PURCHASING DOCUMENTATION[[1]](#footnote-1)

OPEN REQUEST FOR PROPOSALS

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| Subject of purchase: | **AI-powered customer experience management platform** |

1. General provisions.

All terms and abbreviations used in the existing Procurement Documentation (PD) are used in the meanings provided in the Procurement Regulations of “Viva Armenia” CJSC, Counterparty Code of Business Conduct and specific anti-corruption regulations, which should be read before reading this PD.

1.1. Organizer - Procurement Unit, Viva Armenia CJSC

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| Full name, email address and phone number of the contact person of the Organizer | | |
| Questions regarding the content of the PD and the provision of documentation of the Participants | Kristine Matevosyan  Subscriber Equipment and Services Procurement Specialist  Administrative Services Department  Procurement Unit  Viva Armenia CJSC  4/1 Argishti street, 0015 Yerevan, Armenia  Tel: +374 93 298582  e-mail: kmatevosyan@viva.am; [procurement@viva.am](mailto:procurement@viva.am) | |
| Quotation submission procedure | Password-protected electronic versions of Applicants' proposals should be sent via corporate email to the following address (procurement@viva.am) and with the following content (see attached file). The password will be requested additionally after Quotations submission deadline. |  |
| Deadline for submission of proposals by Participants | 21/07/2025 at 17:00 AMT (Armenia Standard Time) | |

2. Requirements to the Purchase subject, to the Participant and the documents to be submitted by the latter.

2.1. As part of this Procurement, the Organizer stipulates the following requirements:

(I) Contract terms and conditions;

(II) Participants;

(III) Documentation provided by the Participant and provided in the "Declaration of Compliance" (Part 2.2 of the present PD).

2.2. Technical/commercial requirements to the Purchase subject

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| Content of the requirement |
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3. Proposal of the Participant. Requirements to the Content of the Proposal.

3.1. This part covers the Organizer’s requirements to the list, content and execution of documents submitted by the Participant.

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| Content of the Participant’s proposal | Type of document | Electronic (soft) copy | | |
|  |  | Word | Excel | PDF |
| Commercial proposal / CP |  | - | + | + |
| Applicant’s Work History Reference List |  | - | - | + |

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| 3.2. Password-protected electronic versions of applicants' proposals should be sent via corporate email to the following address ([procurement@viva.am](mailto:procurement@viva.am)). The password will be requested additionally after Quotations submission deadline.  Detailed instruction is available at <http://viva.am/en/company/procurement> portal submitted in compliance with present Purchasing Documentation. |

4. Conclusion of Contract based on the electronic purchase results.

4.1. Participants of the procurement procedure, the proposals of which have passed to the next stage, are required to complete and provide the documents necessary for the Check of the counterparty (Questionnaire of Participants, Request for Information and Information on Subcontractors). At the final stage, a contract will be concluded with the Participant that has taken the first place according to the final ranking results and has successfully passed the Check. If any risks arise as per the results of the Check of the Participant, that has taken the first place according to the final ranking results, the contract will be concluded with the Participant that has taken the next place according to the final ranking results and has successfully passed such a Check.

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| Contract | 4.2 The contract concluded with the Winner shall be deemed as a contract of adhesion, which may be accepted by the Participant only through fully joining it. The terms of this Contract are unified for all Participants of the particular Purchasing Procedure, are considered as market average (based on the experience of acquiring similar products, works and services by “Viva Armenia” CJSC in a particular market) and are compromising in relation to mutual rights and obligations. |
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1. *As per the decision of the Organizer, the purchasing documentation or some of its sections may be drawn up in Armenian or English.* [↑](#footnote-ref-1)