

**RFP**  
**Mobile Communication Services**  
**Singapore**

**Description: Tender for Mobile Communication Services**

**Announcement date: February 03, 2022**

**Closing date: March 03, 2022**

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**I. Introduction**

Lukoil Asia Pacific Pte Ltd is seeking proposals for replacing or extending the contract for Mobile Communication Service subscription for two years for the existing mobile phone lines.

**II. Key objectives**

To replace or extend the contract for mobile phone subscription (with or without hardware) for two years for existing mobile phone lines. The contract will be awarded to the bidder best meeting the set technical, service and cost requirements.

**The bidder must ensure the continuation of service without any interruption as well as the portability of all the numbers at the end of the existing contract.**

**Price quoted in the proposals will not be the sole and determining aspect for awarding the contract.**

**III. Technical requirements**

The choice of provider will be based on below criteria:

- Monthly subscription cost for all existing mobile lines (38 lines)
- Unlimited Calls in Singapore (to all networks)
- Unlimited SMS in Singapore (to all networks)
- Unlimited 4G (full speed)/ 5G (full speed) data usage in Singapore
- Unlimited International Calls From Singapore to Worldwide (to all cell and fixed networks)
- Unlimited International SMS From Singapore to Worldwide (to all cell and fixed networks)
- Network must stay connected to the strongest network
- Prices for the roaming call and data package per country and zone
- Ability to provide fully itemized bill
- Provide dedicated customer support/account manager
- Provide 24hrs mobile technical support toll free hotline.
- Applicant's "Payment Terms and General Conditions".
- Provide exhaustive list of roaming partners per country for voice and data.
- Change of Mobile phone devices, value for money solutions.
- Reliable and undisrupted voice and data network coverage in Singapore
- In-house 4G/5G coverage is mandatory

**IV. Tender application procedure**

The proposal(s) must be submitted no later than March 03, 2022 via

<http://litasco.com/en/About/Tenders/Application>. Please also send a copy by e-mail to [ibobylev@litasco.com](mailto:ibobylev@litasco.com)

Proposals received later or not via LUKOIL website will not be considered.

Successful bidders will be notified of the contract award on or about March 14, 2022. All other candidates will be also be notified on or about March 14, 2022.

This timeline is provided as an indicator for the vendors and can be modified at any time by LUKOIL ASIA PACIFIC PTE LTD.

LUKOIL ASIA PACIFIC PTE LTD can cancel this selection any time prior contract signature without disclosing the reason.

Inquiries, questions and requests for clarifications/specifications are to be directed to the following:

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