



FRA

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



F-SE-14-T07

Provision of Internet, Voip & Mobile Services

Questions and Answers I

Vienna, the 22/01/2015

Ref: 2015-outgoing-000100

Subject: Provision of Internet, Voip & Mobile Services

Contract notice: 2015/S 001-000004 of 02/01/2015

Ref.: Additional information regarding the specifications of the tender

Dear Sir / Madam,

We received questions of general interest from the tenderers. Please find herewith the answers to these questions.

Yours faithfully,

10 Morten Kjaerum
Director

Morten Kjaerum, Director

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EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



QUESTIONS & ANSWERS (I)

Provision of Internet, Voip & Mobile Services

Open Call for tender No F-SE-14-T07 (OJ/S 2015/S 001-000004 of 02/01/2015)

Question 1:

Legal Entities Form / Bank Identification Form

...kindly asking for your support as follows:

Unfortunately there is a malfunction whilst opening the indicated link for the above mentioned forms (the according page cannot be found).

Is there a chance obtaining the relevant forms in a different manner, means can you submit them directly?

Answer 1:

The links to the Legal Entities Form / Bank Identification Form have changed.

The new links are:

http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm

http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_en.cfm

In case there are difficulties in accessing the forms under the above-mentioned links, please note that the forms are also available on our website:

<http://fra.europa.eu/en/call-for-tender/2015/provision-internet-voip-mobile-services>

Morten Kjaerum, Director

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Question 2:

For Lot 2 VoIP telephony is it acceptable that the connection is done via the public telephony switching network (PSTN) via gateways and ISDN?

Unfortunately at the moment we are not aware that there is a Microsoft qualified and certified SIP trunk available for Lync 2013 in Austria.

Answer 2:

Article 4.1.2 of Annex A.1 (Technical Specifications) explains how FRA is connecting the Lync 2013 to the current SIP trunk solution. The FRA turnover point for the VOIP traffic is the ASA 5520 cluster.

Your proposed solution shall respect the requirements set down in article 5.2.1 of Annex A.1 (Technical Specifications):

'The tenderer shall provide a SIP trunk solution which enables FRA staff to establish and receive PSTN phone calls via MS Lync 2013 from and to any destination worldwide. The offer must include all required works, installations, network services and equipment required to provide the SIP trunk service as described.'

The equipment required to implement your solution shall be in compliance with article 5.2.2 of Annex A.1 (Technical Specifications).

Morten Kjaerum, Director