

NATO UNCLASSIFIED
RELEASABLE FOR INTERNET TRANSMISSION

**INTEGRATED AIR AND MISSILE DEFENCE
CENTRE OF EXCELLENCE**



IFB FINCON 22-12

“Telephone and internet services”

PART III

**SPECIAL PROVISIONS & TECHNICAL SPECIFICATIONS
(STATEMENT OF WORK)**

December 2022

NATO UNCLASSIFIED
RELEASABLE FOR INTERNET TRANSMISSION

THIS PAGE IS INTENTIONALLY LEFT BLANK

NATO UNCLASSIFIED
RELEASABLE FOR INTERNET TRANSMISSION

TABLE OF CONTENTS

S/N	TITLE	PAGE
1.	Statement of Work (SOW)	III-5
2.	General Specifications	III-5
3.	Technical Specifications - Description of Services	III-5
4.	Guarantee	III-6
5.	Delivery - Shipping Costs	III-6
6.	Contractor's Standards	III-6

NATO UNCLASSIFIED
RELEASABLE FOR INTERNET TRANSMISSION

THIS PAGE IS INTENTIONALLY LEFT BLANK

NATO UNCLASSIFIED
RELEASABLE FOR INTERNET TRANSMISSION

1. Statement of Work (SOW)

1.1 The current Statement of Work (SOW) covers the special provisions and technical specifications that shall be covered by the Contractor for the services requested.

2. General Specifications

2.1 The requested services refer to the renewal of all current (during the date of this IFB) telephone and internet services provided in favour of the IAMD COE.

3. Technical Specifications - Description of Services

3.1 COSMOTE Business Flexible Telephony:

3.1.1 Business VoIP Service with 10 Voice Channels for the following range of telephone numbers: 2821440700 - 0749 and 2821440760 - 0799.

3.1.2 Max. charge per month (monthly fee- without VAT): 61,614 €.

3.1.3 Price list of charges per call category, charged from the 1st second:

Category of telephone national call	Max. Price (€ - without VAT) per minute (60 seconds) without minimum charge
National calls to urban/suburban numbers (in Greece)	0,009093
National calls to mobile phone numbers (in Greece)	0,032884

Category of telephone international call (per Country / Zone)	Max. Price (€ - without VAT) per minute (60 seconds)	
	Fixed destinations	Mobile destinations
European Union & United Kingdom* [Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Ireland, Italy, Latvia, Lithuania, Luxemburg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom] <i>**Mandatory term for bidding</i>	0,1571	0,2410
Albania** <i>**Optional term for bidding</i>	0,1781	0,2095
Zone 1** [Abkhazia, Alaska, Andorra, Australia, Canada, Christmas (Australia), Hawaii, Hong Kong, Iceland, Japan, Libya, Liechtenstein, Montenegro, Norway, North Macedonia, Puerto Rico, Serbia, Singapore, South Ossetia, Switzerland, Türkiye, United States of America, Virgin Islands] <i>**Optional term for bidding</i>	0,2175	0,2175
Zone 2** [Algeria, Antigua & Barbuda, Belarus, Cayman, China, Costa Rica, Croatia, Georgia, Gibraltar, Israel, Korea South, Moldova, Monaco, Palestine, Philippines, Russia, Ukraine, Zimbabwe] <i>**Optional term for bidding</i>	0,2494	0,2494
Zone 3** [Angola, Armenia, Aruba, Bangladesh, Bosnia-Herzegovina, Brazil, Dominica, Faroe Islands, Gabon, Gambia, Ghana, Grenada, Guatemala, Iraq, Lesotho, Lebanon, Martinique, Mauritania, Mayotte, Mexico, Mongolia, Morocco, Nicaragua, Oman, Peru, Polynesia French, Qatar, Senegal, South Africa, South Sudan, Taiwan, Tanzania, Thailand, Tunisia, Uganda, United Arab Emirates, Venezuela, Virgin Islands (Brit.)] <i>**Optional term for bidding</i>	0,4988	0,4988
Zone 4** [Argentina, Azerbaijan, Bahrain, Barbados, Belize, Bermuda, Bolivia, Botswana, Burundi, Cape Verde, Colombia, Comoros Islands, Dominican Republic, Egypt, El Salvador, Haiti, Honduras, India, Jordan, Ivory Coast, Kazakhstan, Macao, Mozambique, Namibia, Nigeria, Netherlands Antilles, New Zealand, Pakistan, Paraguay, San Marino, Saudi Arabia, Somalia, Swaziland, Uzbekistan, Yemen] <i>**Optional term for bidding</i>	0,7482	0,7482
Zone 5** [Anguilla, Ascension, Bahamas, Burkina Faso, Cameroon, Central African Rep., Chant, Chile, Cuba, Djibouti, Ecuador, Eritrea, Falkland, Fiji, Greenland, Guadeloupe, Guinea Equatoriale, Indonesia, Jamaica, Kenya, Kuwait, Kyrgyzstan, Malaysia, Mali, Mauritius, Micronesia, Niue Isl., Niger Rep., Panama, Reunion Islands, Rwanda, Samoa American, Seychelles, Sri Lanka, St. Helena, St. Lucia, St. Pierre & Miquelon, Sudan, Syria, Tajikistan, Togo, Tonga, Trinidad and Tobago, Turkmenistan, Uruguay, Zambia] <i>**Optional term for bidding</i>	0,9976	0,9976
Zone 6** [all Other Countries and Overlay Networks] <i>**Optional term for bidding</i>	1,6213	1,6213
Zone 7** [specific Australia Mobile Satellite] <i>**Optional term for bidding</i>	4,0000	4,0000

NATO UNCLASSIFIED
RELEASABLE FOR INTERNET TRANSMISSION3.2 COSMOTE Business Internet Web Pack & Static 100 with one (1) voice channel PSTN (1st):

3.2.1 For telephone number: 2821065728.

3.2.2 Max. charge per month (monthly fee - without VAT): 58,398 €.

3.3 COSMOTE Business Internet Web Pack & Static 100 with one (1) voice channel PSTN (2nd):

3.3.1 For telephone number: 2821047824.

3.3.2 Max. charge per month (monthly fee - without VAT): 58,398 €.

3.4 Charges for other services beyond the above (for instance, set up fee of purchasing extra numbers, charges for calls to short codes, etc.) will be as they apply each time with the respective price list of the Contractor.

3.5 The fixed telephony subscriber fee will apply according to the respective provisions (5% based on the Hellenic Law 4389/2016, article 55).

4. Guarantee

4.1 No special guarantee is required from the Contractor.

5. Delivery - Shipping costs

5.1 Any delivery or shipping costs [for example, regarding necessary equipment (e.g. routers, etc.), if any] will be borne by the Contractor.

6. Contractor's Standards

6.1 The Contractor shall establish, document and implement a Quality Management System with procedures that satisfy the ISO 9001 standards.