

Dear Colleagues,

We would like to inform you that Ucom CJSC (hereinafter referred to as the Company) invites all interested companies to submit an offer for participation in a RFP for a new software solution to replace the existing AVAYA program of the Call Center of Ucom CJSC.

# Service description:

The technical specification will be provided by email to all companies applied for participation in RFP.

# Qualification

* The applicant must provide information about his/her company (company profile), including team and technical feasibilities, as well as existing licenses, for consideration by the client.
* Have at least 3 years of experience in the implementation of identical services and at least one successfully implemented similar contract.

# Submission of the offer

**Applicants must submit their offers no later than before September 06, 2024, end of the business day, sending by e-mail to the addresses of the persons specified down below:**

The offer must include:

* Applicant details (name, address, TIN, responsible person, contact information);
* Detailed information and supporting documents regarding the compliance with the above-mentioned requirements submitted for the applicant's qualification;
* The quotation for provision of the services (in case of being a VAT payer - with a note on it);
* Expected terms of payment for services;
* Terms of provision of services;
* Other information and/or comments related to the provision of services.
* Offer validity period (at least 45 days):

# Contact information

For suggestions, questions, technical discussions, you can contact us as per below:

* Sona Tamrazyan, Senior Procurement specialist: [sona.tamrazyan@ucom.am](mailto:sona.tamrazyan@ucom.am), tel.: +374 95 988 146;
* Hmayak Yezekyan, Head of the Procurement and Logistics Department: [Hmayak.Yezekyan@ucom.am](mailto:Hmayak.Yezekyan@ucom.am), tel.: +374 94 600 144
* Ruben Sayadyan, Procurement Team Leader: [ruben.sayadyan@ucom.am](mailto:ruben.sayadyan@ucom.am), tel.: +374 41 442 441

*If necessary, the Company is ready to organize working discussions in order to clarify issues related to the provision of the Services and the submission of offers.*