

**Invitation to international competitive Bid  
 For the procurement of Integrated Network performance,  
 Service Quality and Customer Experience Management Solution**

**Floating Date: As of May 30, 2017**

**Opening Date: June 29, 2017**

**RFQ NO. 3593033**

1. Ethio telecom intends to sign a contract (one time) with the finally awarded bidder /bidders. Hence, ethio telecom invites all interested and eligible bidders by this **International competitive Bid (ICB)** for the procurement of **Integrated Network performance, Service Quality and Customer Experience Management Solution with RFQ No. 3593033**. The Tender remains floating from **May 30, 2017 to June 28, 2017**.

No	Description	RFQ	Qty /Unit
1.	Integrated Network performance, Service Quality and Customer Experience Management Solution	<b>3593033</b>	<b>1/Set</b>

2. Interested eligible bidders may obtain further information from ethiotelecom's website and inspect the bidding document upon payment of a non-refundable fee of Birr **100.00 (Birr One Hundred only)** in person from Head Quarter, 2<sup>nd</sup> Floor, and Room No. 201.
3. Interested bidders are expected to fulfill the Requirements stated here below:
- Bid Security;
  - Availability of Letter of Authorization to sign the bid offers;
  - Anti-bribery pledge form;

All local firms organized and licensed under the laws of Ethiopia that qualify to bid are invited to participate in this invitation to bids and have to fulfill the following requirements in addition to the above mentioned requirements;

- Bidders should have a valid and renewed trade license for the year;
  - Bidders should have VAT registration certificate.
4. All Bids must be accompanied by a bid security in the amount of **Birr 200,000** (Birr Two Hundred thousand only).
- 4.1 The bid bond shall be furnished in one of the following forms: -
- a) Certified Cheque /CPO issued by a recognized domestic bank or
  - b) Bond issued by and/or confirmed through a recognized/reputable domestic bank.

- 4.2 The Bank that issues the bond as per 3.1 (b) here above shall **unequivocally guarantee to pay the purchaser immediately upon the first written demand of payment**. The Purchaser's written demand of payment shall not be subject to any condition whatsoever.
- 4.3 The bond issuing bank shall clearly incorporate the content stated under Clause here above on the issued bond.
- 4.4 .Sealed bids marked as: **"Tender for the Supply of Integrated Network performance, Service Quality and Customer Experience Management Solution with RFQ No. 3593033"** and be addressed to:
- Ethio telecom,  
Head Quarter  
Churchill Road  
Sourcing and Facilities Division  
2<sup>nd</sup> Floor, Room No.214,  
P. O. Box 1047, Addis Ababa, Ethiopia**
5. Bid proposal will be received at the **Ethio telecom, Head Quarter 2<sup>nd</sup> Floor, Room No.214, before or on June 28, 2017, until 5:00 P.M.** Bids presented by any bidder after the closing date shall not be accepted.
6. Bids received in time and fulfilling the other formalities shall be opened in the presence of interested bidders or their legal representatives on **June 29, 2017 at 10:00 A.M, at Ethio telecom , Head Quarter 2<sup>nd</sup> Floor, Room No.213.**
7. Partial bid is NOT allowed.
8. Bidders are seriously advised to read and comply with the instructions provided in this bidding document.
9. No one is allowed to duplicate or transfer the bidding document that she/he acquired to participate under this invitation.
10. Ethio telecom reserves the right to reject all or parts of this bid.