willing and able to guarantee the delivery of products and services in accordance with performance standards required under Section XI of this TOR.

The proposed staff by the winning service provider may be interviewed by a committee.

The service provider shall have a contingency replacement plan to be enforced during periods of illness and vacations of its personnel to maintain full service at all times under the contract.

If the service provider decided to terminate the services of the service manager, the Service provider must notify UN Agencies one month in advance. UNDP on behalf of the UN Agencies has the right to reject the newly nominated service manager if not competent enough to handle the management of the telephony services.

## **VI. TRANSACTIONAL DETAILS:**

The UN Agencies have around 1,500 mobile subscribers who are receiving mobile services from one company and the contract between the UN Agencies and this service provider is coming to an end soon. The estimated number of current devices is 1000 devices out of which 80% were purchased before two years.

Please see below statistics of the 2018 volume for the participating UN Agencies:

<b>Voice Calls</b>	
<b>Destinations</b>	<b>2018 Volume (minutes)</b>
calls to JAWWAL	<b>415,632.02</b>
calls to OOREDOO	<b>172,151.08</b>
calls to PALTEL (landlines)	<b>53,485.28</b>
Total (minutes)	<b>641,268.38</b>

<b>Total Number of SMS</b>	
<b>Destinations</b>	<b>2018 Volume (number)</b>
To JAWWAL	<b>43,169.00</b>
To OOREDOO	<b>8,404.00</b>
To international Networks	<b>3,443.00</b>
Total (number)	<b>55,016.00</b>

<b>IN COUNTRY VOICE ROAMING UNDER WATANIYA AND JAWWAL</b>	
<b>Description</b>	<b>2018 Volume</b>
Incoming/Outgoing Call (minutes)	<b>45,147</b>

<b>OUTSIDE COUNTRY SMS-2018 VOLUME</b>
<b>SMS to Israel, local lines, or international</b>

Total number of SMS	<b>4,425</b>
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<b>OUTSIDE COUNTRY VOICE ROAMING – 2018 VOLUME</b>	
<b>Calls to Israel, local calls of country, or others</b>	
<b>Destinations</b>	<b>Sum of Duration (min)</b>
Italy	2,733.00
Jordan	3,172.00
France	1,465.00
U.K	718.00
USA	734.00
Thailand	453.00
Ireland	329.00
Switzerland	635.00
Sweden	340.00
Turkey	378.00
Spain	308.00
Croatia	250.00
Portugal	256.00
Cyprus	175.00
Russia	148.00
Netherlands	284.00
Germany	190.00
Ethiopia	69.00
Belgium	99.00
Austria	141.00
Greece	81.00
Zimbabwe	106.00
Denmark	61.00
Ukraine	57.00
UZBAKISTAN	34.00
Morocco	151.00
Nepal	33.00
Costa Rica	16.00
China	96.00
Gambia	11.00
Bulgaria	36.00
Latvia	19.00
Tanzania	10.00
Senegal	9.00
Uganda	22.00
Serbia	8.00
Mexico	7.00
Czech republic	20.00
Australia	15.00
India	4.00

Canada	3.00
Georgia	6.00
South Africa	16.00
Indonesia	2.00
Japan	3.00
Lesotho	7.00
Monaco	2.00
Mali	2.00
Poland	4.00
Trinidad and Tobago	1.00
Hungary	6.00
Philippines	1.00
Cuba	1.00
Finland	3.00
Mauritius	10.00
Zambia	1.00
Panama	7.00
Guatemala	1.00
Sri Lanka	2.00

<b>INTERNATIONAL CALLS – 2018 VOLUME</b>	
<b>Destinations</b>	<b>Sum of Duration (min)</b>
UAE	3294
USA, Alaska	2511
Jordan	1288
Germany	220
Philippines	212
Spain	157
Italy	143
Ireland	137
Iceland	124
Egypt	120
Bulgaria	95
Switzerland	93
Belgium	93
France	76
USA	71
Ukraine	69
United Kingdom	63
Denmark	52
Thailand	51

India	47
Yugoslavia	42
Kenya	38
Russia	37
Czech Republic	36
Palestine	34
Senegal	30
Kazakhstan	27
Qatar	26
Ghana	24
South Africa	23
Turkey	22
Kuwait	22
Morocco	21
Austria	21
Croatia	19
Lebanon	16
Saudi Arabia	13
Finland	11

<b>OUTSIDE COUNTRY DATA ROAMING – 2018 VOLUME</b>	
Country	MB
Jordan	139
Italy	120
France	64
USA	32
U.K	32
Switzerland	28
Thailand	20
Turkey	17
Sweden	15
Ireland	14
Spain	14
Netherlands	12
Portugal	11
Croatia	11
Germany	8
Cyprus	8
Morocco	7

Russia	6
Austria	6
Zimbabwe	5
Belgium	4
China	4
Greece	4
Ethiopia	3
Denmark	3
Ukraine	3
Bulgaria	2
UZBAKISTAN	1
Nepal	1
Uganda	1
Czech republic	1
Latvia	1
Costa Rica	1
South Africa	1
Australia	1
Gambia	0
Tanzania	0
Mauritius	0
Others	3

## VII. Scope of Work and Expected Outcomes

The service provider shall provide full, prompt, accurate and expert telephony products and services to staff of the UN. The products and services include, but are not limited to, the following:

- (1) Mobile communication network coverage that covers West Bank, East Jerusalem and Israel;
- (2) Voice Calling Services:
  - a. Unlimited calls to all Israeli networks;
  - b. Unlimited calls to all Palestinian networks;
  - c. Unlimited international calls to the countries as stipulated in the above table;
  - d. International roaming packages; and,
  - e. Providing solutions (fixed SIMs) to enable mobile calls from landline switchboard to decrease the calling costs from landlines to UN cellular.
- (3) Roaming Services packages should be on yearly basis and charged on usage only, meaning if a package is not used, then no fees will be charged.
  - a. Countries of UN interest: as per table;
  - b. In-side country roaming on all Palestinian networks to include voice roaming and data roaming.
  - c. To provide a map of coverage areas with the quality of services (as an added value

- request)
- (4) Internet Packages through the provision of 3G and 4G and/or GPRS/EDGE data services with a browsing volume of 20 GB per month;
  - (5) SMS Packages
    - a. Unlimited SMS/MMS to all Israeli networks;
    - b. Unlimited SMS/MMS to all Palestinian networks; and,
  - (6) Devices (New or replaced mobiles with new):
    - a. High specs mobile (Senior Mobile) that has the following specs:
      - Smart phone, touch screen such as high-level Samsung Galaxy mobiles, Apple iPhone, LG and other similar mobiles.
      - Supports Push email technology.
      - Minimum 128 GB memory
      - Micro SD Up to 256 GB
      - Supports WiFi, 4G, 3G, GPRS, Bluetooth.
      - High resolution front and back cameras
      - Durable rechargeable battery
      - Video and Audio Playback
      - Talk time: Up to 21 hours on
      - Warranty and insurance
    - b. Mid-level mobile (Admin Mobile) with the following specs:
      - Smart phone/Touch screen, such as Galaxy Devices, Iphone, LG and other similar mobiles.
      - Supports Push email technology.
      - Supports WiFi, 4G, 3G, GPRS, Bluetooth.
      - Primary Camera 8 MP to 13 MP.
      - Durable Rechargeable battery
      - Minimum 64 GB memory
      - Talk time: Up to 16 hours
      - Up to 128 GB MicroSD Memory
      - Warranty and insurance
    - c. Provision of spare devices (Smartphones) at least 30 Devices.
  - (7) DATA lines (USB internet modem, wireless routers) in 100Gb, 500Gb, and 1Gb
  - (8) Mobile accessories:
    - a. Devices shall include all its accessories like (charger, USB Cable, Holder and Ear Phone) and mobile catalog in English language.

The following optional accessories should be made available at corporate rates:

- a. Hands free sets car kit with or without fixed handset.
  - b. Bluetooth car kit that can be transferred from car to another.
  - c. Bluetooth earphones.
  - d. Mobile holders for the regular mobiles that aren't delivered usually with such kit.
- (9) Insurance of mobiles to include
    - a. Coverage of loss or theft, accidental damage, malicious damage, worldwide travel,



mechanical breakdown, broken buttons, water damage, cracked screens, accessories and damaged headphone socket

- b. To offer two types of packages: one that include insurance within the monthly package and one that doesn't include insurance within the packages.

(10) Billing System and Reporting System:

- a. Maintains facilities of on-line account management program through a user friendly online portal in English;
- b. Each UN agency should have their own specific User ID or account and will be charged accordingly and billed directly
- c. Provision of quarterly call analysis report in English;
- d. Detailed call listing for each telephone number in electronic form suitable for data processing (TXT, XLS, CSV or alike); and,
- e. Provision of itemized monthly billing in electronic format (CSV file) per agency per line.

Sample of Itemized Billing in Excel Format						
<b>Providers: Call Details for subscriber A</b>						
<b>201X – Month</b>						
<b>Account</b>	<b>Mobile</b>	<b>Destination</b>	<b>Date And Time</b>	<b>Duration</b>	<b>cost</b>	<b>type</b>

(11) Special conditions:

- a. Keeping the same UN Agencies numbers (number portability from current provider, Partner);
- b. The selected bidder to handle the switch process with minimum interruptions in the service
- c. Provision of short dialing (4 last digits) between UN group;
- d. The service provider shall not add/ remove any service for any number without coordination with UN Contact person;
- e. The service provider shall stop the Internet service when the user exceeds the Provided Package;
- f. Training for our IT staff when needed for new technology;
- g. Assigning dedicated highly professional, friendly and client-oriented client managers (at least two) who are capable of proposing suitable solutions, offer new services, and suggest changes for efficient use of services with stress on minimizing total costs;
- h. 24/7/365 coverage for technical assistance;
- i. Provision of free of charge technical requirements that must be met by any selected provider:
  - Call Waiting
  - Call Hold
  - Caller Line Identification (CLI)

- Missed Call Advice when phone is out of coverage or switched off
  - Voice Mail
- j. The Provider shall not communicate at any time to any other person, Government or entity external to UN any information known to it by reason of its association with UN which has not been made public except with the prior written authorization of UN. Furthermore, Provider shall not use any such information for its private advantage at any time.
- (12) Winning service provider must show flexibility to make continuous attempts to increase the service quality, expand the list of services offered as well as to further reduce the costs of services;
- (13) Details of additional services that the bidder may offer UN Agencies which are not requested in this bidding document. Such details shall be evaluated separately; and,
- (14) Information about “green” efforts of the company. UN Agencies prefer companies with developed green program of offering “green” products or services. If two bids are evaluated and found to be identical, company with better green program may be given preference.

## VIII. Financial Offer

Prices submitted in response to this tender must be inclusive of all costs involved in the performance of the contract. Prices must follow the downward trend of the market. The bidders must commit to apply to UN Agencies any decrease of their official list prices for the services.

Payments must be executed on a monthly basis following the submission of original official itemized invoices per line per agency.

The service provider must completely fill in Section 7 and submit it signed and stamped.

## IX. Key performance Indicators

The contracted service provider shall perform its services and deliver its products in accordance with the herein prescribes minimum key performance indicators set by the UNDP:

Product / Service	Performance Attribute	Definition	Standard / Service Level
1. Order device and/or line	Accuracy	Ability to perform task completely and without error	<u>Zero-error</u> in package or device
	Speed and Efficiency / Timeliness of delivery	Ability to deliver products and services promptly	For devices, <u>within five working days</u> from time of request  For new SIMS, within two working days from time of request  To activate new SIMs, within one hour from time of request

Product / Service	Performance Attribute	Definition	Standard / Service Level
2. Billing	Accuracy	Ability to generate billing statements without errors	<u>Zero-Error/no discrepancy</u> between invoices and the ordered goods/services.
	Clarity	Ability to generate bills that are transparent and easy to understand in English language	<u>Zero&gt;Returns</u> for clarification/explanation
	Frequency and account management	Ability to generate statements when required by UN agencies	UNDP/Un agencies will be provided access to generate monthly statements for their accounts
3. Rates/Pricing	Fairness	Charges for services offered	Fixed predefined rates
	Best Value for money	Competitiveness of prices quoted	Prices offered are the most competitive within the same vicinity and without compromising quality of goods/services
	Willingness to negotiate rates	Voluntarily or upon request make new offers	Meetings to be held every six months to negotiate with the service provider in regards of the contracted offer in order to ensure competitiveness of current rates versus market rates
4. Service Quality	Accessibility	Ability to access or approach the two client managers, the Customer Support Service Unit, and the Self-Service Site	<p>Client Manager:  Telephone: accommodate all calls during operating working hours (Saturday through Friday from 08:30 a.m. to 04:30 p.m.)  Emergency: 24 hours  Email: within two hours</p> <p>Customer Support Service Unit:  Telephone: accommodate all calls 24/7/365 and during weekends and official holidays</p> <p>Self Service Site:  The online business site shall be in operation at all times and in English language</p>

Product / Service	Performance Attribute	Definition	Standard / Service Level
	Responsiveness	Willingness to help the UN Agency focal points	Regular coordination meetings with UN Agencies of minimum four times a year
5.communications	Awareness level of the UN agencies of major changes in the industry practices or changes in prices	Changes to services, Changes to personnel and changes in company policies which may have an impact on the services provided to the UN agencies are communicated.  UNDP/PAPP is well informed about matters relating to the working arrangements, which may affect the terms and conditions and service standards as it relates to the LTA	Frequency of communications: monthly
5. Problem Solving	Refunds	Ability to process and obtain refunds on a timely basis	100% refund within one month from date of agreement
	Complaint Handling	Ability to resolve complaints	Immediately take action to resolve any complaints to the satisfaction of the UN Agencies
6. Maintenance	Accuracy	Ability to perform task completely and without error	<u>Zero-error</u> in replacement and fixing
	Speed and Efficiency / Timeliness of delivery	Ability to deliver product or service promptly	Pick up of malfunctioned devices shall be <u>within two working days</u> from time of request along with a device for replacement;  Return of fixed device shall be within one calendar week from time of receipt of the device.

Recommended Presentation of the technical proposal:

For purposes of generating proposals whose contents are uniformly presented and to facilitate their

comparative review, a service provider is advised to use a proposed table of contents. Hence, your technical proposal document must have at least the preferred content as outlined in the respective ITB tendering document.