



Valletta Harbour, 25.03.2022

## **Ex-ante publicity**

### **EUAA/2022/020 – Framework service contract for the Fixed telephony services for EUAA**

#### **I. Description of the services:**

The European Union Agency for Asylum (the EUAA) is planning to purchase high quality and cost effective fixed telecommunication services for EUAA .

More in detail, the requested services will include:

- Provision of a SIP trunk compatible with Ribbon Session Border Controller Software Edition Edge (SBC SWe Edge)
- Minimum of 30 simultaneous inbound or outbound phone calls/channels per location
- Local toll-free numbers, at a maximum of two per country, with a minimum of 20 simultaneous inbound or outbound calls per number
- Possibility of having service in any EU Member-state
- Migration from currently used fixed line solution to the proposed one
- Service availability at minimum for 99% of the month
- Hotline and helpdesk in English
- Incident response and resolution

#### **II. Description of the contract**

The EUAA envisages awarding a framework services contract. The maximum estimated duration of the contract will be 48 months. The estimated total value for the whole framework contract duration is €139,500.00

#### **III. Description of the procurement procedure**

This ex-ante publicity is the first stage of the negotiated procurement procedure with at least 5 economic operators through which the EUAA may award the above-mentioned contract.<sup>1</sup>

This ex-ante publicity has an indicative value and is in no way binding on the EUAA. The EUAA may decide not to launch the procurement procedure without candidates being entitled to claim any compensation.

Only candidates invited by the contracting authority to take part in the procedure concerned can submit a tender.

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<sup>1</sup> This publication is made pursuant to point 3 of Annex 1 to [EU Financial Regulation](#) that provides for ex ante publication on the Institutions' websites of middle value contracts.





Economic operators interested in being invited to participate in this procedure may express their interest by writing to [CONTRACTS@euaa.europa.eu](mailto:CONTRACTS@euaa.europa.eu) **not later than 10 April 2022.**<sup>2</sup>

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<sup>2</sup> The personal data collected in relation to this prior information notice shall be made available on request to the various services of the EUAA and will be processed in accordance with (EU) 2018/1725 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC. Any entity having expressed its interest shall have the right of access to his/her personal data and the right to rectify any such data that is inaccurate or incomplete. Should you have any queries concerning the processing of your personal data, they should be addressed to [contracts@euaa.europa.eu](mailto:contracts@euaa.europa.eu).