

REQUEST FOR PROPOSALS**Landline Voice PSTN Services****Introduction**

LITASCO SA is requesting proposals to conclude a contract extension of landlines voice PSTN services for a duration of three years for the existing DDI numbers.

The focus of this RFP is to provide the necessary informational requirements such that a qualified vendor can propose a solution that meets the criteria.

Timeline

Tender opening: February 14th, 2022

Closing date: March 14th, 2022

We expect the tender to be awarded by end of April 2022

This timeline is provided as an indicator for the vendors and can be modified at any time by LITASCO SA.

LITASCO SA can cancel this selection any time prior contract signature without disclosing the reason.

The proposal(s) must be submitted no later than March 14th, 2022 in the LITASCO SA Web Site at the address <http://litasco.com/en/About/Tenders/Application>.

Proposals received later will not be considered.

Proposals will be evaluated immediately thereafter. We may require interviews/demo at our office with our Technical/Tender team. You will be notified if this is requested.

Budget

Please provide a cost proposal in CHF to accomplish the scope outlined below.

Solution Specifications

To conclude contract extension of landline voice PSTN services (without hardware) for a duration of three years for the 2 existing E1/PRI, will best meet the set technical and service requirements. Contract start date will be 1st July 2022

We currently have 2 PRI's holding all DDI. Full list of DDI can be provided upon request.

Both PRI's should be active, with calls routed to the primary PRI until all channels are used, then route calls to the secondary PRI.

Price quoted in the proposals will not be the sole and determining aspect for awarding the contract.

The choice of provider will be based on the hereunder-mentioned criteria that shall necessarily be addressed by the applicants:

- Detailed rates for national and international calls
- PRI interfaces monthly fee
- One-time implementation fee if any
- Simulation of cost saving based on the 3 last months detailed bill
- Have a dedicated customer service person in charge of our support, subscriptions, issues ...
- Specification of implementation costs, if any infrastructural improvements are necessary in order to ensure a reliable and undisrupted PSTN accesses,
- Applicant's "Payment Terms and General Conditions"
- If needed, provide the service for portability of current DDI
- Business customer references
- Reliable and undisrupted PSTN voice access at:
 - Current address for PRI's, use for new primary PRI: Swisscom, rue Richard-Wagner 6, 1202 Genève
 - New Address for new secondary PRI: LITASCO SA, rue Kazem-Radjavi 3, 1202 Genève
- PRI connected to Cisco Call Manager Gateway

Detailed specifications can be requested by email to the contact person.

Selection Criteria and process

The successful Vendor will be selected based on the following criteria:

- Pricing
- Vendor experience
- Service and support
- Solution performance
- Vendor's ability for implementation
- Vendor Solution

Each proposal received will be reviewed in accordance with the criteria stated above **Selection Criteria**; one or more Respondents (finalists) will be selected for further consideration.

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Inquiries, Questions and Clarifications

Inquiries, questions and requests for clarifications are to be directed to:

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