

Clarification number	Topic of Question	Question	Answer	Date answer posted
01	Device Numbers	Are you able to clarify how many of each device your organisation is interested in purchasing?	<p>Device purchases are carried out on an ad-hoc basis and are dependant on the needs of our in-country teams. Therefore, we cannot guarantee any expenditure or specify how many devices will be purchased as part of this framework agreement. The majority of our current devices are in a good working condition and so it is not anticipated that we will need to purchase many replacements.</p> <p>During the period of this contract, however, it is envisaged that Tearfund will begin to transition away from HF radios in our operational programmes such as the Central African Republic, Democratic Republic of Congo, and South Sudan, to newer PTT (Push-to-Talk) devices such as those based around the Iridium PTT service. We therefore expect to be purchasing an increasing number of items such as the ICOM Sat100 PTT.</p>	05/08/20
02	ICOM Devices & Accessories	Please can you provide details of the part number or manufacturer of these items: Sat100M Base Docking Station, Sat100M Vehicle Docking Station?	<p>In the specification, we had the supply of ICOM Sat 100M as an essential requirement. Just to clarify, the ICOM Sat 100M is not commercially available yet so it would only become an essential requirement for us when this device does become commercially available. Similarly on the price list, bidders do not need to price for the ICOM Sat 100M if it is not commercially available at the time of submitting their bids.</p> <p>We are seeking equipment that will enable us to use ICOM Sat100 and Sat100M devices (the Sat100M when it is commercially available) in a vehicle or building. For example, ICOM themselves offer a bespoke vehicle mounting solution (BC-247) on their website for the ICOM Sat100. It is possible that this product could also be adapted for use in buildings.</p> <p>Tearfund has not previously used ICOM Sat100 and Sat100M devices. Therefore, we are hoping that contracted supplier will be able to make recommendations for suitable equipment that will meet our needs.</p>	05/08/20

03	Geographical Coverage	<p>We need to understand in which countries services will be rendered. Is it only the following countries: Burkina Faso, Burundi, Central African Republic, Chad, Democratic Republic of Congo, Ethiopia, Iraq, Ivory Coast, Mali, Nepal, Nigeria, Sierra Leone ,and South Sudan. Central African Republic, Iraq, and the United Kingdom Haiti South Sudan</p>	<p>The table at the bottom of page 1 of the 'Invitation to Bid' provides an overview of the countries where Tearfund is currently using Mobile Satellite Services. This list is subject to change, and is largely dependent on the needs of our in-country teams. For example, Tearfund is currently expanding its work in both Pakistan and the Latin America and Caribbean region, and so it is possible that these teams may request Mobile Satellite Services in the future.</p> <p>Although we do not anticipate any immediate or significant changes to our geographical coverage, unforeseen events such as natural disasters or conflict could also result in Tearfund requiring Mobile Satellite Services in new locations where they are not currently being used. Consequently, we are unable to provide an exhaustive list of countries where these services are needed, and are therefore seeking a supplier who is able to be flexible in allowing such changes to be made.</p>	12/08/20
04	Over the air' migration	<p>From our previous experience at least one of the three providers does not allow an over the air migration. Therefore we would like to request that this requirement will be changed to 'desireable'</p>	<p>It is our understanding that all 3 satellite network providers (Iridium, Thuraya and Inmarsat) are able to facilitate a switch from one reseller to another without the need to change SIM cards. Therefore, 'over the air' migration will remain as an 'essential requirement' of this tender.</p>	18/08/20
05	Current SIM Cards	<p>Would you require replacement of all currently active SIMs?</p>	<p>We do not intend to replace our currently active SIMs as part of this Framework Agreement. Rather, as set out in the 'Essential Requirements' section of the specification, the successful supplier would be expected to migrate our currently active SIM cards 'over the air' if necessary in order to enable them to continue being used.</p>	27/08/20
06	Manufacturer	<p>What is the favourable brand/brand choice</p>	<p>The type of device that Tearfund purchases is dependent upon the needs of our in-country teams, with a decision being made on a case-by-case basis. We have no specific preference between Thuraya, Iridium, Inmarsat and ICOM devices. However, as is illustrated by the list at the bottom of page 1 of the 'Invitation to Bid', the vast majority of our current units are Thuraya devices. It is also envisaged that we will be purchasing an increasing number of PTT devices from manufacturers like ICOM and Iridium as part of this Framework Agreement.</p>	27/08/20

07	Delivery Locations	Is the delivery location the UK only? Please specify if is more than one location	<p>At present, the majority of the SIM cards and satellite devices that we purchase are delivered to our Head Office in the UK (the address of which is: Tearfund, 100 Church Road, Teddington, TW11 8QE, UK). But, as part of this new Framework Agreement, we are also interested to know if suppliers are able to deliver SIMs and devices directly to our overseas country offices and programmes, whilst also managing import arrangements such as customs duties that often accompany international shipping.</p> <p>A full list of the countries where Tearfund is currently working can be found on our website here. However, as per clarification 03, we are unable to provide an exhaustive list of delivery locations.</p>	27/08/20
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