U.S. Embassy Stockholm Mobile Services

Attachment A - Scope of Work

Background and objective:
The Embassy of the United States in Stockholm, Sweden seeks to procure services and responsibilities associated with the provision and management of their mobile telecommunications environment. This includes the delivery and ongoing administration of mobile subscriptions, management and retention of assigned number series, and the provision of domestic data and international roaming services. The Vendor shall provide access to an online administration portal enabling the Customer to manage subscriptions, monitor usage, and administer services. The services shall also include reporting capabilities, customer support through a service desk, and clear billing and invoicing processes. In addition, the Vendor will provide international roaming packages and related services to support the Customer's mobile workforce. The objective of this engagement is to ensure reliable mobile connectivity, transparent administration, and efficient operational management of the Customer's mobile services.

Core Requirements:

Mobile Subscriptions

- Provision of mobile voice and data subscriptions.
- Access to 4G/5G mobile networks within Sweden and applicable roaming zones.
- Allocation and activation of SIM and/or eSIM profiles.
- Administration of corporate subscription plans.

Number Series Management

- Implementation and administration of current customers' existing number series.
- Guarantee that all mobile numbers within the agreed series remain under the Customer's control.
- The Customer shall retain the right to activate, suspend, port, and terminate subscriptions without risk of losing assigned numbers within the series.
- Assistance with number portability (portering) in accordance with Swedish telecom regulations (PTS).

Data and Roaming Services

- National mobile data services in accordance with selected subscription tiers.
- Unlimited internet plan, free calls, SMS, MMS within EU/EES
- Up to 1Gbps bandwidth
- 5G support
- eSIM support
- International Roaming Package for EU/EEA and U.S.
- Free calls, SMS, MMS within EU/EEA
- Unlimited calls in EU/EEA and U.S.
- Worldwide free calls to other organization members
- Extra data card

Voice Services

- The Service Provider shall include, at no additional cost to the Customer, unlimited voice calling services to fixed and mobile numbers within its organization, and within the European Union (EU), the European Economic Area (EEA), and the United States.
- Such calling shall be treated as included traffic within the Customer's subscription and shall not incur per-minute charges, connection fees, surcharges, or additional usage fees.
- The Service Provider shall ensure that these destinations remain part of the standard service bundle for the duration of the Agreement, subject only to reasonable fair-use provisions consistent with normal business communications.

Administration Portal
Provide access to an online self-service portal for:
- Activating and terminating subscriptions
- Managing SIM cards
- Monitoring usage
- Adjusting service plans
- Viewing invoices

Reporting
- The vendor shall provide the Customer with the capability to generate mobile subscription reports directly from the vendor's online customer usage database, including access to relevant data fields necessary to monitor, analyze, and manage subscription activity and usage.

Support and Service Desk
- Dedicated Account Manager
- Dedicated customer support during business hours (minimum 08:00–17:00 CET, weekdays).
- Incident handling and escalation procedures.
- Replacement SIM delivery within agreed SLA timelines.
- Technical support for subscription-related matters.

Billing and Invoicing
- Quarterly invoicing.
- Itemized usage specifications.
- Electronic invoicing.
- Clear separation of recurring and variable charges.

Additional SIM card option for data sharing: Phone Plan Options A and B that includes:
- Facilitate the sharing of data from Plan A or Plan B (e.g. tablet, laptop, notebook)
- Options for both physical and eSIM cards

Overseas add-on packages:

- Facilitate the option of "Roam like at Home" packages for both voice and data services for specific coverage in the U.S., as well as countries outside the EU/EES, and U.S.

Deliverables:

- Mobile subscriptions
- Number series management
- Data roaming services
- Voice Services
- Administration portal
- Reporting
- Support and Service Desk
- Billing and invoicing
- Cellphone option plans A and B
- Additional SIM card option for data sharing
- Overseas add-on packages

Period of Performance

The contract will be for a one-year period form the date of the contract award, with ***one (1) additional one-year*** option to renew.

General Acceptance

The Services shall be deemed accepted when:
The Services have been provisioned in accordance with the Scope of Work.
All ordered mobile subscriptions are activated and functional.
The agreed mobile number series is correctly assigned to the Customer.
Access to the administration portal has been granted and verified.
Initial billing configuration has been confirmed as accurate.
Acceptance shall not be unreasonably withheld or delayed.