



CLARIFICATION NOTE NO 1

Ref. EUBAM-26-20

“Supply and Delivery of Satellite Phones”

This document provides a summary of the requests for clarification received by the Contracting Authority (EUBAM Libya) in relation to the Tender Dossier **EUBAM-26-20**, together with the corresponding responses provided by the Contracting Authority.

The clarifications and responses set out below form an integral part of the tender documentation and shall be taken into consideration by all tenderers in the preparation and submission of their tenders.

No.	Clarification requests received:	Clarification provided:
1.	Does the end user currently have any satellite phones in operation? If yes, please provide the manufacturer and model numbers.	No previous model or manufacturer available, not in use previously.
2.	Is Iridium specifically required, or can another satellite network meeting the required coverage be offered? For example, Thuraya or Inmarsat phones.	A network providing reliable coverage of Libya and the wider region is required.
3.	Where will the satellite phones mainly be used: Libya only, North Africa, or worldwide?	Libya and the wider region.
4.	Is full global satellite coverage mandatory?	No
5.	Is the GPS function required only to display the user's position, or is GPS tracking/reporting required?	Only to display the user's position.
6.	For the prepaid SIM valid for one year, please confirm the required airtime/minutes or prepaid units for each SIM.	The minimum amount to enable the SIM activation, the one-year validity run from first call (activation) of the SIM.

Address: Palm City Residence, Sidi Abdul Jalil, Janzour, Tripoli, Libya

Email: info@eubam-libya.eu

Web: www.eubam-libya.eu



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7.	Is the vehicle mounting/docking solution mandatory? If yes, is an external satellite/GPS antenna required for use inside the vehicle?	It's not mandatory.
8.	Is there any preferred or approved satellite phone manufacturer or model?	No
9.	In the technical requirements, under the mandatory accessories there is the following: • Vehicle mounting bracket or docking solution (if available) Can you please therefore confirm that you require 60 of these devices (one for each Sat Phone) as it has a major impact on the final price.	If vehicle mounting bracket or docking solution is included in the commercial or standard package, it should be part of the offer (without artificially separating it from the commercially available packages). It is not mandatory requirement; our main goal is to acquire the phones and SIM cards, which is the minimum requirement.
10.	Is one prepaid SIM card required per device (sixty in total), or one for the consignment as a whole?	One prepaid SIM card is required per device (sixty in total).
11.	Does "prepaid" require a minimum amount of included airtime (minutes or units) per SIM, and if so how much? The specification states a validity period but no credit value, and the airtime bundle is a material part of the price	The minimum amount to enable the SIM activation.
12.	Does the one-year validity run from first call, as stated, or from delivery / provisional acceptance? Where a network operator's tariff imposes an activation deadline, should the SIMs be supplied activated or inactivated?	From first call (activation) of the SIM
13.	Do we understand correctly that coverage of the whole globe, including the polar regions, is required — or is a network providing reliable coverage of Libya and the wider region in which EUBAM operates sufficient?	A network providing reliable coverage of Libya and the wider region in which EUBAM operates sufficient.

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14.	Is the requirement "Data speed: 2.4 Kbps at a minimum" a mandatory functional requirement, or is it required only where the offered handset provides a data service?	The requirement "Data speed: 2.4 Kbps at a minimum" applies where the offered satellite handset and associated satellite service support data connectivity. The provision of a data service is not, in itself, a mandatory functional requirement. The primary required functionalities are satellite voice communication and the other functionalities specified in the Technical Specifications. Where data connectivity is offered as part of the proposed solution, the supported data speed shall be at least 2.4 Kbps.
15.	Section 2 is headed "ACCESSORIES: (MANDATORY)" but the vehicle mounting bracket or docking solution is qualified "(if available)". Please confirm whether this item is required whenever the manufacturer of the offered handset markets such an accessory, or whether it is left to the tenderer's discretion.	It is left to the tenderer's discretion.
16.	Will a tender that does not include a hands-free kit or earpiece be considered technically compliant?	Yes, this is optional.
17.	Where a tenderer does include it, is it to be priced within the unit price in Annex IV, or shown as a separate line?	If tenderer does include it, it should be priced within the unit price.
18.	The specification states that "equivalent or superior specifications meeting the functional requirements shall be accepted". Will compliance be assessed parameter by parameter, each figure in Column 2 being a hard minimum, or on the basis of overall functional equivalence — such that a figure marginally below one stated minimum may be accepted where other parameters materially exceed the requirement?	Compliance will be assessed on a parameter-by-parameter basis. Each requirement specified in Column 2 represents a minimum requirement and must be met or exceeded. Accordingly, a specification that does not comply with stated minimum for one parameter will not be considered compliant, even where other parameters exceed the requirements.