

1. What is the intended role of the new satellite service? Primary/Backup for redundancy? Emergency-only communications while SL is for all other traffic?

The **Satellite Phones** as Emergency only communications, our phones are maintained with an active airtime as a back-up communication channel for field offices, but we rarely have any calls charged against these units unless in an emergency or security situation requires it. The **VSAT** units are used as the primary communication channel for Data and VOIP at most field locations. The **BGAN** units are used as rapidly deployable units for emergencies and establishing new or temporary field locations.

2. What applications and services will run over the link (e.g. VoIP, video conferencing, VPN, cloud applications, telemetry, file transfer)?

For VSATs the applications will be Microsoft Outlook for emails, Microsoft TEAMS for VOIP calling and some audio conferencing (field locations typically keep cameras off to conserve bandwidth), and Microsoft SharePoint for cloud storage. We also have some use of Microsoft PowerApps for applications to gather and record data (e.g.: Purchase Requests, Expense Claims) but these are simplified web forms which are designed to operate on low bandwidth.

3. Is the specified 20 Mbps down / 10 Mbps up requirement intended to be CIR? If yes, why?

We have specified this as the intended CIR, which we believe to be sufficient and suitable based on the number of users at each site. However, we welcome feedback from suppliers to ensure that we can select the lowest total cost solution and service level for each location.

4. What is the expected number of concurrent users per site?

Please find attached a list of the number of users for each location (see attachment #1) This includes an estimate of the bandwidth currently being used per user, based on a connectivity survey undertaken in 2024. Please note that since 2024 many locations have switched to VSAT (Starlink) and bandwidth requirements may have increased since when this survey was undertaken.

5. What is the anticipated monthly data usage per location? How heavily do you expect the service to be utilised during normal operations and emergency situations?

Please find attached a list of the number of users for each location (see attachment #1) and the typical upload/download rates observed during a connectivity survey undertaken in 2024. These results show bandwidth during normal operations, during emergency response we would expect bandwidth requirements to increase by circa 50% due to an increase in the number of VOIP calls and TEAMS meetings.

6. Do you currently use a network management, SD-WAN, or monitoring platform? Would you be interested in automated traffic prioritisation and failover between Starlink, OneWeb and other connectivity services?

We currently do not use these services and manage these areas manually. We would welcome value add proposals from vendors to improve our monitoring and traffic prioritisation within our network, please keep pricing for these value-add services separate to the pricing for Hardware and Airtime which we have requested.

7. VSAT: The layout of the table seems to suggest that the listed sites already have airtime agreements.

- a. **It would appear that these are Starlink services** - Yes, this is correct, in the last 12 to 18 months most field locations have transitioned to Starlink

- b. **Does this mean that they do or do not need new terminals/equipment?** - We do not require hardware for the locations listed but may require hardware for other or new field locations. We are requesting pricing for both VSAT Hardware and the associated Airtime.

8. Satphones: other than the three lines in the spec description, is the proposal completely open?

We request suppliers to submit proposals for a Hardware and Airtime solution to enable coverage and connectivity in all GOAL country locations listed in the ITT, for the lowest overall total cost taking account for the hardware and anticipated airtime costs. Most locations already have Thuraya Hardware, or in some locations Iridium which they will continue to use until replacements are required.

9. Invoicing – would all the agreements and invoices be handled through the HQ in Ireland? - Yes, we prefer to have a single consolidated monthly bill for all satcomms managed centrally in Ireland, with a clear breakdown by Country and Cost Centre to allow costs to be recharged internally by GOAL.