

## Q&A for the Expression of Interest (EOI) for Provision of Satellite telecommunication Solutions

EOI REF: **EOI-DKHQ-2021-001**

This document contains questions posted by the bidders for the above-mentioned tender, together with those posted during the Technical Briefing session held on 20-04-2021.

1. **Based on the information gathered, you currently have 163 satellite terminals (Internet and Telephony) with Do you need additional satellite phone or are you looking to change the current equipment you have?** We would prefer both options, we would like to keep the existing phones, but also to order additional ones throughout the purchase agreement period. Or change the full park.
2. **If you want new satellite phone, do you also need the accessories?** Yes, as per the EOI specifications, DRC would be interested in receiving the specifications on the accessories available for the products offered (such as, but not limited to, spare batteries, car chargers, docking stations etc)
3. **If you want to change the current service plan, could you change the SIM card Number?** This is yet to be defined in the Request for Proposal (RFP), however should you have any requirements similar to that one, i.e that DRC would need to change all the SIM card numbers before utilizing your services, and that you are not offering transferring the SIM card numbers to your services, please make a remark in your EOI bid submission.
4. **For any new postpaid or prepaid service, you will need new SIM card (all sim card are blocked for each service providers) linked to a new phone number.** Thank you, please make sure to make that remark in the EOI offer.
5. **Could you confirm the commitment period?** For the time being DRC cannot make any commitments, more information should follow in the RFP, however even at that stage it would be difficult to forecast any specific commitments as it will be a global purchase agreement that all the DRC country offices (40+) could utilize.
6. **Could you confirm the currency of the tender?** Is it easier in EURO or in USD? The currency of the tender will be revealed in the RFP, as this is only the EOI stage, here only technical information will be sourced, as a form of prequalification and information gathering. Please **DO NOT** submit any kind of financial information (including prices) in your EOI submission.
7. **We have noted that you have mentioned for the technical specification ASCOM as a standalone item, isnt that Thuraya?** Yes, that was a typo while collecting the information during the mapping, please consider it as Thuraya
8. **Will all the companies proceed to the RFP stage who qualify in the EOI?** Yes, the intention of the EOI is to serve as a prequalification, and all companies qualifying at the EOI stage will receive direct invitations for the RFP stage.

9. **Are VSAT required?** We were primarily aiming at BGANs due to the ease of use and setup, however please do offer any kind of satellite equipment in this segment you would find relevant. The EOI stage is used as a rather broad approach to source the currently available equipment on the market, after which a narrower decision will be made for the RFP stage which type of equipment will be selected for further tendering.
10. **Can you please confirm which commitments DRC is willing to take?** Currently we cannot oblige to any commitments from our side. More clarity on this will be available during the RFP stage, however as we are aiming for a global purchase agreement that will be utilized by all the 40+ DRC country offices around the globe, it might be difficult to make any commitments as such, and the country offices might be ordering equipment and subscriptions on an ongoing basis, depending on the necessity.
11. **Will there be only one bidder that will win the tender, or multiple?** DRC is currently doing business with multiple vendors when it comes to satellite equipment, and this global purchase agreement is an attempt to centralize the subscriptions and equipment purchases to one vendor/provider, thus DRCs preference is to award the contract to one bidder. However, multiple award cannot be excluded, as allowed by the DRC procurement guidelines, based on the best value for money principle.
12. **Which kind of financial analysis do you do to evaluate the supplier?** We cannot cover any financial components of the tender at this stage, as the EOI will only source relevant technical information as laid down in the EOI documents. The financial component will be a part of the next stage – the RFP.
13. **What about the embargo countries and the possibility to deliver in the banned countries for US companies?** DRC operates in certain countries that are subject to embargos and sanctions, and the emphasis on countries where we would like the goods/services to be delivered, are in the focus countries listed in the EOI.
14. **Will the contracting and invoicing go centralized through your HQ, or will the country offices directly place orders as well?** DRC HQ will ultimately sign the global purchase agreement on behalf of entire DRC, on the terms and conditions and prices resulting from the RFP, however the main intention is that the country offices individually place orders directly with the vendor/provider.

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20-04-2021, Copenhagen, Denmark