

QUESTIONS AND ANSWERS
RFP No. SPE50012R0003 – MOBILE TELEPHONE AND DATA SERVICES

1. 3. PRICING, 3.1 Standard services/Description

Regarding Temporary Additional Services, please let us know if it refers to the rented mobile phones devices, only for temporary additional services. If so, please specify, the amount of additional lines and mobile phones devices and the services that you will be acquired as temporary.

A: Yes. Temporary Additional Services only refers to the rented mobile devices with SIM card. The quantity will be determined as needed.

2. 1.9 PERFORMANCE WORK STATEMENT, pg. 12

Considering that each operator has a standard voice message mechanism in their services, it should be confirmed that if each user wants to personalize its greeting in the mailbox, this will be only user's responsibility.

A: Correct.

3. Pricing 3 (3.1/3.2 1st, 3.3 2 and, 3.4 3rd, 3.5 4t, pgs. 4,5,6,7,8)

Given than this agreement will be for 05 years, please specify if you will request mobile phones devices replacement during this period and how often. If so, please include penalties and fares for operator regarding replacement in advance and the model of damaged or lost replaced mobile phones devices.

A: The contract will be for a one year period from the date of the contract award, with 4 one-year options to renew. The Government expects mobile devices to last approx. 2 years and plans to replace them on that cycle, depending on funds availability. No penalty will be made in addition to the contract cost and the Government will pay only the equipment costs which is specified in the contract.

4. 1.10 RENT OF MOBILE PHONES WITH SIM CARDS

Regarding rented 100 mobile phones devices, please specify: i) these mobile phones devices should be delivered without the SIM cards, ii) specify which services must have these mobile phones devices and iii) activation has to be requested two days in advance .

**A: i) All rented mobile devices must have a SIM card as specified in 1.10 Rent of Mobile Phones with SIM Cards.
ii) Rented mobile devices will fall under contract services and pricing.
iii) Yes. As specified in 1.10 Rent of Mobile Phones with SIM Cards.**

5. 1.11 CUSTOMER SERVICE, pg. 12

Each operator has a 24x7x365 customer service Call Center. The Project Manager has an office hour schedule. In the event that the Project Manager is not available, please confirm, that the user's questions will be answered by the Call Center operator.

A: The Project Manager must be available at all times when contacted by the COR.

6. 3. INVOICING PAG. 13

Please specify the accounting forms you will need for our invoices.

Please confirm that the roaming service will be charged on demand, according to the monthly use of the client and to the reference rates offered by the operator.

A: Original invoice and copy as specified in 3. Invoicing

The roaming service will be charged according to actual consumption based on referenced rate offered by the operator.

7. 4.CONTRACTOR KEY PERSONNEL 4.1 pg. 15

Following our human resources policy please modifies your requirement regarding our personal in service; please change the vacation replacement as well. We can reassign our employees. However, our customer service standards will be kept always excellent.

A: Paragraph 4. Contractor Key Personnel will not be modified.

8. 6. ADDITION OF NEW LINES pg. 15

Please specify that any request will be attendant within 48 hours starting on the reception of the formal notification to the operator.

A: Yes. As stated under paragraph 6. Addition of New Lines

9. 1.2 TRAINING pg. 17

Please specify how often will be this training. This training is usually performed once up to the user and is performed at the mobile phone devices delivery time, according to the brand, model and the functions of each one.

A: When required by the COR.

10. 1.3 TECHNICAL SERVICE AND EQUIPMENT RETURN/POLICY pg.17

Please specify that any technical complaint about the mobile phone devices will be solved within 24 hours after their delivery to the operator's technical services center. However, in case of technical failure it will not a manufacture failure, the time of diagnosis and reposition should vary depending on the failure. We request to specify this in the basis.

Additionally it should be confirmed that 10 mobile phones devices requested for temporary replacement will not necessarily have sim cards neither have the service activated thus it will reuse sim cards and the active service of the mobile phones devices to replace temporarily. In case it should require these mobile phones devices have been delivered with sim cards and activate the service. It should specify in the basis that the consumption generated of these lines will be recognized and invoice as additional to the contracted services.

A: Will be treated as specified in paragraph 13. Technical Service and Equipment Return/Deficiency Policy. This paragraph will not be modified.

The 10 mobile phones devices required for temporary replacement will not have SIM cards.

11. 1.12 DETAILED BILLING, pg. 13

We request to confirm the list of calls will be sent both by e-mail to FMO/DBO and by regular mail as well, sent monthly.

A: Correct

12. 2. MIGRATION PLAN, 2.22, pg. 13

Following local regulations, mobile phone devices unlocking will be performed only for the devices we sell. Number portability refers only to keep the same mobile number and never refers to mobile unlocking.

A: Correct

13. 3. INVOICING, 3.4, pg. 14

The services payment will be held in local currency, it should confirm that the invoicing should be issued also in local currency.

A: Correct

14. 2. PERIOD OF PERFORMANCE, pg. 3

Please confirm that the contract period is for 01 year. Later renovations will be by mutual agreement.

A: The contract is for 1 year period from the date of the contract award, with 4 one-year options to renew, not by mutual agreement but by Government decision to execute.

15. 1. SCOPE OF CONTRACT, pg. 3

Please specify that rural or satellite calls are out of this process. These calls will be charged independently. Also specify that SMS PREMIUM (sent SMS to contests, games and horoscopes) are not included. Those will be invoiced separately.

A: Correct

16. 1. PERFORMANCE WORK STATEMENT, pg. 10

Please confirm i) mobile phones devices contract conditions specifying if they will be for rent or for sale ii) please specify how many regular mobile phones and how many blackberries you require. iii) for rent devices please confirm one year term agreement, the devices will be sent back complete and with all the accessories delivered originally. On the contrary we will apply a penalty.

A: i) Mobile devices will be sold to the Government.
ii) Estimated quantities have been specified in paragraph 3 – Pricing
iii) The rate for rented devices must be per day as stated in paragraph 3. Pricing.
No penalty should apply.

17. SECTION 3-SOLICITATION PROVISIONS, A2, pg. 30

Please confirm maximum amount of customers/contracts we have to refer as example of operator's experience.

A: This information is up to the contractor.

18. 1. PERFORMANCE WORK STATEMENT, pg. 10

Please confirm if the high quality network required by the Embassy should be in accordance to the standards established by the MTC and OSIPTEL, which are the regulators entities in Peru.

A: Correct

19. 1.10 RENT OF MOBILE PHONES WITH SIMCARDS, pg. 12

For rent devices, please specify: i) Which service should be activated in each line (unlimited RPM, free minutes, only credit limit for consumption, etc.); ii) For RPM or VPN service, please confirm that the charges will be monthly, not daily.

A: This information will be determined upon request. Payment should be calculated per day based on actual consumption. Rates will be those quoted under the contract.

20. 9. TECHNOLOGICAL REFRESHMENT, pg. 16

Please specify the technical specifications of each model of mobile phone.

A: Specifications are provided under paragraph 1.1. Equipment Package.