**ANNEX IV(a) LOT 1 – Mobile services**

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

**PART A.1 Mobile Voice and Data 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. A **volume-based** tariff plan is preferred. 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[[1]](#footnote-2) for *extra consumption* *outside* Tariff Plan**  (excluding VAT and subscriber fees) |
| Calls to national networks | 1500 | ………. min | € |
| SMS to national networks | 150 SMS | ……….. SMS | € |
| Intra-company calls | Unlimited | ………… min | € |
| Mobile internet | **Minimum** **20GB** | ………… GB | € |
| Extra services in tariff plan |  |  |  |
| Extra services in tariff plan |  |  |  |
| Proposed Tariff Plan **fixed monthly fee** | | | € |
| Proposed **Discount** on above Tariff Plan fixed monthly fee: | | | % |
| **TOTAL fixed monthly fee including proposed Discount for** **Tariff Plan (PT1)** | | | € |
| Proposed **discount** on extra consumption outside Tariff Plan in Greece: | | | % |
| Proposed **discount** on extra consumption while Roaming: | | | % |
| Proposed smartphone **subsidy per connection** | | | € |
| Can the ‘free’ voice calls in Greece, which are included in the cost of the Tariff Plan above, also be used while:  a). **roaming in EU?**  b). roaming in UK  c). roaming in Switzerland? | | | Yes  No  Yes  No  Yes  No |
| Can the GB for mobile internet in Greece, which is included in the cost of the Tariff Plan above, also be used while:  a). **roaming in EU?**  b). roaming in UK  c). roaming in Switzerland | | | Yes  No  Yes  No  Yes  No |
| *If your answer is* ***YES please specify the following:*** | | | |
| Cost of this service *(monthly)* | | | € |
| Cost of this service *(daily)* | | | € |
| Cost per MB in excess of quantity included in Tariff Plan | | | € |
| *If your answer is* ***NO*** ***please specify the following:*** | | | |
| Cost for roaming data service *(monthly)* | | | **€** |
| Cost for roaming data service *(daily)* | | | **€** |
| Do all prices above **exclude** VAT and Subscriber Fee[[2]](#footnote-3)? | | | Yes  No |

*\*****Please note that only one ‘Tariff Plan offer’ should be submitted for “Mobile Voice and Data 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, along with separate itemised electronic invoices for each mobile connection. | Yes  No |
| 1. Each Agency will keep all its existing mobile 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. Confirm that, if required, measures will be taken in order to ensure minimum signal strength in each Agency’s offices *(signal strength conformity at the latest 1 month after the activation of services).* | Yes  No |
| 1. Coverage maps for both 4G and 5G and any other relevant info has been included with the offer (obligatory for Greece and advantageous for rest of EU). | 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 |

*Annex IV(a): page 2 of 3*

#### 1.3 SMS Services:

|  |  |
| --- | --- |
| 1. Local charges for Greece have been included in the bid. | Yes  No |
| 1. Roaming charges for all 27 EU countries have been included in the bid. | Yes  No |

#### 1.4 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. Roaming call charges for all 27 EU countries have been included in the bid. | Yes  No |
| 1. Special tariffs for roaming 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 all* ***three*** *pages comprising this Financial Offer form have been completed without leaving any box blank.*

**Print name: Signature: Date:**

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

*Annex IV(a): page 3 of 3*

1. *Specify the relevant unit, e.g. minute, GB, etc. Annex IV(a): page 1 of 3* [↑](#footnote-ref-2)
2. *Any obligatory subscriber fee should NOT be included here* [↑](#footnote-ref-3)