



Ministry of Defence

PURCHASE ORDER

Contract No: 700004379

Contract Name: Provision of Managed WIFI Service at Al Udeid Airbase

Dated: 03 March 2019

Supply the Deliverables described in the Schedule to this Purchase Order, subject to the attached MOD Terms and Conditions for Less Complex Requirements.

Contractor	Quality Assurance Requirement (Clause 8)
Name: Babylon Telecommunications Inc. Registered Address: AUAB – WiFi Building 10086 Coalition City Al Udeid Air Base Qatar	N/A

Consignor (if different from Contractor's registered address)	Transport Instructions (Clause 10)
Name: N/A Address: N/A	Select method of transport of Deliverables To be Delivered by the Contactor <input checked="" type="checkbox"/> [Special Instructions] <i>Physical Items to be delivered if applicable</i> To be Collected by the Authority <input type="checkbox"/> [Special Instructions] Each consignment of the Deliverables shall be accompanied by a delivery note.

Progress Meetings (Clause 13)	Progress Reports (Clause 13)
<p>The Contractor shall be required to attend the following meetings:</p> <p>Ad Hoc – as requested by The Authority. Location and agenda to be determined.</p>	<p>The Contractor is required to submit the following Reports:</p> <p>In accordance with paragraph 16 of the Schedule of Requirements, Annex A.</p>

Payment (Clause 14)
<p>Payment to be made via BACS transfer within 30 working days of receipt of a correctly presented invoice. The Authority reserves the right to make payment by CP&F at their discretion.</p>

Forms and Documentation	Supply of Hazardous Deliverables (Clause 9)
<p>Forms can be obtained from the following websites:</p> <p>https://www.aof.mod.uk/aofcontent/tactical/toolkit (Registration is required).</p> <p>https://www.gov.uk/government/organisations/ministry-of-defence/about/procurement#invoice-processing</p> <p>https://www.dstan.mod.uk/ (Registration is required).</p> <p>The MOD Forms and Documentation referred to in the Conditions are available free of charge from:</p> <p>Ministry of Defence, Forms and Pubs Commodity Management PO Box 2, Building C16, C Site Lower Arncott Bicester, OX25 1LP (Tel. 01869 256197 Fax: 01869 256824)</p> <p>Applications via email: DESLCSLS-OpsFormsandPubs@mod.uk</p> <p>If you require this document in a different format (i.e. in a larger font) please contact the Authority's Representative (Commercial Officer), detailed below.</p>	<p>A completed DEFFORM 68 and, if applicable, Safety Data Sheet(s) are to be provided by email with attachment(s) in Adobe PDF or MS WORD format to:</p> <p>a. The Commercial Officer detailed in the Purchase Order, and</p> <p>b. DSA-DLSR-MovTpt-DGHSIS@mod.uk</p> <p>by the following date: 01 April 2019</p> <p>or if only hardcopy is available to the addresses below:</p> <p>Hazardous Stores Information System (HSIS) Defence Safety Authority (DSA) Movement Transport Safety Regulator (MTSR) Hazel Building Level 1, #H019 MOD Abbey Wood (North) Bristol BS34 8QW</p>

Appendix - Addresses and Other Information

1. Commercial Officer

Name: REDACTED

Address: REDACTED

Email: REDACTED

2. Project Manager, Equipment Support Manager or PT Leader (from whom technical information is available)

Name: REDACTED

Address: REDACTED

Email: REDACTED

3. Packaging Design Authority

Organisation & point of contact:

NA

(Where no address is shown please contact the Project Team in Box 2)

4. (a) Supply / Support Management Branch or Order Manager:
Branch/Name:

REDACTED

5. Drawings/Specifications are available from

N/A

6. Intentionally Blank

7. Quality Assurance Representative:

Name: N/A

Commercial staff are reminded that all Quality Assurance requirements should be listed under the General Contract Conditions.

AQAPS and **DEF STANs** are available from UK Defence Standardization, for access to the documents and details of the helpdesk visit <http://dstan.uwh.diif.r.mil.uk/> [intranet] or <https://www.dstan.mod.uk/> [extranet, registration needed].

8. Public Accounting Authority

1. Returns under DEFCON 694 (or SC equivalent) should be sent to DBS Finance ADMT – Assets In Industry 1, Level 4 Piccadilly Gate, Store Street, Manchester, M1 2WD
☎ 44 (0) 161 233 5397

2. For all other enquiries contact DES Fin FA-AMET Policy, Level 4 Piccadilly Gate, Store Street, Manchester, M1 2WD
☎ 44 (0) 161 233 5394

9. Consignment Instructions

The items are to be consigned as follows:

Service Delivery: Al Udeid Airbase

10. Transport. The appropriate Ministry of Defence Transport Offices are:

A. DSCOM. DE&S, DSCOM, MoD Abbey Wood, Cedar 3c, Mail Point 3351, BRISTOL BS34 8JH
Air Freight Centre
IMPORTS ☎ 030 679 81113 / 81114 Fax 0117 913 8943
EXPORTS ☎ 030 679 81113 / 81114 Fax 0117 913 8943
Surface Freight Centre
IMPORTS ☎ 030 679 81129 / 81133 / 81138 Fax 0117 913 8946
EXPORTS ☎ 030 679 81129 / 81133 / 81138 Fax 0117 913 8946

B. JSCS

JSCS Helpdesk No. 01869 256052 (select option 2, then option 3)
JSCS Fax No. 01869 256837
www.freightcollection.com

11. The Invoice Paying Authority

Ministry of Defence ☎ 0151-242-2000
DBS Finance
Walker House, Exchange Flags Fax: 0151-242-2809
Liverpool, L2 3YL **Website is:**
<https://www.gov.uk/government/organisations/ministry-of-defence/about/procurement#invoice-processing>

12. Forms and Documentation are available through *:

Ministry of Defence, Forms and Pubs Commodity Management
PO Box 2, Building C16, C Site
Lower Arncliffe
Bicester, OX25 1LP (Tel. 01869 256197 Fax: 01869 256824)
Applications via fax or email: DESLCSLS-OpsFormsandPubs@mod.uk

*** NOTE**

1. Many DEFCONs and DEFFORMs can be obtained from the MOD Internet Site: <https://www.aof.mod.uk/aofcontent/tactical/toolkit/index.htm>

2. If the required forms or documentation are not available on the MOD Internet site requests should be submitted through the Commercial Officer named in Section 1.

Contractor Commercially Sensitive Information (Clause 5). Not to be published.
Description of Contractor's Commercially Sensitive Information: NONE
Cross reference to location of sensitive information: NOT APPLICABLE
Explanation of Sensitivity: NOT APPLICABLE
Details of potential harm resulting from disclosure: NOT APPLICABLE
Period of Confidence (if Applicable): NOT APPLICABLE
Contact Details for Transparency / Freedom of Information matters: Name: REDACTED Position: REDACTED Address: REDACTED Telephone Number: REDACTED E-mail Address: REDACTED

Offer and Acceptance	
<p>A) The Purchase Order constitutes an offer by the Contractor to supply the Deliverables. This is open for acceptance by the Authority for 90 days from the date of signature. By signing the Purchase Order the Contractor agrees to be bound by the attached Terms and Conditions for Less Complex Requirements.</p> <p>Name (Block Capitals): REDACTED</p> <p>Position: REDACTED</p> <p>For and on behalf of the Contractor BABYLON TELECOMMUNICATIONS, INC.</p> <p>Authorised Signatory <i>[ORIGINAL SIGNED]</i></p> <p>Date: 17 MARCH 2019</p>	<p>B) Acceptance</p> <p>Name (Block Capitals): REDACTED</p> <p>Position: REDACTED</p> <p>For and on behalf of the Authority</p> <p>Authorised Signatory <i>[ORIGINAL SIGNED]</i></p> <p>Date: 23 MARCH 2019</p>
<p>C) Effective Date of Contract: 01 April 2019 – 31 March 2020</p>	

SCHEDULE OF REQUIREMENTS FOR THE SUPPLY OF A WIFI SERVICE

Deliverables						
Item Number	Specification	Delivery Date	Total Qty	Firm Price (QAR) Ex VAT		Total VAT per Item
				Per Item/month	Total inc. packaging and delivery	
1	Installation of any necessary equipment	TBA	1	\$0.00	\$0.00	NA
2	Service Delivery – In accordance with Schedule of Requirements ANNEX A below	01 Apr 2019 – 31 Mar 2020	1	\$9,920	\$9,920	NA
3	Demobilisation and uninstallation of service	On contract closure	1	\$0.00	\$0.00	NA
4	CISCO Meraki Infrastrue Licensing/Support Fee for One Year / 12	01 Apr 2019 – 31 Mar 2020	1	\$625	\$625	NA
5	UK Hardware VPN Network-based (Network VPN Option) NOT REQUIRED	01 Apr 2019 – 31 Mar 2020	4	\$750	\$750	NA
6	Licensing Fee for F-Secure VPN Application (Application VPN Option) NOT REQUIRED	01 Apr 2019 – 31 Mar 2020	4	\$510	\$510	NA
				Total Firm Price	\$10,545pm	NA
				Total Firm Price	\$126,540pa	NA

Deliverables – OPTION PERIOD(S)						
Item Number	Specification	Delivery Date	Total Qty	Firm Price (QAR) Ex VAT		Total VAT per Item
				Per Item	Total inc. packaging and delivery	
7	OPTION PERIOD (Network VPN Option) (NB, The Authority is under no obligation to accept the option period, and may accept any part thereof)	01 Apr 2020 – 31 Mar 2021	1	\$11,295	\$11,295	NA
8	OPTION PERIOD (Application VPN Option) (NB, The Authority is under no obligation to accept the option period, and may accept any part thereof)	01 Apr 2020 – 31 Mar 2021	1	\$11,055	\$11,055	NA

STATEMENT OF REQUIREMENT

Introduction

1. The Authority has a requirement for a managed internet service within the domestic accommodation areas, via welfare internet, to all personnel that are deployed on Op KIPION accommodated at Al Udeid Air Base within the 901 EAW domestic accommodation. The service must be accessible by any IEEE 802.11 compliant devices and the network architecture is to be suited to the geographical layout of the location and must be available throughout the domestic accommodation areas.

Requirement

Location	Total users	Concurrent Users ¹
Al Udeid Airbase – British Welfare Facility	156	63

2. **Delivery, Equipment and Support.** Any additional infrastructure, equipment, installation, maintenance and set-up required to provide the internet service, via Wi-Fi, must be provided by the Contractor.

3. The hardware provided must be to the specifications required in order to operate within the climatic conditions of Qatar (-10 to 60 degrees C).

4. The contractor must provide the Requirement Owner², the Deployed Admin Officer in 901 EAW REDACTED with a Customer Support telephone number. The contractor must provide an English-speaking customer service desk, 7 days a week from 0800 – 2359 Qatari local time. The contractor must provide engineering staff to meet the Service Level Agreement.

5. **Bandwidth.** Sufficient, stable, and suitable throughput and bandwidth is required (as per the table above) to enable the number of concurrent users specified in the table above access to the internet and VoIP³ at any given time. Upload and download speeds are to be as follows:

a. **Download Speed.** A minimum requirement of 4 Mbps⁴ (Including 15% to account for VPN overheads for each user device) download speed per person is required.

6. Where multiple access points are required to provide sufficient coverage to the required number of personnel and, in all locations where there is additional Radio Frequency equipment, the contractor is to ensure that suitable channels are chosen to reduce as far as possible the risk of Radio Frequency interference. Both 2.4Ghz and 5Ghz Wi-Fi bands should be used to provide the best possible Wi-Fi coverage and speed for the user.

7. **Internet Usage and Access Restrictions.** A fair usage policy will be required. As part of the fair usage policy, users must not be able to conduct video / music streaming or online gaming. Access must be automatically denied to content / websites that are illegal under Qatari law or contain inappropriate content, including pornographic material or gambling sites, should a user connect to the Wi-Fi without establishing a VPN.

8. The system must control access to the internet and display a Captive Portal Screen which forces users to log on with individual credentials and ensures that users accept the terms and conditions of use⁵ prior to accessing the internet.

¹ The current minimum requirement is for 40% of the total population (as represented in column h) to be able to access internet and use VoIP concurrently. The future aspiration being considered is 80% of the force streaming live content.

² All correspondence with the requirement owners must be in English.

³ WhatsApp, FaceTime, Facebook Messenger, Skype

⁴ This speed is the new baseline being consider by PJHQ for the Deployed Welfare Package

⁵ These will be provided on contract award.

9. Should the number of users requiring access to the network exceed the number provided in the table above the system shall reduce the time⁶ an individual device is permitted online⁷ to allow for subsequent devices to use the network.⁸
10. **Network Security.** The internet service, via Wi-Fi must work with the F-Secure Freedom Virtual Private Network (VPN)⁹ and must be restricted to use by UK personnel, enabling the use of individual device VPN. The service must not be able to identify users as British Forces by geographical location. The bidder is requested to provide two costed options, one with the F-Secure Freedom Virtual Private Network provided via a network solution and one without.
11. **Isolation.** The internet service, via Wi-Fi network must provide client isolation¹⁰ to stop networked devices communicating with each other on the WLAN.
12. **Access to Locations.** The provider must have the ability to access the location, including military areas and sites for both installation and maintenance of the Wi-Fi service.
13. **User Access.** The Wi-Fi must be accessible in all areas of domestic accommodation at the location.
14. **Availability.** The availability requirements are as follows:
- a. Internet service, via Wi-Fi service must be available 24 hours per day, unless there is a technical issue which is being rectified that prevents Wi-Fi provision.
 - b. All planned outages to be overnight (Qatari GMT +4, BST +3) with 24 hours' notice.
15. **Implementation Plan** The Contractor must provide within their proposal a technical explanation of how this will be achieved.
16. **Reporting.** The contractor must immediately notify the Requirement Owner if any element of the service is unavailable at any stage during the contract period. The contractor must provide a weekly report to the Requirement Owner that includes the number of incidents that have occurred (if any) which have adversely impacted on internet access, a description of the incident, the total amount of time that internet access was impacted, and articulate where and how the requirements articulated in this document have not been met.
17. The Wi-Fi zone must be monitored so that the Requirement Owner can recover statistics on the access point load to aid in troubleshooting performance issues. The contractor must provide evidence to the Requirement Owner that the chosen solution to any incident impacting on internet access meets the requirements articulated within this document – for example, a solution to an issue must not deviate from the requirements described in this document or degrade the service/increase the cost. The contractor must be able to monitor how many users are on the system at any given time and provide that detail to the Requirement Owner on request, this may be implemented by providing the Requirement Owner with a management portal so that they may view/capture the above statistics.

⁶ Each user device must be provided with a minimum of 30 mins continuous connectivity

⁷ For example, by reducing the lease time of a DHCP IP address

⁸ This is to ensure that the minimum bandwidth as stated above is not affected.

⁹ This App is available for the Contractor to purchase (to conduct testing) via the Apple App Store or Google Play store.

¹⁰ Also, referred to as AP isolation