

QUESTIONS AND ANSWERS

Question 1: The proposal must be composed only by the following documents. Documents described on the page 31 and 32, if not, what documents do we have also to include?

Answer: The proposal must include the SF-1449 (cover page of the solicitation) properly filled out, Section 1 and Section 5 also filled out and the documents requested in Section 3 – A.1, A.2. (1) thru 10 and A.3.

Question 2: The SF-1449 refers blocks to 12, 17, 19-24 and 30 as appropriate and Section 1 and 5 have to be filled out. We did not find the blocks 12, 17, 19-24 and 30.

Answer: SF-1449:

Block 12. Discount – Not Required

Block 17.a. - Name and Address of Offeror

Block 19 – 24 – (See attached Section 1 - Pricing)

Block 30a and 30b – Name and Signature of Offeror

Question 3: With the presentation of the SF-1449 and blocks 12, 17, 19-24 and 30, we also need to put in the offer, Sections 1 and 5?

Answer: Yes. Section 1 and Section 5 need to be filled out.

Question 4: Would it be possible to answer with the print of SF-1449 and blocks 12, 17, 19-24 and 30, and send them attached with the documents described on the page 31 and 32 (Section 3) as our offer?

Answer: You must fill out the appropriate Blocks in SF-1449, Section 1 “Pricing”, Section 5 and attach them to documents requested in Section 3.

Question 5: Some of the documents requested are Portuguese documents. They are written in Portuguese, and certified by Portuguese authorities. We cannot put them in English. Can we present these documents in Portuguese? If not, what we have to do?

Answer: You may present official documents in Portuguese such as licenses, insurance certificates, power of attorney, however, an English translation should be attached.

Question 6: Can we include other documents attached to the offer like the declaration of the representation or other prepared for our market, in Portuguese? If not, what we have to do?

Answer: Yes, you may present these in Portuguese (please refer to the previous answer). However, the proposal and any information that pertains directly to the services you are proposing must be in English.

Question 7: Section 3 - Solicitation Provisions

Documents requested Page 31 – A.2. What document is requested?

Answer: You must present information that will demonstrate the offeror’s ability to perform: Please refer to Item 1 thru 10 under A.2.

Question 8: Would it be possible to answer by attaching our annual report and accounts that states we have in Portugal more than 5 million clients? The list of clients is considered confidential information.

Answer: Yes, you may present the company's annual report.

Question 9: "Item A.2 (4) Evidence that the offeror/quoter can provide the necessary personnel, equipment, and financial resources needed to perform the work" - Is it possible to answer with a declaration/statement of honor in Portuguese? In the annual report and accounts we say how many employees we have in Portugal.

Answer: Yes, you may present the statement of honor in Portuguese and the company's annual report, however, an English translation should be attached.

Question 10: "Item A.2 (5) Evidence that the offeror has all licenses and permits required by local law"- May we present the documents from ANACOM (the regulatory entity in Portugal) in Portuguese, however, an English translation should be attached.

Answer: Yes, you may present these official documents in Portuguese.

Question 11: "Item A.2. (6) – Information on Connectivity within Portugal" - What document is requested?

Answer: Agreements with other networks.

Question 12: "Item A.2 (8) - Offeror is required to provide a copy of the Rate Plan Subscription" - What document is requested?

Answer: Rate Plan Subscription – This refers to the description of Rate Plan proposed. This document must be in English.

Question 13: "Item A.2 (10) Evidence that the contractor has a recovery plan in the event of an emergency or disaster" - Is it possible to answer with a declaration/statement of honor in Portuguese? This information is considered confidential.

Answer: Yes, you may present the declaration/statement of honor in Portuguese stating that the offeror has a recovery plan, however, an English translation should be attached.

Question 14: Section 4 – "Evaluation Factors (c) Price Evaluation" - The price of the offers is determined by multiplying the offered prices times the estimated quantities, including all options (page 35 – c). What options should we regard?

Answer: The prices must be given for the Base Year and an Additional Option Year for the exactly the same services.

Question 15: Page 4 "(B) Cell Phones Service" - 20.000 pre- paid minutes to other Portuguese networks. Does it include the communications of the operator that gives the service?

Answer: No, it does not include calls made to the service provider network.

Question 16: (Page 5) “Section 1 – III. Pricing (B) Cell Phones Services - Item 7.A, 7.B. 7.C” - 7a and 7b - Instead of paying per SMS, is it requested a package per service that includes all SMS sent in Portugal?

Answer: Item 7 has been amended. Please refer to Amendment (A002).

Question 17: “7.C – Email to phone number SMS message free” - What service is requested?

Answer: Email to phone number SMS message is a service that you can send an e-mail to a cell phone as SMS message. Example: 9XXX XXX X@sms.XXXXXX.pt

Question 18: Page 13 – “1.10 MultiSIM Services” -The phones included in our offer do not have the possibility to put inside the phone a card of other operator. Is it possible to have a card inside the phone with too phone numbers.

Answer: What we are requesting is two SIM cards with the same phone number that can be used alternately in two different equipments.

Question 19: Page 11 – “1.1 Equipment Package”

The basic package shall include the items described. What price should be given for the package?

Answer: This item has been amended please refer to Amendment (A002).

Question 20: Some of the items included don't exist in the market for all or for some phones, what should we answer?

Answer: This item has been amended please refer to Amendment (A002)

Question 21: Does the U.S. Embassy in Lisbon have an E1 port available or do we have to provide a new card?

Answer: Yes, we do have a spare E1 port.

Question 22: What is the brand/model of the voice server?

Answer: Our equipment is a Nortel CS1000.

Question 23: Does the U.S. Embassy in Lisbon have the necessary configuration services for the implementation of the Voice VPN?

Answer: Yes, we have the necessary services.

Question 24: Page 4 – “(B) Cell Phones Service” - The international calls package of 20.000 minutes is fixed or fixed and mobile?

Answer: The 20,000 pre-paid minutes should include international calls to fixed and mobile numbers in Europe Union, Switzerland, United States of America and Canada.

Question 25: Page 31 – “A.2 (8) – Offeror is required to provide a copy of the Rate Plan Subscription” - May the Rate Plan Subscription be submitted in Portuguese?

Answer: The Rate Plan Subscription must be in English.

Question 26: In regard to paragraph III. Pricing , 1.A – “Fixed network same prefix (21)” how can we reflect different offers, i.e. shall we differentiate 21-XXX-XXXX (Lisbon area) from the rest of the country (2X- XXX-XXXX)?

Answer: Yes, please differentiate that on your proposal. Continental Portugal and Islands are the same in terms of pricing.

Question 27: In regard to VPN communications, how shall we reflect the prices that you ask for, namely where it is mentioned: “Annual fixed price for Estimated Communication Charges” (Page 4)? And the “TOTAL ESTIMATED AMOUNT FOR VPN, BASE YEAR”, shall it include VAT?

Answer: The “Annual fixed price for Estimated Communication Charges” refers to the estimated communications (number of minutes estimated times the unit price). The “Annual fixed price for the VPN” should be the monthly fixed fee times 12 months. There is a line for VAT for all of the referred items.

Question 28: VAT percentage has been changing frequently in Portugal, lately. How do we handle VAT fluctuation during the contract?

Answer: What counts is the VAT percentage at the time of the contract signature. The contract will be modified accordingly in case of VAT changes.

Question 29: Do 20,000 pre-paid minutes mentioned in Paragraph III. (B) Cell Phone Service (Page 4) include communications to all operators and all countries?

Answer: The 20,000 pre-paid minutes include calls made to other Portuguese networks and international calls made to European Union, Switzerland, the United State of American and Canada.

Question 30: “Item 7 - Sending of written messages” - What do you need exactly in terms of written messages? One package that includes *sms*? Or, a package with a certain number of *sms* included and then be charged separately for each *sms* exceeding the basic package? In this case you would be charged per *sms*, correct?

Answer: Yes, that is the point. We are looking for a basic package with a certain number of *sms* included and a separate rate for each *sms* exceeding the package (price per *sms*).

Question 31: “Item 8. – Please specify the Blackberry services needed: National and International? Internet service only or Enterprise service?

Answer: Both national and international. Enterprise service, definitely.

Question 32: How many users are we talking about?

Answer: I would say 75 with tendency to increase. So, please consider an average of 75 devices for national services and 25 devices for international services.

Question 33: Are you looking for price per service?

Answer: Yes, price per service. Item 8. of Section 1. III (B) of the Solicitation will be amended, in order to specify Blackberry Enterprise service (National and International).

Question 34: Regarding Item 10. Wideband internet access – Do you have an estimate of how many will be needed?

Answer: We only use these occasionally. Please consider an average of 10.

Question 35: “(C) – Temporary Additional Services” - Do you have a prediction of how many cell phones with SIM cards you will need? Do you want something similar to a subscription (price/ per day/ per phone)?

Answer: Please specify the number of minutes included on your proposal and how much we will pay if we exceed that number.

Question 36: Does the “Web-based messaging services” cover the email to *sms*? We can provide a type of service called “SMS Express”. This could be of your interest, but would have to be tested (create account, etc).

Answer: If you think it meets our requirements, please propose to us. The same testing opportunities will have to be given to all offerors equally, though.

Question 37: Could you please clarify “MultiSim Services”.

Answer: We mean - two phones and two cards with the same phone number.