



ANNEX I

REQUEST FOR PROPOSAL

1. Scope and requirements

Background Information

Company Overview: Geneva Call works to improve the protection of civilians in armed conflict by promoting respect among armed groups and *de facto* authorities for international humanitarian norms and principles. With a total of 270 employees worldwide and its Head Quarter based in Geneva, Switzerland, Geneva Call has operations in Belgium, Burkina Faso, Colombia, Democratic Republic of Congo, Philippines, Ukraine, Afghanistan, Libya, Mali, Myanmar, South Sudan, Sudan, Syrian Arab Republic, Yemen, Thailand

- **Scope**

Geneva Call is seeking a comprehensive mobile communication service to support approximately 20 phone lines. The service must provide reliable national and international voice and data coverage, including roaming and international calling with flexible or fixed plans. The goal is to ensure seamless communication while optimizing costs and operational efficiency.

- **Requirements**

- **Network Coverage and Quality**

- Reliable national and international coverage with stable connectivity (data and roaming services).
- Strong international coverage, especially in regions where Geneva Call operates.

- **Service Plans and flexibility.**

- Flexibility to tailor plans to the organisation's specific needs.
- Competitive pricing with cost-effective solutions.
- Flexibility to cancel plans.
- E-SIM is available for future needs and/or empty Sim Cards ready to be activated.
- A flexible option for purchasing temporary services online (f.e. roaming in certain countries, other than listed in the contract).

- **Support and customer service**

- A dedicated account manager who knows our needs and ensures smooth communication, acting as our main point of contact.
- Proactive support, keeping us informed about contract expirations, new discount plans, and special offers, so we never miss an opportunity to optimize costs.
- Quick and efficient assistance, ensuring any issues or urgent requests are resolved without delays.
- Clear and easy-to-understand billing, with detailed breakdowns of costs and usage.



- Flexibility to adjust plans and services as our needs change, without heavy penalties or complicated processes.
- Multichannel support, easy to reach through phone, email, live chat, and WhatsApp, ensuring quick assistance whenever needed.
- **Services implementation and transition**
 - Facilitating smooth activation or migration of approximately 20 mobile lines.
 - Ensuring minimal disruption during the transition process.

2. Service Level Agreements (SLAs)

Network Performance & Reliability

- Reliable international roaming in contracted countries.
- High-quality voice service nationwide and in covered international locations.
- Minimum 4G/5G coverage in all operational areas.

Customer Support & Response Time

- Dedicated account manager during business hours.
- Response time: e.g., 1 hour for critical issues, 4 hours for high priority.
- Resolution time: e.g., critical issues resolved within 8 business hours.
- Support availability: e.g., 24/7 or business hours.

Monitoring & Reporting

- Automated alerts for contract expirations, cost overruns, unusual activity.
- Online portal for usage tracking, cost management, and service changes.
- Clear, detailed monthly bills.
- Reports on incident resolution by priority and average response times.

Service Improvement & Reviews

- Biannual reviews with Geneva Call to assess service quality and cost efficiency.
- Proactive recommendations for cost savings and efficiency improvements.

Penalties for SLA Breach

- Repeated breaches may lead to financial penalties or contract termination, with terms negotiated during contracting.

3. Vendor or Supplier Requirements

- Proven experience providing mobile services.



- Proven track record of working with organizations of similar size and needs.
- Positive client references demonstrated service reliability.
- Demonstrate ability to meet defined SLAs.
- Capacity to provide on-site and remote support.

4. Guidelines Proposal:

Vendors must include the following in their proposals:

Technical Proposal: send to rfp@genevacall.org.

- **Executive Summary:** Brief introduction and overview of the proposed solution.
- **Company Profile:** Background, certifications, and experience in Mobile services.
- **Proposed Solution:** Detailed description of services offered and how they meet the scope of work.
 - Details on network coverage, reliability, and performance standards.
 - Explanation of mobile plans, international roaming options, and customization capabilities.
- **Team Information:** Key personnel and their qualifications.
 - Information on account management and customer support.
- **Service Level Agreements (SLAs):** Confirmation of ability to meet or exceed SLA requirements.
- **Implementation plan timeline:** Plan for switching from the current provider (if needed) and an estimated time required for full activation.
- **References:** Contact details for at least three current or past clients.

Financial Proposal: send to rfpfinance@genevacall.org.

- **Proof of registration company**
- **Detailed pricing structure, including any additional costs**
 - Clear breakdown of costs, including setup fees, monthly fees, roaming charges, and additional services.
 - Description of billing system and transparency in cost breakdowns.
- **Financial stability company**
 - Liquidity ratio, debt-to-equity ratio, profitability ratios used to assess financial performance.

5. Eligibility Criteria:



Proposals will be evaluated based on:

- **Compliance with RFP Requirements:** Ability to deliver the required services.
- **Experience and References:** Relevant experience and client feedback.
- **Cost Effectiveness:** Value offered for the proposed cost.
- **Service Approach:** Quality and practicality of the proposed solution.
- **Experience and feedback from references**
- **Proof of registration**

6. Terms and Conditions:

Invoicing needs to be issued in the original format with unique invoice numbers. The payment term is 30 days net.

7. Third Party Performance Reviews and Audit

- **Performance Review.** In addition to internal measures of performance, Geneva Call retains the right to require independent evaluation of Contractor performance. Geneva Call may, contract with independent third parties to audit the contract service levels. The Contractor will cooperate fully with any third-party audit and agrees that all information shared with Geneva Call may be shared with such third-party contractor.
- **Financial Audit.** Geneva Call requires the Contractor to retain all financial documents related to the costs and revenues of its account for the standard financial data retention period in the country of incorporation.

8. The Contract

- **Term of Agreement.** [Example: The Agreement resulting from this solicitation shall be for an initial period of three (2) years with an option to extend, at the sole discretion of Geneva Call, for an additional two (1) one-year period.
- **Termination** Geneva Call may terminate the Agreement resulting from this solicitation, or any services under this Agreement, without prejudice to any other rights or remedies, by giving ninety (90) days written notice to the Contractor.



SERVICE PLANS & CONNECTIVITY REQUIREMENTS

To ensure smooth and reliable communication for our team, we have designed the following tiered service plan structure based on user roles and connectivity needs:

Category A – Extensive Global Coverage

- This plan includes an extensive number of countries, prioritizing those where Geneva Call operates. *
- It must offer unlimited or high-allowance international voice, data, and roaming services.
- Designed for senior management and key decision-makers who frequently travel and require uninterrupted global connectivity.

*Algeria, Argentina, Armenia, Aruba, Bahrain, Bangladesh, Belarus, Bermuda, Botswana, British Virgin Islands, Brunei Darussalam, **Burkina Faso**, Cambodia, Cameroon, Cape Verde, Chad, Chile, **Colombia**, **Congo Democratic Republic of the**, Costa Rica, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, French Guyana, Gabon, Georgia, Ghana, Guadeloupe, Guatemala, Guinea, Guyana, Haiti, Indonesia, **Iraq**, Ivory Coast, Jordan, Kazakhstan, Kenya, Korea Republic of, Kuwait, Kyrgyzstan, Lao People's Democratic Republic, Macao, Macedonia Republic of, Madagascar, Malawi, Malaysia, Martinique, Mexico, Mongolia, Morocco, Mozambique, New Zealand, Nicaragua, Niger, Oman, Pakistan, **Philippines**, Qatar, Reunion, Rwanda, Saint Martin, Saint-Barthélemy, Senegal, Seychelles, South Africa, Sri Lanka, St-Pier-Mq., Taiwan Province of China, Tajikistan, Trinidad and Tobago, Tunisia, **Ukraine**, Uruguay, US Virg. Island, Venezuela, Viet Nam, Zambia.*

Category B – Regional & European Coverage

- Designed for mid-level management who do not travel frequently but still require reliable international communication.
- The focus is on strong European coverage, with moderate international voice and data allowances.

*Andorra, Austria, **Belgium**, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, **France**, Germany, Gibraltar, Greece, Guernesey, Hungary, Iceland, Ireland, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Man Island, Monaco, Netherlands, Norway, Poland, Portugal (including Madeira, Azores), Romania, San Marino, Slovakia (Slovak Republic), Slovenia, Spain (including Canary Islands, Balearic Islands), Sweden, **United Kingdom**, Vatican).*

Category C – Local Coverage

- Designed for **team members whose communication needs are primarily within the country.**
- Focus on **local calls, data, and messaging**, with limited or no international services.

