

U.S. Embassy Dar es Salaam
686 Old Bagamoyo Road
P.O. Box 9123
Dar es Salaam

September 12, 2013

Re: Request for Quotations for ***PR2844042 Mobile Telephone Services for USAID***

Dear Prospective Bidder,

Please see the document below for a description of cell phone services for USAID in Tanzania. If you would like to submit a quotation, please send it to the following address.

Contracting Officer / PR2844042
US Embassy Dar es Salaam
686 Old Bagamoyo Road
Dar es Salaam, Tanzania

Please submit your quotation in a sealed envelope marked "Quotation Enclosed" to the above address. The deadline for receipt of quotations is ***September 25, 2013 at 10:00 hours local time***. No quotations will be accepted after this deadline.

An alternative address for an electronic submission is darprocurementbid@state.gov

The U.S. Government intends to award a contract to the responsible company submitting an acceptable quotation at the lowest price. We intend to award a contract based on initial quotations, without holding discussions, although we may hold discussions with companies in the competitive range if there is a need to do so.

Sincerely,

The Contracting Officer

**Voice and Data Service for BlackBerry , Cell Phones, iPhones and iPads
for
USAID
Dar es Salaam, Tanzania**

PROJECT DESCRIPTION

The USAID Mission in Dar es Salaam requires Voice and Data Service for BlackBerries and Cell Phones.

The period of performance is *September 30, 2013* and continues through *September 29, 2014*.

The Contractor will provide all Voice and Data Service for BlackBerries and Cell Phones that are either owned or managed by the USAID Mission of Tanzania.

The main point-of-contact is the Embassy Contracting Officer.

All work associated with this project is Unclassified, unless directed otherwise by the Contracting Officer.

1. SCOPE OF WORK

- a) The Contractor shall provide all managerial, administrative, and direct labor that is necessary to accomplish services.
- b) The contractor will provide the dedicated contacts for all technical and billing inquiries with a clear escalation chain. Any changes to the escalation chain must be communicated in writing within 24 hours.
- c) The contractor shall be able to create more than one account for different groups or agencies operating under the USAID Mission in Dar es Salaam.
- d) The contractor shall make all efforts to ensure that VAT is not part of the bill or will immediately issue a credit notice upon receipt of a VAT exemption certificate.
- e) The contractor shall be capable of customizing different cell phone plans (eg. Call restrictions, monthly credit limit, pre-paid and post-paid, etc).
- f) The Contractor shall commit to create a new account number with no balance brought forward from previous contracts.
- g) The contractor shall be able to include prepaid/hybrid plans in the contract. The contractor shall commit to provide high quality service for the duration of the Contract.
- h) The contractor will ensure that all voice and data services maintain a competitive cost and relate any cost saving ideas to the USAID Mission Dar es Salaam.
- i) The contractor shall aid in the replacement of lost or damaged SIM Cards within 24 hours of notification, with no requirement of police documentation unless required by Tanzanian law.
- j) Any and all promotions shall be made available immediately to USAID.

2 CONTRACT PROPOSAL - The Contractor shall indicate on the proposal the following:

- a) The contractor shall define the calls and SMS tariffs for:
 1. Peak

2. Off Peak
 3. Late night.
- b) Define times for peak, off peak and late night.
- c) Provide sample pricing for calls placed to the following areas:
1. Washington DC
 2. Atlanta
 3. Nairobi
 4. Bangkok
 5. Pretoria
- d) Provide a sample of roaming charges for both voice and data to the following
1. Washington DC
 2. Atlanta
 3. Nairobi
 4. Bangkok
 5. Pretoria
- e) Provide Call User Groups information
- f) How many numbers can be placed each group?
- g) Rates for calling within/outside group
- h) Can numbers outside any USAID account be included in the group?
- i) Please provide pricing information on blackberry services.
- j) Contractor shall provide information for mobile data bundles.
- k) The contractor shall include an updated list of voice and data roaming partners and associated cost for roaming on both voice and data.
- l) Contractor shall include list of all voice and data roaming partners for US carrier SIM card visiting Tanzania.
- m) Provide information on prices for the following hardware
1. Available Blackberries
 2. Available handsets
 3. SIM Cards