

AŽ2021/2026 Expression of Interest – Corporate Mobile Telephony Service Provider

Aġenzija Żgħażaġħ is receiving quotations for the provision of corporate mobile telephony and data bundles as specified hereunder:

- If the service provider changes, the awardee must port fifty (50) mobile phone numbers to its network.
- If the first option is not possible, the bidder shall provide a dedicated sequential mobile number, one of fifty (50) mobile numbers reserved exclusively for Aġenzija Żgħażaġħ.
- Provide monthly itemised billing per mobile number (voice/data).
- **Mobile handset specifications – minimum requirements or better:**
 - **Market Positioning:** A current-generation premium mid-range smartphone suitable for professional and business use, with build quality, performance and expected service life consistent with this market tier. The specification is performance-based, and no particular brand or model is required.
 - **Network:** 5G and 4G LTE, compatible with mobile networks used in Malta and the EU.
 - **SIM:** Dual-SIM capability. A combination of physical Nano-SIM and/or eSIM is acceptable, provided that two mobile subscriptions can be supported.
 - **Ingress Protection:** Minimum IP67 dust and water resistance, or better.
 - **Display:** OLED, AMOLED, pOLED or equivalent high-quality display technology; minimum FHD+ resolution and minimum 120 Hz refresh rate.
 - **Screen Protection:** Manufacturer-fitted reinforced glass such as Corning Gorilla Glass or equivalent. Bidder is to specify the protection used.
 - **Operating System:** A current supported mobile operating system at the date of supply, with full compatibility with standard Agency business applications and EU Login.
 - **Software and Security Support:** The handset model must be covered by a manufacturer commitment to security updates for a minimum of five (5) years from the model's original launch date and must have at least four (4) years of security support remaining at the date of supply. Bidder is to provide supporting manufacturer information.
 - **Processor / Performance:** Current-generation processor suitable for premium mid-range business use, including multitasking, productivity, video conferencing and secure authentication. Bidder is to specify the processor offered.
 - **Memory:** Minimum 8 GB RAM.
 - **Internal Storage:** Minimum 256 GB.
 - **Main Camera:** Minimum 48 MP main camera, or equivalent imaging capability, with Optical Image Stabilisation (OIS).
 - **Video:** Minimum 4K video recording at 30 fps.
 - **Audio:** Stereo loudspeakers and integrated microphones suitable for voice and video conferencing.
 - **Wi-Fi:** Wi-Fi 6 (802.11ax) or better; dual-band or better.
 - **Bluetooth:** Bluetooth 5.3 or better.
 - **NFC:** Required.
 - **Positioning:** Support for GPS and Galileo, together with other commonly supported global navigation satellite systems.
 - **USB:** USB Type-C.
 - **Battery:** Minimum typical capacity of approximately 5,000 mAh, or equivalent all-day battery performance for normal business use.
 - **Fast Charging:** Wired fast charging of at least 25 W, or equivalent manufacturer charging performance.
 - **Biometric Security:** Fingerprint and/or secure facial authentication.

- **Protective Case:** A protective TPU or equivalent impact-resistant case specifically designed for the offered handset.
- **Screen Protector:** A tempered-glass screen protector, or equivalent high-strength protective film, specifically designed for the offered handset. It is to be fitted before delivery where technically appropriate.
- **Charger:** A compatible fast charger with EU plug is to be supplied with each handset. Where the manufacturer does not include a charger in the retail box, the bidder shall supply a separate compatible charger meeting the required fast-charging specification.
- **Warranty:** Minimum two (2) years manufacturer or authorised supplier warranty valid in Malta / the EU.

The bidder shall clearly state the make and model of the handset offered and submit the manufacturer's official technical literature/datasheet demonstrating compliance with the above minimum requirements. Equivalent or superior specifications will be accepted, provided that the offered handset remains within the intended premium mid-range business smartphone tier.

The Agency will start with an initial quantity of thirty-eight (38) lines and phones.

Considering the above, Aġenzija Żgħażaġħ invites service providers to submit their best offer to meet the requirements specified above. The offer shall include the complete financial package inclusive of VAT, the applicable handset warranty, manufacturer's technical literature for the handset offered, the procedure and any applicable charges to add or remove members from the package, and the procedure and costs applicable to the replacement of damaged or lost handsets, should the need arise.

Submissions, including all supporting documentation, are to be received in a sealed envelope addressed to Rowena Borg, Aġenzija Żgħażaġħ, St. Joseph High Road, Santa Venera, by no later than Friday, 06th November 2026, noon.

For further information or queries, please phone Rowena M Borg on 99891714 from Monday to Friday from 08:30 a.m. till 15.00 hours or via e-mail at rowena.borg@gov.mt.