

**NATO COMMUNICATIONS AND
INFORMATION AGENCY**



**NATO WIDE GLOBAL MOBILE TELEPHONY
IFB-CO-15038-GMT**

**PART IV
STATEMENT OF WORK**

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1 INTRODUCTION

1.1 Purpose

1.1.1 The purpose of this Statement of Work (SoW) is to define requirements for the NATO Global Mobile Telephony Services.

1.1.2 The intent of this effort is to simplify procurement and harmonize the purchasing mobile services, available in multiple countries, to include support of service delivery.

1.1.3 As part of the Base Contract, Contractors shall provide wireless telecommunications services to 11 NATO Member Nations listed in Annex B of this SoW.

1.1.4 As an option, the Contractor for Belgium shall provide wireless telecommunications services to NATO HQ (NHQ), accounting for 1000+ users.

1.1.5 The Purchaser may request to expand the scope of the contract to other Countries after contract Award based on NATO requirements to be evaluated on a case by case basis.

1.1.6 The Contractor(s) shall be responsible to coordinate and assure GSM services, as required, to cover SIM card issuance and service provision, in accordance with local regulatory laws concerning mobility services provisioning (voice, data and text) to be used by NATO staff in performing their duties, in the specific Country of assignment.

1.2 Scope

1.2.1 The Statement of Work defines the requirement to provide Global Mobile Telephony (GMT) services, with associated subscriptions (voice, text and/ or data), within the 11 NATO Member Nations (see Annex B).

1.2.2 The Contractor(s) shall provide services as described in this SoW; in particular:

1.2.2.1 The Contractor shall manage the issuance of the necessary SIM cards to Service Distribution Points, at no cost to the Purchaser (see sections 4.2 and 4.3 of the SoW).

1.2.2.2 The Contractor shall provide a Contractor Management Support (CMS) (see section 7 of the SoW).

1.2.2.3 The Contractor shall propose a solution that shall be able to support the NATO hierarchical organizational structure, and support multiple configurations.

1.2.3 The Purchaser currently estimates that the approximate number of subscriptions (and associated SIM cards) to be issued will be approximately 4500 (including NHQ as an option). See the Schedule of Supplies and Services (SSS) for details.

1.2.4 The Contractor(s) shall issue SIM cards in a staged approach, starting from the effective date of contract in the Country of assignment.

1.2.5 The Contractor(s) shall ensure that all correspondence between the Purchaser and the Contractor; as well as, between the call centre and the users is in English.

1.2.6 In the event of a change in technology during the contractual period, the Contractor(s) shall guarantee at least the same level of service for contracted services.

2 SUBSCRIPTION PLANS

2.1 Introduction

2.1.1 The Contractor(s) shall specify for each Country what price structure will be made available for services to NATO users. The structure of the table will allow specific entries for this cost category.

2.1.2 Principles to be taken into consideration when building local offers in each Country shall focus on:

- Unlimited voice and SMS
- Simplified International Roaming
- Data Pooling
- Flat rate where applicable

2.1.3 Any NATO/National Entity shall be entitled to benefit of the basic per minute rate or basic specific rates and discounts, if any. Accordingly, the contractor(s) shall indicate how NATO shall benefit by the increase of the business volume.

2.1.4 Any local provider can invoice NATO directly as long as the established local agreements are in place and respected, under the umbrella of the contract between NATO and the main Contractor(s) (Prime(s) vs Sub(s)).

2.2 Zoning

2.2.1 For simplicity and standardisation, the following are definitions of the zoning object of Voice, SMS and Data Plan:

Domestic Zone	GSM traffic originated and terminated in the Home Country shall be considered domestic. (i.e. Country where Subscription reside)
International Zone	Traffic from local GSM to landline and cellular destinations In foreign Country of the same Regional Group (as defined below at 2.2.2)
Best Destination	Traffic originated in the Home Country with destination to foreign Country (Mobile and Land Lines) located in other Regional Groups where best price can be offered.
World (Rest of the world)	Based on Provider Offer in the various Home Countries, Differentiated by Regional Groups for Countries not covered above

2.2.2 In order to build a collective understanding of charging mechanism and provide flexibility to build voice/data plans; World Countries have been organized into 7 Regional Groups following general terms popular in commerce, finance and politics. Countries in the various Group may varies depending on the reality of the market and provider; contractors will have chance to assign Countries to specific groups in accordance to the offers existing in the given Country. The below table serves only as a generic reference:

<p style="text-align: center;">EU Europe</p>	<p>The European Community plus Countries located on the European Continent</p>
<p style="text-align: center;">MENA Middle East North Africa</p>	<p>Referring to the Middle East and North Africa, which corresponds to the Greater Middle East, denoting a set of contiguously connected countries stretching from the Maghreb region in the west all the way to Afghanistan in Central Asia and Pakistan in South Asia</p>
<p style="text-align: center;">SSA Sub Saharan Africa</p>	<p>Countries located the area of the continent of Africa that lies south of the Sahara. According to the United Nations, it consists of all African countries and territories that are fully or partially south of the Sahara</p>
<p style="text-align: center;">SCA South Central America</p>	<p>Countries located in the Central and southern continent of America</p>
<p style="text-align: center;">NAC North America Canada</p>	<p>Countries Located in the North America continent (USA, Canada and Mexico)</p>
<p style="text-align: center;">APAC Asia Pacific</p>	<p>Countries located near the Western Pacific Ocean. Asia-Pacific varies in area depending on context, but it generally includes East Asia, South Asia, Southeast Asia</p>
<p style="text-align: center;">ROW Rest of the World</p>	<p>Countries not included in the above groups</p>

2.3 Subscription plans and charging

2.3.1 The contractor(s) shall provide fixed monthly rates for each of the plans offered. When the user has met the maximum plan allowance, the service shall be disabled until the following month or the phone plan is modified to another plan. NATO shall not incur overage charges. All data plans shall be allowed to tether at no additional costs. Voice, SMS, and data Plans shall be available for domestic/national, international and European roaming, and worldwide roaming as per following definition:

2.3.1.1 Roaming. Roaming refers to the mobile phone being used outside the range of its

home network and connects to another available cell network.

2.3.1.2 International Roaming. International roaming is defined as the ability for a customer to automatically make and receive voice calls, send and receive data, or access other mobile services when travelling outside the geographical coverage area of its home network by means of using the infrastructure of a “visited” network.

2.3.1.2.1 The Contractor shall only charge for international roaming when voice, SMS, or data are used within the roaming zones.

2.3.1.2.2 The Contractor shall disable International roaming data when the allotted data has been consumed.

2.3.1.2.3 The Contractor shall apply International Roaming fees based on zoned tariff schedules as defined in section 2.2.

2.3.1.3 European (EU) Roaming. Based on the "roaming" or "roam like at home", all calls (to mobile and fixed phones), SMS, and data services are charged at domestic rates, i.e. the same price as calls, texts and data within the users’ home country, when travelling in the EU. The rules applies to all European countries, including, the UK.

2.3.1.4 Worldwide Roaming. Worldwide roaming is above international roaming (e.g. European terminal roaming in Afghanistan) and could be required as top up on case by case, when users are anticipated to travel into the contractor-defined roaming zones.

2.3.1.4.1 The Contractor(s) shall only charge for roaming services when voice, SMS, or data are used within the roaming zones.

2.3.1.4.2 The Contractor(s) shall disable worldwide roaming data when the allotted data has been consumed.

2.3.1.4.3 The Contractor(s) shall apply Worldwide Roaming fees based on zoned tariff schedules as defined in section 2.2.

2.3.2 The individual subscription plans (or profile plans) shall provide clear indication of volume of traffic on a monthly firm fixed price included into the subscription. Additional communication charges will need to be specified and detailed in an appropriate table. For simplicity the following profile plans will be required for each country to build harmonic user profiles to be as minimum containing the following:

2.3.2.1 Profile plan 1 – Basic

	Included traffic Volume
DOMESTIC	Unlimited call minutes Land Line Unlimited call minutes same operator 300 minutes call minutes other operators 300 SMS/MMS
INTERNATIONAL	300 call minutes 300 call minutes (roaming in / out) Roaming Out 300 call minutes Roaming In 300 SMS/MMS Roaming Out

	300 SMS/MMS Roaming In
BEST DESTINATION	Not Applicable
WORLD DESTINATIONS	Not Applicable.

2.3.2.2 Profile Plan 2 – Standard

	Included traffic Volume
DOMESTIC	Unlimited call minutes Land Line Unlimited call minutes same operator 300 call minutes other operators 3 GB Data 300 SMS/MMS
INTERNATIONAL	300 call minutes 300 call minutes (roaming in / out) Roaming Out 300 call minutes Roaming In 300 SMS/MMS Roaming Out 300 SMS/MMS Roaming In 500 MB in Zone International
BEST DESTINATION	Market Price by consumption
WORLD DESTINATIONS	Market Price by consumption

2.3.2.3 Profile Plan 3 - Premium

	Included traffic Volume
DOMESTIC	Unlimited call minutes Land Line Unlimited call minutes same operator 300 minutes other operators 5 GB Data 300 SMS/MMS
INTERNATIONAL	300 call minutes 300 call minutes (roaming in / out) Roaming In 300 minutes Roaming Out 300 SMS/MMS Send 300 SMS/MMS Receive 1 GB in zone International
BEST DESTINATION	90 call minutes 90 minutes Roaming Call 90 minutes Roaming Receive 100 SMS/MMS Send 100 SMS/MMS Receive 500 MB in zones Best Destinations

WORLD DESTINATIONS	Market Price by consumption
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2.3.2.4 Profile Plan 4 - Data Plan Hotspot to provide data services to phones, mobile tablets, and air cards.

	Included traffic Volume
DOMESTIC	10 GB Data same operator

2.3.3 During the life of this contract, the Contractor(s) shall offer as needed their commercial market bundles; such as, daily passes, Data/Voice plans for specific amounts or additional data to be integrated into the contracted services for active subscriptions. The Purchaser will activate those bundles based on specific operational requirement via the provided secured Web Interface application at a predefined cost and duration.

2.3.3 The Contractor(s) in some Countries may provide Company Bundles (pooling) for specific amounts of Voice/Data/Text to be used across the fleet on the same profile. In this case the contractor shall mention specifically in the offer explaining how NATO could benefit from it.

2.3.4 The Contractor(s) shall ensure, in all circumstances, that any monthly bill (including potential additional charges for roaming voice and data communication services) **shall not exceed € 300 per user, unless explicitly authorized by the Purchaser in exceptional circumstances.**

2.3.5 When roaming, a preferred network may be selected by default but the User shall have the possibility to select another operator if needed.

2.3.6 When roaming, the Contractor(s) shall ensure that the tariffs are independent of the roamed mobile network.

2.3.7 The Contractor(s) shall ensure not to send any unsolicited messages towards the mobile devices, including advertising information, tariff-info messages, unless such messages have been mandated by EU Regulation or national law.

2.4 Mobile application

2.4.1 The Contractor(s) in each Country shall provide a mobile Application (App) to be used on smartphones and tablets, and a SMS function for GSM phones to monitor the monthly consumptions (e.g. plan allowances, real time data usage) as offered in standard business packages.

2.4.2 The User shall have access to a mobile App to monitor monthly usage/consumption of allocated bundle (data). Retrospective reporting on voice and SMS

shall also be available to users to allow early visibility of excessive usage.

~~2.4.3 The Mobile App shall enable the Purchaser to set limits based on conditions in order to automatically block voice or data traffic per user and/or per group, for both domestic and roaming.~~

~~2.4.4 The Mobile App shall enable the Purchaser to grant top-ups (Bundles) to standard voice or data volumes.~~

3 TECHNICAL REQUIREMENTS

3.1 Mobile Communication Services and Support

3.1.1 The Contractor(s) shall provide mobile data communications from a NATO mobile number (SIM card) located anywhere in the world.

3.1.2 The Contractor(s) shall provide mobile data and roaming usage alerting to warn the users in case of communication volume exceeding pre-determined thresholds (by default: 80% of voice and data allocations).

3.1.3 The Contractor(s) shall ensure that a SIM card can be geographically located (on request and in compliance with all legal obligations).

3.2 Services Management and Administration

3.2.1 The Purchaser shall require for each Nation an electronic reporting system with permanent internet access to operator networks featuring billing, invoicing and reporting.

3.2.2 The secure web-based application will be used by designated NATO support staff to manage the fleet.

3.2.3 The secure web-based application shall be able to manage the subscriptions of the distributed SIM cards in the assigned Country/Location with the following functionalities:

3.2.3.1 Allowing to group together users with similar communication patterns; for example, office-based activities or working on the move and allocate each of them a profile that best fits their needs;

3.2.3.2 Ability of the Purchaser to request to turn on/off roaming and long distance services that are not covered by the contract;

3.2.3.3 Move employees from one profile to another depending on business needs;

3.2.3.4 Single bill and price for multiple pools;

3.2.3.5 Expenditure organized per Country/Business Centre;

3.2.3.6 Monitor usage and costs of each Subscription;

3.2.3.7 Harmonise profiles across NATO footprint to make it easier to manage tariffs

centrally.

3.2.4 For each country, the Contractor (s) shall provide a secure web-based application for tracking active SIMs and mobile usage patterns in the assigned country.

3.2.5 The secure web-based application shall be able to:

3.2.5.1 Generate graphs for key data, for a deeper analysis and customized searches;

3.2.5.2 Allow to upload all local telecom invoices and local contracts centrally to perform monthly invoice check;

3.2.5.3 Monitor mobile spend to the organic fleet (such as cost centres);

3.2.5.4 Export reports in different formats and integrate them into your corporate resource planning system;

3.2.5.5 Improve cost management and reinforcement international and corporate policies;

3.2.5.6 Maximize flexibility and security in managing the system through multiple access users;

3.2.5.7 Add multiple users with different levels of access permission;

3.2.6 The Contractor(s) shall provide appropriate support for NATO assigned administrators to enable in resolving problems and helpdesk capability, programming call barring, internet helpdesk capabilities, billing applications, management of user profiles and SIM cards, management user applications.

3.3 Country Coverage Maps

3.3.1 For each country, the Contractor(s) shall provide detailed maps showing the coverage of wireless network.

3.3.2 The map shall show existing coverage and planned coverage, but distinguish between the two.

3.3.3 The maps shall not include any coverage that stems from the ability to roam on other service providers' wireless networks. Accordingly, the map shall only focus on the Contractor's and subs' owned mobile networks.

3.3.4 Separate maps should be provided for Contractor's voice and data networks, for all networks 2G/3G/4G.

3.4 Country Coverage Statistics

3.4.1 The Contractor(s) shall state the percentage of the country population that resides in areas where their wireless network has coverage distinguishing between the available coverage for voice versus data services if the coverage varies.

3.4.2 The Contractor(s) shall detail its coverage in specific NATO Command Locations (please see Annex B) and whereas coverage (direct or via Strategic partner) is not available,

detail what will be the condition of usage in that location.

4 SERVICES

4.1 Introduction

4.1.1 The Contractor(s) in each country shall provide complete mobile telephones services for the NATO entity in that country defined in Annex A,

4.1.2 The Contractor shall provide Customer Support and Contractor Management Support (CMS) Services.

4.2 Service Distribution Points

4.2.1 The Purchaser will define a number of Service Distribution Points located in the various NATO Nations, on NATO premises, manned by NATO personnel.

4.2.2 The Purchaser's personnel at Service Delivery Points will manage services for the local Commands via the secure Web-based application to be delivered by the Contractor.

4.2.3 The secure Web-based application shall be able to:

4.2.3.1 Active / deactivate a subscription

4.2.3.2 Add additional bundle/feature

4.2.3.3 Remove additional bundle/feature

4.2.3.4 Reset PUK

4.2.3.5 Manage SIM cards provisioning

4.2.3.6 Any other services relevant to the Subscription operation

4.3 SIM Cards Management

4.3.1 The Contractor(s) shall provide the latest technology cellular phone SIM cards for single-SIM basic phones, single-SIM Smartphones/iPhones, single-SIM BlackBerrys, and single-SIM for data air cards (if required). SIM cards for plans that include data shall be capable of providing the fastest data speeds available. Phone numbers shall be portable and able to be reused in the event a SIM card requires replacement. All assigned phone numbers and ported phone numbers shall remain assigned for the life of this contract and new numbers shall be assigned within one (1) working day of a request. Additional SIM cards will be requested as needed via purchase orders.

4.3.2 The Contractor(s) shall provide at each Service Distribution Point, a number of SIM cards with the number of subscriptions managed by each Service Distribution Point in order to ensure adequate service reactivity, at no additional cost to the Purchaser.

4.3.3 The Contractor(s) shall deliver additional SIM cards to Service Distribution Points, with five (5) working days, as and when requested by the Purchaser, and at no additional cost to the Purchaser.

4.3.4 The Contractor shall provide a description of process to dispatch SIM card stocks at the distribution point.

4.3.5 In the event that supported GSM/GPRS/EDGEUMTS/3GPP/4GPP/5GPP HSDPA/HSPA+/OFDM/LTE etc. frequency bands or SIM card technology is identified by the Contractor(s) as end of life, the Contractor(s) shall provide the Purchaser with at least a six (6) month notice to procure new devices and solutions supporting the Contractor's new technology standards. During this six (6) month transition period the Contractor(s) shall avoid service interruptions on all lines of service under this contract.

4.4 Basic Services

4.4.1 The Contractor(s) shall offer the following services with no additional monthly recurring charges (although usage charges may apply not exceeding the threshold stipulated under section 2.3.4):

4.4.1.1 Call Services (International and within NATO Member Nations);

4.4.1.2 International roaming

4.4.1.3 Voicemail;

4.4.1.4 Call Waiting;

4.4.1.5 Call Forwarding;

4.4.1.6 Call Transfer;

4.4.1.7 Conference calling;

~~**4.4.1.8** Multi-SIM functionality;~~

4.4.1.9 SMS and MMS services;

4.4.1.10 2G/3G/4G data services;

4.4.1.11 VoLTE;

4.4.1.12 WiFi Hotspot;

4.4.1.13 Monthly Detailed Billing Data Services (3G, 4G and upgraded where and when available with adaptation)

4.5 Call Restriction Capability

4.5.1 The Contractor(s) shall provide the following call restriction capabilities at no additional cost to the Purchaser:

4.5.1.1 Barring of all calls except to a specific number;

4.5.1.2 Barring of all calls except inbound calls;

4.5.1.3 Barring of all international long distance usage;

4.5.1.4 Barring of international roaming;

~~4.5.1.5 Calls up to a pre-determined Euro limit;~~

4.5.1.6 Barring of all calls to premium rate/e-commerce services (for example, ring-tone or screen saver downloads, video clips, secure purchasing);

4.5.1.7 Barring of all calls to call services (e.g. directory assistance, traffic information);

4.5.1.8 Barring of messaging;

4.5.1.9 Barring data services;

4.5.1.10 Any combinations of the above.

4.5.2 The above-mentioned call-restriction capabilities shall be made available to the Purchaser as part of the secure web-application.

4.6 Voicemail Charging Structure

4.6.1 The Contractor shall ensure that Purchaser will not pay any usage charges while:

4.6.1.1 Callers are leaving messages;

4.6.1.2 User are being notified that a voicemail has been left;

4.6.1.3 Users call their voicemail when using the same handset/device in a domestic location;

4.6.2 The Contractor shall detail any pricing schemes that provide preferential rates or free calls for users to retrieve their voicemail messages.

4.7 Messaging

4.7.1 Messaging Spam

4.7.1.1 The Contractor(s) shall restrict sending any unsolicited messaging to NATO individual users i.e. sport update SMS.

4.7.2 Call waiting

4.7.2.1 The Contractor shall provide call waiting at no additional charge.

4.7.3 Call Forwarding capability

4.7.3.1 Call forwarding usage (i.e. the automatic forwarding of all inbound calls to any other telephone number) shall be provided at no additional recurring charges, in which call forwarding usage charges will be part of any inclusive minute allowance (i.e. no additional charges would apply if unused inclusive minutes are available).

4.7.3.2 Call Forwarding Options shall include:

4.7.3.2.1 Forward all calls;

4.7.3.2.2 Forward calls when busy tone is received;

4.7.3.2.3 Forward calls when unavailable (i.e. wireless device switched off, no network is available to the wireless device or the wireless device rings but is not answered or the call is rejected);

4.7.3.3 Cost of call forwarding

4.7.3.3.1 The only usage charges that shall apply for call forwarding are the charges applicable to the destination to which a call is being forwarded.

4.7.4 Conference Calling

4.7.4.1 The Contractor(s) shall provide conference calling up to five (5) participants.

4.7.4.2 The Contractor shall not apply additional recurring charges for this capability.

~~4.7.5~~ ~~Multi-SIM~~

~~4.7.5.1 The Contractor(s) shall provide Multi-SIM functionality (i.e. each SIM card shall be able to host two phone numbers), at no additional cost to the Purchaser.~~

4.8 Wireless Data Services

4.8.1 The Contractor(s) shall follow the general data requirements applying equally to wireless data services and data connectivity including tethering, by means of wireless data peripheral devices (e.g. handsets, PC cards, laptop connect cards, wireless routers, cell phones, tablets, smart phones, Wi-Fi or hotspot devices), unless the requirement refers specifically to one wireless data peripheral or another.

4.9 Connectivity

4.9.1 The Contractor(s) shall ensure that the connection through its network is of the highest quality possible according to Telco Industry standards.

4.9.2 The Contractor(s) shall remedy network problems in accordance with the Contractor's standard Operational procedure.

4.9.3 The Contractor(s) shall inform the Purchaser immediately of any problems and their resolution.

4.9.4 The Contractor(s) shall provide details regarding its technology roadmap, including a description of the wireless network technology over which the wireless data solution will operate. Descriptions shall focus on the latest 4G data standards supported and anticipated plans for deploying upcoming technologies and services during the term of the contract (for example 5G).

4.10 Network Availability & Coverage

4.10.1 The Contractor(s) in each Country shall ensure that the GSM Network (3G or higher) is available at all NATO premises covered under this contract at minimum 50% signal strength (excluding basements and bunkers).

4.10.2 The Contractor(s) shall ensure that the GSM Network is not overloaded at NATO premises due to density of active users.

4.10.3 The Contractor(s) shall ensure that all GSM Services (including Voice and Data Services) shall be available at 99% of the time for every active International Mobile Equipment Identity (IMEI).

4.11 Survivability and Recovery

4.11.1 The Contractor(s) shall have a working system of survivability of the network in case of emergency and serious disaster when all networks may be jammed or when parts of the network are destroyed.

4.11.2 The Contractor(s) shall provide, if required by the Purchaser, a disaster recovery plan that shall deal with such occurrences, to maintain the appropriate recovery capability within the organizations and sustain a minimum number of business functions in case of crisis (i.e Voice calls only).

4.12 Wireless Internet / Capability

4.12.1 The Contractor(s) shall include Wireless Internet access as part of the base service offering provided as part of all voice and data rate plans, including the use of, GPRS and 3G/4G/broadband technologies if available. For example, usage charges may apply for data usage on a 'pay-as-you-go' basis, but additional recurring charges would only apply where users are subscribing to an additional data feature (e.g. EURO X per month for 1GB data usage per month).

5 CUSTOMER SUPPORT

5.1 Helpdesk and Hotline Availability

5.1.1 The Contractor(s) shall provide a customer support service (Call Centre) in each country, available to any User, using services and features already existing for other business customers

5.1.2 The Call Centre service shall be provided in English in all NATO Nations.

5.1.3 The Call Centre shall:

5.1.3.1 Be available 24/7/365 in line with market practice at no cost to the caller;

5.1.3.2 Ensure that waiting time to respond to any enquiry is maximum 10 minutes;

6 NUMBER PORTABILITY AND MIGRATION PROCEDURES

6.1 Transition plan

6.1.1 The Contractor(s) shall provide a transition plan for the migration of 'old to new',

giving activities and timelines in the format of Microsoft Project 30 days after contract award. For each instance under the responsibility of the same Contractor.

6.1.2 The Contractor(s) shall transition from 'old to new' as soon as possible. The full transition shall not take more than 3 months from contract award, unless specifically agreed by the Purchaser.

6.1.3 The transition plan shall state the methodology and process to be employed. The description shall include at least the following aspects:

6.1.3.1 Dates of activities;

6.1.3.2 Porting the mobile numbers;

6.1.3.3 Implementation of infrastructure and services needed for the mobile communications if needed;

6.1.3.4 Porting the NATO mobile numbers to the Contractor's or Sub-Contractors' network;

6.1.3.5 Continuity of the services provided to NATO end-users with respect to the distribution of new SIM cards (with related security codes), migration of data stored in SIM card to the new SIM card procedures, provision of information on functionalities (e.g. voice mail usage).

6.1.4 The Contractor(s) shall collaborate with the operator(s) holding the current contract(s) and with the Purchaser on the service of the migration from the current situation, with respect to the aspects listed above in order to avoid any impact on services.

6.1.5 The Purchaser will provide a listing of existing telephone numbers to the Contractor at the time of award.

6.1.6 Within 30 days after contract award, the Contractor(s) shall provide a schedule for the migration of numbers from the current service provider at no additional cost.

6.1.7 The Purchaser will coordinate the migration schedule and will provide the following information at contract award:

6.1.7.1 Current service provider;

6.1.7.2 Mobile equipment description;

6.1.7.3 Mobile numbers;

6.1.7.4 Date available for migration.

6.1.8 The Contractor shall provide the following services to Purchaser:

6.1.8.1 Administration

6.1.8.1.1 Ability to maintain and manage inventory associated to the Purchaser's accounts across mobile;

6.1.8.1.2 Cost Centre reporting hierarchy up to five (5) levels deep with chargeback reporting capability;

6.1.8.1.3 Reference Data capability with ability to create a customized view by site/department;

6.1.8.1.4 Accounts – Manage Billing Account Numbers associated to the billing provided;

6.1.8.1.5 Ability to bulk load non-billing data (Services, Accounts, Cost Centres, Exchange Rates) into the system.

6.1.8.2 Configuration

6.1.8.2.1 Users – Manage the set-up of user, roles/permissions along with data slicing (what accounts the user has visibility into) rules;

6.1.8.2.2 Configuration – settings unique to each customer which provides an added level of customization by selecting a setting.

6.1.8.3 Analysis capabilities

6.1.8.3.1 Provide a set of pre-defined Category drill downs to the user to analyse their billing data with the following categories:

6.1.8.3.2 Location – provide a drill-down into Regions, Countries, States, Service Owner and Service Number;

6.1.8.3.3 Organization – provide a drill-down into the customers Cost Centres down to a Service Owner and Service Number;

6.1.8.3.4 Top Spenders – drill-down into Service Owner and Service Numbers;

6.1.8.3.5 Expense Type – drill-down into NATO hierarchy of expenses down to a Carrier, Account, Service Owner and Service Number;

6.1.8.3.6 Carrier – drill-down into Carrier, Accounts, NATO Code hierarchy, Service Owner and Service Numbers;

6.1.8.3.7 Inventory – drill-down into classifications from Services by Region, Country, Service Owner and Service Numbers.

7 CONTRACTOR MANAGEMENT SUPPORT (CMS)

7.1 CMS Manager

7.1.1 The Contractor(s) shall designate a CMS Manager at the beginning of the transition who owns the complete end-to-end contractual execution and performs daily leadership of the service capability.

7.1.2 In particular, the CMS Manager shall:

7.1.2.1 Act as the Primary Point of Contact for the Purchaser and will take the

accountability for all aspects of service delivery and assurance;

7.1.2.2 Have appropriate skills to address and manage all issues related to the contracted services;

7.1.2.3 Be available via telephone and email during working hours (Monday – Thursday 08:30 -17:30 and Friday 08:30-15:30 CET), and shall respond to any Purchaser queries with appropriate response time and within a maximum of five (5) days;

7.1.2.4 Be replaced by a delegate in case of any absence (e.g. leave);

7.1.2.5 Communicate any planned prolonged absence to the Purchaser at least five (5) working days in advance;

7.1.2.6 Ensure that all users have access to a Call Centre / Hotline available 24/7/365;

7.1.2.7 Ensure that the Call Centre responds to Purchaser's emails according to company standards;

7.1.2.8 Ensure the effective management and delivery of SIM cards to the Service Delivery Points, as required;

7.1.2.9 Ensure Service Performance and Continuous Service Improvement;

7.1.2.10 Manage Service Performance Reporting and Reviews;

7.1.2.11 Ensure preparation and delivery of all documentation required under this SoW;

7.1.2.12 Be overall responsible to ensure that the service meets the requirements of this SoW.

7.2 Monthly reviews

7.2.1 The Contractor shall conduct monthly services reviews in coordination with the Purchaser.

7.3 Documentation

7.3.1 The Contractor(s) shall deliver and maintain a complete description documentation covering all service elements and including:

7.3.1.1 A service description;

7.3.1.2 A technical implementation Plan;

7.3.1.3 A description of key service procedures including: Incident Management, Change Management, escalation, crisis management and contingency operation procedures; as well as, how business continuity/disaster recovery will be addressed to be revised yearly;

7.3.1.4 A risk identification and analysis (impact/likelihood) with focus on the worst case outages and associated high level recovery plans, communication with the Purchaser in case of crisis;

7.3.1.5 Recommendations and possible improvements;

7.4 Continuous Service improvement and reporting

7.4.1 The Contractor(s) shall continuously improve the service in collaboration with the Purchaser.

7.4.2 The Contractor(s) shall provide quarterly reports listing all contracted services for the Countries service is provided to a NATO Member Nation and agreed-upon expected reliability as detailed in this SoW.

7.4.3 The Contractor(s) shall provide reporting services and provision monthly traffic and inventory statistics, ad-hoc reports on demand, and yearly service report.

7.4.4 The Contractor(s) shall provide the Purchaser with a summary report of the mobile communications services on a monthly basis.

7.4.5 The Contractor(s) shall maintain all reports for the previous month on the secure web-application. In particular, the Contractor shall make available the report of the previous month no later than the 15th of the current month.

7.4.6 Each monthly summary report shall contain at minimum the following values for the previous month and the total for the last 12 months:

7.4.6.1 High/Top spending employees;

7.4.6.2 Zero usage employees;

7.4.6.3 Issue/problem status;

7.4.6.4 Issue/problem resolution stats.

7.4.6.5 The Contractor(s) shall provide a quarterly subscription Inventory Report with the following values:

7.4.6.6 Inventory date;

7.4.6.7 Country;

7.4.6.8 Delivery Date;

7.4.6.9 Card Type;

7.4.6.10 IMSI/MSISDN;

7.4.6.11 Assigned profile;

7.4.6.12 Deactivated (empty if active);

7.4.6.13 Status (Active, in stock, blocked, terminated);

7.4.6.14 Phone number;

7.4.6.15 IMEI number.

7.5 CMS Services and Process

7.5.1 The Contractor(s) shall report any incident within 24 hours. The incident report shall include in particular a root cause analysis, the current status of the incident, the impacted users, the impacted services, and a plan to fix the issue.

7.5.2 The Contractor(s) shall provide monthly AP (Account Payable) file and billing analysis tools.

7.6 Phase-out

7.6.1 At the end of this contract, the Contractor(s) shall ensure an appropriate handover at no cost to the Purchaser to the successor while ensuring no impact on ongoing services.

7.6.2 The Contractor(s) shall provide handover services for a duration of up to 60 days.

7.6.3 The Contractor(s) shall hand over any relevant information to the future service provider, in order to ensure a smooth transition and business continuity with respect to the following aspects:

7.6.3.1 Call Centre activities;

7.6.3.2 Migration of all mobile numbers without service interruption.

8 PERSONNEL SPECIFIC REQUIREMENTS

8.1 Nationality

8.1.1 All Contractor(s) (and subs) personnel assigned to support the service shall be from one of NATO's 30 Member Nations.

8.2 Language

8.2.1 All Contractor (and subs) personnel shall be at a minimum of STANAG 6001, Ed.5, level 2 English proficiency, a.

9 SECURITY REQUIREMENTS

9.1 Principles

9.1.1 The Contractor(s) shall ensure and provide the best possible security for wireless communications, including voice calls, SMS/MMS messages, email transmissions and wireless data/Internet access.

9.2 Security requirements

9.2.1 The Contractor(s) shall adhere to the following security requirements:

9.2.1.1 Directive On The Security Of Information AC/35-D/2002-REV4 (NU);

9.2.1.2 Directive on Personnel Security AC/35-D/2000-Rev7 (NU).

9.2.2 The Contractor shall demonstrate their commitment to information security for the following domains:

9.2.2.1 Security of the information transported over the network;

9.2.2.2 The Contractor(s) shall not disclose any data or information issued by the Purchaser and transferred through their networks during the execution of the current contract, actively or passively, intentionally or negligently, to any authorities, legal or natural persons, with the sole exception of relevant formal requests submitted by NATO Member states judicial authorities for the purpose of criminal investigations. If disclosure is imposed by any other authority, the Contractor(s) shall inform the Purchaser concerned before providing the requested information.

9.3 Information Systems Security

9.3.1 The Contractor(s) shall implement cybersecurity measures by safeguarding information for all reporting, billing and/or monitoring of data that is stored on their information systems. The Purchaser shall be granted access to the Contractor's information system. Information Security Management system shall be in place and maintained guaranteeing the availability, confidentiality, integrity and authentication of the information stored and interchanged.

10 PACKAGING, HANDLING, STORAGE, AND TRANSPORTATION (PHS&T)

10.1 Requirements

10.1.1 Regarding PHS&T, the Contractor shall interact with the Purchaser Point of Contract below through the e-mail Warranty instructions, shipment instructions and Requests for Forms 302.

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10.1.2 The Contractor shall be responsible for transportation of procured/ replacement equipment from its site in a NATO nation to the Purchaser's designated final destination in a NATO nation. The Contractor shall be responsible for any packaging, handling, storage, customs clearance and insurance covering these shipments.

10.1.3 The Contractor shall, for the purpose of transportation, package, crate, or otherwise prepare items in accordance with the best commercial practices for the types of equipment involved, giving due consideration to shipping and other hazards associated with the transportation of consignments overseas.

10.1.4 The packages, in which equipment are shipped to the Purchaser, in addition to normal mercantile marking, shall show on a separate nameplate the designation:

10.1.4.1 "NATO Installation Name" "Building"

10.1.4.2 "Street" "Place" "Country"

10.1.4.3 "Contract number"

10.1.5 A Packing lists shall accompany each shipment. Each packing list shall include:

10.1.5.1 The Purchaser's Contract number;

10.1.5.2 Names and addresses of the Contractor and the Purchaser;

10.1.5.3 Names and addresses of the Carrier, Consignor and Consignee (if applicable and different from Contractor or Purchaser);

10.1.5.4 PoC details and address of final destination (to be provided by the Purchaser);

10.1.5.5 For each item shipped: nomenclature; part number and serial number;

10.1.5.6 Number of boxes in total, for each box, weight and dimensions.

10.1.5.7 Two copies of the packing lists shall be fastened in a weather-proof, sealed envelope on the outside of each box, and one packing list shall be put inside each box.

10.1.6 The Contractor(s) shall provide the Purchaser with a Notice of Shipment 10 working days in advance of each shipment to the Purchaser. For urgent deliveries e.g. of replacement devices a shorter Notice of Shipment will be acceptable. One copy of the packing list shall be attached to this notice. All shipments shall be carried out in close co-ordination with the Purchaser's PoC at final destination and site specific Security regulations shall be taken into account.

10.1.7 All shipments received by the Purchaser at final destination will be inspected visually to ensure that no damage has occurred during transport and that all packages, boxes and containers detailed in the packing list have been accounted for. The Purchaser will inform the Contractor immediately if any visual damage is encountered or if the shipment is incomplete. In such case, the Purchaser will not accept the shipment and await further instruction from the Contractor.

10.1.8 The Contractor(s) shall be responsible for customs clearance of all shipments to the Purchaser. It is the Contractor's responsibility to take into account delays at customs. He shall therefore consider eventual delays and arrange for shipment in time. Under no circumstances can the Purchaser be held responsible for delays incurred, even when utilising Purchaser provided Customs Form 302.

10.1.9 Prior to a shipment by the Contractor(s), the Purchaser will upon request issue a Customs form 302, which in some cases supports the duty free import/export of goods. The Contractor shall be responsible for requesting the issue of a form 302 at least ten (10) working days prior to shipment. The request is normally processed by the Purchaser within three (5) working days. The requested 302 forms will be sent by courier. The original 302 forms shall accompany the shipment and therefore no fax or electronic copy will be used, nor provided to the Contractor.

10.1.10 If a country refuses to accept the Form 302 and requires the payment of customs duties, the Contractor shall immediately inform the Purchaser by the fastest means available and before paying, obtain from the Customs Officer a written statement establishing that his Country refuses to accept the Form 302.

11 LIST OF ACRONYMS

IMEI	International Mobile Equipment Identity
PHST	Packing Handling Storage and Transportation
SOW	Statement of Work

12 ANNEX A – NATO MEMBER NATIONS

Nation	Base Contract (Yes/No)	Option (Yes/No)
Albania	No	
Belgium	Yes (except NHQ)	Yes (NHQ)
Bulgaria	No	
Canada	No	
Croatia	No	
Czech Republic	No	
Denmark	No	
Estonia	No	
France	No	
Germany	Yes	
Greece	No	
Hungary	No	
Iceland	No	
Italy	Yes	
Latvia	No	
Lithuania	No	
Luxembourg	No	
Montenegro	No	
Netherlands	Yes	
North Macedonia	No	
Norway	Yes	
Poland	Yes	
Portugal	Yes	
Romania	No	
Slovakia	No	
Slovenia	No	
Spain	Yes	
Turkey	Yes	
United Kingdom	Yes	
United States	Yes	

13 ANNEX B – NATO COMMANDS LOCATION

13.1 BELGIUM

13.1.1 Brussels (B)

13.1.1.1 NATO HQ

Boulevard Léopold III
1110 Bruxelles Belgium

13.1.1.2 NCIA HQ

Boulevard Léopold III
1110 Bruxelles Belgium

13.1.2 Mons (B)

13.1.2.1 NCI Agency

Rue Grande - N6
SHAPE, Building 302
7010 MONS
Belgium

13.1.2.2 NCISG Communications Information Systems Group

Rue Grande - N6
SHAPE, Building 117
7010 MONS
Belgium

13.1.2.3 SHAPE HQ

Rue Grande - N6
SHAPE
7010 MONS
Belgium

13.2 GERMANY

13.2.1 Ramstein

13.2.1.1 ACC HQ

ACC (Air Component Command)
AIRCOM HQ (Allied Air Command Headquarters)
Ramstein Air Base,
66877 Ramstein-Miesenbach Germany

13.2.1.2 CSU Ramstein
Ramstein Air Base,
66877 Ramstein-Miesenbach
Germany

13.3 ITALY

13.3.1 Naples

13.3.1.1 JFC Naples Headquarters
Via Madonna del Pantano, SNC
Main Complex
80014 Lago Patria - Giugliano (NA)
Italy

13.3.1.2 NATO CIS Group 2 NSB
Via Aeroporto 1
81046 Grazzanise (CE)

13.3.1.3 NCI NATO CSU NP Logistics
Via Madonna del Pantano, SNC
80014 Lago Patria - Giugliano (NA)
Italy

13.3.2 La Spezia

13.3.2.1 CMRE La Spezia
Viale S. Bartolomeo, 400
19126 La Spezia SP
Italy

13.3.2.2 CSE La Spezia
Viale S. Bartolomeo, 400
19126 La Spezia SP
Italy

13.3.3 Poggio Renatico

13.3.3.1 CSU Poggio
NCI agency CSU Poggio Renatico
Via Ponte Rosso 1
44028 Poggio Renatico (FE)
Italy

13.3.3.2 NATO DACCC,
Via Ponte Rosso 1,
44028 Poggio Renatico (FE)
Italy

13.3.4 Sigonella

13.3.4.1 CSU Sigonella
Aeroporto Militare Sigonella (NAS 2)
Building 177
Contrada Sigonella SP 69/II
96016 Lentini
Italy

13.3.4.2 NAGSFC HQ
Aeroporto Militare Sigonella (NAS 2) Contrada Sigonella SP 69/II
96016 Lentini
Italy

13.4 NETHERLANDS

13.4.1 Brunssum

13.4.1.1 CSU Brunssum (+ CSSC)
JFC Headquarters NATO/OTAN
Rimburgerweg 30
6445PA Brunssum
Netherlands

13.4.1.2 JFC BS
JFC Headquarters NATO/OTAN
Rimburgerweg 30
6445PA Brunssum
Netherlands

13.4.2 The Hague

13.4.2.1 NCI Agency HQ
Oude Waalsdorperweg 61
2597 AK
The Hague
Netherlands

13.5 NORWAY

13.5.1 Stavanger

13.5.1.1 CSU Stavanger NCIA CSU Stavanger
JWC Joint Warfare Centre
Eikesetveien 29
4032 Stavanger
Norway

13.5.1.2 JWC Stavanger
JWC Joint Warfare Centre
Eikesetveien 29
4032 Stavanger
Norway

13.6 POLAND

13.6.1 Bydgoszcz

13.6.1.1 CSU Bydgoszcz
JFTC - Joint Force Training Centre - NATO/OTAN
Szubinska 2
85-915 Bydgoszcz
Poland

13.6.1.2 3rd NSB
3rd Signal Battalion
JFTC - Joint Force Training Centre - NATO/OTAN
Szubinska 2
85-915 Bydgoszcz
Poland

13.7 PORTUGAL

13.7.1 Lisbon

13.7.1.1 NCIA Academy NATO
Reduto Gomes Freire
Estrada da Medrosa
2780-070 Oeiras
Portugal

13.7.1.2 SFN HQ
STRIKFORNATO HQ NATO
Reduto Gomes Freire
Estrada da Medrosa
2780-070 Oeiras
Portugal

13.7.1.3 ACT/JALLC
Avenida Tenente Martins
1500-589 Monsanto
Portugal

13.8 SPAIN

13.8.1 Torrejón

13.8.1.1 CSU Torrejón
28850 Base Aerea Conjunta
Torrejón, Madrid, Spain

13.9 TURKEY

13.9.1 Izmir

13.9.1.1 CSU Izmir
NATO LANDCOM - MEBS Bölge Komutanligi
448/1 Sk. Building 48
35148 Sirinyer, Izmir
Turkey

13.9.1.2 LCC HQ
HQ LANDCOM (LC)
NATO LANDCOM - MEBS Bölge Komutanligi
448/1 Sk. Building 48
35148 Sirinyer, Izmir

13.10 UNITED KINGDOM

13.10.1 Northwood

13.10.1.1 NCIA CSU Northwood
Northwood Headquarters, Watford Road, Northwood, Middlesex HA6 3HP
United Kingdom

13.10.1.2 Allied Maritime Command
Northwood Headquarters, Northwood, Middlesex HA6 3HP
United Kingdom

13.10.2 Yeovilton

13.10.2.1 NCIA CSE Yeovilton
NATO JEWCS
RNAS Yeovilton
Somerset, UK

BA22 8HT

13.11 UNITED STATES

13.11.1 Norfolk

13.11.1.1 ACT HQ Allied Command Transformation Headquarters
NATO ACT HQ
7857 Blandy Road, Suite 100
Norfolk, VA 23551-2490
USA

13.11.1.2 CSU Norfolk
CSU NCIA
NATO Allied Command Transformation
7857 Blandy Road, Suite 100,
Norfolk VA 23551-2490
USA

13.11.1.3 JFC NF HQ
BLDG NH-19, Ingram Street
Norfolk VA 23551-2490
USA