



Call for tenders: Satellite Telecommunications

Specifications

In the implementation of its international programs, HI uses telecommunications and geolocation means based on satellite technology.

The purpose of this RFP is to identify one or more suppliers that will allow HI to have optimized solutions to the specific challenges of the NGO's fields of intervention.

The overall objectives that will guide the awarding of contracts are as follows:

- Optimization and predictability of purchase and operating costs
- Technical adequacy to the intervention areas
- Ability to fill orders quickly
- Pre-sales technical and commercial consulting service
- Varied and flexible technical offer
- Ensure after-sales service and relevant warranties
- Have international trade and logistics capabilities
- Facilitate the technical and administrative management of the fleet of equipment and subscriptions
- Facilitate financial management and invoicing by different HI entities

Lot 1 - Satellite telephony

Intended for security use in areas where cellular coverage is insufficient, the **reliability of the** service (solid equipment, serious operator, fluid administration) will be paramount.

The offer must present :

- One (or several) "economical" solution(s)
- A "high-end" solution (or several)
- A proposal for a versatile standard, viable in the majority of scenarios

Each solution will have to detail :

- The purchase cost of the equipment and its optional accessories (vehicle or fixed installation, covers, chargers, batteries, etc.).
- Technical features and benefits (hardware robustness, battery life, ease of use, speed of implementation, tracking functions, remote data erasure...)
- Detailed operating terms and costs (duration of commitment, registration or cancellation costs, inbound/outbound calls, and SMS, internal fleet - internal operator - external cellular / fixed - external other satellite operators...) in prepaid and postpaid.
- Geographical coverage and service availability/reliability data
- Any relevant warnings on possible weaknesses identified during use (common breakdowns, major availability incidents, the cut-off for political reasons, etc.).
- Availability in stock and guaranteed delivery time to HI Lyon and Brussels offices.

Access point" type solutions, requiring a smartphone and its mobile app, will be considered according to the same criteria.

Lot 2 - Autonomous satellite internet access

This package is intended to ensure connectivity in unstable contexts with almost non-existent infrastructures (emergency). Longer-term solutions, requiring professional installation, are not considered in this package; however, the consulting and deployment capacity of such solutions will be taken into account at the global level of the supplier's offer.

The offer must present :

- One (or several) "economical" solution(s)
- A "high-end" solution (or several)
- A proposal for a versatile standard, viable in the majority of scenarios

Each solution will have to detail :

- The purchase cost of the equipment and its optional accessories (vehicle or fixed installation, covers, chargers, batteries, etc.).
- Technical features and benefits (hardware robustness, battery life, ease of use, speed of implementation, tracking functions, Wi-Fi, telephony capabilities...)
- Detailed terms and operating costs (duration of commitment, registration or cancellation costs, billing per MB / per minute / unlimited, guaranteed/maximum bandwidth in download and upload)
- Geographical coverage and service availability/reliability data

- Any relevant warning on possible weaknesses identified during use (common breakdowns, fluctuating quality of service, the cut-off for political reasons, etc.).
- Availability in stock and guaranteed delivery time to HI Lyon and Brussels offices.

Tethering solutions (using a satellite phone as a data access point) will be considered according to the same criteria.

Batch 3 - Geolocation

The safety of goods and people in difficult contexts requires simple and robust automated movement tracking, which can be applied to all types of locomotion. The technical management aspects of the vehicle fleet (fuel consumption, compliance with driving rules, maintenance...) will be considered secondarily.

The offer must present :

- One (or several) "economical" solution(s)
- A "high-end" solution (or several)
- A proposal for a versatile standard, viable in the majority of scenarios

Each solution will have to detail :

- The purchase cost of the equipment and its optional accessories (vehicle installation, covers, chargers, batteries, etc.).
- Technical features and benefits (hardware robustness, battery life, ease of use, speed of implementation, alert buttons, sending/receiving messages, etc.)
- Detailed terms and operating costs (duration of commitment, registration or cancellation costs, billing per MB / per minute / unlimited)
- The complete "supervisor" interface
 - o Compatibility with different hardware/operator solutions
 - o Subscription costs per group / user / device
 - o Software presentation (PC / web/smartphone if applicable)
 - o Features (geofence, user SOS alerts / speed / low battery/inactivity, SMS and E-Mail alerts routing...)
 - o Cost per message if relevant
- Geographical coverage and service availability/reliability data
- Any relevant warning on possible weaknesses identified during use (common breakdowns, fluctuating quality of service, the cut-off for political reasons, etc.).
- Availability in stock and guaranteed delivery time to HI Lyon and Brussels offices.

Solutions based on satellite phones including tracking functions will be considered according to the same criteria.

HI, projects may require the implementation of tailor-made solutions adapted to specific cases: third party road haulers, boats, motorcycles, animal traction. The priority is then put on the absence of user intervention and durability, with a lower transmission frequency. A demonstration of this capability will be appreciated.

Solutions based on terrestrial networks for position calculation and/or data transmission may constitute a complementary offer but cannot replace a satellite solution.