

Athens, May 20<sup>th</sup> 2024

***BID BULLETIN No. 1***

**Establishment of long-term agreement for the provision of telecommunication services for two (2) years  
(2024-2026) with possibility of extension for two additional years  
ITB.2024.GR10.TEL.COMM**

Question:

1. For LOT 2 (Mobile phone plans) could you please clarify for item 1 (Mobile Phone Plan 1, 60 connections) what kind of device are you interested to acquire: high range (example iphone) or middle range (example Samsung)? This is correlated to the device subsidy amount vs the respective monthly plan fee amount we will offer you.

*A discount on mobile plans is preferred, thus a device subsidy amount is not requested. Offered prices should be inclusive of all relevant fees and discounts and exclusive of VAT.*

2. Could you please clarify where in the FORM H: PRICE SCHEDULE, can we mention the aforementioned subsidy amount for the item 1? This question has been already submitted to you as question No 1 in "B. General questions concerning LOT 1 & 2".

*As mentioned in Question No.1, offered prices should be inclusive of all relevant fees and discounts and exclusive of VAT.*

3. Are you going to run a second round for the Bid ITB.2024.GR10.TEL.COMM ?

*As per Bidding Documents, Section 3, Paragraph 1 "Scope": The award of a contract under the LTA Will not be subject to secondary competition among the LTA holders*

4. Are you interested in device subsidy amount or a mobile plan discount?

*Please refer to answer no.1*

5. Which Countries do International Calls Refer To:

*The list of countries is variable; thus, IOM cannot predict the countries to which International Calls will be performed. Bidders are kindly requested to provide us with a list of available countries. Kindly note that this list will not be evaluated.*

6. At page 35 of document "ITB 2024.GR10.TEL.COMM", in FORM G: TECHNICAL BID, table Lot 1: Landlines, mentioned Leased line with at least xxxMbps Download/Upload speed. Please kindly specify if the

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requested services by IOM are layer 3 (internet) services. Please also specify the max requested bandwidth per service.

*There is no need for Layer 3 Services. Max Speed 1000/1000Mbps.*

7. Will IOM be open to consider an alternative solution instead of Operator Connect for the Teams telephony services?

*You may suggest your alternative solutions.*

8. Will IOM be open to consider a SIP trunking solution instead of PRI?

*Yes.*

9. How many users or employees will be utilizing Microsoft Teams for voice communication, and do you anticipate any growth in user numbers in the near future?

*Please refer to Addendum No.1*

10. What specific functionalities are you expecting from the Operator Connect Service within Microsoft Teams?

*Please refer to Addendum No.1*

11. Are there any specific integration requirements with your existing telephony infrastructure or other communication platforms?

*No.*

12. Will IOM be the sole responsible for Teams tenant management?

*Please refer to Addendum No.1*

13. Please provide more details about the PBX infrastructure currently deployed on sites.

*-Avaya IP Office 500 V2 Call Center*

*-Software Version of Avaya IP Office Manager: 11.0.4.0.0, build 74*

14. What type of Microsoft 365 licenses IOM have?

*E5.*

15. Which of the following functionality (1 or 2) will be used?

*Please refer to Addendum No.1*

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16. The users will use the Teams Phone as part (extension) of an existing PBX infrastructure

*Please refer to Addendum No.1*

17. How is it distributed in the different locations?

*Please refer to Addendum No.1*

18. Do the users extensions have to interconnect to different PBX locations?

*Please refer to Addendum No.1*

19. Do the PBXs support SIP interconnection?

*Please refer to Addendum No.1*

20. Teams will operate as an independent Cloud PBX

*Please refer to Addendum No.1*

21. Please provide a description of the inbound and outbound call flows.

*Please specify the information you want from the description of the requirements*

22. . In document "ITB 2024.GR10.TEL.COMM", SECTION 2: INSTRUCTIONS TO BIDDERS, at number 15 (Price Schedule):

In bullet 3, it is mentioned that "The bidder shall quote any unconditional discounts and indicate the method for their application". Question: in which part of the FORM H: PRICE SCHEDULE are we going to mention any extra unconditional discounts / provisions/benefits? Also, where can we add comments and extra information as regards our offer? Are we allowed to add lines to the pricing tables of LOT 1 & 2? Or alternatively, are we allowed to submit an extra document with clarifications/extra info on our offers?

*As per the answer to Question no.1, Offered prices should be inclusive of all relevant fees and discounts and exclusive of VAT. Yes you may add lines and comments.*

23. In bullet 6 it is mentioned "Bidders wishing to offer any price reduction (discount) for the award of more than one Lot shall specify the applicable price reduction". Could you please further clarify this statement?

*Please refer to Question no.1.*

24. Could you please confirm that the pricing will be completed without VAT and taxes, or else?

*Please refer to Question no. 1.*

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25. As regards to the FORM H: PRICE SCHEDULE, in the pricing table for LOT 2 (Mobile phone plans) concerning the international calls requirement for a plan of 100 and 500 minutes, what should we do if those extra minutes are already included in the tariff plan offered? Where can we comment? The same question stands as regards to the Internet USB stick unlimited data, where we need to add some clarification since this is an add-on to mobile voice connections. Are we allowed to add lines to the pricing tables of LOT 1 & 2? Or alternatively, are we allowed to submit an extra document with clarifications/extra info on our offers?

*As mentioned on answer no. 22, You may add lines or comments to Form H: Price Schedule mentioning the inclusion of international call minutes on Mobile Phone Plans.*

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