



Subject: Cyta RODOD Project
BRIEF DESCRIPTION

1. GENERAL

Tenders are invited for the Supply of Implementation Services for an Oracle RODOD Solution for BSS Replacement, in accordance with the detailed tender specification.

2. PRICE OF TENDER DOCUMENTS

Tender documents are priced at EUR 100 plus VAT. Tender documents are electronically available for sale through Cyta's TENDER website.

3. CLOSING DATE

Tenders shall be placed by the Tenderers or their representatives in Cyta's Automated Tender Box at Ground Floor, Head Office Building, Telecommunications Street, Strovolos, Nicosia, Cyprus, by 10:00 am on Friday, 8th September 2017, which is the Closing Date and Hour.

Tenderers should note that the Tender Box will automatically lock at exactly 10.00 hours on the Closing Date with the indication «CLOSED».

Tenders submitted after the Closing Date and Hour shall neither be accepted nor taken into consideration.

4. VALIDITY

Tenders are to be held open for acceptance for 180 days from the specified Closing Date.

A Tender valid for a shorter period shall not be taken into consideration.

In exceptional circumstances, Cyta may request the Tenderer for an extension of the period of validity.

A Tenderer may refuse the request.

5. EXTENT OF TENDERS

Only Tenders covering the supply of all Works detailed in the Specification must be submitted.

Partial Tenders shall not qualify for consideration.

6. COMMITMENT FOR NON-WITHDRAWAL OF THE TENDER

Tenders shall be accompanied by the document "COMMITMENT FOR NON-WITHDRAWAL OF THE TENDER", fully completed and signed.

The document can be found in "Part I – A.1 Appendix" of the Specification.

The tenderer is bound by the terms of the above mentioned document.

7. PRICES

Tendered prices for goods and services shall be quoted in Euro. Tenders submitted in any other currency shall not be taken into consideration.

8. WORKS BRIEF DESCRIPTION

This Tender covers the Supply of Implementation services required for an Oracle RODOD Solution for BSS Replacement in Cyta.

The purpose of the Cyta RODOD Project is to leverage Cyta Marketing Capabilities and Customer Service Experience to an Excellence level through best practices brought forward by the replacement of BSS legacy systems with the RODOD Suite - Siebel, BRM (excluding Rating), OSM-COM, relevant AIA-PIPs, as well as integration with Cyta legacy systems (OSS, e-commerce, Rating, ERP, Partner Reseller Channel, etc) via the Oracle Fusion Service Bus or otherwise.

The project involves the following:

BSS Functional Transaction Domains (RODOD implementation)

- Concept to Market: C2M
- Lead to Quote: L2Q
- Order to Activate: O2A
- Customer Care: CC
- Trouble to Resolve: T2R
- Usage to Payment: U2P

Project Management & Project Timespan

The successful Tenderer will be responsible for the overall Management of the Project, in parallel with a Project management team from Cyta.

The timespan of the Project is estimated to be around 28 months, in a phased approach, based on Customer Segmentation/Markets as shown in figure 1 (RODOD Project Timeplan)

General Project Work

The Cyta RODOD Project shall be carried out within the existing Cyta IT landscape to deliver a Solution that satisfies requirements (functional and nonfunctional) as specifically stated in each relevant section of the RFP, to include the following key deliverables:

1. Management of the Project
2. Design of the Solution
3. Design and Sizing of Hardware Infrastructure
4. Design, Sizing and Configuration of Databases needed
5. Installation and Configuration of Solution Software
6. Implementation of all required interfaces with Cyta Legacy Systems
7. Design (or redesign according to best practices) and configuration of current products, product offerings, discounts and billing & payment plans
8. Implementation of the business processes that need to be in place for 'concept to market', 'customer care', 'lead to quote', 'order to activation', 'usage to payment', 'trouble to resolve' for all products, offerings, discounts, billing & payment plans etc., in accordance to the Business Requirements and all other requirements specified in this RFP
9. The setup and management of the following three discreet environments needed for the Solution:

- 'Development', 'Testing/Quality Assurance/Training' and 'Production'
10. Test Scenarios, Unit Testing, End-to-End Testing for all the phases of the Project
 11. Training
 12. Documentation
 13. Data Migration from Legacy Systems to the RODOD Stack
 14. Migration from 'Development' to 'Test/Quality Assurance/Training' to 'Production' Environments'
 15. Production Support and Error Handling for the duration of the Project
 16. After Sales Support - 'Baby Sitting'
 17. General Support Services (Time and Material)
 18. Maintenance Support
 19. Design and Implementation of Disaster Recovery
 20. Any other Items requested in the RFP

9. PARTICIPATION REQUIREMENTS

Tenderers should fulfil the following Participation Requirements:

- Tenderers shall be an Oracle Telco Partner, at least since 1st January, 2015.
- Tenderers shall have Telco reference projects at least in Oracle Siebel, BRM, OSM and SOA, having the leading System Integrator/Implementor role for the corresponding Oracle product(s) in the last ten (10) years.
- Tenderers shall satisfy the following financial requirements concerning their economic and financial standing:
 - Tenderers shall have an average annual turnover for the last three (3) financial years, at least equal to €4.000.000.
 - Prior to the signing of the Contract, the successful Tenderer should submit a Working Capital Guarantee by a Financial Institution for the provision of credit facilities to the successful Tenderer, for the amount of up to €1.500.000.

Tenderers shall submit their audited financial statements of the last three (3) financial years. Only these documents will be taken into consideration by Cyta in order to assess the economic and financial standing of the Tenderers.

Further details as to the verification for the above, are to be found in the tender specification.

Tenders submitted by any commercial agents, consortia or entities, other than or in place of the Company that fulfils the above participation requirements shall not be accepted and shall be disqualified.

10. TENDER AWARD

Cyta shall award the complete Tender to one Tenderer.
No partial award shall be allowed.

11. PAYMENT TERMS

Tenderers shall comply with the following payment terms for the Services applicable during the execution of the project until the Final Acceptance Date and for Services applicable during the period the Services are rendered to Cyta.

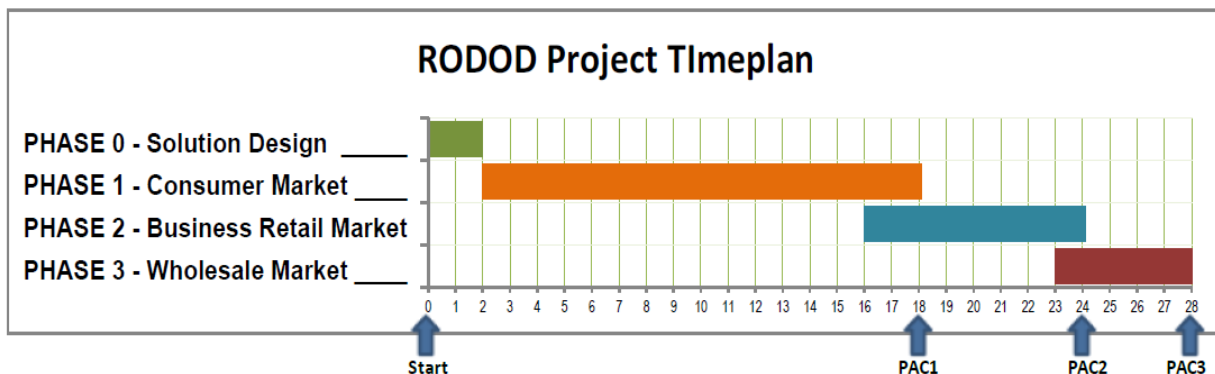
• **Implementation Services**

Implementation Services Cost (ISC) = Overall Solution Design Cost (Phase 0) + Phase 1 Total Cost + Phase 2 Total Cost + Phase 3 Total Cost.

- **5% of the ISC**, within 45 days from the Effective Date of Contract upon submission of a pro-forma invoice and the delivery of an unconditional advance payment guarantee.
- **55% of Phases 0 & 1 Total Cost**, within 45 days from the Provisional Acceptance Certificate Date of Phase 1 upon submission of a commercial invoice for the 100% of the order value.
- **55% of Phase 2 Total Cost**, within 45 days from the Provisional Acceptance Certificate Date of Phase 2 upon submission of a commercial invoice for the 100% of the order value.
- **55% of Phase 3 Total Cost, plus 25% of the ISC**, within 45 days from the Provisional Acceptance Certificate Date of Phase 3 upon submission of a commercial invoice for the 100% of the order value.
- **15% of the ISC**, within 45 days from the Final Acceptance Date.

Orders shall be bound to project phases/stages. Each such phase is intended to be a self-contained Work.

Tenderers to note that the Phase 1 Total Cost should not exceed the 70% of the ISC and the Phase 0 Overall Solution Design Cost should not exceed the 5% of the ISC.



Milestone	Payment	Cumulative Payments	Notes
Start (Month 0)	5% (P0+P1+P2+P3)	5% (P0+P1+P2+P3)	Bank Guarantee Required for 5% (P0+P1+P2+P3)
PAC1 (Month 18)	55% (P0+P1)	60% (P0+P1) and 5% (P2+P3)	
PAC2 (Month 24)	55% (P2)	60% (P0+P1+P2) and 5% (P3)	
PAC3 (Month 28)	55% (P3) and 25% (P0+P1+P2+P3)	85% (P0+P1+P2+P3)	Release Bank Guarantee for 5% (P0+P1+P2+P3)
FAT (Month 40)	15% (P0+P1+P2+P3)	100% (P0+P1+P2+P3)	

Restrictions Applied: P0 < 5% (P0+P1+P2+P3) And P1 < 70% (P0+P1+P2+P3)

Px refers to the total cost for Phase x

PACx refers to the Provisional Acceptance Certificate issued for Phase x and FAT to the Final Acceptance Certificate of the Project

Figure 1: Current Payment Terms as per Part I- Instructions to Persons Tendering

• **Other services (Excluding Services Included in the Works)**

Other Services refer to Training, Documentation, After Sales Support / Baby Sitting and General Support

Services.

100% (one hundred percent) of the Services within forty five (45) days from the date of the relative invoice which shall be issued after the Services are actually rendered and completed.

Annual maintenance fee shall be effected in cash in annual installments in arrears. Payment shall be made within 45 days from the end of the 12 month maintenance period.

Further details are to be found in the tender specification.

12. MAINTENANCE AGREEMENT

The Tenderer should offer maintenance support services for the Solution, in the context of a maintenance agreement which will commence after the successful Provisional Acceptance Test of the last and final phase of the Project (Phase 3) which is also considered as the overall Project Solution Provisional Acceptance Test. Tender Evaluation will be performed on the assumption that one Year of Maintenance will be included in the Overall Contract Price.

13. TENDER EVALUATION

The evaluation of the Tenders shall be carried out in **three stages** using Numerical Criteria (weights).

In the **first stage** of the evaluation, ONLY the Technical Proposals will be opened and evaluated for compliance with the **Participation Requirements** specified in Part I - Instructions to Persons Tendering, as well as other mandatory requirements specified in the Tender. Only those Tenders which comply with these participation requirements will be further evaluated.

In the **second stage** of the evaluation, the Technical Proposals will be evaluated for compliance with the Specification Requirements. No score shall be attributed and the evaluation shall be done on a Pass/Fail basis.

The Technical Proposals shall be then further evaluated for their degree of compliance with the following **Evaluation Criteria** with their respective weights – (Maximum Score), to come up with the Total Technical Evaluation Score:

A/A	Evaluation Criteria	Maximum Score
1	Tenderer Reference Projects	30
2	Key Personnel Roles	70
	Total Technical Evaluation Score	100

The result of the second stage of evaluation will be a prequalification of those Tenders that comply with the Specification Requirements having scored the following minimum points:

60% of the Maximum Score in each Evaluation Criterion
and
75% of the Total Technical Evaluation Score.

In the **third stage** of the evaluation, the Financial Proposals of ONLY those Tenders qualified in the

previous stage will be opened. The Total Present Value of each proposal will be determined.

The Final Evaluation Index will then be calculated as follows:

$$K_x = a \frac{A_{\min}}{A_x} + b \frac{B_x}{B_{\max}}$$

where:

K_x = Final Evaluation Index.

a = Cost Weighting Factor = **0,8**

A_{\min} = The Lowest Total Present Value among all Tenders for which the Financial Proposal is opened.

A_x = The Total Present Value of the proposal in question, which includes all products and services taken into consideration in the financial evaluation.

b = Weighting Factor of the Technical Evaluation = **0,2**.

B_x = The Total Technical Evaluation Score of the proposal in question.

B_{\max} = The Maximum Total Technical Evaluation Score among the qualifying Tenders.

The Final Evaluation Index for each Tender will be used as the basis for the final decision on the award of the Tender.

The Financial Proposals of the disqualified Tenderers will be returned unopened to the Tenderers as soon as practicable following the award and the signing of the Contract.

14. PERFORMANCE GUARANTEE (BOND)

Any successful Tenderer shall be required to provide an irrevocable and unconditional Performance Bond in the form indicated in the RFP from a Bank operating in Cyprus which is authorized by the Central Bank of Cyprus to issue such guarantees for the due performance of any Contract or Order that may arise under this Tender and a similar Bond for any further orders placed in the framework of a Supply Agreement.

The Performance Bond(s) shall be issued for the 5% of the value of the Contract or Order and shall remain valid until the due performance of same, i.e. the Final Acceptance Date.

In case of a cash payment upon the signing of the Contract or upon the placing of an order, the successful Tenderer, in addition to the Performance Bond, shall issue an irrevocable and unconditional Banker's Guarantee for an amount equal to the cash payment.