

SME Engagement Platform

Request for Information (RFI)

Instructions to Vendors

Issued By:	A1 Group	31 Jan 2025
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1. Background Information A1 Group

As a leading communications provider in the CEE region, the A1 Group offers products and services in the areas of voice telephony, broadband Internet, mobile and home entertainment as well as smart home, data and IT solutions, wholesale, payment solutions and digital services.

A1 Telekom Austria Group can be characterized as ...

- Leading telco in CEE
- System-critical infrastructure: fixed-line and mobile networks, data centers
- Leverage the potential provided by megatrend digitalization
- Excellent network quality, best-in-class customer service
- Strong growth performance, solid balance sheet
- Well-balanced performance: stability in Austria, growth in CEE
- Sustainable dividend policy, well covered by FCF
- Strong, uniform brand presence

The A1 Group is active in Austria, Belarus, Bulgaria, Croatia, Northern Macedonia, Serbia and Slovenia. In addition, Group company A1 Digital advises companies in the core markets as well as in Germany and Switzerland on digital transformation issues. The focus is on industry specific applications in the field of Internet of Things (IoT), cloud-based products for the modern workplace as well as security solutions.

Group Overview

A1 Telekom Austria Group¹ Who We Are

One of the leading convergent communication providers in **Central and Eastern Europe**.

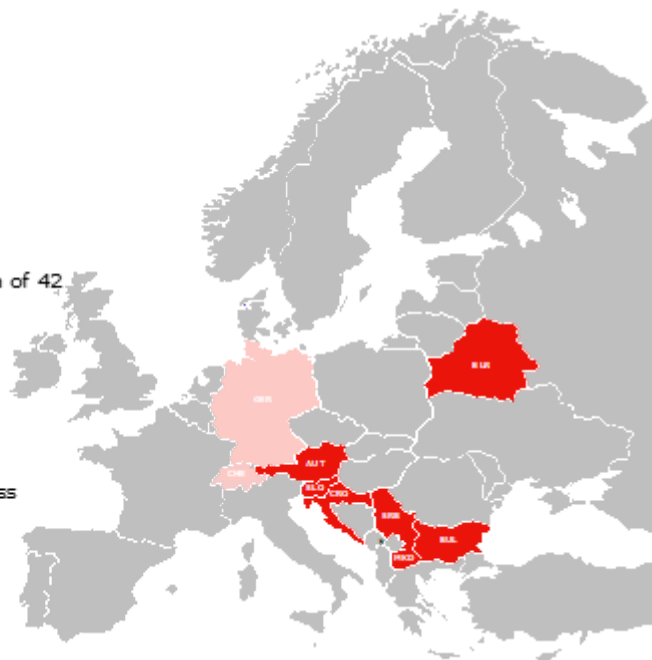
We operate in **seven countries** with a population of 42 million.

Our about **18,000 employees** deliver

- Products and services of voice telephony, broadband Internet, TV, multimedia services, data and IT solutions, wholesale as well as fintech services
- For approximately **27 million customers** across our markets of operations.
- We offer cloud, security and ICT-services in Germany and Switzerland.

¹ Short: A1 Group

* In compliance with United Nations' Security Council Resolution 1244.





Telekom Austria AG

Lassallestrasse 9
1020 Vienna, Austria

As part of América Móvil, the A1 Group can count on the strength of one of the world's largest telecommunications providers.

Additional Information can be found here: [A1 Group and Markets - A1 Group](#)

2. Instructions to Vendors

This is a Request for information (RFI), not an order. No cost can be charged to the Telekom Austria AG (A1 Group or A1) or any other affiliate of the A1 Group for any reason.

This document shall not be construed as a request or authorization to perform work at the Telekom Austria AG expense. Any work performed by a vendor will be at the vendor's own discretion and expense. This RFI does not represent a commitment to purchase or lease. Submission of a response constitutes acknowledgement that the vendor has read and agrees to be bound by such terms.

All provided vendor information/proposals and statements of compliance during the RFI are binding to the extent that the responses to the applicable questionnaires, the business requirements, technical requirements, capability map also the other required information and documents as well as the price shall be valid to the subsequent RFI/P phases.

Telekom Austria AG reserved the rights to amend the requirements in any stage of the process.

Point of Contact

All communication with Telekom Austria AG must be directed to the single Point of Contact for this project, as follows:

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Submission of Responses

Responses shall be made by using the procurement platform on which the documents have been provided.

A response must be received by the given date in the Procurement Platform. Extensions to this date cannot be granted.

Responses must be submitted complete and in writing. All requests for information in all sections of this document must be answered as concisely as possible while providing all information necessary to understand the proposed solution. Any deviations from requirements, or requirements that cannot be satisfied by the vendor, must be clearly identified.

Responses must include a statement that indicates that the vendor understands the requirements of the RFI and accepts the terms and conditions under which the RFI was issued to the vendor.

Any information of a confidential or proprietary nature contained in a vendor response should be clearly marked 'PROPRIETARY' or 'CONFIDENTIAL' by item or at the top or bottom of each page. Reasonable precautions will be taken to safeguard any part of the response identified by a vendor as being confidential or proprietary.

This RFI remains the property of Telekom Austria AG at all times and must be returned or deleted by the vendor upon request. Vendors not submitting a response must immediately delete all documents of this RFI. At a minimum, the DoD 5220.22-M data sanitization method shall be used to delete the documents.

All responses, once submitted or delivered, become the property of Telekom Austria AG

Response Format

To facilitate a timely and comprehensive evaluation of all submitted responses, responses shall be submitted using the format requested in this RFI.

3. Subject of this RFI

3.1 Purpose of the RFI

A1 Group (Telekom Austria AG) is running an SME program across all countries with the objectives to find a vendor able to enable the business growth and strengthen the position of A1 in Small and Medium segment. The RFI is a fundamentally important for the A1 Group to explore the BSS market situation and gaining a practical experience about business capabilities and key differentiating factors between the vendors. Respectively to find the best possible way forward shaping a RFP scope and select a suitable vendor for implementation able to fulfil a SME program goals.

3.2 SME Program goals

The overall business goal for the SME program is to add at least € 100 Mio. revenue to the A1 Group balance sheet within the next five years. By doing so the SME customer segment will become the second largest customer segment right after the consumer segment.

To address the potential of the SME segment it is required to establish three things as prerequisites. These are:

- A SME Portfolio that allows to package the right modularized products and services for a respective customer
- An IT Partner Network that allows to address SME customers in a way that convince them to use A1 products and services - especially ICT Services.
- A SME Engagement Platform used by all subsidiaries of A1 Group that allows to sell and deliver the products that are part of the SME portfolio.

On an organizational level the SME portfolio, the approach to manage the IT Partner Network and the use of the SME engagement platform plus all the required standards and processes will be harmonized across all subsidiaries of A1 Group with limited local flavors.

Customer Segments

The Small and Medium Enterprise (SME) line of business is structured into four segments. The segmentation is based on the number of people enterprises employ. The focus for the SME Program is on the enterprises that have 0 to 99 employees.

While the SME Program focuses on the segments Micro Enterprises, Small Enterprises and Medium Enterprises the platform needs to be able to support also the optional Large SME segment that some countries have the need to address.

The segmentation is also illustrated in the following chart. You can see the ranges of employees per segment in this graphic for reference.



Product Categories

To drive portfolio harmonization all A1 subsidiaries have agreed on a common set of product categories that is used to define the SME product portfolio. The categorization has three levels: Line of Business (LoB), Product Category and Sub-Category. Future SME products will be put in exactly one product category or sub-category.

The future SME engagement platform must support to create offers that span multiple product categories so that a tailored shopping cart matching the customer's needs can be created and ordered in an efficient user flow.

Break-down of the Product Categories

This section describes the break-down of the product categories and sub-categories that are part of the SME Program and need to be supported by the new SME engagement platform consequently. Please mind, that not all categories are currently broken down into subcategories.

Line of Business	Product Category	Sub-Category	Description - what is inside this (sub-)category?
TELCO CORE	Internet	FTTH, Copper, COAX, ...	Contains all internet products that are realized through fixed line access.
		Point to Point P2P	Contains all products that realize point-to-point connectivity
	WIFI	(n/a)	All WAN/LAN based connectivity products
	Fixed Tele-phony	Fixed Voice	All fixed voice products and options

Line of Business	Product Category	Sub-Category	Description - what is inside this (sub-)category?
		Physical PBX	All offered on premise PBX variants
		Cloud PBX	All offered virtual PBX variants that A1 offers.
	Mobile Tariffs	unmanaged (single)	All mobile tariff offerings in an unmanaged subscriber based scheme.
		managed (group)	All mobile tariff offerings in a managed (e)SIM-pool based scheme.
	Network Connections	(n/a)	All offerings that target to connect customer premises (HQ and subsidiaries)
SECURITY	Network Security	DNS	All product offerings addressing DNS security needs of SME enterprises
		Physical FW	All product offerings addressing physical firewall needs of SME enterprises
		Virtual FW	All product offerings addressing virtual firewall needs

Line of Business	Product Category	Sub-Category	Description - what is inside this (sub-)category?
			of SME enterprises
		Cloud Sec.	All product offerings addressing needs of SME enterprises to protect data connection (cloud based)
		DDOS	All product offerings addressing resilience against DDOS attacks of SME enterprises
	Endpoint Security	managed	All product offerings addressing the security of devices of SME enterprises as a managed service
		unmanaged	All product offerings addressing the security of devices of SME enterprises
		Mail Sec.	All product offerings addressing the security of SME enterprises' mail communication
	Object Security & Security Services	several	All product offerings addressing the security of SME

Line of Business	Product Category	Sub-Category	Description - what is inside this (sub-)category?
			enterprises' objects and/or assets.
ICT	Collaboration	(n/a)	All product offers that target collaboration needs of SME customers
	Cloud storage	(n/a)	All product offers that target data storage needs of SME customers
	Data Backup & Recovery	(n/a)	All product offers that target data backup needs of SME customers
	Cloud services/ hosting/ IaaS	(n/a)	All product offers that target hosting and IaaS needs of SME customers
	Virtual Workplace	(n/a)	All product offers that target the need for digital workplaces of SME customers
	IT Helpdesk	(n/a)	All product offerings addressing need of SME enterprises to have an IT Helpdesk.
	Device as a Service	(n/a)	All product offerings addressing the need have

Line of Business	Product Category	Sub-Category	Description - what is inside this (sub-)category?
			rented and managed devices of SME enterprises.
	Professional appearance / Online presence	(n/a)	All product offerings addressing the need represent SME enterprises externally (e.g. web-space) incl. consulting.
	Payment services	physical terminal	All product offerings addressing the need for a managed payment solution of SME enterprises that are implemented through dedicated devices.
		via App on a smartphone	All product offerings addressing the need for a managed payment solution of SME enterprises that are implemented through smartphone/tablet apps.
IoT	IoT-based Mobility Solutions	(n/a)	All products that address the need to manage

Line of Business	Product Category	Sub-Category	Description - what is inside this (sub-)category?
			assets (machines, vehicles, etc.) of a SME enterprise.
	IoT & Smart Services	(n/a)	All products that address specific analytical needs of a SME enterprise (e.g. customer behavior based on aggregate movement patterns of mobile subscribers).
Other	solutions per country	Managed Printing Svc.	Products that offer printing services to SME customers.
		...	Add'l products that are not known today (placeholder)

It should be kept in mind that this product categories will undergo changes over time based on changing market trends, customer feedback and emerging technologies.

Partner Strategy

The partner strategy addresses the believe that an increase of ICT revenues can best be achieved by extending the partner network and build a partner ecosystem so that these partners position A1 products and services with the customers. It is also planned to run shared campaigns and promotion between A1 and partners and have a lead management in place allowing to handover leads between A1 and partners thus the SME engagement platform needs to support these use cases.

There are four partner types defined:

- **Solution Partner.** These contribute to or provide products and services A1 sells.
- **Sales Partner.** These sell A1 products and services on behalf of A1 to customers. The customer relationship is owned by A1.





- Service Partner. These partners are part of the product/service delivery process and ensure service installation and/or ongoing operation of the service
- Affiliate Partner. These market or position A1 products within a market segment or industry often with special prices for their members.

Additionally, the strategy includes several partner incentive models that need to be implemented and subsequently supported by the SME engagement platform. These models are:

- Revenue Share Models
- Margin Models
- Marketing Funds
- Provisioning Models (one-time, ongoing)
- Bonification Models
- Special prices
- One-time fees

The following overview slide illustrates the link between partner types and incentive models. It also lists a few examples.

Overview Partner Types to be orchestrated via the omnichannel platform

Focus within our project				
	 Solution Partner	 Sales Partner	 Service Partner	 Affiliate Partner
Description	Partners who contribute to the development of a solution by providing a solution component or participating in the development of a solution	Partners who sell products and solutions on behalf of A1 via various channels (marketplace, store, etc.) (customer ownership lies with A1) to SME Customers	Delivery partners who ensure that solutions are manufactured, installed, maintained and serviced at the customer's premises	Partners who market and position our products and solutions on the market within an industry. In many cases with special prices to their members
Types	• Product development partner	• IT Partner • Franchise Partner • Exclusive Partner & Indirect Sales • A1 Shops (indirect sales channel as opposed to direct sales)	• Installation partner • Maintenance partner • (~80)	• Associations • Institutions
Example	• Microsoft, Cisco, Atos, VMware, IBM, Alcatel, etc. • Exoscale , Fortinet, ...	• A Franchise Partner/EP can be IT Partner • Austria example: IT Partner enabled as EP to sell core and vice versa	• <u>Stand alone</u> service partner • Sales partners can take over the role as Service partner (<u>ressources</u> , capabilities)	• Austria example: HOGAST (hotels), ABAU (construction), <u>Futurezone</u> • <u>Often</u> they work closely together with IT Partners
Model	• Revenue Share • Margin model • Marketing funds	• Provision model (one time, ongoing) • Bonification model	• <u>tbd</u>	• Revenue share • Bonifications • Special prices • One-time fees

The SME engagement platform needs to support the onboarding, sales, support and delivery processes for these partner types and in addition need to provide mechanisms for performance tracking.

SME Engagement Platform

The SME engagement platform covers the e2e customer journey used by customers as well as all defined sales and service touchpoints, including internal touchpoints and partners for all A1 operating companies (Telekom Austria AG).

In focus is the lead to cash process, covering the sales journey and the fulfillment of orders till usage. It is essential that the platform can offer product offerings from all the product categories listed in earlier in this document, based on a standardized product structure and a consistent rule driven offering logic.

All key capabilities to enable a digital omnichannel journey are to be addressed.

The functional scope of the SME engagement platform is illustrated in more detail in the following document:
20_a_RFI_SME_Engagement_Platform_Business_Use_Case_Requirements.docx

3.3 Structuring RFI Response

The document “20_RFI_SME_Engagement_Platform_Questionnaire” is one of the major documents that vendor shall review and provide feedback for A1 (Telekom Austria AG) evaluation. This consists of business, architectural, project execution and commercial questions.

These questions are in open form and aim to gather information and identify potential options with your solution. At the beginning of every section there is a small description about our current understanding and with RFI we are trying to learn respectively adapt our strategy for vendor selection process. Please provide more detailed answers not only limiting that to what our understanding.

The SME Platform shall be able to grow into full B2B scope including Large Enterprise, but not expected to be quoted in the RFI. If vendor foresees already limitations for full B2B, please state them.

Please note! The complete list of documents can be found in chapter 5 “Components of the RFI - necessary documents” also including the instructions.

3.4 Business Use Case

A1 Group (Telekom Austria AG) business aligned their use case vision for SME platform about capabilities as well use cases. The document “20_b_RFI_SME_Engagement_Platform_Business_Use_Case_Requirements_Document - User Story” represent user stories and use cases we were intending to send to the vendors in the RFP phase but in order to understand our needs and vision we are providing them as part of the RFI only for information. In case vendor is willing to provide a statement of compliance on the use cases he can do it but please follow the instructions given in the respective TAB. In order better to understand the use cases there is a second document “20_a_RFI_SME_Engagement_Platform_Business_Use_Case_Requirements” providing more details about foreseen scope and capabilities.

As the vendors are experienced in launching a SME Platforms, we expect vendor’s suggestions and advice on the scope to be provided. The vendor shall not limit themselves just to the described User Cases and must proactively figure out the potential gaps to be discussed and aligned in the tender phase. Feel free to bring your experience and to demonstrate a value that you can bring to us via fine tuning the scope and enabling a fast time to launch the solution in A1 Group. Please consider a reasonable scope and slice it in a way that can demonstrate a flexibility of your SME platform and help A1 Group to reach the business SME goals listed above.

Very important is that the SME platform /suggested scope is a mature and you can demonstrate it with a valid references and demos, future proof and in long run can enable Large Business as well.

Please consider a phase approach and based on the experience suggest how to start early delivering of value to the customers. Please detailed the concept inside the Solution Proposal document “50_SME_Engagement_Platform_Solution_Proposal_Vendor Name”. Include a representative reference project in which you can achieve a goal similar to A1 SME ambitions.

All the above should be done in alignment with the “Duty of care” document.

Disclaimer: The presented use cases are subject of scope adjustment, phase definition modifications and potential extension during the RFI phase, based on received vendor RFI responses.

3.5 Application scope and capability map

A1 Group (Telekom Austria AG) is following a Tele Management Forum standardization as well on top our owner America Movil extended a standard in order to reflect and normalize AMX specific across the group. Therefore, AMX AMDA capability map is provided to the vendors in the RFI in order to support them in mapping a capability to the offered application scope for SME platform. Please consider a mapping also for applications suggested by your partners in case you bring such as part of overall proposed SME scope. Please fill in the table “40_RFI_SME_Engagement_Platform_AMX Capability MAP” as per instructions for the RFI. Vendor shall map the applications to the capabilities provide indication about suggested phase and ownership of the application/product on Level 1 and Level 2, phase in which it is assigned. As preparation for the RFP we have listed also option that a statement of compliance may be provided but it is up to vendor's decisions. In case provided it should follow the instructions.

In case vendors has more options to offer with different product lines please consider the one that best will fit to our scope but in case it is necessary please copy the same format and fill in only on those capabilities/domains that it makes a differentiation. Respectively in the Solution proposal we would expect that you described a different option with potential benefits and risks.

All the above should be done in alignment with the “Duty of care” document.

Disclaimer: The presented requirements are subject of adjustment and potential extension in RFI phase.

3.6 Architecture

We are looking for a solution compliant with TMF Open Digital Architecture, TMForum SID, TMForum OpenAPI frameworks as well following architectural principles of TMForum. A1 Group believe in open and digital native components based on microservices, integrated and exposed through Open APIs following the API first approach for internal and external partners integrations. Especially important is that SME platform is providing SID compliant data model is a key for realization of existing telco products and applying the modularization vision of the future looking product portfolio.

A1 Group would applicate architecture allowing a flexibility of integration to a different OpCos legacy systems via open APIs and respective integration development/ API management components allowing a high percentage of reuse/synergies is expected. Our expectation is that the integration technologies are openly enable and accessible to the A1 experts and not Change Requests are necessary for integration with partners or new A1 OpCos systems.

We would like to learn what are these technologies and to which extend that is achievable.

The architecture vision is that A1 Group is sticking to high percentage of out of the box application but in case of customizations are needed we can plan and get them as part of the regular roadmap process. Still in case there are urgent business needs and customizations are not avoidable A1 would like to understand is this development framework open also for A1 own development team and in case there are some limitations to explore what are there.

A1 Group is in Cloud transformation therefore it is expected that vendor has already experience with hyperscale but even better is the solution can be deployed on the A1 Group own cloud exascale. Inside the document “30_SME_Engagement_Platform_Cloud Guidelines A1Group” vendor can find A1 Group standard and guidelines that will be asked to be evaluated in the RFP and provide a statemen of compliance but in the RFI this is not expected still may give you a useful information to suggest a best deployment model.

Very important part of the architecture is also a governance and how to keep the blueprint in an alignment with all A1 OpCos in a multi-tenant setup. Therefore, experience in an any other group like multi-tenant deployments are key to understand your preferred deployment model and governance process.

Considering the fact that A1 OpCos already operate in the SME segment enabled on their BSS stacks a key input for us will be your approach to smart migration strategy minimizing a business and technical risks.

A1 Group expect a detailed scope, phasing, architecture, integration, customization, migration topics to be answered inside the questionnaire but also detailed inside the Solution Proposal document “50_SME_Engagement_Platform_Solution_Proposal_Vendor Name”

All the above should be done in alignment with the “Duty of care” document.

Disclaimer: The presented requirements are subject of adjustment and potential extension in RFI phase.

3.7 Project Delivery

Vendor shall suggest a project delivery methodology Please consider agile project setup.

Vendor shall suggest project delivery methodology and governance as well high level Project Plan. Please describe a methodology as well estimate a number of resources and skills needed to be provided by A1 Group for the respective phase. Please include all information inside 50_SME_Engagement_Platform_Solution_Proposal_Vendor Name.

The vendor should present a project plan that will include, but is not limited to:

- Project setup and governance considering all A1 OpCos in scope.
- Defined project phases and milestones, broken down to work package level, presented on a project timeline.
- Agile project governance proposal, with expected roles definition for all involved parties, and competences needed in the project execution including A1 Group.
- Planned number of resources needed for each project phase.
- Responsibility Matrix (RACI) Vendor/A1 Group and between vendor and partners (if any)

All the above should be done in alignment with the “Duty of care” document.

Disclaimer: The presented requirements are subject of adjustment and potential extension in RFI phase.

3.8 3rd Party Partners

If 3rd party partners (sub-contractors) are planned to be included for implementation or maintenance of the IT solution offered, potential companies are to be specified and work split defined. A1 Group should explicitly approve the 3rd parties and sign NDA with respective parties prior sharing any information about the project.

In case the vendor is delivering the project with sub-contractor(s) then one of the vendors should be acting as a primary and bear all coordination and contractual, solution and project delivery liability.

Partners providing Cloud Infrastructure:

The vendor delivering a SME Platform should be in charge for managing the Cloud provider's setup and contractual relationship. As A1 Group would require a transparent cost offer and in case A1 Group is having some contract and preferential condition then jointly can address the Cloud provider to gain a better discount or alternatively A1 Group can purchase the infrastructure as a commercial transaction all the other responsibilities will stay with the vendor.

3.9 3rd Party Software and Licenses

If 3rd party SW and licenses are required for the SME platform offered, they should be listed within the offer. The primary vendor is responsible to work as primary contractor for that RFI as well for potential implementation project.

Where licenses are needed, the vendor will do an optional quote in the pricing template. The vendor needs to lay

out the cost base calculation of required licenses. A1 Group reserves the rights to purchase the licenses themselves and all others 3party components. Custom software developed in context of this requested SME Solution will be property of A1 Telekom Austria.

3.10 RFI Solution Proposal

After analysis of A1 questionnaire as well all other documents provided to the vendors A1 expect a detailed concept about suggested scope, phasing, integrations, project execution as well migration considering all A1 OpCos. Therefore, when you are preparing proposal for the SME Engagement Platform please use the provided templates and expected topics to be explicitly covered by vendor "50_SME_Engagement_Platform_Solution_Proposal_Vendor Name". Please note A1 expect a high quality of the document not only redirecting links to your standard documentation. As we have to differentiate a vendors responses please use the template in case some points you would like to address are not covered feel free at the end to add chapters. The document 60_RFI_SME_Engagement_Platform_VendorName_Assumptions_Limitations_OoSwhere shall consist of all assumptions, limitations and out of scope items from any aspect of business, technical or commercial.

All the above should be done in alignment with the "Duty of care" document.

Disclaimer: The presented requirements are subject of adjustment and potential extension in RFI phase.

3.11 Product roadmap

A1 is looking for a partner with rich capabilities and long term vision for future development of B2B SME platform. Therefore, we are looking for an established product vision that complies the most with our current and future product needs and develop further B2B solution. Please describe your 3 years product roadmap and vision, supported with clear description how your product roadmap is being developed and how do different customers participate in future planning.

Roadmap expectations

- The product of the vendor shall be constantly developed and extended on regular base with new functionalities, driven by marketing development, new industry verticals, new digital trends.
- A1 shall get full access to all functionalities and features of the B2B stack part of the roadmap free of charge. (assumed via automated upgrades/updates)
- A1 shall be in the position to push a key functionality and influence the priority on the roadmap definition.
-

Product roadmap must be presented with the following info (but not limited to it):

- Product component, feature.
- Planned date of release.
- Details of newly planned functionalities on the roadmap.

If the product roadmap needed to cover the RFI requirements consists of more than one vendor, we expect that the common roadmap is presented, with the planned alignment concepts presented.

SME Platform is a strategic decision for future A1 development therefore we expect vendor to offer future proofed products at leased for next 10 year.

Please provide your roadmap with following naming convention - 50_a_SME_Engagement_Platform_Vendor Name_ Roadmap

3.12 Hands on workshop & training

Vendor shall carefully evaluate A1 Business requirements and use cases and based on the available capability

provide a confirmation whether a Hands on experience with selected use cases will be provided by them or not.

Hands on workshop is seen as executed in a Sandbox environment provided by vendor as a part of vendor selection process. Working assumption is that Sandbox is enabled on hyperscaler Cloud environment as preferred MS Azure but A1 is open for other platforms as well.

A1 expects to get a multiple users and also verify the configuration and testing. The execution of trial is imagined as a mini agile project with defined sprints and following execution and delivery joined teams of vendor and A1. Based on the suggested scope a number of sprints will be defined later. In case the times allow A1 Group can decide to include a integration to some systems but at that stage cannot be decided which in worst case the part of POC shell include a mocking a REST service for the integration only in respect to demonstrate a integration capability of SME platform.

A1 keeps the rights to decide on the invited vendors as well on the hands-on workshop scope execution.

Vendors can propose a scope but final scope for the hands on workshops will be defined and agreed mutually with A1. The Hands on workshop is free of charge and vendor cannot claim any costs nor obligation for future purchase of the SME Platform.

As indication A1 would expect a training for business and technical experts form OpCos in order better to understand the platform and later a free access in which vendor will provide a contact person that A1 can contact in case of clarifications or support is needed. Approximately 2 months of access to the SME platform is expected to be granted free of charge

3.13 Pricing

Vendor have to provide answers to the commercial questions listed in chapter 15 of 20_RFI_SME_Engagement_Platform_Questionnaire as per timetable listed below. The major objective is to understand vendors cost drivers and also necessary inputs in order to provide a full 5Years TCO for A1 Group as per provided Pricing Matrix document "*Price_Matrix_RFI_SME.xlsx*". Please provide a detailed definitions of your cost drivers and examples as based on the feedback A1 will collect a data from all operating companies and deliver to all vendors. Please note A1 do not commit that exactly your definition and your exact drivers will be collected but based on vendors feedback we will define a reasonable set of data to be delivered, and you will need to adapt to our input for the TCO calculations.

4. Terms & Conditions

Unless a valid Group Framework Agreement has been concluded, your offer shall be based on our General Terms and Conditions and the respective appendix, irrespective of any references to your own terms and conditions, which have no legal effect whatsoever, even if their application is not explicitly excluded by Telekom Austria AG.

General Terms and Conditions for Purchasing (GTC)

Annex IT April 2024

Annex A1 Expense Policy

Duty of care for TAG wide Vendors (has to be signed)

E-procurement Terms

Vendor shall consider A1 rules for Expense policy listed in "Annex A1 Expense Policy"

A1 is not obliged to place the order.

Only offers with complete information on all elements will be considered valid for further evaluation.

A1 reserves the right to adjust the selection of the corresponding terms and conditions and contractual templates.

5. Components of the RFI - necessary documents

No	RFI documents File Name	Vendor shall provide
1	10_A1 Telekom Austria Group Request for Information for SME Engagement Platform Instructions to Vendors	Instructions (this document)
2	20_RFI_SME_Engagement_Platform_Questionnaire	feedback
2a	20_a_RFI_SME_Engagement_Platform_Business_Use_Case_Requirements	info
2b	20_b_RFI_SME_Engagement_Platform_Business_Use_Case_Requirements_Document - User Story	info / optional feedback
3	30_SME_Engagement_Platform_Cloud Guidelines A1Group	info
4	40_RFI_SME_Engagement_Platform_AMX Capability MAP	feedback
5	50_SME_Engagement_Platform_Solution_Proposal_Vendor Name	Vendor must provide informative proposal based on all other informational documents provided by A1
5a	50_a_SME_Engagement_Platform_Vendor Name_Roadmap	Vendor must provide Roadmap based on all other informational documents provided by A1
6	60_RFI_SME_Engagement_Platform_VendorName_Assumptions_Limitations_OoS	feedback
7	SME_Engagement_RFI_Questions_Template	feedback
8	SME_Engagement_RFI_Company_Profile Vendors	feedback

9	<i>Duty of Care</i>	Vendor to sign and send with the informative proposal
10	<i>General Terms and Conditions for Purchasing (GTC)</i>	info
11	<i>Annex IT April 2024</i>	info
12	<i>Annex A1 Expense Policy</i>	info
13	<i>Price_Matrix_RFI_SME.xlsx</i>	Vendor to fill in and send in excel format with the informative proposal
14	<i>Draft RFP documentation (rar file)</i>	info

6. RFP DRAFT

In order to shorten the vendor selection process A1 already started to work on the RFP preparation. Therefore, a following set of exemplary documents are provided to the vendor in order to understand our current way of thinking. As we would like to screen the market with provided RFI and better shape our RFP we expect to learn from vendors experience on the similar project and correct the directions of the RFP. Therefore, please don't try to satisfy and limit yourself to the provided RFP draft but suggest a solution that would help A1 group to open the horizon for new opportunities and growth business. The documents that are considered to be part of RFP are always prefixed with RFP_DRAFTs and provided in separate rar file.

Inside the documents you will find A1 Group guidelines and standard templates from a different governance bodies e.g Cloud, Security, Sarbanes Oxley Act as well project delivery, milestones and standard maintenance and support including an exemplary contractual templates. All documents listed below are the documents that will come on the top of already provided RFI documents and will require a Statement of compliance by vendor. As well RFI Use cases and capability matrix and Cloud Guidelines in the RFP tender will be a subject of Statement of compliance.

A1 reserves the right to adjust the selection of the corresponding terms and conditions and contractual templates.

No	Draft RFP documents File Name	Vendor do not need to provide SoC in RFI
1	RFP_DRAFT_41_SME_Engagement_Platform_General_Technical_Requirements_Document	Info
2	RFP_DRAFT_42_SME_Engagement_Platform_SOX_HBMICS_24_12_12_08_58_45_9714	Info
3	RFP_DRAFT_43_B2B_SME_OpCos_HealthCheck_25072024_FINAL	Info
4	RFP_DRAFT_44_2_Schedule 2_Object of Agreement	Info
5	RFP_DRAFT_70_Schedule_3_Delivery_Milestones_Acceptance	Info
6	RFP_DRAFT_80_Schedule_5_Maintenance and Support Agreement	Info
7	RFP_DRAFT_81_Schedule_5 Annex_1_SLA	Info
8	RFP_DRAFT_82_5_Schedule_2 Annex_HW_Support	info
9	RFP_DRAFT_90_SME_Engagement_Platform_RFP_A1 Minimum Security Standard for Suppliers_1.1_ENG	Info

10	RFP_DRAFT_91_SME_Engagement _Platform_A1 Security Questionnaire_Cloud guidelines	Info
11	RFP_DRAFT_92_SME_Engagement _RFP_Data Privacy Questionnaire_2.0 Final	Info
11	RFP_DRAFT_93_SME_Engagement _RFP_External A1 Group DPA_(Final Version) 1.1	Info
12	RFP_DRAFT_00_0_Framework Agreement_IT_Hardware, Software, Services_2020	Info
13	RFP_ DRAFT_01_6_Schedule IT Services	info

7. Timeline for RFI process

Below is a high-level schedule that shows both vendor tasks and TAG tasks for the remainder of the evaluation process.

Task/Action	Timeline
A1 sending RFI documents	31 st of Jan
Vendor submitting filled in questioner chapter 15 (only commercial part) providing relevant data/cost drivers for commercial offer preparation	10 th of Feb
A1 can request clarification call on cost drivers (30 min MS Teams call)	11 th to 13 th of Feb
Cost drivers response provided by A1	21 st of Feb
Vendor submission of the final Questions	14 th of Feb
A1 responses	21 st of Feb
Vendor confirmation for offer submission & hands on access to SME Sandbox for minimum 2 months	25 th of Feb
Vendors submit RFI offer	28 th of Feb
Initial offer evaluation by A1	7 th of March
Offer presentation date (including demo) Q&A session	10 th to 28 th March
Vendor updated offer submission	In 1 week from the offer presentation date
Hands on workshop & training (for A1 selected use cases) Access available for minimum 2 months	7 th of April to 7 th of June
A1 communicates next steps (close RFI and potential RFP update to the Shortlisted Vendors)	End of June

For submitting your questions, please use “*SME_Engagement_RFI_Questions_Template*” Agenda for offer presentations will be send in addition.

Terms of use of A1 Group e-procurement portal are part of the RFI documents.