**ANNEX IV(b) LOT 2 – SIP Landline**

***Tariff Plan & Technical Requirements Forms***

**PART A.1 SIP Landline Voice Telephony services**

Please complete the following table with the respective data for the tariff plan you offer which should be based on the Contracting Authority’s approximate requirements as shown in the table below. If you wish to propose *extra services in the tariff plan then* use the blank lines provided.

|  |  |  |  |
| --- | --- | --- | --- |
| **Services included in the Tariff Plan** | ***Indicative minimum* quantities to be included in Tariff Plan** | **Your actual proposed Tariff Plan** | **Cost per unit for *extra consumption* *outside* Tariff Plan**  (excluding VAT and subscriber fees) |
| Calls through Sip 30 channels Landline ( E1 interface G.703) - to fixed lines  - National within Greece | 15000 | ………. min | € |
| Intra-company landline calls | Unlimited | ………… min | € |
| Calls from Company landline to company Greek mobiles | Unlimited | ……….. min | € |
| Calls from Company landline to EXTERNAL Greek mobile | ? | ……….. min | € |
| Calls from Company landline to EU 27 member states – **fixed line** | ? | ……….. min | € |
| Calls from Company landline to EU 27 member states – **mobile** | ? | ……….. min | € |
| Extra services in tariff plan |  |  | € |
| Extra services in tariff plan |  |  | € |
| Can the ‘free’ voice calls within Greece, which are included in the cost of the Tariff Plan above, also be used to call landlines:  a). in EU 27 member states ?  b). in UK ?  c). in Switzerland ? | | | Yes  No  Yes  No  Yes  No |
| Proposed Tariff Plan for SIP Landline – usual **fixed monthly fee** | | | € |
| Proposed **Discount** on above Tariff Plan fixed monthly fee: | | | % |
| **TOTAL fixed monthly fee including proposed Discount for** **Tariff Plan (PT2)** | | | € |
| Proposed **discount** on extra consumption outside Tariff Plan in Greece: | | | % |
| Do all prices above **exclude** VAT and Subscriber Fee[[1]](#footnote-2)? | | | Yes  No |

*\*****Please note that only one ‘Tariff Plan offer’ should be submitted for “SIP Landline Voice Telephony services”***

**PART B: Technical Requirements Acknowledgement**

Please check either the **YES** or **NO** box in the right hand column of tables below to indicate whether you satisfy each specific requirement. This can also serve as a checklist for each tenderer to ensure that they are compliant with the specific technical requirements.

#### 1.1 General Requirements:

|  |  |
| --- | --- |
| 1. Payment will be based on one summary invoice totalling all charges on a monthly basis. | Yes  No |
| 1. No VAT will be charged on the invoice since the Contracting Authority is VAT exempt (see Part 2, Section 13). | Yes  No |
| 1. Monthly invoices will be available electronically. | Yes  No |
| 1. Each Agency will keep all its existing telephone numbers as part of any new contract. | Yes  No |
| 1. All the services ordered under the contract will be available for activation by 15th June 2021 | Yes  No |
| 1. International payment transfer from any EU bank can be accepted without requesting additional information from Contracting Authority e.g. no need to send proof of payments | Yes  No |

#### 1.2 Customer Services:

|  |  |
| --- | --- |
| 1. An Account Manager will be appointed as the single point of contact for all non-technical questions between the provider and the Contracting Authority, e.g. invoice queries. | Yes  No |
| 1. A multilingual (in Greek and English) “E-billing” web portal will be available to designated users at the Contracting Authority, through which current and previous invoices can be accessed, downloaded and printed. | Yes  No |
| 1. 24/7 HELP line for user queries will be available. | Yes  No |

#### 1.3 Voice Services

|  |  |
| --- | --- |
| 1. Voice tariff plan has been included in the bid. | Yes  No |
| 1. Local call charges for Greece have been included in the bid. | Yes  No |
| 1. International call charges for all 27 EU countries have been included in the bid. | Yes  No |
| 1. Intra-company charges (between Contracting Authority staff members) have been included in the bid. | Yes  No |

*I the tenderer declare that both**pages comprising this Financial Offer form have been completed without leaving any box blank.*

**Print name: Signature: Date:**

***(of the Tenderer or authorised representative)***

1. *Any obligatory subscriber fee should NOT be included here* [↑](#footnote-ref-2)