

**Poland-Warsaw: Framework Contract for the Provision of Mobile Telephony Services**

OJ S 19/2021 28/01/2021

**Contract notice  
Services****Legal Basis:**

Regulation (EU, Euratom) No 2018/1046

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Frontex — European Border and Coast Guard Agency

National registration number: 140232006

Postal address: Plac Europejski 6

Town: Warsaw

NUTS code: PL911 Miasto Warszawa

Postal code: 00-844

Country: Poland

E-mail: [procurement@frontex.europa.eu](mailto:procurement@frontex.europa.eu)

Telephone: +48 222059500

Fax: +48 222059501

**Internet address(es):**Main address: <https://frontex.europa.eu/>Address of the buyer profile: <https://frontex.europa.eu/>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=7773>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

**I.4. Type of the contracting authority**

European institution/agency or international organisation

**I.5. Main activity**

General public services

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Framework Contract for the Provision of Mobile Telephony Services

Reference number: FRONTEX/OP/748/2020/SB

**II.1.2. Main CPV code**

64210000 Telephone and data transmission services

**II.1.3. Type of contract**

Services

#### **II.1.4. Short description**

The aim of this procurement procedure is the conclusion of framework service contract with single economic operator for the provision of mobile telephony services for staff members and additional selected personnel.

The framework contracts resulting from this tender will be a source of services for the following areas:

- 1) Provision of SIM cards with subscription plans for mobile voice, text and data services at geographically dispersed locations in the EU MSs and in other countries outside the EU;
- 2) Provision of solution for mobile services usage control, including the management of data and voice plans, configuration of services on specific sim cards and;
- 3) Provision of the professional helpdesk that provides troubleshooting to incident notifications and service support operating on 24/7 basis.

Provision of mobile telephony hardware (mobile phones, tablets, smartphone, modems etc.) is out of the scope of this procurement procedure.

#### **II.1.5. Estimated total value**

Value excluding VAT: 4 500 000,00 EUR

#### **II.1.6. Information about lots**

This contract is divided into lots: no

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

64210000 Telephone and data transmission services, 64212000 Mobile-telephone services, 64212900 Pre-paid phone card provider services

#### **II.2.3. Place of performance**

NUTS code: PL Polska

NUTS code: PL91 Warszawski stołeczny

Main site or place of performance: Frontex, Pl. Europejski 6, 00-844 Warsaw, POLAND.

#### **II.2.4. Description of the procurement**

The framework contracts resulting from this tender will involve the following services:

- deployment of sim cards — numbers portability plan;
- provision of sim cards with subscription plans for mobile voice, text and data services;
- expense management of voice, data and text services and billing requirements;
- service support including: professional 24/7 helpdesk; troubleshooting support; comprehensive solutions to technical issues and incidents;
- complaint procedure for disputed/improper charges or irregularities related to the service performance or billing information;
- special desirable requirement: Provision of specific local SIM cards with voice and data services, in prepaid or post-paid subscription.

The services will be executed on the basis of order forms implementing the framework contract.

#### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

Value excluding VAT: 4 500 000,00 EUR

### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

The FWC may be prolonged maximum one time for a period of another 24 months and on the same conditions (subject to benchmarking and price revision in accordance with Annex III – Draft of FWC) unless one of the parties informs the other of its intention not to extend the contract and such notification is received by the party to which it is addressed, no later than 3 months before the contract.

### **II.2.10. Information about variants**

Variants will be accepted: no

### **II.2.11. Information about options**

Options: no

### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

### **II.2.14. Additional information**

## **Section III: Legal, economic, financial and technical information**

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### **III.1. Conditions for participation**

#### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Open procedure

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

#### **IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

### **IV.2. Administrative information**

#### **IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 25/02/2021 Local time: 15:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

#### **IV.2.4.**

## **Languages in which tenders or requests to participate may be submitted**

Bulgarian, Czech, Danish, German, Greek, English, Spanish, Estonian, Finnish, French, Irish, Croatian, Hungarian, Italian, Lithuanian, Latvian, Maltese, Dutch, Polish, Portuguese, Romanian, Slovak, Slovenian, Swedish

### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

### **IV.2.7. Conditions for opening of tenders**

Date: 01/03/2021 Local time: 11:00

Place:

Frontex, Plac Europejski 6, 00-844 Warsaw, POLAND or by means of audio-video remote Skype for Business session.

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.3. Additional information**

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: General Court

Postal address: rue du Fort Niedergrünewald

Town: Luxembourg

Postal code: L-2925

Country: Luxembourg

E-mail: [cfi.registry@curia.europa.eu](mailto:cfi.registry@curia.europa.eu)

Telephone: +352 4303-1

Fax: +352 43032100

Internet address: <http://curia.europa.eu/>

#### **VI.4.2. Body responsible for mediation procedures**

Official name: General Court

Postal address: rue du Fort Niedergrünewald

Town: Luxembourg

Postal code: L-2925

Country: Luxembourg

E-mail: [cfi.registry@curia.europa.eu](mailto:cfi.registry@curia.europa.eu)

Telephone: +352 4303-1

Fax: +352 43032100

Internet address: <http://curia.europa.eu/>

#### **VI.4.4. Service from which information about the review procedure may be obtained**

Official name: General Court

Postal address: rue du Fort Niedergrünewald

Town: Luxembourg

Postal code: L-2925

Country: Luxembourg

E-mail: [cfi.registry@curia.europa.eu](mailto:cfi.registry@curia.europa.eu)

Telephone: +352 4303-1  
Fax: +352 43032100  
Internet address: <http://curia.europa.eu/>

**VI.5. Date of dispatch of this notice**

21/01/2021