AŻ009/2026 Call for Quotations Provision of Telephony, Internet and Related Communication Services by Aġenzija Żgħażagħ

Aġenzija Żgħażagħ invites quotations from suitably licensed service providers for the provision, migration, support, and maintenance of its existing telephony, internet, and related communication services under a single consolidated service arrangement.

1. Scope of the Call

1.1 The selected provider shall supply all services currently required by the Agency, including any necessary migration, installation, porting, configuration, testing, activation and ongoing support, with minimal disruption to operations.

2. Required Services

Item	Service / Description	Minimum Requirement	Quantity / Existing Details
1	Business fixed internet lines and related fixed telephony numbers at Agency sites	Provision and support of all existing site-based fixed internet lines and related fixed telephony numbers under one consolidated arrangement, including four standard business lines at minimum 100/15 Mbps or provider equivalent/better and the current Marsaxlokk line at minimum 1000/50 Mbps or provider equivalent/better.	5 existing site lines: Imsida – 21315411; Gozo – 21562824; Birgu - 21696215, Ħad Dingli - 21455981, and the current Marsaxlokk fixed line number under 27998197, all to be retained and ported as required.
2	High-capacity business fixed internet line	Minimum 1000/100 Mbps or provider equivalent/better, including the related fixed line service currently in use.	1 existing line: 21445163
3	SIP telephony trunk	SIP trunk with 6 concurrent channels, including local fixed and local mobile calling as currently in use.	1 trunk: 22586700 with DDI 6+2
4	Direct inward dial / single numbers	Retention and support of existing numbering services.	2 single numbers: 21446341 and 21446342
5	Business fixed telephony package	Unlimited calls to local fixed numbers and local mobile numbers in Malta.	1 package
6	Managed Wi-Fi / mesh solution	Supply and support of Wi-Fi solution equivalent to the current setup.	3 Wi-Fi nodes / pods

3. General Requirements

3.1 The quotation shall cover one consolidated service arrangement under a single provider.

3.2 The provider shall retain and port all existing numbers and services as required by the Agency.

3.3 The provider shall ensure continuity of service during migration and changeover.

3.4 All necessary equipment, configuration, activation and support required for the above services shall be included.

3.5 The provider shall indicate response times for faults and the support channels available to the Agency.

3.6 Quotations shall clearly state all recurring charges, one-time charges and any optional charges.

3.7 The Agency reserves the right to increase, decrease or reassign services according to operational needs during the contract period.

4. Duration

4.1 The contract shall be for a period of two (2) years from the date of award, unless otherwise stated in the call documents.

5. Submission of Quotations

5.1 Interested bidders shall submit a financial quotation together with a brief technical offer confirming compliance with the required services, service levels, migration approach and support arrangements. Submissions are to be received by post to Aġenzija Żgħażagħ, St. Joseph High Road, Santa Venera SVR1013 by no later than Monday, 30th March 2026 at noon CET.

5.2 Applications sent by registered mail must allow sufficient time to ensure delivery by the specified deadline. Aġenzija Żgħażagħ will acknowledge receipt in writing within one working day.

6. Award Criterion

6.1 The contract shall be awarded to the cheapest technically compliant offer.

7.0 Disclaimer

7.1 Aġenzija Żgħażagħ reserves the right to reject any or all submissions and to award this quotation partially or in whole.

7.2 Late applications will not be considered.

7.3 For further information or queries, please contact Rowena M Borg at 99891714 (Monday to Friday, 08:30 to 15:00) or through email at rowena.borg@gov.mt