

Tender No: AT. 12/2021

Subject: Supply and maintenance of an end to end Network Quality Monitoring and Geolocation System

BRIEF DESCRIPTION**1. GENERAL**

Tenders are invited for the supply and maintenance of Network Quality Monitoring System, in accordance with the detailed tender specification.

2. CLOSING DATE

27th August 2021

4. VALIDITY

180 days

5. DELIVERY

Six (6) months from the date of Order placement

6. EXTENT OF TENDERS

Only Tenders covering the supply of all Works detailed in this Specification must be submitted. Partial Tenders shall not qualify for consideration.

7. 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 Appendix 1 of Part I, 'Instructions to Persons Tendering', Section I. The Tenderer is bound by the terms of the above-mentioned document.

8. PRICES

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

It is clarified that remittances to successful Tenderers can be effected in the currency they prefer, using the exchange rate prevailing on the remittance date.

Prices for equipment/materials shall be Delivered Duty Paid, Value Added Tax unpaid (DDP, VAT unpaid), according to INCOTERMS 2010, to the Installation Site(s) and shall include installation costs, import duty as well as all other taxes, levies and duties whatsoever levied elsewhere, but shall exclude VAT on imports. VAT on imports shall be paid by Cyta.

9. PAYMENT TERMS

Tenderers shall comply with the following payment terms for the Equipment/Materials/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.

For Equipment and Implementation Services:

- 5% within 45 days from the Effective Date of Contract
- 80% within 45 days from the Provisional Acceptance Date
- 15% within 45 days from the Final Acceptance Date

For other Services, 100% within 45 days from their completion.

10. TENDER AWARD

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

The decision on the award of the Contract will be announced on the notice board of CYTA at Ground Floor, Head Office Building, Telecommunications Street, Strovolos, Nicosia, Cyprus, as soon as practicable following the award.

11. BRIEF DESCRIPTION

Through this Tender, Cyta wishes to purchase hardware, software and services for the deployment, operation and maintenance of an end to end Network Quality Monitoring and Geolocation System (NQMS). The solution shall provide end to end passive monitoring of Voice (including VoLTE), Data and Roaming services, delivered to User Equipment (UE) over:

- Multi-technology Mobile Radio networks (from 2G to 5G)
- Mobile Packet Core Network
- Mobile Circuit Switch Core Network
- IP Multimedia Subsystem (IMS)

The NQMS shall:

- Offer network and service quality monitoring, service assurance, geolocation analytics and facilitate efficient problem and service degradation detection and troubleshooting, network and service planning and optimization and KPI monitoring.
- Provide deep inspection and drill-down to each network node, interface and protocol under monitoring.
- Provide a holistic view of the services for each individual customer providing business intelligence for performance monitoring including usage analysis, service quality and customer experience.
- Provide NQMS dashboards, which shall be agile and flexible to adapt to Cyta needs, intuitive and easy to use to efficiently visualize anomalies, impacts, causes and network locations, and in general to execute efficiently operations and support tasks.

For the deployment of the project it is expected that the Tenderers shall submit a detailed schedule of works leading to completion of the project delivery by the date stated above.

Tenderers shall also submit a proposal for the provisioning of maintenance and support services in accordance with the description provided in the technical specifications.

The Tenderers shall possess a very good experience in similar projects and the solutions and products proposed shall be of excellent quality, performance and reliability and comply with the technical requirements. The proposed products and solution shall have a clear evolutionary roadmap with regards to new features and support of new protocols and Standards, safeguarding the original investment that is to be made.

An essential prerequisite is that the proposed solution shall passively connect to the Cyta's mobile and IMS network, as this is described in the technical specifications.

Tenderers are requested to submit lists of additional equipment and licenses including prices to cover potential future needs and / or license expansions that may be included in a potential Supply Agreement with the successful Tenderer, in case the related pricing is considered competitive.