

After running through the received questions, we noted that some questions are originating from misinterpretation of some requirements in the RFP, we have strikethrough and rephrased those that we think are being misinterpreted. Kindly find the attached revised RFP documents and answer for your attention.

Number	Document	Chapter/Section	Specification	Questions	MTC Response
		Generic	The purpose of this RFP is to appoint a BSS/OSS vendor or a BSS/OSS system integrator for the supply, delivery, installation, commissioning and acceptance of a set of telecom carrier grade OSS/BSS systems which conform to the TM Forum Frameworks, to replace the current BSS/OSS systems supplied by Oracle.	We understand that the purpose of this RFP is to replace current BSS/OSS Systems provided by Oracle. As per the Current Architecture shared by MTC, replacement of modules (highlighted in red) are in scope of this RFP. Please confirm Modules are : 1. Siebel CRM (including trouble ticketing, order management and self-care, Point of Sale Module 2. Seibel BRM & Revenue Management 3. Oracle AIA 4. iCare 5. Business Intelligence Provider Please confirm if only above modules are in scope of	Yes all the modules are in the Scope. iCare will not be replaced, but API for iCare functionality must be made available.
		Generic	RFP states that there are currently 2.5 million active subscribers on the mobile network. Also, in 3.1.1 The computing environment must be sized to process and store data for at least 400 000 A6 fixed subscribers and 600 000 A6 mobile subscribers taking into consideration growth of 100 000 per month	With reference to two statements, please provide clarity on what should be the total subscriber base which we need to factor for Hardware and Software Sizing? Also, Please clarify what is A6?	Currently is 2.5 Million and its estimated to reach 3.5 Millions mobile and 500K for Fixed subscriber in the next 5years.
		Generic	System should support all the telecommunication technologies (2G, 3G, 4G, 5G, IMS and latest technologies) & ISP Services;	Please provide more details about your core network architecture, including the name and version of the network elements and the associated vendors. 1) 2G,3G 2) 4G 4) IMS 5) BRAS for ISP Services	Will provide This information can only be provided during scoping..
		Generic	System should support all the telecommunication technologies (2G, 3G, 4G, 5G, IMS and latest technologies)	Please let us know the roadmap for 5G with respect to Vendor Section for Packet Core & Spectrum. We would like to highlight that Alepo is heavily investing and developing its solutions to support 5G Services.	This information is currently not available
		Generic	Generic	Please let us know various ISP Services that MTC is planning to provide.	Will provide This information can only be provided during scoping.

		Generic	RFP states that there are currently 2.5 million active subscribers on the mobile network.	Please provide the service-wise bifurcation for Mobile & ISP Subscribers. For example, how many ISP subscribers are there for FTTx, xDSL etc..?	In the next 5 year, we estimated to have 3.5 millions for Mobile. 500k for fixed.
		Generic	Generic	Please share bifurcation for Pre-paid & Post-paid subscribers	90% Pre-paid and 10% Post-paid
		5.3 Rating & Discounting	The system must have the functionality to automatically implement a fair usage data policy; by throttling the data bandwidth or QoS by a configurable setting once a defined volume of data usage was consumed during a billing cycle. The throttling needs to be reset at the start of every new cycle.	Please clarify if it is expected to integrate with existing PCRF or vendor can propose its own PCRF ? If there is an existing PCRF in Network, please share more details & use cases.	PCRF existing within OCS, hence the integration will be to OCS. A subscriber on a specific service package gets a fair usage policy of 90GB at a max speed of 300Mbps per billing cycle. Once the 90GB is reached the speed will be down graded to (512Kbps) until the end of the cycle. The client has an option to boost up their speed by buying a TurboBoost data bundle, in the event that customer does that, they will be upgraded to the initial speed of 300Mbps.
		Functional	Traffic Profile	BHCA per sub for Voice ?	Voice = 1800K Note: This may vary per month, as it heavily dependant on the usage.
		Functional	Traffic Profile	BHCA per sub for SMS ?	SMS = 300K Note: This may vary per month, as it heavily dependant on the usage.
		Functional	Traffic Profile	TPS requirement for Billing System, Do you have any estimation for the same?	
		Functional	RATING & BILLING FUNCTIONAL REQUIREMENTS	How SMS is charged? Online or offline	Online, upon submissions and not on delivery.
		Functional	6.2.11 The system must have capability for usage level payment/top-up which can be via direct payment or voucher recharge.	Please share more details on existing Voucher Management System. what payment methods should be supported? Is it only through physical vouchers? Or e-vouchers is a requirement too?	Existing systems contains both Physical and e-vouchers.
		Functional	19.16 Integration with existing IFS ERP Materials/Asset Management	We understand that MTC has an ERP Asset management for resource Management (fixed), Please clarify if resource Management (fixed) module has to be included in scope of this RFP	The existing ERP does not have a resources management module.
		Functional	7 ROAMING AND INTERCONNECT FUNCTIONAL REQUIREMENTS	We understand that billing for partners will be done in the existing Interconnect (From T.One) system. Please confirm if our understanding is correct.	Yes, this understanding is correct. MTC currently have a T.One provided by Vanrise Solution
		Functional	The system must have the capability for the creation and management of roaming agreements and details for each roaming partner.	We understand that creation & management of Roaming Partners will be happen in the existing Interconnect system. Please confirm if our understanding is correct.	No, the understanding is not correct. It will be managed in Billing system.

		Functional	CRM: the customer management of both fixed and mobile customers within a single CRM platform; including trouble ticketing, order management and self-care, Point of Sale Module.	Please let us know Fixed line Services currently offered by MTC e.g. Fixed Line Telephony Fixed Line Internet (xDSL, FTTx, WiMAX, LTE) Enterprise Data services (Leased Line, MPLS, Web hosting, etc.)	Detailed information will be provided This information can only be provided during scoping..
		Functional	7 ROAMING AND INTERCONNECT FUNCTIONAL REQUIREMENTS	Does the vendor required to propose its own Mediation for Offline Rating & Roaming CDR's or it is expected to integrate with MTC's existing E\\ Mediation? Please confirm	Vendors are required to intergrate with the existing Ericsson Mediation (EMM).
		Functional	7 ROAMING AND INTERCONNECT FUNCTIONAL REQUIREMENTS	How many switches/ upstream modules available in the network?	2 MSC
		Functional	7 ROAMING AND INTERCONNECT FUNCTIONAL REQUIREMENTS	Number of existing Roaming Partners	146 Countries <input type="checkbox"/> 334 Networks <input type="checkbox"/> 119 GPRS <input type="checkbox"/> 115 3G <input type="checkbox"/> 26 Prepaid Services
		Functional	7 ROAMING AND INTERCONNECT FUNCTIONAL REQUIREMENTS	Total number of Roaming CDRs to be processed per month for each type of partner? (TAP-In & TAP-Out)	For Dec 2018. TAPIN: 876,750 records (Only Post-Paid). TAPOUT: 11,115,243 records (Post-Paid & Prepaid).
		Functional	7 ROAMING AND INTERCONNECT FUNCTIONAL REQUIREMENTS	Please provide details on the type of Roaming agreement/contract that you currently have with different Roaming partners?	Bilateral - Roaming is open both ways Unilateral IN - customers visiting MTC's network only Unilateral OUT - MTC's customers visiting other networks only
		Functional	7 ROAMING AND INTERCONNECT FUNCTIONAL REQUIREMENTS	what is the file format of the raw CDR sent by the Switch?	asn.1 format
		Functional	5.1 Online Rating Functions	Please confirm if Online Rating Function will happen in the existing E\\ Online Charging System or Vendor can propose its own Online Charging System to cater to these requirements.	Yes. But Vendor can propose.
		Generic	5.4.1 Vendor should provide option for once off CAPEX cost or rental OPEX cost of hardware.	Please confirm if hardware Cost is to be included in the proposal	No Hardware required.
		Technical	1.1 Hardware Specifications for the private cloud hosting	Do you have already have an infrastructure setup for software deployment on Private Cloud?	Yes.
		Technical	6.5.4 For mediation purposes, various protocols must be supported	Please share the expected protocols to be supported	The current Mediation system support all standard protocol.
		Technical	13.3 Database Preferences 13.3.1 If any??? (Oracle or DB2)	Please confirm if it is mandatory to quote Oracle or DB2 Database. Alepo solution supports oracle database, however Alepo solution comes with MariaDB for authentication Database. Please let us know it is okay if we include Maria DB in the proposal Also, Please let us know if Oracle or DB2 Database licenses are already procured by MTC	Vendors must provide the DB that's compatible with their solutions. MTC Currently have Oracle License.

		List of interfaces	The solution must be capable of interfacing in real time with an AAA Server to: <ul style="list-style-type: none"> • Authenticate and authorize customers via dialup access. • Receive and capture customer's activity data. 	We assume that Vendor has to propose a AAA solution that can perform Authentication & Authorization of Customers via dialup access. Please confirm if our understanding is correct. Alternately, Alepo ISP Solution can integrate with existing AAA. Please let us know if there's an existing AAA in the network, if yes <u>share more details</u>	No. The solution must integrate to the provisioning system.
		5.2.5	The system must provide for error management functionality to enable identification, viewing and correction of rejected/suspended CDR's.	We understand that this requirement will be taken care by Mediation. Please confirm if vendor is expected to propose its own Mediation system or integrate with existing E\\ Mediation System.	This functionality must be handled by the billing system rating engines.
		5.3.10	The system must have the functionality to automatically implement a fair usage data policy; by throttling the data bandwidth or QoS by a configurable setting once a defined volume of data usage was consumed during a billing cycle. The throttling needs to be reset at the start of every new cycle.	We assume this requirement will be handled by PCRF. Please confirm if vendor is expected to propose its own PCRF or integrate with existing PCRF. If there's an existing PCRF, please share details.	Yes, this understanding is correct. No integration is required, the PCRF part of the existing OCS.
		5.4.44	The system must have capability for Wholesale billing.	Please share the scenarios of wholesale billing	i.e. Billing for MVNO
		5.2.2	The system must have capability to do rating of interconnect CDR's.	We assume the interconnect CDR's will be rated in existing Interconnect System. Please confirm if vendor has to propose interconnect billing solution as a part of this proposal.	No Interconnect rating required for Billing. Interconnect rating is done by T.One.
		1.4.17	The system must have capability to register an Announcement or Notice, and link it to a defined to complaint.	Please clarify this use case in detail.	i.e the reported Network failure affecting customers should be linked to a reference number. Customer complaints affected by this failure, should then be linked to the same complain number.
		1.6.8	The system must support the capability to perform an Itemized Reversed Call Detail Query; which must be accessible to authorized users only. It must also have functionality for automatic charging of Itemized Reversed Call Detail requests.	Please share more details on reversed call detail query.	A party calling to B party, B party pays for the calls. The system must be capable to generate the reports of these calls (reversed) for B party .
		5.4.11	The system must support advance and backdated billing	Please share use cases of back dated billing	i.e. Service was provided to the customer as a proof of concept, the order was never closed. Upon confirmation of service satisfaction, order to closed with the Historical date (back dated).
		5.4.43	The system must provide capability to key details of manual calls in the format of a normal CDRs, to be used for billing	Please clarify this use case in detail.	Disregard. Please see revised RFP.
		6.1.44	The system must have the capability to manage unidentified payments.	Please let us know unidentified payments	Disregard. Please see revised RFP.

		5.3.19	The system should provide functionality for "force to bill" CDRs to an identified user number.	Please clarify this use case in detail.	Disregard. Please see revised RFP.	
		4.1.17	The system must have capability for reverse-billed data bundles on an APN.	Please clarify this use case in detail.	This functionality is handled by OCS. Ignore this.	
		1.6.8	The system must support the capability to perform an Itemized Reversed Call Detail Query; which must be accessible to authorized users only. It must also have functionality for automatic charging of Itemized Reversed Call Detail requests.	Please clarify this use case in detail.	A party calling to B party, B party pays for the calls. The system must be capable to generate the reports of these calls (reversed) for B party .	
		Generic	Our proposed Sales CRM will need integration with your existing Email Exchange Server or access to a POP3-compliant email server (required for email tracking) and for document management.	Can you please share details of your existing IT system such as Microsoft Exchange Server, Active Directory Infrastructure, Sharepoint for Document Management.	This will be provided This information can only be provided during scoping..	
		1	Migration	General	How many years of Data required to be migrated in New BSS/OSS solution.	The whole data present in the legacy system need to be migrated.
		2	Volumetric	General	Total number of usage events/CDRs processed per day	This information can only be provided during scoping.
		3	Volumetric	General	Number of months to retain the rated usage events/CDRs	7 years
		4	Volumetric	General	Total number of accounts receiving bills	100K
		5	Volumetric	General	Number of bill cycles per month	2 cycle 14th and 28th
		6	Volumetric	General	Duration of each Bill Generation cycle (in Hours)	14 = 6 hours and 28th =12 hours
		7	Volumetric	General	The number of bills to be created in the largest cycle	28th cycle 90K
		8	Volumetric	General	Months to Retain Non-Statement Prepaid Usage Records	WE don't keep Prepaid usage records in BSS
		9	Volumetric	General	Months to Retain Billed Billable Usage/Invoice/MTR/Recharge History/RC/NRC	7 years
		10	Volumetric	General	Months to Retain Usage/Invoice Data without compression (aka active data)	7 years
		11	Product Catalogue Management	General	Number of Offers, Products, Discounts currently offered by MTC for each Line of Business	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
		12	Customer & Network Care	General	Number of bulk operations to be supported in the busy hour	Disregard, Please refer to the revised RFP.
		13	Customer & Network Care	General	Number of orders per day	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
		14	Product Catalogue Management	General	How many different types of CPEs (make and model) are being bundled with the product offers/ packages for each line of business	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
		15	BILLING & RATING	General	What are the currencies required to be supported	Namibian Dollars as well as multi currencies
		16	Service Order Management	General	How many network provisioning gateways are currently in use	One

	17	Functional	General	How many documents are expected to be loaded per day/month?	Its as per business requirements.
	18	Supplier/Partner Management	General	Please specify the total number of Dealers, Distributors, Agents, etc.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	19	Volumetric	General	Please share total number of users who will be accessing the applications	approximately 600
	20	Volumetric	General	Please share total number of concurrent users who will be accessing the applications	approximately 600
	21	Supplier/Partner Management	General	Please specify the total number of Internal and Partners who will be accessing the applications.	approximately 600
	22	Supplier/Partner Management	General	Please specify the total number of commission transactions per day "Dealer, Sales Agent Commission".	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	23	Volumetric	General	Below sizing details shared in Technical document. Can you share the split between individual and enterprise customer in below subscriber volume. Please share year on year growth for 5 years. The computing environment must be sized to process and store data for at least 400 000 A6 fixed subscribers and 600 000 A6 mobile subscribers taking into consideration growth of 100 000 per month	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	24	Technical	General	Can you confirm Whether Consumer and Enterprise Customers are managed by same Business Unit or different business and any access restriction between application Users.	Different business units and No restrictions.
	25	Technical	General	As per requirement, there is no different tenant / db required for each line of Business. Please confirm since all application users would able to access Fixed & Mobile Voice, data Line of Business and If there is any outage then it will impact all line of Business.	Detailed Explanation will be given during the scoping time.
	26	Software	General	Hosting and Managing solution in Cloud platform (Huawei fusion cloud platform) will be taken care by Vendor or MTC.	Both MTC and Vendor.
	27	Software	General	Can we recommend any cloud platform or it should be Huawei fusion cloud platform.	Vendors are welcomed to make Recommendation but MTC preferred platform is MTC Private Cloud running on Huawei FusionSphere
	28	General	General	Is there any existing BSS / OSS module planned to be retained.	Yes, the ones that are not specified in the RFP. Vendor can propose a full stack if such capability exist.
	29	General	General	Can we get Integration Architecture diagram.	Yes

	30	General	General	Are there any regulatory requirements/limitations around sending data to a cloud inside/outside Namibia	Yes,
	31	BILLING & RATING	General	Can we get more details on smart revenue solution.	MTC requires a billing system that is flexible, versatile and easily configurable.
	32	Volumetric	General	What are the devices/EMSs in scope of this engagement? Please provide volumetric details along with Vendor, device type, device model, volume etc.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	33	Volumetric	General	What is the devices/EMSs projection that MTC intends to manage for next 3 to 5 years including Fixed and wireless network?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	34	Resource Performance Management	General	What are the current resource monitoring tools available ? How is the monitoring being done via these tools ?	MTC does not have resource management system. Vendor to propose.
	35	Resource Performance Management	General	Is performance data collection expected to be happen via EMSs/NMSs or it can directly be fetch from network elements ? What are the expected number of integrations with other systems to be done for collection of data ?	MTC does not have resource management system. Vendor to propose.
	36	Resource Performance Management	General	In current environment, how is the KPI calculation being done based on the row counters received from different data sources ?	MTC does not have resource management system. Vendor to propose.
	37	Resource Performance Management	General	What is the expected frequency of data collection and what would be the expected retention period for the performance data collected ?	MTC does not have resource management system. Vendor to propose.
	38	Service Performance Management	General	Please explain the process of how services are being monitored currently.	MTC does not have a service monitoring system.
	39	Fault Management	General	How is the alarm correlation and root cause analysis being done currently ?	MTC does not have resource management/Fault management system. Vendor to propose.
	40	Fault Management	General	What is the estimated count and alarm volume ? Is there any ticketing tool is in place to raise the tickets ?	MTC does not have resource management/Fault management system. Vendor to propose.
	41	Configuration Backup	General	Is there an existing process for configuration backup? Please explain. What is the process of handling the failure of configuration backup?	Vendor to provide best use case proposal. Backup Solution to be used, Commvault and or Networker.
	42	Configuration Auditing	General	Is configuration auditing being done in current environment ? If yes, how and on what basis ? How frequently is the auditing being done ?	We expect the Solution to be configured as per Best Industry standards, Vendor to outline this. Frequency will be yearly.
	43	Resource Discovery & Reconciliation	General	Which auto discovery tool is in place ? How's the resource inventory reconciliation is being done is current scenario ?	MTC does not have resource management system. Vendor to propose.
Appendix-C		1.1	Hardware specifications for private cloud hosting?	Will the hosting of solution be provided by MTC (means Datacenters for Primary and DR site)	Yes, MTC will host the solution on MTC private Cloud

	Appendix-C	3.1.1	1.1 Servers performance: In Appendix-C under Servers performance 3.1.1 it is mentioned as "The computing environment must be sized to process and store data for at least 400 000 A6 fixed subscribers and 600 000 A6 mobile subscribers taking into consideration growth of 100 000 per month"	Query: Kindly explain what is A6. Kindly confirm the figures of Mobile Subscriber as the information provided in main RFP is 2.5 million active subscriber for mobile. What is the consideration growth for Fixed Line?	The computing environment must be sized to process and store data for at least 400 000 fixed subscribers and 600 000 mobile subscribers taking into consideration growth of 100 000 per month. 3.5 million mobile and 500K fixed in 5 years.
			Common	Will MTC procure the hardware and software licenses for the solution provided?	No, the solution will be deployed in the existing MTC Cloud as per the RFP
			Common	Any specific preferences for hardware (IBM, Oracle, UCS) and software (OS Unix based), Storage (Hitachi, Dell, HP etc) and database (Oracle)?	No, the solution will be deployed in the existing MTC Cloud as per the RFP
			Common	Do we need to factor usage of any existing hardware like network components switch, routers, LB /software licenses while preparing the BoM for the solution?	Yes.
			Common	Do you expect TCS to setup the physical hardware in DC in primary and DR site?	No, the solution will be deployed in the existing MTC Cloud as per the RFP
			Common	Should DR solution be 100% or 50% of the primary capacity?	100% of the capacity
			Common	What should be RTO and RPO of the DR solution?	This will be discussed during scoping.
			Common	Is the backup solution to be considered separately or the existing backup solution can be leveraged?	The existing backup solution can be leverage.
			Common	Any specific preference of backup frequency TCS suggest daily incremental, Weekly, Monthly, Halfyearly, Yearly full ?	Daily Incremental, Weekly Full, Monthly Full, Half yearly Full, Yearly Full. Retention periods to be discussed This information can only be provided during scoping..
			Common	Do you expect TCS to provide 24x7 helpdesk service or MTC helpdesk service can be leveraged ?	This will be discussed in the support and maintenance agreement/contract.
			Common	Is there any restriction for providing support/ to have data access outside Africa remotely?	There is no restriction
	Appendix-D		Common	The existing list of system provided in the RFP doesn't contains the GIS related system. Kindly provide what the existing GIS system with capabilities and resource definition	There is no GIS system
	Appendix-D		General	The existing list of system provided in the RFP doesn't contains the WFM related system. Kindly provide what the existing WFM system with capabilities and resource definition	MTC does not have Workforce management system

	Appendix-D		Common	<p>There are capabilities listed in the main RFP but not in any of the appendix. Please find below the list. Request you to please confirm if these capabilities are part of scope?</p> <p>4.6 SERVICE MANAGEMENT DOMAIN</p> <ul style="list-style-type: none"> <input type="checkbox"/> Service Catalog Management <input type="checkbox"/> Service Test Management <input type="checkbox"/> Service Problem Management <input type="checkbox"/> Service Quality Management <input type="checkbox"/> Service Performance Management <p>4.7 RESOURCE MANAGEMENT DOMAIN</p> <ul style="list-style-type: none"> <input type="checkbox"/> Resource Test Management <input type="checkbox"/> Workforce Management - This is not in-scope <input type="checkbox"/> Resource Performance Management <input type="checkbox"/> Fault Management <input type="checkbox"/> Usage Management <p>4.2 Customer Experience Management</p>	Yes, they part of the scope.
	Appendix-D		1.1 1 CUSTOMER MANAGEMENT	<p>customer level ?</p> <p>1.1.11 This should be at service level.please confirm.</p> <p>1.1.13 How a customer is identified as an Blacklist ?</p> <p>Is there a third party system to do the credit vetting of the customer ?</p> <p>Is the payment details,dunning details defiend at customer level OR Billing account level ?</p> <p>1.1.15 Accessing the customer info from third system ? Generally this is required when there is a update.</p> <p>1.1.18 This is a part of To-Be Business process.is there a expectation to define these processes ?</p> <p>What are the various sales channel for customer onboarding ?</p>	<p>1. It should be at service level.</p> <p>1.1.11. IT should be on service level.</p> <p>1.1.13 yes third party does credit vetting , it is define in the billing account level.</p> <p>1.1..15 Its not Third party and it is internal</p> <p>1.1.18 Yes it is the part of To-be system.</p>

	Appendix-D	1.2	2 CUSTOMER ACCOUNT MANAGEMENT	<p>1.2.1 Are the payment details defined at billing account level ?</p> <p>1.2.6 Is the process for prepaid and postpaid account and customer creation same/different ?</p> <p>1.2.8. The security deposit is taken at the service level and stored at account/service level ?</p> <p>Is the credit limit stored at service/billing account level ?</p> <p>Is this a billing forward or Open Item billing?</p>	<p>1.2.1 Yes at billing account level.</p> <p>1.2.6 Yes</p> <p>1.2.8 Yes, it is on service level and display it on account level. Credit is stored at service level. Its billing forward.</p>
	Appendix-D	1.3	3 SUBSCRIBER (SERVICE) MANAGEMENT	<p>1.3.15 what are the various customer segmentation and it is stored at what level (customer/billing account) ?</p> <p>1.3.19 What are the various document types generated as a part of billing(statement,invoice,itemized billing) and who(customer,account ,subscriber) gets which document ?</p> <p>1.3.22 Residential/ Business is defined at customer level? does the service level supersedes this ?</p>	<p>1.3.15 Residential, Business, Business (No VAT) and it is under customer level.</p> <p>1.3.19 Invoices, Payments receipts etc .</p> <p>1.3.22 Yes at customer level</p>
	Appendix-D	1.5	5 SALES FORCE MANAGEMENT	<p>1.5.4 Is this system driven based on rules or a requires manual intervention ?</p> <p>1.5.9 Resource blocking is required at prospect/lead level ?</p>	<p>1.5.4 Yes it is based on rules and manual intervention.</p> <p>1.5.9 Yes it is required at prospect/Lead level.</p>
	Appendix-D	4.1.29	Section 4.1.29 requirement	<p>4.1.29 The system must support defining actual and planned product coverage areas based on integration to GIS. Query: Request to please clarify this requirement by an example.</p>	<p>Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.</p>
	Appendix-D	8.1	1 SERVICE PROVISIONING	<p>8.1.6: The system must provide a dynamic interface to configure and maintain network elements. Query: Request to clarify with an example.</p>	<p>Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.</p>
		8.1.7	Section 8.1.7 requirement	<p>8.1.7: The system must provide the ability to autodiscover network devices to enable network elements on the network Query: There are requirements w.r.t discovery and reconciliation is section-11. Request to clarify with an example the statement "to enable network elements on the network"</p>	<p>Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.</p>
		8.1.12	Section 8.1.12 requirement	<p>8.1.12: Is the understanding is to propose an activation platform for mobile and fixed? Also mention for what all network technologies the activation platform should support?</p>	<p>Yes to propose activation platform for mobile and fixed.Technologies will be detailed during scoping</p>

		8.1.14	Section 8.1.14 to 8.1.16 requirement	8.1.14, 8.1.15 and 8.1.16 : As per our understanding, the mentioned list of provisioning orders of mobile subscriber shall be handled by CRM and order handling modules. Is our understanding correct?	Yes Understanding is correct.
	Appendix-D		10 RESOURCE MANAGEMENT (MOBILE)	Is there no requirement of MNP.? The SIP and APN will be billed as a part of services provisioned for a subscriber in the billing account. Why is a resource management system required to do this ?	MTC does not have resource management system. Vendor to propose.
	Appendix-D	11.1.10	Section 11.1.10 requirement	11.1.10: Please confirm capabilities w.r.t Service Area Management capabilities and Address definition of existing GIS Tool to avoid duplicate functionality in the proposed solution? Is the existing GIS tool supports address definition then the address definition shall be considered for migration from existing GIS to proposed inventory solution. Is the understanding correct?	MTC does not GIS tool , Vendor to propose.
	Appendix-D	11.1.19	Section 11.1.19 requirement	11.1.19 The system must provide the capability to create customized RM Reports, such as network capacity threshold reports, which should inform business where upgrades/expansions to the network is required. Query: What is the existing performance management tool? The RM to be integrated with Performance Management tool to accomplish this functionality	MTC does not have performance management tool and vendor to propose the resource management.
	Appendix-D	11.1.17	11.1.17 The system must support the definition, structure and resource management of fixed cable network (copper and fibre)	Query: The new solution should be able to perform passive OSP (Fiber, Trench, Duct etc.) planning and provisioning? Request to please confirm capabilities w.r.t resource planning and resource definition of existing GIS Tool to avoid duplicate functionality in the proposed solution.	MTC does not have GIS tool. Vendor to propose.
	Appendix-D	16.1.3	16.1.3 The system must have the capability to provide a EDW dashboard	Query: Is the understanding is the required information from the proposed solution components shall be exposed to EDW and existing BI systems will harvest the information and generate reports.	Yes Understanding is correct.
	Appendix-D	18.9	9 LIST OF INTERFACES	Can we have a list of existing integrations ? Is there a point to point communication preferred on internal applications ?	Detailed Explanation will be given during the scoping time.

		19.13	19.13 Huawei iManagers 19.13.1: Huawei iManagers (u2000) manage MTC environments. The system must be able to provision and manage services on these platforms.	Query: As per our understanding, this interface is related to activation. Kindly confirm. Also please let us know about other network activations platforms.	Yes. No other activation platforms.
	Common		General	What is the GIS application currently implemented and does that also needs to be replaced?	MTC does not have GIS tool. Vendor to propose.
	Common		General	Resource Management: Ericsson TNM, please provide more details on the scope of this tool. Is this tool required to be replaced or retained?	Ericsson TNM is used for SIM and MSISDN management and it will be retained.
	Common		General	What is the current WMS tool?	MTC does not have WMS tool. Vendor to propose.
	Common		General	What are the list of network technologies underlying Mobile Network	2g,3g,4g, 4.5g,IMS.
	Common		General	Volumetric: 1. Number of orders per day (Both for Fixed and Mobile). Please consider all types of orders (New, Modify, Decomm, etc) 2. Peak Order volume and Average volume order per day (for both Fixed and Mobile) 3. Number of device types in the network	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Common		General	Please provide details on "INTERGRATION INTO GSM CORE NETWORK (NSS)"?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Common		General	Number of EMS/NMS to be integrated for Fault and Performance. Also list Vendor and type of EMS	MTC does not have Fault and performance management.
	Common		General	Does the EMS/NMS have standard North bound interfaces available for FMS integration	MTC does not have Fault and performance management.
	Common		General	What is the current volumetrics for network and service incidents (Daily, Monthly, Yearly)	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Common		General	Current alarm volume (daily, weekly, monthly) for Mobile and Fixed network	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Common		General	Request MTC to provide TAM mapping w.r.to current tools available	
	Common		General	With respect to customer experience management does MTC have any network probing solutions available or that is expected as part of the solution?	MTC does not have CEM.

	Common		General	5.2.2 The bidder is required to provide the data migration plan (CRM and BRM) and the costing thereof Query: Is there no existing system with network and service inventory which has to be considered for network and service inventory migration (Proposed solution) that needs to be considered as part of data migration?	There is no existing system.
	Common		General	Requet MTC to share their existing OSS architecture	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Common		General	Does MTC has prepaid customers and which applications do the real time charging and maintenance of account balance.	Ericsson OCS.
	Common		General	How many bill cycle exist for a postpaid customers ?	two cycles 14 and 28th
	Common		General	Is it a open item billing or balance forward nomenclature	Cycle forward.
	Common		General	Which system provides the product catalogue features and is it federated to the Billing system ?	Catalogues are maintained in Oracle BRM and Siebel
	Common		General	How does the system calculate commissions ?	Currently we are calculating Manually through ERP
	Common		General	What is the data retention policy for all OSS-BSS systems?	7 years
	Common		General	Which is the Trouble Ticketing system to log the Service Request from customer ?	Remedy
	Common		General	Which system is reponsible for sending the bills(post and email) to the customer.?	Invoice PDF generating system (schoemanns Doc1) Post, Email and both
	Common		General	Which applications is used by Contact center ?	Interactive Intelligence Contact Center System by Genesys
	Last		We need an extension , please provide	Extension for quality response required as the work will start once we have these clarifications	Extension notice is posted on the website
	main tender document	2		It is assumed that at the time of tender going live, no fixed nor cloud services have been launched. Can MTC provide a description of possible products and services expected to be supported by the solution.	The cloud and fixed Services offering are not available, the soultion should be able to cater for Mobile, cloud and fixed services.
	main tender document	3		The RfP document specifies the need for a new BSS/OSS stack that includes a CRM and Billing solution to replace the Oracle solutions. Can MTC specify whether the current OCS will be kept or phased out (provided by Ericsson and not Oracle)?	the current OCS provided by Ericson will be kept.
	main tender document	3		Can MTC specify whether the current mediation solution will be kept of phased out?	the current Mediation provided by Ericson will be kept.

	main tender document	3		What is the scope of the content solution Hive?	This solution is simply set to allow debiting of subscriber account for the various content services. In this regards we are simply seeking to have a method to allow content subscription/once off charge that will debit from the subscriber accounts.
	main tender document	3		Can MTC specify whether the current SIM / Resource Management will be kept or phased out?	SIM management exists and it will not be replaced. No existing resource management
	main tender document	3		The new BSS/OSS stack is expected to be integrated with the BI System: RYFT and Big Data. Can MTC specify the technology used, database and what integration touch points does this solution support?	Data Processing Engine - Ryft Accelerator Data Analytics Engine - Elasticsearch Data Presentation and Visualisation - Kibana Connectivity and Integration engine - v.Service Some of the connectivity and transport protocols standards that are supported: SS7, SIGTRAN(SCTP) SIP, DIAMETER(TCP/SCTP), RADIUS CAMEL, GTP LDAP, SOAP, JSON, REST
	main tender document	3		Web self-care: does MTC require a full blown solution or a set of APIs to integrate to the current MTC web portal?	MTC would require an API that will integrate to the external MTC Web portal.
	main tender document	3		Does MTC require a replacement of native apps such Android and IOS Apps?	No, Just set of API
	main tender document	3		Number Portability: it is assumed number portability has not yet been launched in Namibia. MNP configuration vary from country to country. Have the workflows been set by the regulator? If not, can this requirement be assumed as a statement of capability?	Number Portability is shceduled to be launched in Namibia by Q2 or Q3 2019 therefore all details about this can be found upon enquiry to the regulator Communications@cran.na
	main tender document	5.5		Integration to Core GSM Network: does this imply that as a first stage, the solution will only support mobile services? If not, can MTC define what network elements and solutions are to be integrated with the new BSS/OSS stack?	The project should be one time implementation and at the same time all the network element should be supported eg: Mobile, Fixed and Cloud
	Appendix C	1.6.1		What is the current MTC enterprise wide back-up solution? Can this be reused for the new BSS/OSS Stack?	Netwalker and Comvault Yes, this can be reuse for the new BSS/OSS
	Appendix C	1.6.2		Can MTC describe its DR site: distance to the main site, connection, bandwidth and max latency?	3 tier Datacenter plus The latency is <1ms. The vendor must specify any special requirement for the DR.
	Appendix D	1.2.7		Hybrid account support is better supported with a convergent charging solution. If the current OCS is kept, can this be considered as a statement of capability?	OCS is capable to support hybrid account.

	Appendix D	8.1.1		What are the network elements that are expected to be integrated with the provisioning at go live? And what Fixed, Cloud and Broadband services are expected to be supported initially.	South bound (Network Element) provisioning is already happening. The north bound (order management) need to integrate to the provisioning system.
	Appendix D	11.1.1		What are the expected live resource assets that are expected at go live?	The proposed inventory management solution will need to integrate into Huawei U2000 for automatic assets and resources discovery.
	Appendix D	19.10		What is the Workforce management solution currently used by MTC? Is it expected the solution will continue to be used?	No workforce management system. The vendor must propose a new Workforce management system.
	Appendix C	13.1.1		What is meant by N/A?	Not Applicable
	Appendix C	13.1.2		What is meant by N/A?	Not Applicable
	Appendix C	13.2.1		Can you elaborate? What is meant by "Carrier grade, preferably ????"	Carrier grade Operating System capable to provide clustering, security, serviceability, performance and availability of 99.999% of uptime per year (i.e. 5 minutes of downtime per year) or 99.9999% of uptime per year (i.e. 30 seconds of downtime per year).
	General question			Currently monthly incoming roaming events (TAP IN)	For December 2018. TAPIN: 876,750 records (Post-Paid)
	General question			Currently monthly outgoing roaming events (TAP OUT)	For December 2018. TAPOUT: 11,115,243 records (Post-Paid & Pre-Paid)
	General question			Data retention period expected in Database and in files (filesystem)	Billing and customer related information can not be deleted. Transactional data is kept for 7 years.
	General question			And if is expected increase of roaming events in next year(s) and percentage.	Yes, 50% estimated.
	General question			Number of user to access the systems: BSS, Inventory System. Resource Inventory (Fixed): How many users are expected to access the system	Currently 600, subject to change.
	Resource Management(Fixed)			List of Networks (fixed) and vendor types for each network.	Will provide This information can only be provided during scoping.
	Resource Management(Fixed)			EMS/NMS in use for each network/vendor. Can you provide a list of networks and vendor types for each network element to be discovered?	Will provide This information can only be provided during scoping.
	Resource Management(Fixed)			If Manual or automatic discovery is required for each network/vendor. Can you specify the number and type of network resources per network (equipment definitions) to be discovered.	Automatic
	Resource Management(Fixed)			Manual data migration for resource management(fixed): list of existing systems to migrate information from	No existing resource management
	Resource Management(Fixed)			Resource management (fixed): sample data files from each of systems to be migrated.	No existing resource management

	General question			<p>Integration: Can you specify the vendor(s) for each of the following systems and a brief description of the scope of each?</p> <ul style="list-style-type: none"> •Mobile Network •Fixed Network •ITSM •Active Directory□ •Workforce mgmt •GIS •Fault Mgmt •Performance Mgmt 	<ul style="list-style-type: none"> •Mobile Network - Huawei •Fixed Network - Huawei •ITSM - Remedy •Active Directory - Ms Windows AD •Workforce mgmt - None •GIS - None •Fault Mgmt - None •Performance Mgmt - None
	General question			Data Cleansing & Migration: The bidder is required to provide the data migration plan for Service Orders. Can you elaborate?	The bidder must propose the data migration plan. However, all open orders will be closed before migration.
	General question			CTI: Please identify the current customer solution with which the new CRM has to be integrated.	Interactive Intelligence Contact Centre System by Genesys
	General question			<p>Mobile technology :</p> <ol style="list-style-type: none"> 1. Network Number Inventory Management: The numbering plan rules includes area codes for provinces or are common for all territory? 2. APN Management: Need detailed information about this requirement. They intend to manage network elements remotely? 3. Resource management for mobile lines (EMS/NMS, antennas (BTS, eNodeb,...)). They are not going to have Geographical Eligibility? 4. SIM management. Where are going to be stored the SIM service data (IMSI, PIN, ...) 5. All networks (2G, 3G and 4G) are from the same vendor? 6. Which are the EMS/NMS vendors for mobile networks? 	<ol style="list-style-type: none"> 1. No, 2. No, this is meant to manage customer specific APN. 3. Yes 4. In Ericsson TNM 5. Yes, Huawei 6. MTC Currently
	General question			Resource Inventory (Fixed): How many users are expected to access the system	Currently 600, subject to change.

	Appendix D	7.2.10		<p>"The system must support the real-time rating of roaming data usage from SGSN CDR's; and reconcile with roaming usage record received from TAPIN file."</p> <p>a) The purpose of this reconciliation is just to reconcile the number of CDRs events or the amounts, between SGSN and TAP INs files?</p> <p>b) If it is needed to reconcile the amounts, which value is expected: the Inter-Operator Tariffs or the final customer retail price?</p> <p>c) Can we assume that we can obtain the list of SGSN CDRs already rated from the existent global real-time charging system in order to compare them with TAP IN events?</p>	<p>a). Yes.</p> <p>b). Number of files, Records and Usage Values/Amount</p> <p>c). Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.</p>
	Supplier/Partner Management	5.6.5,8.5.1, 8.5.2, 8.5.3, 8.5.4, 8.5.5,8.5.6,8.5.8, 8.5.9, 8.5.10,8.5.11		<p>MTC has acquired a new interconnect billing system 2 years ago. We believe that these requirements should be handled by the interconnect system as they are all related to partner settlement. Can MTC use their current interconnect system to bill for these or MTC requires CSG to include a new interconnect billing system for handling these requirements?</p>	<p>MTC will use the existing interconnect System.</p>
				<p>Referring to section 5 in the tender does MTC want to keep (are happy with) what you are keen to replace?</p>	<p>Yes.</p>
				<p>Are you attached to Oracle? If so, are you open to replace Oracle?</p>	<p>Please refer to the RFP</p>
				<p>On the Ericsson network using OCS, EMM and EMA along with other elements, can we get a list of the network elements to understand scope and be able to estimate efforts</p>	<p>None of the Ericsson will be replace, but the vendor can propose a full stack if they are capable.</p>
	Tender Document BSS	Section 2		<p>We understand the current subscriber base is 2.5 million.</p> <p>Please let us know Yearwise subscriber projection for next 5 years (for all services included)</p> <p>Also, let us know the current breakup of fixed and mobile subscribers</p>	<p>Currently is 2.5 Million and its estimated to reach 3.5 Millions mobile and 500K for Fixed subscriber in the next 5years.</p>

	Tender Document BSS	Section 5.5.4		<p>MTC has specified integration with Interconnect system. But we also see there are requirements for Interconnect in Funtional Requirments document (Section 7.1).</p> <p>Please confirm do we need to propose new Interconnect system or integrate with the existing system (T One)</p>	No integration required, Interconnect will send the CDRs to existing Mediation system. The proposed solution must intergrate to mediation.
	Tender Document BSS	Section 5.5.3		<p>Please elaborate on the purpose of integration with HR Management system. What are specific operations of HRMS system for which BSS system needs to be Integrated.</p>	for Workforce management system.
	Tender Document BSS	Section 5.5.4		<p>There is a requirement to integrate with Fraud detection system but we can't find Fraud detection system in the list of existing systems specified under section 3.</p> <p>Please confirm if you have an existing Fraud detection system and who is the vendor of this system.</p>	Integrate with an exiting Fraud Detection System, the solution is BPI and Conor Solutions.
	General			Do we need to propose new Network Inventory system or shall integrate with existing Network Inventory system (IFS)	Vendor must propose a new Network Inventory system.
	Appendix - D (Functional Requirements)	Section 5.1.15		<p>As there is a PSTN network to be integrated, we understand this must be working on INAP. As INAP is usually modified by most of the SSP providers, Can you let us know any specific INAP version being used or who is the SSP vendor in this case.</p> <p>Also, for mobile network are all the links IP based or there is still conventional SS7 in use with MTP3?</p>	<p>The question is not related to the referred section in the RFP. However based on the question, for mobile network all the links are IP Based - SIGTRAN.</p> <p>MTC does not have PSTN. The fixed voice is achieved via IMS.</p>
	General			Please let us know the how many call flows to be supported for Fixed (PSTN and Broadband) and what are those?	The fixed voice is achieved via IMS, hence consider the standardised IMS call flows as stipulated in the 3GPP releases.
	General			Please let us know the how many call flows to be supported for Mobility (2G/3G/4G) and what are those ?	Consider the standardised call flows as stipulated in the 3GPP releases.
	Appendix - D (Functional Requirements)	Section 11		Please let us know the approximate count of Network Inventory which needs to be managed for Fixed service ?	Will provide This infromation can only be provided during scoping..

	Appendix - D (Functional Requirements)	Section 11.1.7		<p>The system must have capability for the managing of Two Address Line Cards:</p> <p>a) Auto Assignment of resources linked to the two addresses, where address linkages to resources are defined</p> <p>We understand that the above requirement is not complete. You have mentioned "Two Address Line Cards" but there is no 2nd point. Can you please elaborate on 2nd point.</p>	Two address line cards, means a single service has two (2) physical address records. i.e a point to point lease line circuit, works between point A (Physical Address 1) and Point B (Physical Address 2).
	Appendix - D (Functional Requirements)	Section 11		MTC has requested Network Inventory solution for Fixed Services only. Do we also need to manage Network Inventory for Mobility service as well (HSS, P-GW, S-GW, IMS server, etc). ? Please confirm.	Yes. The network inventory system should manage Mobile and Fixed.
	General	General		Can you provide us the number core network elements MSC,MGC, Fixed Switches etc. which needs to be integrated and the vendor names ?	No direct intergration to Core netowrk elements is required. Network activation/provisioning is done via an existing network activation element (EMA)
	General	General		For Mobile network charging, we assume CAPv1 being used for HPLMN Charging, while CAPv2 and v3 being used for roaming subscriber charging only ? Also, how the SMS are being charged via SMPP or CAP ?	Both roaming and HPLMN charging use CAPv2. SMS uses Diameter.
				What is the expected BHCA and BISM requirements for Voice and SMS?	Voice = 1800K SMS = 300K Note: This may vary per month, as it heavily dependant on the usage.
	Appendix - D (Functional Requirements)	Section 7.2.14		<p>The system must provide High Usage Alert or Fraud Management for inbound roamers on the HPLMN network.</p> <p>In our view, „Fraud Management for inbound roamers” means generating NRTRDE OUT files inline with the relevant GSMA specifications. Please clarify/confirm if our understanding is correct.</p>	High Usage alert are the reports send to partners in the absence of NRTRDE agreements. NRTRDE out files are send to the partners with NRTRDE agreements.
				Number of CRM staff users who will be using the CRM system.	Currently 600, but this number can increase
				Number of Dealers / Resellers	This infromation can only be provided during scoping.
				Number of First time Activation (FTA) orders per day	This infromation can only be provided during scoping.
				Number of Non FTA orders per day	This infromation can only be provided during scoping.

				Number of Pre-Paid subscribers for all services ?	This information can only be provided during scoping.
				Number of Pre-Paid subscribers for all services ?	This information can only be provided during scoping.
				Number of Bill cycles per month for Post-Paid bills ?	2 cycle 14th and 28th
				Average number of Bills per bill cycle ?	on the 14th 10K, and 28th 90K Subscribers
				Service wise subscriber count for below services PSTN , 2G, 3G, 4G, VoLTE (IMS) ETTx	Currently is 2.5 Million and its estimated to reach 3.5 Millions mobile and 500K for Fixed subscriber in the next 5years.
				What is the expected TPS for Voice and SMS service	This information can only be provided during scoping.
				% concurrency for Online charging to be considered	Question is not clear.
				Expected number of CDRs both for inbound (TAP OUT/NRTRDE OUT) and outbound roaming (TAP IN/NRTRDE IN).	For December 2018. TAPIN: 876,750 records (Post-Paid) TAPOUT: 11,115,243 records (Post-Paid & Pre-Paid) The above records may vary
				Input CDR formats/interfaces for TAP OUT and NRTRDE OUT	asn.1/DCH
				Output formats/systems/interfaces for TAP IN and NRTRDE IN	TAP files/DCH
	Tender Document BSS	Section 4.9		No. of BPM Users	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Tender Document BSS	Section 4.9		No of Concurrent users performing actions through BPM UI?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Tender Document BSS	Section 4.9		How much is the peak transactions per second?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Tender Document BSS	Section 4.9		Estimated Data size per transaction (KB)?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Tender Document BSS	Section 4.9		How many no of process definitions? What is the complexity type? Simple / Medium / High / Very High?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Tender Document BSS	Section 4.9		How many no of rule task in each business process and what is the complexity of rules?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Tender Document BSS	Section 4.9		How many no of service task in each business process and what is the average response time from these service tasks?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Tender Document BSS	Section 4.9		Are there any human tasks involved? If yes, how many humans are working with processes in minute / hour /day?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Tender Document BSS	Section 4.9		How many process instances will be running concurrently?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.

	Tender Document BSS	Section 4.9		Year on Year growth rate in no of BPM users and TPS?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Tender Document BSS	Section 4.9		Peak TPS for ESB (including both internal & External calls)?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Tender Document BSS	Section 4.9		Estimated Data size per transaction (KB)?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Tender Document BSS	Section 4.9		What activities will be carried out by ESB for ex: transformation, enrichment, routing etc?	All
	Tender Document BSS	Section 4.9		How many SOAP / REST / JMS calls of Peak TPS?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Tender Document BSS	Section 4.9		Average response time / performance criteria?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Appendix D Functional Requirement	5.3.19	The system should provide functionality for "force to bill" CDRs to an identified user number.	Kindly clarify these scenario. What's the function of "force to bill" CDR?	Disregard. Please see revised RFP.
	Appendix D Functional Requirement	5.4.30	The system must have capability to allow for Bill Inserts and Overlays.	Kindly explain about bill inserts and overlays, provide an example if possible.	Disregard. Please see revised RFP.
	Appendix D Functional Requirement	5.4.51	The system must support Anniversary billing for periodic products.	Kindly explain more about this scenario. What does it means by "anniversary billing".	Disregard. Please see revised RFP.
	Appendix D Functional Requirements		18 SPECIFIC ISP SERVICES REQUIREMENTS	what is ISP meaning here? What business BSS should support for ISP?	ISP : Internet service provider like MTC.
	BSS.PDF		5.5 Integration into Call Centre for CTI;	MTC want vendors to provide call center or to provide new call center to replace legacy. Because there are many CSR toolbox and complaint requirements at 'Appendix D Functional Requirements'.	No, System need to integrate with Call Centre.
	BSS.PDF			If Possible, Please provide legacy integration diagram, include all 3rd party system, network elements, protocol.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Appendix D Functional Requirement	6.1.15	The system must support an option to capture payments for a selected payment channel. Payment channels are linked to GL accounts	Please kindly explain the term of "capture" using in the requirement.	Capture = accept/process
	Appendix D Functional Requirement	6.1.16	The system must support of back-dated capturing of Payments; both for single and batch payments. Additional it must provide the option to capture Payment Received Date. This date field must be mandatory to fill in and there must be no default/current date populated (requires user to enter it).	Please kindly explain the term of "capture" using in the requirement.	Capture = accept/process

	Appendix D Functional Requirement	6.1.21	The system must provide the capability to define Adjustments Types & Rules; where Debit or Credit Adjustments can be on account or subscriber level. The system must support the following Adjustment Types: • Credit Adjustment (CR), effective immediately upon approval • Debit Adjustment (DR), effective immediately upon approval • Debit Adjustment (DR-Billing), effective at bill- run time after approval	Please kindly provides the use case of Debit Adjustment (DR-Billing).	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Appendix D Functional Requirement	6.1.44	The system must have the capability to manage unidentified payments.	Please kindly provide the use case scenario for the requirement.	Disregard. Please see revised RFP.
	Appendix D Functional Requirement	6.1.55	The system to provide for Account Ageing to be displayed on both CRM and invoice.	Please kindly describe the meaning of Account Ageing mentioned.	Its Ageing process of the invoice due
	Appendix D Functional Requirement	6.3.17	The system must support Age Debt Management	Please kindly describe the meaning of Age Debt Management mentioned and provide with necessary use case.	Its Ageing process of the invoice due
	Appendix D Functional Requirement	8.1.12	Commands shall be sent to network elements using network element type specific network element interfaces. The interfaces shall translate the requests into provisioning commands to the correct command language and issue these commands on the network element and receive responses from it. The detailed response must be published on AA (AutoServiceActivation)	Please clarify what is the AA? Is it a service activation system or request system? What's protocol between Huawei Provision and AA system to publish the response?	Auto service Activation is a functionality in the PROVISIONING system.
	Appendix D Functional Requirement	8.1.14	Provisioning orders include the following: Create new subscriber Terminate subscriber Barring of outgoing calls (national or international) Barring of outgoing SMS (national or international) Barring of packet data service Barring of roaming calls (all) Barring of roaming data calls only Barring of incoming services (voice/SMS) MSISDN change SIM change Add/remove APN HLR routing category modification Add supplementary services Remove supplementary services Batch Create New Subscribers Batch Delete Subscribers Batch Supplementary Service Provisioning Batch SIM replacement Batch Upgrades and Downgrades Service Transfers between address Change Price Plans (Upgrades or Downgrades) Change of Access Technology Change of resources	Please kindly give the detailed description about the "Supplementary Service".	Call forwarding, Voicemails etc.,

	Appendix D Functional Requirement	18.6.1	The following payments methods should be supported: • Cash • Credit Card (one-time payment, direct debit) • Bank Credit Debit • Pre-payments All these payment methods should be supported by a standard Generic File Layout that interfaces easily with both: Banks, Credit Card companies and other financial institutions.	Please kindly clarify that what is the pre-payment method? Is it recharge via Voucher?	Pre-Payment is the payment for immediate usage.
	Appendix D Functional Requirement	18.6.2	Bills must be available in several formats as follows: • E-Bill • Paper Bill • Browser report • Invoice	Please kindly clarify that what is the Browser report here? Is it bill presented in the Browser? Please give detailed description about "invoice" as a bill format?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Appendix D Functional Requirement	18.6.8	Tie set of accounts on one single customer bill.	Please kindly clarify that the bill is sale invoice or not.	Bill is customer invoice.
	Appendix D Functional Requirement	18.6.10	Flexibility to have user access rights and billing responsibility separate.	Please kindly give an example for this requirement.	Disregard. Please see revised RFP.
	Appendix D Functional Requirement	18.6.12	Flexible rebilling synchronization.	Please kindly give an example for this requirement.	Disregard. Please see revised RFP.
	Appendix D Functional Requirement	18.6.17	If customer is disconnected for non-payment – control to ensure that not reconnected – say phone #/rules in the system.	How to understand "control to ensure that not reconnected – say phone #/rules in the system"? It is better to provide an example.	Disregard. Please see revised RFP.
	Appendix D Functional Requirement	18.6.18	The system needs to be able to produce copies of invoices.	Please kindly provide the use case scenario for the requirement.	Disregard. Please see revised RFP.
	Appendix D Functional Requirement	18.7.4	Real time import of external usage/activity statistics	Please kindly provide the use case scenario for the requirement.	Disregard. Please see revised RFP.
	Appendix D Functional Requirement	18.7.5	Flexible and extensible interface to activity tracking sources.	Please kindly provide the use case scenario for the requirement.	Disregard. Please see revised RFP.
	Appendix D Functional Requirement	19.8.1	A credit vetting real time interface to ITC is required.	What is interface to ITC? Webservice? Or other?	Vendor need to specify the interface
	Appendix D Functional Requirement	19.9.1	Bills are archived in XML to a E2Vault	What is "E2Vault"?	E2vault is external system that uploads the invoices into the web portal.
	BSS.PDF			Please provide legacy integration diagram, include all 3rd party system, network elements, protocol.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Appendix C Technical requirements.pdf	13.7.1	All Interfaces shall use an EAI Common bus infrastructure based on the e-TOM/TAM Framework.	eTOM/TAM Framework don't have specification about EAI Common bus infrastructure and interfaces. Huawei BSS interfaces are based on Huawei standard data model which is extension of SID	SID is accepted.

	Appendix D Functional Requirements.pdf	1.1.4	The system must be able to provide functionality to capture a customer's preferred communication method: Email, Telephone, Fax, Postal, SMS, Mobile. Auto messaging sub systems should use this selection to communicate with customer via preferred method.	What is Auto messaging sub system? Which type of communication with customer is done by auto-messaging sub-system?	System should be able to automatically pick method of communication that the customer has selected.
	Appendix D Functional Requirements.pdf	1.1.7	The system must have the capability to automatically assign a customer to a segment-based marketing strategy.	What kind of input from marketing strategy to decide the customer segment automatically?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Appendix D Functional Requirements.pdf	1.1.15	The system must have capability to record alerts/notes on customer and display the alert/note once the customer's information is accessed.	What kind of note/alert? Please, give some examples	The Note should be displayed on the customer account /profile. Accessing of sensitive information should be audit trail. Details will be provided This information can only be provided during scoping..
	Appendix D Functional Requirements.pdf	1.2.8	The system must have functionality for an automated credit rating check and storage of all credit checking results. For customers with bad credit rating, the system must request a security deposit.	Does this mean to integrate with a 3rd party credit rating system?	Understanding is correct
	Appendix D Functional Requirements.pdf	1.3.5	The system must have the capability to flag a service number as private or public.	What is the difference private and public service number? What is the business context to mark service number as private or public?	Its is private subscriber are residential and Public Business
	Appendix D Functional Requirements.pdf	4.1.29	The system must support defining actual and planned product coverage areas based on integration to GIS.	Please, explain with an example	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Appendix D Functional Requirements.pdf	4.1.38	The system must have capability to define discount authorization route and level for sales representatives.	Please, explain with an example	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Appendix D Functional Requirements.pdf	4.1.48	The system must provide the capability to provide a combination of pre-paid and post-paid at the customer contract level.	Prepaid and postpaid is defined for the account. What is the meaning of customer contract level?	Customer contract level should have prepaid and postpaid services/
	Appendix D Functional Requirements.pdf	4.1.64	The system must support amortization of Anniversary Offers	Please, explain with an example	Disregard. Please see revised RFP.
	Appendix D Functional Requirements.pdf	18.2.5	User/Domain name allocation/validation at the order stage.	Please, explain with an example	It will be used as a validation criteria during the registration stage
	Appendix D Functional Requirements.pdf	18.2.6	Validation of e-mail addresses chosen by customer (unique and not reserved) and automatic update of aliases should the mailbox be renamed.	What is the meaning of not reserved? What is the meaning of email updating alias?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	BSS.PDF			Please provide legacy integration diagram, include all 3rd party system, network elements, protocol.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Appendix D Functional Requirement	1.6.8	The system must support the capability to perform an Itemized Reversed Call Detail Query; which must be accessible to authorized users only. It must also have functionality for automatic charging of Itemized Reversed Call Detail requests.	Please rephrase "Reversed call detail query"	A party calling to B party, B party pays for the calls. The system must be capable to generate the reports of these calls (reversed) for B party .

	Appendix D Functional Requirement	3.1.2	The system must provide the capability to capture profit centers on service level. All services within the same package/offer should have the same profit center.	Is this related to General Ledger?	Yes
	Appendix D Functional Requirement	3.1.38	The system must support Network Access Elements orders e.g. An order for setup of a new base station, etc.	Please explain "Network Access Elements orders" in detail with respect to services/business offered by MTC	e.g. An order for setup of a new base station, etc.
	Appendix D Functional Requirement	NA	General query	List all the services provided by MTC	Mobile, Fixed, Cloud
	Appendix D Functional Requirement	NA	General query	List all the legacy systems which need to be replaced	Oracle BRM, Siebel, AIA , NBIA and additional new systems as mentioned in the RFP
	Appendix D Functional Requirement	NA	General query	List all the legacy systems with which Huawei solution needs to integrate	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				State of Current Oracle BSS implementation	These question are not clear. Please refer to the RFP.
				Changes proposed by MTC to Oracle	These question are not clear. Please refer to the RFP.
				Is MTC open to a scenario where we come and study the requirements and update the oracle stack so to support Broadband/Fixed services	These question are not clear. Please refer to the RFP.
				How many subscribers pre and post-paid?	2.5 Million Subscribers. 90/10
				List of current product and service offerings	Please refer to MTC website. More details can be provided This information can only be provided during scoping..
				List of protocols	Which protocol are being referring to? Details can be provided This information can only be provided during scoping..
				Traffic figures per protocol	Which protocol are being referring to? Details can be provided This information can only be provided during scoping..
		5.1.1:	The solution must be able to run on Huawei fusion cloud platform	Is the client receptive for the new software to run on the Google Cloud?	No, MTC Private Cloud as stipulated in the RFP.
		5.1.2	Bidder must provide a Framework Product Conformance Certification Report CRM, BRM and ESB.	When should this certification be provided?	Should be submitted together with RFP documents.
		5.2.2	The bidder is required to provide the data migration plan (CRM and BRM) and the costing thereof.	Please expand on your data migration strategy. What kind of data needs to be migrated from the legacy system? For example, data such as Accounts, (active only or all types of accounts), Services (active service assignments or all), financial transactions (payments, adjustments, OCCs, or specific ones), invoices, usage, etc. Please provide specific data objects which need to be migrated. Specify how much of historical data needs to be brought over.	Vendor to provide own migration plan. 7 years worth of data.

		5.5:		Please expand on the integration with other systems, listed in this requirement.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please describe the network infrastructure shown in Figure 2. What is behind the 'purple' box? Need to better understand what services are being offered by the Network Infrastructure.	Network elements.
			ESB requirement:	Does the connectivity to the Network Elements has to take place via Enterprise Service Bus? Is it possible to connect to the switches directly and bypass the ESB? For example, interaction with the switches is necessary to capture usage for rating/billing and/or for provisioning to provision accounts and services.	No, Via the ESB.
			The system must support billing based on SLA and requested QoS agreements.	Please expand on the concept of billing based on SLA.	An SLAs is created to specify the expected service levels and commitments for services to be provided. An applied and matched SLA on a ticket or work order sets target dates that are based on the SLA commitments. When a target date is exceeded, the SLA commitment is breached. A penalty or credit fee can be issued to compensate for the commitment breach.
				What is Go Live date? What is your strategy on cutting over to production? How many parallel runs would be required prior to going live?	September 2020. Please refer to the Briefing presentation on the website.
				Since we are a non-Namibian company kindly advice on the General Tender Condition (Section 1.3 of the Tender Document) all the referenced certificates, and the BEE Scorecard. Is this mandatory for us to tie up with a Local Namibian Company or can we submit our bid directly?	Vendor can submit their bid directly but its advisable to team up with a local company as BEE price preference is only available for local companies
				Is MTC looking at replacing an existing system in place?	Yes.
				Can we submit our bid in USD currency?	Yes, provided that the (NAD -> USD) exchange rate used is provided
		4.1		how many CRM users does MTC foresee – we need this for the CRM licensing scoping.	Currently 600. Could increase in the future.
		4.5		please elaborate on how MTC foresees the "Product Strategy" digitized or automated as part of the Product management.	This is the road map of the end to end product lifecycle.
		4.5		regarding "Proposition Management" – should this be part of the CRM quotation management?	The vendor must propose the options

		4.9		ENTERPRISE SERVICE BUS (ESB) – Is this a middleware which MTC is going to provide for the implementation or does the Tenderer need to include the deployment of an ESB in our solution ?	The RFP require vendor to propose an ESB or better alternative as an integration layer for this solution with the existing system.
		3		Purpose "to replace the current BSS/OSS systems supplied by Oracle." - does the project scope include replacing the 4. Ericsson Online Charging System (OCS) and 5. Ericsson Mediation and the migration of the prepaid customers that are on the Ericsson OCS? We are asking for the sake of clarity since these Ericsson systems are not Oracle modules.	1. None of the Ericsson will be replace, but the vendor can propose a full stack if they are capable.
				Our solution uses Oracle databases, is that acceptable?	Yes.
				What services are offered on mobile?	All mobile services (please refer to MTC website for more detailed descriptions)
				What services are offered on fixed wireline?	Standard Fixed line services
				Please have MTC provide a description of their core wireless network technologies, including vendor products for each component, including versions of interface software and Element Management Systems (EMS's), if any.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system must have such capabilities.
				Does MTC use any of the following wireless technologies and and roughly what percentage of each: CDMA, GSM, EDGE, GPRS, UMTS, HSPA, LTE or other technologies?	MTC does not offer CDMA. All other listed technologies are applicable. Detailed information can only be shared during scoping. For the RFP, MTC requires the system must have such capabilities.
				Please have MTC provide a description of their core wireline (FTTX) network technologies, including vendor products for each component, including versions of interface software and Element Management Systems (EMS's), if any.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system must have such capabilities.
				Does MTC use any of the following fixed wireline technologies and and roughly what percentage of each: GPON (or other PON), XGSPON, NGPON2, Active Ethernet or other technologies?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system must have such capabilities.
	Appendix C	3.1.1		What is an A6 subscriber?	Disregard. Please see revised RFP.
	Appendix C	3.1.1		400,000 fixed and 600,000 mobile subscribers. Does this refer to wireless or is this a split between wireline (FTTX) and wireless (cellular/PCS) subscribers	No. This refer to the Fixed and Mobile subscriber as indicated. Please refer to the revised RFP.
				What is the percentage of pre-paid and post-paid mobile subscribers?	90/10
				What percentage of subscribers live in the country of the subscribed base?	100%
		3.1.1		How are these numbers related to 2.5 million subscribers on mobile network?	all the active subscribers

	Appendix D-Functional Requirement_Queries	1.5.3	The system must have capability to do staging of prospects/leads towards credit vetting.	Please elaborate on what 'Staging' has been referred here. Does it mean moving of opportunity from Lead to prospect stage and then from Prospect to customer stage?	Yes, This understanding is correct.
		1.5.9	The system must have capability to do Reservation and Assignment of one or multiple stock items to a subscriber. The system must have the capability to reserve network resources for lead/prospect	We understand that reservation and assignment of the available stock levels is done at customer stage or prospect closure stage. Please elaborate what 'Subscriber' is referred here. Is it the existing customer which already registered with MTC and is using its services or this refers to the lead/opportunity.	The subscriber in this context refers to registered customers who either is active or a prospect to become active customer.
		1.5.10	The system must support the release of stock items previously reserved to a subscriber upon cancellation or rejection of application.	Please elaborate what 'Subscriber' is referred here. Is it the existing customer which already registered with MTC and is using its services or this refers to the lead/opportunity.	The subscriber in this context refers to registered customers who either is active or a prospect to become active customer.
		1.5.11	The system must be able to track any stock item associated with a subscriber.	Please elaborate what 'Subscriber' is referred here. Is it the existing customer which already registered with MTC and is using its services or this refers to the lead/opportunity.	The subscriber in this context refers to registered customers who either is active or a prospect to become active customer.
		1.5.15	The system must have capability to provide for appropriate options or alternative products or services based on Address, Income etc.	We understand that requirement is to create the quote based on the customer interest and the captured information for leads, L&P will fetch all offerings from UPC. Please clarify if it also talks about the automatic recommendation engine.	Yes, it also talks about automatic recommendation engine.
		1.5.16	The system must provide functionality to query/deduct available stock levels and stock locations via IFS ERP interface.	We understand that deducting the available stock levels is done at customer stage or prospect closure stage. Is the MTC expectation to deduct the stock levels at the Lead stage?	This understanding is correct.
		1.5.17	The system must have capability to support an online shopping cart feature.	Please elaborate the type of products to be supported by online shopping cart. Is it support the partner products also? If yes, Please elaborate if partner onboarding and settlement is also included in scope?	Only for MTC products.
		4.1.14	The system must have the capability for the configuration of non-network related products/offers such as handsets, devices, promotional items or services, etc.	Please elaborate on the requirement if the partner onboarding, product creation is in scope. Also please share details of product & offers MTC is looking to sell.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.

		4.1.27	The system must have capability to define multi partner packages. A partner may be internal or external to MTC.	Please provide some examples of multi partner package. Also, Individual partner products are created by partners directly or is it created by operators?	Disregard, Please refer to the revised RFP.
		5.6.5	The system must provide all the necessary reports for reconciliation and accounting for Partnership Settlement purposes. Partners shall either be external or internal (inter departmental/ regional/ subsidiary companies)	Please elaborate the requirement in detail with examples of what type of partners are referred here?	Partners may be banks, MVNO. Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
		5.4.49	The system must have functionality for Amortization of Periodic subscription.	Please elaborate more on this requirement.	It is an agreement for arranged payments
		6.1.28	The system must support encryption and decryption of third-party files	Please elaborate more on this requirement.	To provide security of data and transaction between MTC and 3rd-Party such as Banks.
		6.1.44	The system must have the capability to manage unidentified payments.	What does 'Unidentified payments' referred to in this requirement.	Disregard, Please refer to the revised RFP.
		9.2	Social Media Enablement	Please clarify the requirement is the expectation to propose the Social media solution where based on the feeds received from the social channels, it will do sentiment analysis, Brand analysis to understand the performance and then publish social campaigns across channels or do we need to integrate with existing Social media existing system.	MTC does not have any social media system management system. Vendors are required to propose social media integration and any any added value for such intergration.
		13.1.1	The system must provide the capability to capture an idea for a new promotion or marketing campaign.	Does this mean that customer will identify a profile with an idea of offering which needs to be stored? Please clarify	This make reference to analytics on customer profiling.
		17.1.3	The system must support multiple commissioning schemes	Please share more details on what are the different commissioning schemes referred here.	Example : Dealer comissions
		17.1.4	System must support different commissions claw-back methods	Please share more details on what are the different commissioning claw back methods.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
		17.1.7	The system must provide an interface for commission payments via IFS ERP system.	Is the Dealer solution need to integrate with IFS API or redirection? Please share details	Dealer solution need to be integrated with IFS API or may be redirection.
		18.7.8	Input/Import based variable pricing.	Please elaborate more on this requirement.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	RFP Document	RFP document Section 5.1.1	The solution must be able to run on Huawei fusion cloud platform;	Is the expectation is to deploy the solution over cloud? Or the solution have to integrate with applications/systems which are deployed over cloud?	Yes, The whole solution should be implemented on Huawei Fusion Cloud Platforms.
	General Queries		General	How many bill cycles do you have on your billing systems? And what is it periodicity?	We have two billing cycles 14th and 28th.

			General	What is the structure of your customer hierarchy? And how many levels are allowed in your current billing/CRM systems?	Main Account, followed by 'n' number of billing profiles with 'n' number of service accounts
			General	Is service-catalogue module a part of your product catalogue?	Service -catalogue module is separate from the Product catalogue
			General	How often is your product catalog upgraded with new releases?	Very oftenly depending on the business
			General	Can you share your functional architecture of your partner management system if you have?	Current we don't have Partner management system. Roaming partners are managed in the existing T. One interconnect System.
			General	Can you share your integration architecture of your partner management system?	Current we don't have Partner management system. Roaming partners are managed in the existing T. One interconnect System.
			General	Does your CRM have workforce management as a module for FXL/ISP connection? Or is it integrated with an external system for scheduling appointments, sending resources to connect FXL/ISP lines and complete orders? Is the expectation for CRM system to integrate to the existing workforce management system?	MTC does not have workforce management system. Vendors are requested to propose a solution.
			General	Does your CRM have knowledge management as a module for FXL/ISP connection? Or is it integrated with an external system for guiding CSR's with scripts in specific conversations/dialogues. ? Is the expectation for CRM system to integrate to the existing knowledge management system?	Yes, We expect CRM to integrate with Remedy.
			General	Does your CRM have contract management as a module for FXL/ISP connection? Or is it integrated with an external system?	Existing CRM has Contract Management. RFP proposes to replace the Existing CRM.
			General	Does your CRM have document management as a module for FXL/ISP connection? Or is it integrated with an external system? Is the expectation for CRM system to integrate to the existing document management system?	Existing CRM has Document Management. RFP proposes to replace the Existing CRM.

			General	Which is the analytics engine in the existing MTC environment? Is the expectation to integrate to existing analytics engine?	Data Processing Engine - Ryft Accelerator Data Analytics Engine - Elasticsearch Data Presentation and Visualisation - Kibana Connectivity and Integration engine - v.Service Some of the connectivity and transport protocols standards that are supported: SS7, SIGTRAN(SCTP) SIP, DIAMETER(TCP/SCTP), RADIUS CAMEL, GTP LDAP, SOAP, JSON, REST YEs, we expect the system to integrate to EDW
			General	How many tariffs needs to be configured?	Clarity to be provided during the scoping
			General	Please share details on the subscriber base to be considered for the sizing? Please also share detailed sizing inputs for hardware sizing (TPS, BHCA, etc.)	2.5 million (prepaid and Postpaid). Estimate to increase 3.5 million mobile and 500K Fixed services. BHCA estimate Voice = 1800K and SMS = 300K Note: This may vary per month, as it heavily dependant on the usage. TPS etc will be provided during the scoping. No Hardware is required for the new solution as the solution should be implemented in the private cloud platform
			General	Please do share existing hardware details. Please also confirm if it can be reused.	Clarity to be provided during the scoping
			General	What is the average number of invoices generated per day?	Invoices are generated during the bill cycle 14 and 28th. 14th Approximately on the 14th 10K, and 28th 90K Subscribers for mobile services
			General	How many campaigns do you launch every day?	Campaigns are launched based on business requirements.
			General	Do we need to integrate with existing order management module or need to propose as part of solution?	Vendors need to propose as part of the solution and need to integrate to provisioning system.
			General	Does MTC Namibia support virtualized environment. If so please share the details (VMware, KVM, etc.)	Yes,MTC private cloud platform provided by Huawei as per the RFP.
			General	Please clarify if existing oracle DB in MTC environment can be reused.	Yes the existing Oracle DB can be used. However Vendors are encouraged to propose alternatives where possible.
		Administrative documents and the BEE scorecard:		Since our company is Tunisian and based in Tunisia, can we present equivalent documents if possible (translated in english as well)	No. MTC only accept BEE acreditation from Namibian Entity/Institution.

				Do we need to fill in the BEE scorecard even if we are a Namibian company?	No. If you are a Namibia Company, MTC requires your BEE certificate to be attached on the RFP response. The scorecard is to give guidance as to what MTC has agreed to with the accreditaion agency
				Is it possible to participate in the tender's request as a joined venture with a Nambian company?	Yes.
				Oracle Application Integration Architecture (AIA); Is it okay to use JBOSS and build the ESB layer or do you need a COTS solution ?	The RFP requires vendor to provide an ESB or better altenatives
				Ericsson Online Charging System (OCS); Can we continue to use the Ericsson OCS or do you need a replacement?	MTC is currently not replacing the OCS system but Vendor can propose a full stack if such capability exist.
				ERP: IFS ERP with web services for integration; What are the modules you have in ERP that you use for your business?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Kiosk: In-house Application based on Xml and web services to integrate Self-service Kiosks; What kind of transactions are enabled by the kiosk?	1. Airtime Top ups - both Prepaid and Post Paid 2. Account/Invoice payment 3. Voucher purchase 4. Bundles purchase 5. Bulk SMS purchases
				Content Provider Interfaces: Hive; What is the business requirements met by this Hive interface?	This solution is simply set to allow debiting of subscriber account for the various content services. In this regards we are simply seeking to have a method to allow content subscription/once off charge that will debit from the subscriber accounts.
				BI System: RYFT and Big Data; Is this mainly used for reporting and what types of reports are enabled ?	All types of Business reports.
				Data Warehouse: CRS; Is the Data warehouse used for BI else what else is it used for ?	Yes for BI and for analytics
				What is the functionality difference, between 'Dealer payment systems' and 'IFS module for dealer commissioning'?	Dealer payment systems is used as a channel to process payment done at dealerships. IFS is the ERP system.
				It is mentioned that, there are currently 2.5 million active subscribers on the mobile network. Do we have any future growth projections, which the new system needs to handle? Correct sizing is needed for creating the proposal.	3.5 million mobile subscribers and 500K fixed in 5 years.
				Is there any requirement for high-availability and disaster recovery system ?	Yes

				Need the current architecture diagram, to understand the systems and integration points.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Who are our competitors, in the bid?	MTC is not in a position to provide such information.
				Do you use any PCRF solution or how is policy base routing done ?	PCRF is the part of OCS system
				What services are supported for e.g. LTE, WiFi, DSL, IPTV, Mobile, etc.	All the standard services.
				Can you provide the number of active subscribers for each service	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				What Network Element models are used for the network ?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Do you have any LTE and what are the Applications for integration e.g. OLC:Ro/GY , OFC:Rf/GZ , PCRF:GX, etc.	LTE is available and more information will be provided This information can only be provided during scoping.
				What type of Rating and Charging models do you use e.g. Period or flat rating, quota, volume , time based charging etc. and are there any allowances and expiry etc.	All the standard rating methods using Ericsson OCS.
				Is there any VOIP offerings and what kind of rating is used e.g. destination based ?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Is it possible to extend the closing date	The extension notification is available on the MTC website
				Should a solution be proposed which overlays MTC's existing OCS and provides all of the required functionality, would MTC consider to retain its Ericsson OCS or replace it?	The Vendor is encouraged to propose, a fully stack if such capability exist.
			Section 3.1 of TENDER NO MTCS-18-0 states "There are currently 2.5 million active subscribers on the mobile network. This year, the company announced its venture into "fixed-network" domain with the launch of FTTX and cloud services."	<p>1. What is the most accurate currently "Active" (being billed) subscriber count across all services?</p> <p>NB: A subscriber is described a billable ID. For example, if a family has three mobile devices and one fixed device, they have four billable IDs and count as four subscribers.</p> <p>2. If September 1, 2019 was the agreed upon launch date, what would the expected active subscriber count be one year later, two years later, etc. through year 5?</p> <p>3. Of MTCs subscriber count, what percentage or number is prepaid vs. postpaid across all technologies?</p>	<p>1. 2.5 million active subscribers</p> <p>2. In next 5 years the expected growth 3.5 million mobile and Fixed 500K subscriber.</p> <p>3. 90% Prepaid and 10% postpaid.</p>

			<p>Section 5.1.1 of TENDER NO MTCS-18-0 states "The solution must be able to run on Huawei fusion cloud platform".</p> <p>However, section 4.1.1 of APPENDIX C TECHNICAL REQUIREMENTS States "Solution must support horizontal and vertical scalability without the need to go through major hardware /software changes/upgrades with minimum impact on additional rack space and cabling". Section 4.1.2 further states "The proposed hardware must be of the latest generation technology allowing the platform to scale and support growth in subscribers, products and services in line with MTC growth projection plans over a minimum period of 3 years without requiring major hardware or software upgrades that exceed more than 10% on the initial system procurement costs. This implies on-site OSS, etc. servers.</p>	<p>1. Does MTC wish to operate its new BSS/OSS in the cloud or on-premise?</p> <p>2. If on-premise, should a hardware price quote be included?</p>	<p>1. MTC Private Cloud platform provided by Huawei.</p>
			<p>Section 4.9 of TENDER NO MTCS-18-0 (<i>in-part</i>) states "MTC is looking at deploying a SOA Integration Bus...etc".</p>	<p>If a case could be made showing the disadvantages of ESB as a single failure point, much higher total cost of ownership and so forth, would MTC consider a solution that avoids these pit-falls and reasonably achieves the same goals by deploying SOA without ESB integration"?</p>	<p>The vendor can respond to the RFP, by giving a solution with an ESB and also is free to propose an alternate solution, without an ESB. The vendor can recommended the most preferable solution to the client.</p>
			<p>Section 1.2.8 of APPENDIX D FUNCTIONAL REQUIREMENTS (<i>in-part</i>) states "The system must have functionality for an automated credit rating check". Furthermore, section 19.8.1 of APPENDIX D FUNCTIONAL REQUIREMENTS states "A credit vetting real time interface to ITC is required".</p>	<p>1. Is this based entirely data from ITC or a combination of ITC data and internal historical data?</p> <p>2. Is the ITC data score a number value or some other returned data?</p> <p>3. If not a number score, what does the returned data consist of?</p>	<p>1. It is entirely ITC data. 2. It is a number score.</p>
			<p>Section 3.2.7 states "The system must have capability to send work orders to external systems and automatically action subsequent steps as per received results".</p>	<p>What kind(s) of external system(s)?</p>	<p>Example like Workforce Management system.</p>

			Section 4.1.56 states "The system must support MVNO capability". Furthermore, section 5.3.22 states "The system must have capability to support rating for MVNOs". NB: The answers impact the pricing model.	1. Will the system be merely exchange data (such as CDRs) with a separate MVNO-owned system? 2. If YES above, will the data be raw or rated? 3. If NO above, will MTC (1) give the MVNO fire-walled access to BSS / OSS functionality its IT infrastructure or does MTC expect a full mirrored image to stand alone on-site or in the cloud as a sub-licensed copy and / or (2) will it offer MVNO a combination of the above?	Vendor to propose a comprehensive MVNO solution for billing and rating purposes.
			Section 5.3.12 of APPENDIX D FUNCTIONAL REQUIREMENTS states "The system is to provide capability to handle partial billing events e.g. ability to discount incomplete downloads".	What constitutes or defines an "incomplete download"?	Disregard. Please see revised RFP.
				What is the total number of subscribers and commissionable events per month?	Current it is 2.5 million in next 5 years its 3.5 million Mobile and 500K for Fixed Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
		For Dealer Management & Commissionable requirements:		How many different sales channels / types of partners, which usually imply a totally different commission/bonus scheme exist? (e.g. Internal B2B Agents, own shops, dealers etc.)?	1. Through 32 mobile home, 2. Dealership (various), 3. Banks More Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
		For Dealer Management & Commissionable requirements:		What is the number of dealers/agents that will be eligible for commission/bonus calculation?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
		For Dealer Management & Commissionable requirements:	17.1.4 System must support different commissions' claw-back methods.	Please provide an indicative list of different methods.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
		For Dealer Management & Commissionable requirements:	17.1.1 The system must provide capability for the configuration of different commission rules, events, categories and criteria.	What is the pool of the possible commissionable events? E.g. Mobile Contract activations, Mobile renewals, Prepaid mobile activations, Fixed activations, Invoices, prepaid recharges etc.	Mobile Contract activations, Mobile renewals, Prepaid mobile activations, Fixed activations, Invoices, Prepaid recharges Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities
		For Dealer Management & Commissionable requirements:	17.1.7 The system must provide an interface for commission payments via IFS ERP system.	What kind of API(s) does the IFS ERP system provide?	The solution must have Open API for integration. Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.

				What is the current number of MTC Subscribers? Is there forecast for the subscribers growth over next 5 years? What is the total number of prepaid and postpaid Subscribers? Does the scope cover both B2B and B2C or only B2c?	Current it is 2.5 million in next 5 years its 3.5 million Mobile and 500K for Fixed
				What is the expectation of project delivery duration?	Go-Live August 2020
				Is there a migration approach preferable from the existing systems to new solution?	No, Vendor to propose the Migration Plan.
				In case we are not covering the complete requirements, does it have impact on the technical evaluation? For example, is there an impact on the technical evaluation if we don't include the fixed resource management in the proposal scope?	Resource Management is a definite requirement.
	Appendix C.pdf	7 Interoperability	7.7.1 The system should be able to connect to the core network elements within MTC	Please clarify what kind of network elements within MTC. It's better to list the detailed function or some specifications	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Appendix C.pdf	7 Interoperability	7.1.3 The system should be able to connect to other platform or third party outside MTC such as Banks	Please clarify the bank information or the white paper/technical specs indicating the protocol and parameters of the interfaces	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Converged OSS-BSS Solution.pdf	N/A	N/A	what's the scope of this tender? CRM+Billing? Or we only need to provide system to replace ORACLE system?	The scope of the Tender has been detailed in RFP .
	Customer Experience Solution.pdf	N/A	N/A	Does vendor need to provide customer experience system this time?	Yes
	Converged OSS-BSS Solution.pdf	N/A	N/A	Do we need to provide hardware solution? Or we don't need to provide any hardware solution, all the system will be built in MTN's current HuaWei Fusion Cloud platform?	Yes, MTC private cloud platform provided by Huawei.
	Appendix D.pdf	1.1 Customer Management	1.1.4 The system must be able to provide functionality to capture a customer's preferred communication method: Email, Telephone, Fax, Postal, SMS, Mobile. Auto messaging sub systems should use this selection to communicate with customer via preferred method.	Kindly provide all the detailed scenarios in which auto messaging sub systems use.	System should be able to automatically pick method of communication that the customer has selected.
	Appendix D.pdf	1.1 Customer Management	1.1.8 The system must provide capability to capture Commercial Region and Operation Region (Drop Down) for each customer.	What's the difference between 'Commercial Region' and 'Operation Region'?	These represent how an organization organizes itself to support its commercial and operational strategies, which are not necessarily organized the same way

	Appendix D.pdf	1.1 Customer Management	1.1.15 The system must have capability to record alerts/notes on customer and display the alert/note once the customer's information is accessed.	what's the purpose of record notes on customer once the customer's information is accessed? Where does the note display?	The Note should be displayed on the customer account /profile. Accessing of sensitive information should be audit trail. Details will be provided This information can only be provided during scoping..
	Appendix D.pdf	1.1 Customer Management	1.1.18 CEM system to leverage real-time analytics to track and manage not just the customer's journey but also their experience across myriad sales channels.	Can MTC provide us the detailed sub-system or detailed functions in CEM system? Is it described in the document of 'Customer Experience Solution.pdf'?	Yes, the information is present in the customer experience solution.
	Appendix D.pdf	1.2 Customer Account Management	1.2.2 The system must support customer Account Hierarchy management with at least the following functions: <ul style="list-style-type: none"> • Capability to specify account names • Capability to add multiple account hierarchy levels for a customer. • Capability to merge or transfer accounts. 	Can MTC provide the purpose and detailed scenarios of 'merge or transfer accounts'?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Appendix D.pdf	1.2 Customer Account Management	1.2.8 The system must have functionality for an automated credit rating check and storage of all credit checking results. For customers with bad credit rating, the system must request a security deposit.	Is there any organization doing the credit vetting? And do we need to integrate with this organization to get the credit rating automatically?	Yes there is an organization doing Credit Vetting, Yes integration is required.
	Appendix D.pdf	1.4 Complaint Management	1.4.19 The system must support enabling SLA levels between different groups.	What does 'groups' mean here? Does it mean user or staff group?	Groups consists Users.
	Appendix D.pdf	1.4 Complaint Management	1.4.20 The system must display Resource Management information of a subscriber during complaint registration.	What does 'Resource Management information' mean?	Physical port information where a service is connected on the Active Network element; fiber pairs used; etc.
	Appendix D.pdf	1.6 Customer Care Management	1.6.8 The system must support the capability to perform an Itemized Reversed Call Detail Query; which must be accessible to authorized users only. It must also have functionality for automatic charging of Itemized Reversed Call Detail requests.	What does reversed call detail mean? Does it mean called CDR?	A party calling to B party, B party pays for the calls. The system must be capable to generate the reports of these calls (reversed) for B party .
	Appendix D.pdf	15.1 Business Activity Monitoring	15.1.4 System must have capability to integrate and display information from multiple sources of data	Which source of data will be integrated and display	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Appendix D.pdf	19.4 Bank Interface	19.4.5 System must be able to support uploading and processing of Bank Deposit Files	What is 'Bank deposit file'? And why does the system need to process these files ?	Bank deposit files are Direct debit files. It is required to clear the customer invoices.
	Appendix D.pdf	19.5 Third Party System Payments	19.5.5 Support processing of negative batch payments from 3rd parties	What does 'negative payment' mean? Is it equal to payment reversal	Disregard. Please see revised RFP.
	Appendix D.pdf	19.6 CDR/UDR Export Functionality	19.6.1 Export and transfer of rated CDR records on daily basis, e.g. LCR customers.	What does 'LCR' mean?	LCR = Least cost routing and it is used for Telemetry services.
	Appendix D.pdf	19.10 Workforce Management System Integration	19.10.1 System must have capability to send Work Orders and Fault Orders which require home visits to the Work Order Management System in real time. System must have capability to receive Work Orders and Fault Orders from the Work Order Management System in real time. System must interpret the work order results and update the Order workflow	Who will provide workforce management system? Or do we need to provide our own work order management system?	Vendor need to provide the Workforce management.

	Appendix D.pdf	3.1 order handling	3.1.2The system must provide the capability to capture profit centers on service level. All services within the same package/offer should have the same profit center.	what is the profit center ? (what is the use of the profit center)	Sales Outlets are represented as "Profit Centers", with unique/special codes. These are used to determine, or distinguish which sales outlet are more profitable from the others.
	Appendix D.pdf	3.1 order handling	3.1.15The system must provide capability to override a security deposit demand.	what is the scenario of the override a security deposit demand, please show us a example?	In a scenario where we would like to exempt the customer from paying the security deposit.
	Appendix D.pdf	4 PRODUCT & PACKAGE MANAGEMENT	4.1.34The system must provide the capability to support rent-to-own based products.	what's the meaning of the 'rent-to-own' ?	It means renting equipment with the option to own it.
	Appendix D.pdf	5.1 Online Rating Functions	5.1.2 The system must support rating of all existing services including: voice, SMS, fixed and mobile data, MMS, PBX, content, multimedia, USSD, cloud etc.	Please describe the cloud products and charging scenarios. It's better to provide an example.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Appendix D.pdf	5.3.19	The system should provide functionality for "force to bill" CDRs to an identified user number.	Please clarify what is force to bill CDRs.	Disregard. Please see revised RFP.
	Appendix D.pdf	5.4.9	The system must support billing based on SLA and requested QoS agreements.	Please clarify how the SLA and QoS works for the billing? Is it a system level or account level of each customer?	Disregard. Please see revised RFP.
	Appendix D.pdf	6 AR AND FINANCIAL FUNCTIONAL REQUIREMENTS	6.1.11 The system must support the application of employee benefit rebate on different salary bands by authorised users	Different salary employee has different benefit? Please charify how to classify the employees in billing system? Such as high salary employee has different brand with low salary employee.	Disregard. Please see revised RFP.
	Appendix D.pdf	6 AR AND FINANCIAL FUNCTIONAL REQUIREMENTS	6.1.41 The system must have functionality to provide a Direct Debit interface to bank.	How many bank do we need to support, Are we a server or a client?	One Bank to support and MTC is both
	Appendix D.pdf	6 AR AND FINANCIAL FUNCTIONAL REQUIREMENTS	6.1.43 The system must have capability to maintain a Full Transaction History/Audit Trail on all financial events and transactions.	Please clarify a Full Transaction History contain which kind of information? We can provide the banance change information for financial event, such as the initial balance and end balance.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Appendix D.pdf	6 AR AND FINANCIAL FUNCTIONAL REQUIREMENTS	6.1.44 The system must have the capability to manage unidentified payments.	please charify the meaning of 'unidentified payments'.	Disregard. Please see revised RFP.
	Appendix D.pdf	6 AR AND FINANCIAL FUNCTIONAL REQUIREMENTS	5.1.51 The system must support Account Handover to a Debt Collectors Process.	Please charify the function of 'Debt Collectors Process', and what we need to support?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Appendix D.pdf	6 AR AND FINANCIAL FUNCTIONAL REQUIREMENTS	6.1.59 The system must provide an interface to SAGE payroll system for detailed Salary deduction payments from employee customers.	please charify function for this interface? Is it just a payment interface? And which parameters do we need to prvide?	For MTC employee with that signed up for services.
	Appendix D.pdf	6 AR AND FINANCIAL FUNCTIONAL REQUIREMENTS	6.3.6 The system must support automated dunning actions on voice, SMS and data services; on all types of usage.	In items of 6.3.9 and 6.3.12, system need to do reconnect operation, does it means in this item, system need to do disconnect operation, not noly to close voice, SMS, Data service.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.

	Appendix D.pdf	6 AR AND FINANCIAL FUNCTIONAL REQUIREMENTS	6.3.9 The system must have functionality to support 'Payment Arrangement' feature for customers in a dunning phase. This can be the full amount at once or in instalments with a down payment. This feature must also provide an option for automatic reconnection of services upon activation of 'payment arrangement'; it must be optional and for the CSR to indicate.	What's the meaning of 'Payment Arrangement', does it means 'Promise to Pay', a service for the customers who cannot pay the fee due to inconvenience or shortage of money. When the customer is suspended due to debt, he/she can apply to operator for promise to pay. In this case, the service can be restored without payment.	Yes, understanding is correct
	Appendix D.pdf	6 AR AND FINANCIAL FUNCTIONAL REQUIREMENTS	6.3.12 The system must have capability to charge configurable reconnection fees for all types of reconnections.	Does this reconnection include customer level(customer do this operation by themself) and system level(system do this automatically).	System level.
	Appendix D.pdf	6 AR AND FINANCIAL FUNCTIONAL REQUIREMENTS	6.3.17 The system must support Age Debt Management	Please clarify what's the meaning of 'Age Debt Management'. Does it means the unpaid bill for 2 or 3 account period ago?	Yes, It should support Ageing
	Appendix D.pdf	6 AR AND FINANCIAL FUNCTIONAL REQUIREMENTS	6.3.22 The system must be capable to perform automatic Permanent disconnection of contract/service due to failure in making payment in the specified period as per configured dunning action.	Does this 'Permanent disconnection' means we need to terminate subscriber?	Yes, it means Termination of the contract.
	Appendix D.pdf	6 AR AND FINANCIAL FUNCTIONAL REQUIREMENTS	6.3.23 The system must have capability to perform Automatic Hand-over to External Debt Collection agencies.	Please charify the detail function we need to support. Or , Do we just need to provide the interface to contact with external debt collection agencies?	The system should be able to generate the report for debt collections.
	Appendix D.pdf	8.1 Service Provisioning	8.1.1 The system must support the provisioning for mobile, ftx, cloud or transmission and point-to-point TDM services. It must also support new IP-based (layer 2 and layer 3) access such as Internet/DATA/VPN/Ethernet via GPON, WDM, SDH, Active Ethernet, IP-MPLS on access devices such as MSAN, Ethernet, LTE, etc.	1. Could you please provide the cloud service list? 2. Is there a Cloud Management Platform to manage the cloud now? If yes, could you plesase provide the name of the vendor and the Cloud Management Platform? 3. Could you please provide or estimate the quantity of subscribers for fixed-network?	1. Vendor encouraged to refer to the standard cloud services in the Telecommunication Industry. 2. MTC private cloud provided by Huawei. 3. 500K estimated in the next 5 years.
	Appendix D.pdf	8.1 Service Provisioning	8.1.12 Commands shall be sent to network elements using network element type specific network element interfaces. The interfaces shall translate the requests into provisioning commands to the correct command language and issue these commands on the network element and receive responses from it. The detailed response must be published on AA (AutoServiceActivation)	For activating service/resource to network, we need know necessary information about MTC's network including vendors/network type/network element/EMS or NMS, please refer to attached "Network Information Collection.xls".	MTC is using the Huawei network elements.

	Appendix D.pdf	8.2 Service Provisioning	8.1.12 Commands shall be sent to network elements using network element type specific network element interfaces. The interfaces shall translate the requests into provisioning commands to the correct command language and issue these commands on the network element and receive responses from it. The detailed response must be published on AA (AutoServiceActivation)	What is the AA(AutoServiceActivatin)? Is it a future requirement or product name from vendor?	Auto service Activation is a functionality in the PROVISIONING system.
	Appendix D	9.2.1	The proposed solution must provide integration with Social Media	Please clarify the scenarios to integrate with Social Media.	Yes, system should integrate with the social media platforms.
	Appendix D.pdf	11.1 Resource Management	11.1.7 The system must have capability for the managing of Two Address Line Cards: a) Auto Assignment of resources linked to the two addresses, where address linkages to resources are defined	Please provide an example of "Two Address Line Card" of Namibia for reference	When a customer subscribes to services like Leased Line, the service is established at two physical address points. Address A and Address B. These addresses needs to feature on the service record
	Appendix D.pdf	14 BUSINESS PROCESS MANAGEMENT	14.1.4 BPM Engine needs to support various interface standards (e.g. web services, xml, sql, corba etc.).	Please give an example to show when BPM engine need to support various interface	In the RFP, BPM is requirement within the ESB to collectively provide Business agility. Business agility requires the individual, quick, and flexible composition and adoption of business processes from various interface. This can be done in the context of Business Process Management (BPM). Vendors are encouraged to propose the alternative where possible.
	Appendix D.pdf	14 BUSINESS PROCESS MANAGEMENT	14.1.5 BPM Engine needs to supports performance (KPI) management functionality via a graphical business process monitor.	Please provide some example KPI list, which should be supported by BPM engine	Percentage of service activation orders that complete without manual intervention.
	Appendix D.pdf	15 BUSINESS ACTIVITY MONITORING	15.1.4 System must have capability to integrate and display information from multiple sources of data	Which source of data will be integrated and display	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
	Appendix D.pdf	18.1 General ISP Service Requirements		For MTC, please kindly provide specific business of ASP services and current business process.	Vendor encouraged to refer to the standard ISP services in the Telecommunication Industry.
	Appendix D.pdf	18.2 Registration	Auto Registration must: • Provide the ability to do immediate real-time self-registration and service provisioning.	Which channel type for auto registration? For self-registration, we just provide the api for registration?	The channels for Auto registration is CRM and self care portal (I-care). Yes, API is provided for registration
	Appendix D.pdf	18.2 Registration	18.2.1 The solution must provide real time functionality for a Customer Services Representative to set-up new accounts, this functionality might include: • Collect all customer details and update the customer database • Create a Remote Authentication Dial – in user account with account number and password.	what's the purpose of creating a Remote Authentication Dial? It's done by MTC staff or mtc customer?	Remote Authentication Dial-In User Service (RADIUS) is a networking protocol, operating on port 1812[1] that provides centralized Authentication, Authorization, and Accounting (AAA or Triple A) management for users who connect and use a network service.

	Appendix D.pdf	18.2 Registration	<p>18.2.2 Auto Registration must: System data – hardware and software the customer uses to connect.</p> <p>Configure the customer’s desktop set-up; install web browser and mail client software.</p>	<p>1.Does it mean to support the function store the hardware and software information? 2.For configuration job,it needs to be supported by system giving manual order to mtc staff to finish configuration or out of the system.</p>	<ul style="list-style-type: none"> • Allow flexible definition of customer details that might be collected and updated on the customer database. Such data might include as below : 1.Customer data – basic customer information 2.System data – hardware and software the customer uses to connect. 3.Package data – the package and options the customer is subscribing to. 4.Additional items – hardware and software ordered, 5.information required to complete customer orders – IP addresses etc. 6.Billing data - billing address, credit card details. 7.Marketing or demographic information. <p>2 . If the registration is successful the configuration of the desktop should be automatic.</p>
	Appendix D.pdf	18.2 Registration	Interfacing with or support functionality of a prospecting system. Quotes	Please provide more specific requirement and do calarification for this.	Sales force Automation (SFA), Managing oppurtunity/leads and prospects. The self registration needs to interface to SFA.
	Appendix D.pdf	18.9 List of interfaces	18.9.4 The solution must be able to interface with Microsoft Office Products.	Please provide more specific requirement and do calarification for this.	Disregard. Please see revised RFP.
	Appendix D.pdf	18.9 List of interfaces	18.9.3The solution must be able to interface with the Company accounting package (namely IFS ERP/SAGE).	PLease provide more specific requirement and do calarification for this.	The solution must have open API to interface with the mentioned systems. Detailed infromation about specific requirement can only be provided during scoping
	Appendix D.pdf	19.10 Workforce Management System Integration	19.10.1 System must have capability to send Work Orders and Fault Orders which require home visits to the Work Order Management System in real time. System must have capability to receive Work Orders and Fault Orders from the Work Order Management System in real time. System must interpret the work order results and update the Order workflow.	Please provide the necessary information about the vendor/version/interface of existing workforce system.	No Workforce management exist. Vendor need to propose the solution.
	Appendix D.pdf	19.11 GIS	19.11.1 The system must be able to interface with our GIS platform for address and Outside Plant (OSP) information	Please provide the necessary information about the vendor/version/interface of existing GIS system.	Currently we don’t have GIS system
	Appendix D.pdf			Please provide the existing EMS type , version and quantity.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.