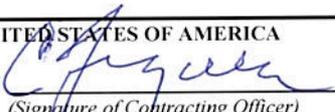


<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. CONTRACT ID CODE	PAGE OF PAGES 1   1
2. AMENDMENT/MODIFICATION NO. A002	3. EFFECTIVE DATE January 31, 2012	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)	
6. ISSUED BY American Embassy Lisbon Avenida das Forças Armadas 1649-044 Lisboa		CODE	7. ADMINISTERED BY (If other than Item 6) CODE	
8. NAME AND ADDRESS OF CONTRACTOR (NO., street, city, county, State, and ZIP Code)			9a. AMENDMENT OF SOLICITATION NO. SPO500-12-R-0001	
			9b. DATED (SEE ITEM 11) January 4, 2012	
			10a. MODIFICATION OF CONTRACT/ORDER NO.	
			10b. DATED (SEE ITEM 13)	
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>				
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended to <b>February 17, 2012 by 4 p.m.</b> Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning <u>3</u> copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. <b>FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.</b> If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required)				
<b>13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>				
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b)				
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
D. OTHER (Specify type of modification and authority)				
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return <u>    </u> copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) The solicitation has been amended as follows: <b>Section I. III. Pricing, Base Year and First Option Year</b> (B) Cell Phone Service – (Second Paragraph) (Page 4 and 8) Item 7. Sending of written messages (Page 5, 6 and 9) Item 8. Monthly fee for Blackerry Enterprise Service (Page 6 and 9) Performance Work Statement 1.1 Equipment Package (Page 11)  Section I of the original Solicitation, Pages 3 to 17, are hereby deleted and have been replaced by the attached amended Section 1, Page 3 to 17.  The proposal due date has been extended from <b>February 3, 2012 by 4.00 p.m.</b> to <b>February 17, 2012 by 4.00 pm.</b>  Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME OF CONTRACTING OFFICER Carlos I. Figueroa		
15B. NAME OF CONTRACTOR/OFFEROR  BY _____ (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY  (Signature of Contracting Officer)	16C. DATE SIGNED 1/31/2012	

**SECTION 1 - THE SCHEDULE**

**CONTINUATION TO SF-1449  
RFP NUMBER SP0500-12-R-0001  
PRICES, BLOCK 23**

**MONTHLY SUBSCRIPTION PLAN**

**I. SCOPE OF CONTRACT**

The contractor shall provide Virtual Private Network telephone services and mobile telephone services to U.S. Embassy in *Lisbon, Portugal*. The prices listed below shall include all labor, materials, insurance (see FAR 52.228-4 and 52.228-5), overhead, profit and discounts. The Government will pay the Contractor on a monthly basis for standard services that have been satisfactorily performed.

**II. PERIOD OF PERFORMANCE**

The base period of performance of this contract is from the date of receipt of this contract, which will be considered the Date of the Award, and continuing for 12 months, with one (1) one-year option for renew. The contractor shall provide all required types of maintenance service as well as new instruments, Monday through Friday during the hours of 0800-1700 with an absolute maximum time of 48 hours for any type of service request for new instruments inclusive of weekend and holidays periods.

**III. PRICING**

**BASE YEAR** - Estimated Quantities (*starting on the date of contract award and continuing for a period of 12 months*)

**(A) Virtual Private Network**

All outbound calls are carried by the Contractor. Pricing includes an E1 connection for a monthly flat charge of €\_\_\_\_\_, plus communication per-minute-charges, as follows:

	<u>Description</u>	<u>Estimated Quantity</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Total Price</u>
I.	Communications (price per minute) Portugal:				
	1.A Fixed network same prefix (21)	3,000	per minute	€ _____	€ _____
	1.B Fixed network	3,000	per minute	€ _____	€ _____

1.C	Embassy mobile phones	5,000	per minute	€ _____	€ _____
1.D	To other mobile networks	1,000	per minute	€ _____	€ _____
2.	International Calls (prices per minute)				
2.A	to the European Union, Switzerland, United States of America and Canada	500	per minute	€ _____	€ _____
2.B	to the rest of Europe, Angola, Mozambique, Morocco, Algeria, Tunisia, South Africa, Brazil, Venezuela and Australia	500	per minute	€ _____	€ _____
2.C	to the rest of the World and or designated zones	500	per minute	€ _____	€ _____
Annual fixed price for VPN (monthly x 12):					€ _____
Value Added Tax (VAT):					€ _____
Annual fixed price for Estimated Communication Charges :					€ _____
Value Added Tax (VAT):					€ _____
TOTAL ESTIMATED AMOUNT FOR VPN BASE YEAR:					€ _____

**(B) Cell Phones Service**

Pricing includes network access handsets and 20,000 pre-paid minutes for calls made to other Portuguese networks and international calls made to the European Union Switzerland the United States of America and Canada.

The company should provide an credit/points plafond for acquisition of equipments and accessories including batteries (at least Li-Ion), battery charger, fixed hands-free kit, personal hands free unit, belt clip or pouch in a value of € \_\_\_\_\_.

Monthly charge for this package is € \_\_\_\_\_, plus communication charges, once it exceeds as follows:

	<u>Description</u>	<u>Estimated Qty.</u> <u>Unit</u>	<u>Unit</u> <u>Price</u>
1.	Mobile Phones/Numbers	200	n/a
2.	Activation Fee	n/a	n/a
3.	Service Rate Plan Subscription 12 months Fixed rate for a pack of <b>20,000 minutes</b> to be billed monthly		
4.	<b>Comunications Portugal (prices per minute)</b>		
	4.A to account services (cards) – voice		€ _____
	4.B to same network provider		€ _____
	4.C to fixed network		€ _____
	4.D to other mobile networks		€ _____
5.	<b>International Call (prices per minute)</b>		
	5.A to the European Union, Switzerland, United States of America and Canada		€ _____
	5.B to the rest of Europe, Angola, Mozambique, Morocco, Algeria, Tunisia, South Africa, Brazil, Venezuela and Australia		€ _____
	5.C to the rest of the World and or designated zones		€ _____
6.	<b>International Roaming (prices per minute)</b>		
	6.A call/receive in the European Union, Switzerland, United States of America and Canada		€ _____
	6.B call/receive in the rest of Europe, Angola, Mozambique, Morocco, Algeria, Tunisia, South Africa, Brazil, Venezuela and Australia		€ _____
	6.C call/receive in the rest of the World and or designated zones		€ _____
7.	<b>Sending of written messages</b>		
	7.A Package of _____ (no. SMS included) to the same network		€ _____
	7.B Price per SMS message (once exceeds package) same network		€ _____
	7.C Package of _____ (no. SMS included) to the other networks		€ _____

- 7.D Price per SMS message (once exceeds package) other networks € \_\_\_\_\_
  - 7.E Email to phone number SMS message free € \_\_\_\_\_
  - 8. Monthly fee for Blackberry Enterprise Service (per service)
    - 8.A National (average 75 devices) € \_\_\_\_\_
    - 8.B International (average 25 devices) € \_\_\_\_\_
  - 9. Data services packages
    - 9.A 100MB € \_\_\_\_\_
    - 9.B 300MB € \_\_\_\_\_
    - 9.C 600MB € \_\_\_\_\_
  - 10. Wideband internet access (USB pendrive) € \_\_\_\_\_
- Annual fixed price for Cell Phone Services- pre-paid minutes package (monthly x 12): € \_\_\_\_\_
- Value Added Tax (VAT): € \_\_\_\_\_
- TOTAL ESTIMATED AMOUNT FOR CELL PHONE SERVICES FOR BASE YEAR:** € \_\_\_\_\_

During this contract period, the Government shall place orders totaling a minimum of 25,000.00 EUROS for both virtual private network and cell phone services. This reflects the contract minimum for this period of performance. The amount of all orders shall not exceed 125,000.00 EUROS. This reflects the contract maximum for this period of performance.

**(C) Temporary Additional Services: The unit price set forth below per phone is a price per day per phone:**

<u>Description</u>	<u>Estimated Qty.</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Total Price</u>
Rent of Cell Phone w/SIM Card	100	each	€ _____	€ _____
Value Added Tax (VAT)				€ _____
<b>TOTAL ESTIMATED AMOUNT FOR ADDITIONAL TEMPORARY SERVICES FOR BASE YEAR:</b>				<b>€ _____</b>

**TOTAL ESTIMATED AMOUNT FOR BASE YEAR (Virtual Private Network + Cell Phone Services + Additional Temporary Services): \_\_\_\_\_ EUROS**

**FIRST OPTION YEAR** - Estimated Quantities *(starting on the date of contract award and continuing for a period of 12 months)*

**(A) Virtual Private Network**

All outbound calls are carried by the Contractor. Pricing includes an E1 connection for a monthly flat charge of €\_\_\_\_\_, plus communication per-minute-charges, as follows:

	<u>Description</u>	<u>Estimated Quantity</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Total Price</u>
1.	Communications (price per minute) Portugal:				
1.A	Fixed network same prefix (21)	3,000	per minute	€ _____	€ _____
1.B	Fixed network	3,000	per minute	€ _____	€ _____
1.C	Embassy mobile phones	5,000	per minute	€ _____	€ _____
1.D	To other mobile networks	1,000	per minute	€ _____	€ _____
2.	International Calls (prices per minute)				
2.A	to the European Union, Switzerland, United States of America and Canada	500	per minute	€ _____	€ _____
2.B	to the rest of Europe, Angola, Mozambique, Morocco, Algeria, Tunisia, South Africa, Brazil, Venezuela and Australia	500	per minute	€ _____	€ _____
2.C	to the rest of the World and or designated zones	500	per minute	€ _____	€ _____
	Annual fixed price for VPN (monthly x 12):				€ _____
	Value Added Tax (VAT):				€ _____
	Annual fixed price for Estimated Communication Charges:				€ _____
	Value Added Tax (VAT):				€ _____
	<b>TOTAL ESTIMATED AMOUNT FOR VPN FIRST OPTION YEAR:</b>				€ _____

**(B) Cell Phones Service**

Pricing includes network access handsets and 20,000 pre-paid minutes for calls made to other Portuguese networks and international calls made to the European Union Switzerland the United States of America and Canada.

The company should provide an credit/points plafond for acquisition of equipments and accessories including batteries (at least Li-Ion), battery charger, fixed hands-free kit, personal hands free unit, belt clip or pouch in a value of €\_\_\_\_\_.

Monthly charge for this package is €\_\_\_\_\_, plus communication charges, once it exceeds as follows:

<u>Description</u>	<u>Estimated Qty.</u>	<u>Unit</u>	<u>Unit Price</u>
1. Mobile Phones/Numbers	200		n/a
2. Activation Fee	n/a		n/a
3. Service Rate Plan Subscription 12 months Fixed rate for a pack of <b>20,000 minutes</b> to be billed monthly			
4. Communications Portugal ( <b>prices per minute</b> )			
4.A to account services (cards) – voice			€ _____
4.B to same network provider			€ _____
4.C to fixed network			€ _____
4.D to other mobile networks			€ _____
5. International Call ( <b>prices per minute</b> )			
5.A to the European Union, Switzerland, United States of America and Canada			€ _____
5.B to the rest of Europe, Angola, Mozambique, Morocco, Algeria, Tunisia, South Africa, Brazil, Venezuela and Australia			€ _____
5.C to the rest of the World and or designated zones			€ _____
6. International Roaming ( <b>prices per minute</b> )			
6.A call/receive in the European Union, Switzerland, United States of America and Canada			€ _____
6.B call/receive in the rest of Europe, Angola, Mozambique,			

	Morocco, Algeria, Tunisia, South Africa, Brazil, Venezuela and Australia	€ _____
6.C	call/receive in the rest of the World and or designated zones	€ _____
7.	Sending of written messages	
7.A	Package of _____ (no. SMS included) to the same network	€ _____
7.B	Price per SMS message (once exceeds package) same network	€ _____
7.C	Package of _____ (no. SMS included) to the other networks	€ _____
7.D	Price per SMS message (once exceeds package) other networks	€ _____
7.E	Email to phone number SMS message free	€ _____
8.	Monthly fee for Blackberry Enterprise Service (per service)	
8.A	National (average 75 devices)	€ _____
8.B	International (average 25 devices)	€ _____
9.	Data services packages	
9.A	100MB	€ _____
9.B	300MB	€ _____
9.C	600MB	€ _____
10.	Wideband internet access (USB pendrive)	€ _____
	Annual fixed price for Cell Phone Services- pre-paid minutes package (monthly x 12):	€ _____
	Value Added Tax (VAT):	€ _____
	<b>TOTAL ESTIMATED AMOUNT FOR CELL PHONE SERVICES FOR FIRST OPTION YEAR:</b>	€ _____

During this contract period, the Government shall place orders totaling a minimum of 25,000.00 EUROS for both virtual private network and cell phone services. This reflects the contract minimum for this period of performance. The amount of all orders shall not exceed 125,000.00 EUROS. This reflects the contract maximum for this period of performance.

**(C) Temporary Additional Services: The unit price set forth below per phone is a price per day per phone:**

<u>Description</u>	<u>Estimated Qty.</u>	<u>Unit</u>	<u>Unit Price</u>	<u>Total Price</u>
Rent of Cell Phone w/SIM Card	100	each	€ _____	€ _____
Value Added Tax (VAT)				€ _____
TOTAL ESTIMATED AMOUNT FOR ADDITIONAL TEMPORARY SERVICES FOR FIRST OPTION YEAR:				€ _____

**TOTAL ESTIMATED AMOUNT FOR FIRST OPTION YEAR (Virtual Private Network + Cell Phone Services + Temporary Additional Services): \_\_\_\_\_ EUROS**

**BASE YEAR:** \_\_\_\_\_ **EUROS**

**FIRST OPTION YEAR:** \_\_\_\_\_ **EUROS**

**GRAND TOTAL:** \_\_\_\_\_ **EUROS**

**CONTINUATION TO SF-1449  
RFP NUMBER SPO500-12-R-0001  
INDEFINITE DELIVERY/INDEFINITE QUANTITY CONTRACT  
SCHEDULE OF SERVICES, BLOCK 20**

1. PERFORMANCE WORK STATEMENT

This solicitation is for virtual private network services and mobile telephone services. The Embassy is using 30 lines for official purposes. The Contractor shall provide complete fixed and mobile telephones services with a Virtual Private Network for the Embassy of Lisbon, Portugal. Services provided shall include:

- Interface equipment with Operator and Embassy telephone switch
- Alternate routing E1 for incoming interface link
- Create a Virtual Private Network with our Embassy cell phones
- Mobile Telephone equipment
- Calls within Portugal
- International calls
- International roaming
- Wireless Application Protocol (WAP)
- SMS messaging
- Voice Mail
- 24 hour Customer service
- Detailed Billing of calls made (Electronic download and paper invoice)
- Data Blackberry Services
- Iphone / Ipad data services
- Wideband Internet access
- MultiSIM services (two SIM cards with same phone number)
- WEB based messaging services

The Contractor shall ensure that the connection through its network is of the highest quality possible and shall be uninterrupted, clear and with no static. Network problems shall be remedied immediately, and the COR must be immediately informed of any problems, and their resolution.

1.1 EQUIPMENT PACKAGE

The basic package shall include but is not limited to the following items:

Mobile Phone  
Batteries (at least Li-Ion)  
Battery charger,  
User manual

## 1.2 CALLS WITHIN PORTUGAL

The contractor shall ensure on a 24-hour basis at least 90% local network coverage around Portugal with special consideration to all urban areas and main traffic routes.

## 1.3 INTERNATIONAL CALLS

The Contractor shall ensure on a 24-hour basis international connectivity with the USA, all European countries and all other worldwide countries that telephone services are available.

## 1.4 INTERNATIONAL ROAMING

The contractor shall provide as extensive international roaming connectivity as possible, with special interest of the Government for roaming within all European countries and the USA.

## 1.5 WIRELESS APPLICATION PROTOCOL (WAP)

The contractor shall provide Internet connection through their network to the Wireless Application Protocol (WAP) Internet sites.

## 1.6 SMS MESSAGING

The contractor shall provide access to around the clock SMS messaging.

## 1.7 VOICE MAIL

The Contractor shall provide Voice Mail services in English and Portuguese Language. Voice Mail Box shall be prepared for each number separately as per standard practice.

## 1.8 RESERVED

## 1.9 CUSTOMER SERVICE

The contractor shall provide technical support for setting up voice mail, roaming questions, questions on the phone features, number changes, lost or stolen telephone reporting and manufacturer's warranty information, and all other matter concerning the mobile telephone services through the Contractor's Project Manager.

#### 1.10 MULTISIM SERVICE

The Contractor shall provide this service in order for the Government to be able to operate two devices with the same telephone number.

#### 1.11 WEB BASED MESSAGING SERVICES

The Contractor shall provide this service in order for the Government to be able to send massive SMS messages from a computer through the Contractor's web site.

#### 1.12 DETAILED BILLING

1.12.1 The Contractor shall provide monthly breakdown of calls made by individual number. The breakdown shall clearly show:

- Called Number
- The Time And Date Of The Call
- The Duration Of The Call
- Price

1.12.2 The monthly lists of calls made shall be forwarded to the Contracting Officer's Representative (COR) until the end of each current month for the previous month to the following address:

**U.S. Embassy Lisbon  
Av. das Forcas Armadas  
1649-044 Lisboa**

## 2. INVOICING

(a) The Contractor shall submit monthly invoices to the COR at the address shown in paragraph D below. A proper invoice must include the following information:

- Contractor's name and bank account information for payments by wire transfers
- Invoice Date
- Contract number
- A summary showing a listing of each line with total monthly price in local currency for that line. A detailed invoice for each agency has to be attached to each summary invoice and should include the cost breakdown by each telephone line according to the pricing schedule

- A detailed list of all calls made for each line
- Prompt payment discount if any
- Name, title, phone number, and address of person to contact in case of defective invoice

(b) If an invoice does not contain the above information, the Government reserves the right to reject the invoice as improper and return it to the Contractor within 7 calendar days. The Contractor must then submit a proper invoice.

(c) The COR will take each summary invoice and furnish the detailed invoice to the appropriate official in each individual Government agency. That agency representative will review the detailed invoice and either approve for payment or advise the COR of the inaccuracies found. It shall be the COR who will interact with the Contractor on any invoice problems.

(d) The contractor will send all invoices to the following address:

U.S. Embassy Lisbon  
C/O FMO  
Av. das Forças Armadas  
1649-044 Lisboa

(e) Payment shall be made in local currency by Electronic Funds Transfer (EFT) within 30 days after receipt of the proper invoice

(f) The Government will provide annual direct exemption of Value Added Tax (VAT); according to host country VAT laws.

### 3. KEY PERSONNEL

3.1 The Project Manager must be able to converse in English and Portuguese. The Contractor shall assign to this contract the following key person:

POSITION/FUNCTION \_\_\_\_\_ NAME \_\_\_\_\_

Project Manager

3.2 During the first 90 days of performance, the Contractor shall make no substitutions of key personnel unless the substitution is required due to illness, death, or termination of employment. The Contractor shall notify the Contracting Officer within 15 calendar days after the occurrence of any of these events and provide the information required below to the Contracting Officer at least 15 days before making any permanent substitutions.

3.3 After the first 90 days of performance, the Contractor may substitute a key person if the contractor determines that it is necessary. The Contractor shall notify the Contracting Officer of the proposed action immediately. Prior to making the substitution, the Contractor will provide the information required below to the Contracting Officer.

3.4 The Contractor shall provide a detailed explanation of the circumstances requiring the proposed substitution, a complete resume for the proposed substitute. The proposed substitute shall possess qualifications comparable to the original key person. The Contracting Officer will notify the Contractor of its approval or disapproval of the substitution within 15 calendar days after receiving the required information. The Government will modify the contract to reflect any changes in key personnel.

#### 4. PERMITS

Without additional cost to the Government, the Contractor shall obtain all permits, licenses, and appointments required for the work under this contract. The contractor shall obtain these permits, licenses, and appointments in compliance with applicable Portugal country laws.

#### 5. RESERVED

##### 5.1 RESERVED.

##### 5.2 RESERVED.

#### 6. ADDITION OF NEW LINES

The contractor shall provide a minimum stock of 20 SIM cards to the Government in order to activate new lines when necessary. The Contractor shall activate additional lines within 3 hours after the request.

#### 7. NON-OFFICIAL LINES

This Contract is valid only for official Government needs.

#### 8. DISCLOSURE OF INFORMATION

Any information made available to the Contractor by the Government shall be used only for the purpose of carrying out the provisions of this contract and shall not be divulged or made known in any manner to an person except as may be necessary in the performance of the contract.

#### 9. TECHNOLOGICAL REFRESHMENT

After contract award, the Government may pursuant to FAR clause 52.212-4, Contract Terms and Conditions –Commercial Items, paragraph (c), Changes, and request changes within the scope of the contract. These changes may be required to improve performance, or react to changes in technology.

The contractor may propose for the Government's technological refreshment substitution or addition for any provided product(s) or services that may become available as a result of technological improvements. The Government may, at any time during the term of this contract or any extensions thereof, modify the contract to acquire products which are similar to those under the contract and that the Contractor has or has not formally announced for marketing purposes. This action is considered to be within the scope of the contract. At the option of the Government, a demonstration of the substitute product may be required. The Government is under no obligation to modify the contract in response to the proposed additions or substitution.

Such substitution or additions may include any part of, or all of, a given product(s) provided that the following conditions are met and substantiated by documentation in the technological refreshment proposal:

- (a) The proposed product(s) shall meet all of the technical specifications of this document and conform to the terms and conditions cited in the contract.
- (b) The proposed product(s) shall have capacity, performance, or functional characteristics equal or greater than the current product(s).
- (c) The proposal shall discuss the impact on hardware, services and delivery schedules. The cost of changes not specifically addressed in the proposal shall be borne entirely by the contractor.
- (d) Contractor has the right to withdraw, in whole or in part, any technological refreshment proposal prior to acceptance by the Government. Contractor will use commercially reasonable efforts to ensure that prices for substitutions or additions are comparable to replaced or discontinued products. If a technological refreshment proposal is accepted and made a part of this contract, an equitable adjustment increasing or decreasing the contract price may be required and any other affected provisions of this contract shall be made in accordance with this clause, the Changes clause, and other applicable clauses of the contract.

#### 10. SPECIAL SHORT TERM PROMOTION

For the entire contract duration, the Contractor will offer the Embassy the option to take advantage of any promotional programs that it offers and that is suited for use by Embassy staff. The Embassy at its own discretion will have the option to take or reject the opportunity.

#### 11. DELIVERY ORDERS

The Contracting Officer will issue delivery orders to order phone and services to the Contractor for performance of work under this contract. If an order is given orally, it will be followed up by a written delivery order within 7 days.

12. TRAINING

The contractor shall provide, at no additional cost, training to all Embassy employees who received a mobile phone. Training to be provided will include the proper operation of equipment purchased and feature operation. The training will be coordinated with the COR to match the Embassy work schedule.

13. EQUIPMENT RETURN/DEFECTIVE POLICY

If a device is defective or is being returned, the device will be exchanged within two (2) business days.

14. CUSTOMER SERVICE CENTERS

The contractor is to provide a telephone number for the purpose of reporting equipment problems and malfunction, billing inquiries and/or customer question regarding accounts and/ or services.

15. SURVIVABILITY AND RECOVERY

The contractor shall have a working system of survivability of the network in case of emergency and serious disaster when all networks may be jammed or when parts of the network are destroyed.

The contractor shall have a recovery plan in place that shall deal with such occurrences.