



MOBILE TELECOMMUNICATIONS LIMITED

TITLE OF TENDER	SUPPLY AND MAINTENANCE OF MOBILEHOME CUSTOMER EXPERIENCE SOLUTION
TENDER NO:	MTC56-18-O
DATE ISSUED:	3 DECEMBER 2018
NON COMPULSORY BRIEFING MEETING:	18 JANUARY 2019, 10;00-11;00AM @MTC HEAD OFFICE
CLOSING DATE:	01 FEBRUARY 2019, 14:30
TENDERER NAME	
TOTAL TENDER AMOUNT (EXCL. VAT)	

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PART A – TENDER INVITATION

1. INVITATION TO TENDER

MTC hereby invites offers:

CLIENT:	MOBILE TELECOMMUNICATIONS LIMITED (MTC)
TENDER DESCRIPTION:	SUPPLY AND MAINTENANCE OF MOBILEHOME CUSTOMER EXPERIENCE SOLUTION
TENDER NUMBER:	MTC56/18/O
NON COMPULSORY BRIEFING MEETING:	18 January 2019, 10;00-11;00am @ MTC head office
CLOSING DATE	01 February 2019, 14:30
TENDER PRICE:	Free of charge
ADDRESS TENDER TO:	MTC Procurement, Manager Procurement
	Cnr Mose Tjitendero & Hamutenya Wanehepo Ndadi Street
	Olympia
	Windhoek, Namibia
ALL INQUIRIES:	Nghiidipaa Effaishe Manager Procurement Tel: +264 61 280 2019 Fax: +264 61 280 2057 Email: enghiidipaa@mtc.com.na

2. TENDER FORMAT

1.1.1 Tender documents must be in a sealed package as follows:

1. One (1) original, clearly marked "ORIGINAL"
2. One (1) soft copy in email or CD

1.1.2 All documents must clearly be marked:

MTC56/18/O- SUPPLY AND MAINTENANCE OF MOBILEHOME CUSTOMER EXPERIENCE SOLUTION

ALL TENDER DOCUMENTS MUST BE DEPOSITED INSIDE THE MTC TENDER BOX AT THE RECEPTION OF MTC HEAD OFFICES IN OLYMPIA, MOSE TJITENDERO AND HAMUTENYA WANAHEPO NDADI STREETS.

PART B – GENERAL TERMS AND CONDITIONS

1. TENDER CONDITIONS

1.1 DEFINITIONS

1.1.1 In this Request for Proposal (Tender), unless the context clearly indicates the contrary, the following interpretation will apply to the terms stated below:

“MTC” shall mean Mobile Telecommunications Limited

“RFP” shall mean Request for Proposal (Tender)

1.1.2 This Request for Proposal is not a contract, and does not create an obligation on MTC’s part to purchase services from any company submitting a proposal. MTC reserves the right to reject any or all proposals in its sole and absolute discretion

1.2 TENDER INVITATION

MTC hereby invites offers from all relevant quantified companies to submit detailed technical and financial proposals to Supply and Maintain the Mobile home customer experience solution for a period of 5 years.

1.2.1 Appendix A – BEE Scorecard [This scorecard is not to be filled out, but to show the various elements that the company should be accredited by the Namibia Preferential Procurement Council (NPPC)]. The tenderer is required to approach the Namibia Preferential Procurement Council (NPPC), Telephone # 061 248 007 for accreditation and attach their accreditation certificate to the tender response.

1.2.2 Appendix B – Non Disclosure Agreement

1.3 GENERAL TENDER CONDITIONS

- 1.3.1 All tender documents must be submitted before or on the closing date and time as indicated on the cover page, should be returned and deposited in the tender box at the entrance of MTC Headquarters, Olympia No late tenders will be considered
- 1.3.2 Every tender document page must be initialed
- 1.3.3 MTC is neither bound to accept the lowest of any Tender nor to assign any reason for acceptance or rejection of such Tender
- 1.3.4 MTC reserves the right to change these dates and any other dates that may appear in this RFP. Such changes will be communicated as soon as they are made.
- 1.3.5 Notifications to companies will be in writing to the designated liaison person nominated by the firm.
- 1.3.6 From the submissions an evaluation will be performed highlighting a short list
- 1.3.7 If deemed necessary, negotiations may be entered into with the short listed candidates.
- 1.3.8 Companies that wish to tender should examine this RFP carefully and review all instructions contained herein. Companies should follow the instructions so that MTC can easily evaluate and compare all proposals received.
- 1.3.9 All prices must be in NAD and exclusive of all taxes
- 1.3.10 MTC in its sole and absolute discretion reserves the right to:
- Reject any or all proposals, whether or not these instructions are followed
 - Reject any submissions not complying with the specified format
 - Award the contract based solely on a proposal received without entering into any further discussions.
 - Short list candidates
 - Not base the final decision solely on price.
- 1.3.11 No correspondence will be entered into should MTC decide to reject any proposals or to withdraw the RFP.
- 1.3.12 Each response must include a detailed discussion of each of the items below. Should responses not use the same heading and follow the same numbering as the RFP. MTC may automatically disqualify the company from the tender process.
- 1.3.13 BEE Scorecard (Appendix A). The tenderer is required to approach the Namibia Preferential Procurement Council (NPPC), Telephone # 061 248 007 for accreditation and attach their

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- accreditation certificate to the tender response. Tenders without this certificate maybe disqualified.
- 1.3.14 Additionally, or alternatively, the tenderer must provide certified copies of share certificates to prove their BEE shareholding credentials
- 1.3.15 The tenderer must submit the following document:
- 1.3.16 A certified copy of a valid Certificate of good standing for Tender purposes, issued by the Ministry of Finance: Inland Revenue.
- 1.3.17 A certified copy of a valid Affirmative action compliance certificate (Issued in terms of section 42 of the Affirmative Action Act (employment) Act 29 of 1998, as amended; or Letter from the employment Equity Commission (Letter should be on letter head, stamped and signed by the EEC).
- 1.3.18 A certified copy of Certificate of good standing with the Social Security Commission.
- 1.3.19 A certified copy of the Close Corporation Certificate (issued in terms of Act 26 of 1988) or Founding statement or any other Company Registration Certificate.
- 1.3.20 A certified copy of a valid Certificate of Registration as an SME, issued by the Ministry of Industrialization, Trade and SME development.
- 1.3.21 Original letter from the bank confirming the bank details (letter should be on letter head, stamped and signed by the bank official)
- 1.3.22 A valid BEE certificate issued by government BEE endorsed agency such a NPPC.
- 1.3.23 The shareholding structures and certificates of the main tenderer as well as of those of any company to be used to fulfil this tender either in partnership or subcontractor basis.
- 1.3.24 Should a non-Namibian company respond to this tender, and such a company shall make use of a Namibian company to fulfil the tender, then the Namibian company's shareholding certificates must be submitted as well as the portion of the tender to be allocated to the Namibian company.
- 1.3.25 Non-Disclosure Agreement (Appendix B). Each potential tenderer picking this tender document must sign the non-disclosure agreement with regard to the information contained herein or

- any other information exchanged between MTC and the potential tenderer with respect to this tender.
- 1.3.26 MTC will make its decision based on the quality of the information contained in the proposal and no opportunity will exist for any company to enhance such information after closing date and time of the tender.
- 1.3.27 It is important to clearly note down any assumptions made in the proposal so that each proposal may be evaluated fairly against all other submissions.
- 1.3.28 This RFP outlines the requirements of MTC and the process to be followed by the prospective Tenderers in submitting a response.
- 1.3.29 Companies should provide a list of previous or current clients they served with similar projects. MTC reserves the right to contact any clients referenced
- 1.3.30 MTC reserves the right to exclude certain persons and legal entities in the event of poor performance; the tender offering or attempting to offer any bribe, promised a bribe, or any

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- other consideration to any MTC employee involved with this tender or the tenderer has acted fraudulently and or in bad faith.
- 1.3.31 Any restriction imposed upon any such tenderer shall also apply to any other enterprise under the same or different name with which the person, firm or company is actively associated.
- 1.3.32 MTC in its sole and absolute discretion reserves the right to:
- 1.3.33 Reject any or all proposals, whether or not these instructions are followed
- 1.3.34 Reject any submissions not complying with the specified format
- 1.3.35 Award the contract based solely on a proposal received without entering into any further discussions.
- 1.3.36 Short list candidates
- 1.3.37 Not base the final decision solely on price.
- 1.3.38 No correspondence will be entered into should MTC decide to reject any proposals or to withdraw the RFP.
- 1.3.39 Each response must include a detailed discussion of each of the items below. Should responses not use the same heading and follow the same numbering as the RFP. MTC may automatically disqualify the company from the tender process.
- 1.3.40 MTC will make its decision based on the quality of the information contained in the proposal and no opportunity will exist for any company to enhance such information after closing date and time of the tender.
- 1.3.41 It is important to clearly note down any assumptions made in the proposal so that each proposal may be evaluated fairly against all other submissions.
- 1.3.42 This RFP outlines the requirements of MTC and the process to be followed by the prospective Tenderers in submitting a response.
- 1.3.43 Companies should provide a list of previous or current clients they served with similar projects. MTC reserves the right to contact any clients referenced
- 1.3.44 MTC reserves the right to exclude certain persons and legal entities in the event of poor performance; the tender offering or attempting to offer any bribe, promised a bribe, or any other consideration to any MTC employee involved with this tender or the tenderer has acted fraudulently and or in bad faith.
- 1.3.45 Any restriction imposed upon any such tenderer shall also apply to any other enterprise under the same or different name with which the person, firm or company is actively associated.
- 1.3.46 MTC may accept any tender in part or wholly with no obligation to explanation whatsoever.

1.4 GENERAL EVALUATION CRITERIA

1.4.1 Proposals will be evaluated by MTC using criteria in the RFP and as per the relevant questions asked. These categories are not necessarily listed in order of importance:

- Price competitiveness, including any price discount provided in the proposal.
- Project completion schedules and lead times proposed.
- Warrantee conditions and handling of claims.
- Availability of references from other customers and reputation of tenderer.
- Availability of infrastructure for after sales support, both local and international
- Compliance with local and international standards.
- Certification and accreditations
- Value added to MTC

1.4.2 The financial condition and trading record of the tenderer (Company profile, Latest financial statements of tenderer etc)

1.4.3 Tenderer degree of conformance to the Black Economic Empowerment Policy (A certificate from NPPC should be submitted to prove the BEE credential)

- Alternatively, shareholder names and certificates must be attached.
- Small and medium enterprises (SME's) must submit their SME certificates issued by the Ministry of Trade and Industry.

1.4.4 The tenderer shall ensure that sufficient supporting documentation and information is supplied in his proposal to enable MTC to evaluate the proposal in respect of each of the abovementioned criteria.

1.4.5 As per the Communications Regulatory Authority of Namibia: Regulations in respect of Type approval and Technical Standards for Telecommunications Equipment, gazetted in the Government Gazette # 5659, General Notice # 22, the tenderer supplying equipment subjected to this regulation must ensure that all documentations required are obtained from the Regulator before importation. Failure to do so may lead to equipment being confiscated by Customs at the supplier's risk, and MTC hereby distances itself from any confiscated equipment.

1.5 SUMMARY OF DEADLINES

ACTION	DUE DATE
Tender documents availability	03rd December 2018
Non-compulsory briefing meeting:	18 th January-10:00am-11:00am@MTC head office
Submission of questions	18 th January 2019
MTC response to questions	19 th January 2019
Tender closing date	1 st February 2019, 14:30

1.6 QUESTIONS & ANSWERS

- 1.6.1 If required, companies may submit questions via email to the following e-mail address: tenders@mtc.com.na on or before the 18th January 2019.
- 1.6.2 All questions and answers thereto will be uploaded on the website by the 19th January 2019.

1.7 TENDERER'S DESIGNATED LIASON

- 1.7.1 Companies must select a single designated contact person, through whom all communications between MTC and the company will take place:

Contact Name	
Designation	
Telephone	
Fax	
Email	
Signature	

1.8 REFERENCE LIST

Item	Company Name	Contact Person	Contact Details	Year of Service
1				
2				
3				
4				
5				

1.9 SUCCESSFUL TENDERER'S PERFORMANCE MANAGEMENT

1.9.1 The successful tenderer/s are subjected to annual performance reviews to be completed by the respective MTC representative or Procurement Officer responsible for the purchase. The review will be done at intervals to be decided upon by the Procurement department.

1.9.2 The performance reviews will amongst others cover the following issues:

- **RELIABILITY:** How reliably do you follow through on your commitments to MTC?
- **COST:** How closely did your final total costs correspond to your expectations at the beginning of the transaction?
- **ORDER ACCURACY:** How well did the product/service delivered matched your order specifications and quantity?
- **DELIVERY/TIMELINESS:** How satisfied is the appraiser about the timeliness of the product/service delivery?
- **QUALITY:** How satisfied is the appraiser about the quality of the product/service provided by your company?
- **DOCUMENTATION ACCURACY:** Does your company present its all and correct documents with its deliveries
- **PERSONNEL:** How satisfied is the appraiser about the attitude, courtesy, and professionalism of your company's staff?
- **CUSTOMER SUPPORT:** How satisfied is the appraiser about the customer support she/he received from your company?
- **RESPONSIVENESS:** How responsive is your company to information requests, issues, or problems that arose in the course of the transaction?

2. DECLARATION OF INTEREST FORM

Any deliberate omission in this declaration or the supplying of false information will be regarded in a serious light and may lead to an investigation and disqualification of the tender process.

Tenderer Name:

Tender #:

Description of Tender:

RELATION TO MTC EMPLOYEES/ MANAGEMENT/ DIRECTORS

I herewith declare that I have/am related – i.e. spouse (also fiancé or boyfriend/ girlfriend), parent, child, any other relation with the following MTC Employee(s)/ Member(s) of Management/ Board of Directors: *

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

CONFIRMATION OF FACTUAL INFORMATION

I confirm by signing this declaration that, to the best of my knowledge, the statements made above are factual and accurate and that I have taken note of all the sections. *

Full Name:	Signature:	Date:
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* Please initial in each box where applicable.

PART C – PROJECT SPECIFIC TERMS OF REFERENCE

1. INTRODUCTION

This Request for Proposal (RFP) document outlines the business requirements for Mobile Telecommunications Limited (MTC) in looking for a suitably experienced bidder to partner with in its endeavors to transform into a customer centric telco.

1.1 BACKGROUND

MTC is a Namibian mobile communications operator founded in 1995. It offers general access to mobile network services (voice and data), covering about 95% of the population. This year, the company announced its venture into “fixed-network” domain with the launch of FTTX and cloud services. On 9 November 2018, the company celebrated another milestone by reaching 2.5 million active subscribers on the network, which is equivalent to the total Namibia population (Census project, 2018).

Advancements in digital technologies are leading to an increase in the list of channels, such as smartphones, smart kiosks and social media that serve customers. Organizations around the world are keen on utilizing all of these to provide a better customer experience. The telecommunications sector is no exception. MTC currently have 32 retailer stores (MobileHome) to serve walk in customers. Yearly, this number can increase depending on the demand. To engage customers in the right manner, we would like to transform the way they wait and make the most of every customer visit.

1.2 PURPOSE

The purpose of this RFP is to appoint a partner/vendor to supply, deliver, install and commission a customer experience solutions that will assist MTC to ORGANIZE, ENGAGE & MEASURE customer experience at key touch points within MTC Mobile Homes and the Key Account Departments.

For MTC, the customer experience solution must contain the following key systems:

1. Queue Management System (QMS)

The purpose of QMS to improve customer flow, manage queues and generate customer journey reports, service demands, peak times and service durations.

2. Digital Signage

The purpose of digital signage to display customer's ticket and engage customers while waiting for their turn, with the right content to create bold and memorable experiences with the brand.

3. Customer Feedback

Customer needs and expectations are constantly evolving, and thus customer feedback is vital for customer centric businesses like MTC. MTC is looking for a customer feedback system that is able to extract data about customers' experiences, bridge the gap between MTC and customer's perceived value of your service.

4. Self-Service Kiosk

The purpose of Omni-channel kiosks to empower customers to avoid queues, and use self-service kiosks to choose between services, do airtime top-up, pay for account/invoice, or simply place orders.

5. Business intelligence (BI) engine

The purpose of the BI engine is to provide MTC with reporting capability that can be integrated into the existing Enterprise Data Warehouse with live dashboard to provide real-time information and insights about customer flow and performance KPIs to the staff and Management.

2. SCOPE OF SERVICES

The scope of this RFP entails the supply, implementation and maintenance of a MobileHome and Key Account Division customer experience solutions (CX). The proposed solution is expected to cover the full spectrum of QMS, Digital Signage, Customer Feedback and Self-Service Kiosk.

MTC is aware that a single homogeneous system may not exist with the capabilities to satisfy all requirements, thus challenges Bidders to provide their own choice approaches, ingenuity and unique ideas. More than one option can be provided and Bidders are strongly encouraged to team up with other vendors or system integrator who can supply components in areas which are not core business of the bidder. It is however the bidder's responsibility to ensure that in such cases integration is properly done and maintenance of such is the bidder's responsibility.

2.1 LIST OF MOBILEHOME

Mobile Home	QMS (Serving Counters)	Digital Signage (Existing display Screen)	Self-service Kiosk
MTC Mobile Home Grove-Mall	9	8	1
MTC Mobile Home Ondangwa Express	3	3	1
MTC Mobile Home Oshikango	3	1	1
MTC Mobile Home Keetmanshoop	3	3	1
MTC Mobile Home Maerua Main	5	3	1
MTC Mobile Home Gobabis	3	2	1
MTC Mobile Home Fruit & Veg Swakopmund	8	5	1
MTC Mobile Home Ondangwa Main	3	1	1
MTC Mobile Home Lüderitz	3	1	1
MTC Mobile Home (platz am Meer) Swakopmund	3	2	1
MTC Mobile Home Klein Windhoek	6	1	1

MTC Mobile Home Rehoboth	3	4	1
MTC Mobile Home Mariental	2	4	1
MTC Mobile Home Oranjemund	3	4	1
MTC Mobile Home Outapi	3	4	1
MTC Mobile Home Wernhil	8	4	1
MTC Mobile Home Olympia	4	4	1
MTC Mobile Home BPI House	9	4	1
MTC Mobile Home Katutura	4	2	1
MTC Mobile Home Dune Mall Walvis Bay	6	8	1
MTC Mobile Home Tsumeb	3	4	1
MTC Mobile Home Grootfontein	3	4	1
MTC Mobile Home Khomasdal	3	4	1
MTC Mobile Home (Main Street) Walvisbay	7	6	1
MTC Mobile Home Otjiwarongo	3	4	1
MTC Mobile Home Katima Mulilo	3	4	1
MTC Mobile Home Oshakati Main	8	4	1
MTC Mobile Home Ongwediva	3	4	1
MTC Mobile Home Rundu	3	4	1
MTC Mobile Home AIRPORT	2	4	1
MTC Mobile Home Okahandja	3	4	1
Key Accounts Department Olympia	12	1	1
Total	144	115	32

2.2 DATA CLEANSING AND MIGRATION

2.2.1 MTC consents that existing data will require extensive cleanup before or during the migration process and understands the importance of Data Quality Assurance. The scope of information includes, (1) Business, (2) Systems and (3) Network information.

2.3 SYSTEMS AND PROJECT DOCUMENTATION

2.3.1 MTC requires bidder to provide online system documentations; hardware data sheets; user manuals/guides with descriptions of functions and feature; glossary of system terms and terminology etc.

2.3.2 The bidder must provide the implementation and project plan

2.4 TRAINING

2.4.1 MTC require two set of training, namely, additionally to what the vendor/partner might propose:

- A. Training before implementation on the system setup, configurations and maintenance;
- B. Training after implementation on how to use the system.

3. FUNCTIONAL REQUIREMENTS

3.1 QMS AND DIGITAL SIGNAGE

The following requirements should therefore be address to deliver all the required systems and functionality as a single system:

3.1.1 Self Service Ticketing Kiosk:

- a. Touch Screen
- b. Customer must be able to enter the following info at the kiosk:
 - i. Mobile Number
 - ii. Name
- c. Print a ticket (60mm)
- d. **Note:** Vendor must provide different kiosk type and designs

3.1.2 Operator's/Calling Station:

- a. Ability to sequential and randomly call tickets
- b. Ability to collect basic data collection field:
 - i. Drop down selection: Value of Service:
 - 1. Value
 - 2. Failure
 - ii. Drop down selection: Capability of Response (COR):
 - 1. One and done
 - 2. In the flow
 - 3. Kick back
 - 4. Not done

- c. What Matters Discussion (The column must be in free text)
- d. Ability to show basic customer information.
- e. Audio capability to call customer in the queue. Must be able to mute audio

3.1.3 Digital Signage:

- a. Ability to inform customer about their turn and queue status
- b. Centrally managed and push content
- c. Ability to display static and video content
- d. Ability to show content play metrics in reports

3.2 CUSTOMER FEEDBACK

Allow satisfaction feedback from customers on the below platform options. This also leads to Net Promoter Score (NPS) ratings from customer:

1. Ability to design different questionnaire and push them to selected Feedback device placed at certain spots within the mobile home store.
2. SMS capability for customer feedback
3. E-mail link for service rating's
4. Vendor must provide different kiosk/tables type and designs

Note:

1. Ticketing Kiosk and Customer satisfaction feedback should support Multilanguage. This will be based on pre-populated data obtained from customer on their preferred language of communication i.e.:
 - a. English
 - b. Afrikaans
 - c. Oshiwambo
 - d. Otjiherero
 - e. Damara Nama
 - f. Rukwangali (Kavango)

- g. Solozi (Zambezi)
 - h. German
2. Both QMS and Customer Feedback should have the ability to be integrated with an existing CRM to pull basic customer's information.

3.3 SELF SERVICE KIOSK

The kiosk should be easily customizable with a modular design and functional components to perform the following services:

3.3.1 Standard Services:

- a. Airtime Top ups - both Prepaid and Post Paid
- b. Account/Invoice payment
- c. Voucher purchase
- d. Bundles purchase
- e. Bulk SMS purchases

3.3.2 Other Services (Customized):

- a. Change package plan
 - b. VAS Activation
 - c. SIM dispensing
 - d. Mobile Money:
 - i. Transfer
 - ii. Top up
 - iii. Cash Out
 - e. Number Blocking/Unblocking
 - f. Mobility Number Portability
 - g. Complaint handling through customer feedback
 - h. Utility Bill Payment
 - i. PUK/PIN information
-

- j. Pre-paid to Post-paid migration
- k. Biometric verification
- l. POS Device (Credit/Debit Card machine)
- m. Document scanning
- n. Signature pad

3.3.3 Content Management System and Central Management Portal

Content Management should allow authorized users the accessibility to create new content or manage existing ones. The content categories may vary from textual to imagistic content including all kinds of media supported by the Kiosk's system.

- a. Pre-configured and Configurable Dashboards:
 - i. Key Stats Dashboard
 - ii. Inventory Dashboard
 - iii. Sales Dashboard
- b. Inventory/Warehouse Management (Notes/Coins/Starter Packs)
- c. Trouble Ticket Management
- d. Remote Device Configuration
- e. User and Access Right Management
- f. Trip Management for Servicing

NOTE:

1. Vendor must provide different Self-Service kiosk type and designs.
2. Payment options on Self-service Kiosk:
 - a. Namibian Notes
 - b. Namibian Coins
 - c. Card payments

3.4 BUSINESS INTELLIGENCE (BI) ENGINE

3.4.1 QMS, Customer Feedback and Digital Signage:

- a. Detailed reporting system that will need to contain the basic data including the below:
 - i. Report on the above additional data collection fields
 - ii. Average waiting time in queue
 - iii. Service time per customer and average
 - iv. Inter-arrival time rate
 - v. Total customers in queues
 - vi. Customer satisfaction feedback (NPS)
 - vii. Productivity reports (peak times, daily volumes per mobile home, per service request, etc.)
 - viii. Digital Signage content play metrics in reports (Daily, Weekly, Monthly)
 - ix. Service escalation tool if service levels is not reached by a department.

3.4.2 Self-Service Kiosk

- a. Pre-configured and Configurable Dashboards
 - i. Key Stats Dashboard
 - ii. Inventory Dashboard
 - iii. Sales Dashboard
- b. Reports for Management and Staff (Daily, Weekly, Monthly, per Service/Kiosk Machine, etc.)

NOTE: BI engine will need to be integrated into the existing MTC Enterprise Data Warehouse solution.

4. TECHNICAL REQUIREMENTS

4.1 IT SECURITY REQUIREMENTS:

- a. Data flow diagram showing origin of data until destruction of data
- b. Access management: how will the system be accessed
- c. Account Profiles: which account profiles will be created and what roles will they have

-
- d. Data classification: What data will be generated or used
 - e. Network architecture: provide relevant network design including protocols ports and possible firewall rules required for the data transmission.
 - f. System backup capabilities
 - g. Logging/audit capabilities

4.2 IT NETWORK REQUIREMENTS:

- a. MTC will provide the network connectivity to all hardware and systems.
- b. No third-party remote connection into MTC network is allowed or any connection from our network to a third party/vendor's network.
- c. The server must be able to be virtualized (Clear VM specs must be provided).

5. SUPPORT AND SERVICES

5.1 EXISTING SYSTEMS TO BE INTEGRATED TO VIA THE ENTERPRISE SERVICE BUS

5.1.1 ENTERPRISE DATA WAREHOUSE

5.1.2 CRM

5.2 HARDWARE AND SOFTWARE

5.2.1 QUEUE MANAGEMENT SYSTEM (QMS)

List required Hardware	Specifications

List required Software	Function	Roadmap

5.2.2 DIGITAL SIGNAGE

List required Hardware	Specifications

List required Software	Function	Roadmap

5.2.3 CUSTOMER FEEDBACK

List required Hardware	Specifications

List required Software	Function	Roadmap
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5.2.4 SELF-SERVICE KIOSK

List required Hardware	Specifications

List required Software	Function	Roadmap

5.3 LICENSING

5.3.1 QUEUE MANAGEMENT SYSTEM (QMS)

List required license	Frequency (Monthly, Annually, Once off)

5.3.2 DIGITAL SIGNAGE

List required license	Frequency (Monthly, Annually, Once off)

5.3.3 CUSTOMER FEEDBACK

List required license	Frequency (Monthly, Annually, Once off)

5.3.4 SELF-SERVICE KIOSK

List required license	Frequency (Monthly, Annually, Once off)

5.4 TOTAL COST OF OWNERSHIP

5.4.1 Vendor should provide option for once off CAPEX cost or rental OPEX cost of hardware.

5.4.2 Bidders should clearly indicate solution total cost of ownership over a Five (5) Year period.

5.4.3 Annually, MTC roles out new Mobile Homes, bidders are requested to include possible cost for a new installation, with cost breakdown as follows:

- Traveling cost/km
- Subsistence and Travel allowance
- Installation