

ANNEX A

SERVICE REQUIREMENT FORM

PROVISION OF CELLULAR PHONE SERVICES

Objectives

Overall objective of mobile phone network service providers, which would cover the provision of voice communications, data communications and related services, in a cost-effective way thereby efficiently delivering programme activities.

UNHCR, therefore, seeks to set up a frame agreement with cellular service providers that are licensed by Government of Pakistan. The frame agreement be valid for three year (1+1+1).

Number of Subscribers

Approximately 200 Subscribers with another 100 or so reserved for the UNHCR as a contiguous block of Defined Numbers. Subscribers are defined as any individual from within UNHCR when confirmed by UNHCR office.

Type of Services Required:

Service provider is expected to provide the following set of services as a part of their offered package.

S.No	Type of Services	Requirement	Remarks
1	Calling On-Net and Off-Net	Yes	
2	SMS	Yes	
3	International Roaming	Yes (To specific Staff only)	
4	Internet Data	Yes	
5	Corporate SMS	Yes	
6	Conference calls	Yes (To specific Staff only)	
7	4G / LTE	Yes	
8	Device / Handset availability	Yes	

Other services and requirements:

The service provider shall replace free of cost any lost or damaged Post-Paid SIM cards with the same call number within a maximum of one (1) working day upon written notification by UNHCR.

International access shall not be provided by default to UNHCR Post-Paid subscribers but can be activated within one working day after UNHCR's request.

Describe your wireless data service and equipment offerings, including the technologies used (i.e.

Cellular Digital Packet Data, Wireless Internet Access, etc.). What percent of your covered territory uses this technology? Explain the technological advantages of the wireless network your company currently offers. How do you ensure network security?

Please briefly explain how your network is protected in the event of a disaster, i.e. flood, hurricane, thunderstorm, etc.

UNHCR expects to receive customize billing through an online portal and UNHCR will have access to view the total and itemized billing details of each sim card.

Any service interruptions must be resolved within 12 hours. The Service Provider must provide the names and telephone numbers of persons to contact in the event of a service interruption or any compliant resolution.