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| # | Clarifications |
| 1 | Due to the absence of key staff during the second half of October, we would like to ask for an extension of the submission deadline by two weeks.  Reply:  Currently, we are not planning to extend the deadline. |
| 2 | Can you provide further information on the number of hardware units expected under Lot 2 of this frame agreement?  Reply:  As the winning bidder will be signing a Framework Agreement, GOAL as the contracting authority does not guarantee any volume of orders under the FWA as all purchases will be based on the needs and activities of GOAL which will vary over time. |
| 3 | Is it mandatory to be Tier 1 provider for airtime and data services?  Reply:  It is preferred that the service provider be a Tier 1 provider for airtime and data services, although not essential. If they are submitting a proposal for Lot 1 (provision of airtime and data services) they need to be able to provide both airtime and data services on the same sim. If a supplier can’t do that, we can suggest just submitting a proposal for Lot 2 (provision of equipment). The service provider should confirm in their technical bid submission. |
| 4 | Is shipping to sensitive countries also possible via GOAL logistics?  Reply:  The incoterm which the supplier will follow for delivery of all equipment is **DDP**. Please fill in the table in Appendix 6 to confirm same. |
| 5 | Do we have to be registered in advance before to be able to submit its technical & economic proposals or it will be sufficient to response as per instructions duly reported on ITT documentation ?  Reply:  You do not need to be registered as a GOAL vendor to submit documentation. If your bid is successful, we can register you then. |
| 6 | We understand that GOAL currently works in 14 countries worldwide covering, East, West, Central Africa, Central America, Middle East and Europe. Would you please confirm if SIMs provided within the context of Lot1 shall be delivered to Ireland or to all the countries where GOAL works and which are listed in Appendix 6?  Reply:  The SIMs would need to be delivered to all the countries where GOAL currently operates (listed in appendix 6) |
| 7 | Could you please confirm that DDP INCOTERMS is not applied to the SIMs delivery?  Reply:  The INCOTERMS of DDP would be applied to the SIMs delivery |
| 8 | How does GOAL establish a reliable financial stability? Does the tenderer have to submit some additional document of proof or will GOAL request specific docs after the tenderer selection ?  Reply:  Please complete all Appendices, including 1.2, the Declaration re Personal and Legal Circumstances (found in appendix 1). A review of company audited accounts as requested to be submitted – item 6 on checklist – will also be conducted. |
| 9 | We didn’t find any form / table 8.1. Please, can you drive us in seeking such doc ?  Reply:  There is a typo on the form. You can provide this information in the box in the space under yes or no |
| 10 | Must suppliers have provided service in all the listed countries or having provided services in some of the countries listed will suffice?  Reply:  GOAL requires service providers to be able to provide services in ALL of GOALs countries of operation |
| 11 | Can suppliers submit a partial quote? i.e quote for Thuraya and Inmarsat and leave out Iridium?  Reply:  According to GOALs current service requirement we require services from all three providers hence a supplier who cannot provide quotes for all three will not satisfy GOAL requirements. |
| 12 | Will delivery of SIM Cards and equipment be DAP incoterms 2010 or DDP? (Delivery duty paid) +Doorstep delivery to your offices in all locations?  Reply:  DDP incoterms |