

TENDERER'S NAME:

CLOSING DATE: **Friday, 30th JUNE 2023 by 14:30**

PLACE: THE MANAGER
MTC PROCUREMENT
CORNER OF MOSE TJITENDERO & HAMUTENYA WANEHEPO NDADI
STREET, OLYMPIA
MOBILE TELECOMMUNICATIONS LIMITED (MTC) HEAD QUARTERS
WINDHOEK



MTC25/23/RFI

**REQUEST FOR INFORMATION (RFI) FOR AN EMPLOYEE RELATIONS SOLUTION
FOR A MOBILE TELECOMMUNICATION COMPANY (MTC)**

MOBILE TELECOMMUNICATIONS LIMITED (MTC)
EFFAISHE NGHIIDIPAA
MANAGER PROCUREMENT
WINDHOEK
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The information provided here are a guideline only and the vendor must submit their comprehensive system functionality and features, including the applicable cost structure. Submissions with no indicative costing will not be evaluated.

1. BACKGROUND

MTC is a public company registered in terms of the Companies Act of Namibia, No. 28 of 2004, as amended (Companies Act of Namibia) and MTC's Initial Public Offering closed on 1 November 2021 and listed on the Namibian Stock Exchange on 19 November 2021. The shareholding of MTC is now 39.9 % retail and institutional investors and 59.1 % by the Namibia Post and Telecom Holdings Limited (NPTH), a government entity.

The Mobile Telecommunication Company (hereafter referred to as "MTC") is a Namibian mobile communications operator founded in 1995. MTC's principal nature of business is to invest in and operate communications infrastructure in Namibia with intentions to offer complete solutions to its customer base. To date, MTC is the largest communications provider in Namibia with over two million active subscribers and a total of 807 active sites country wide.

MTC is committed to achieving 100% coverage of the Namibian population and improving the lives of customers through innovative digital solutions that will enable us to be the best digital provider that meets customer expectations. MTC commitments are being fulfilled through its innovative digital solutions, the 081Every1 project, which is expanding MTC's services to Namibians in remote rural areas, and its continued efforts to ensure their infrastructure supports the needs of customers. MTC is a preferred employer and the most recognized communications brand in Namibia – nine out of 10 customers would recommend MTC to others.

2. Vision Statement

To drive an inclusive Namibian digital economy.

3. Mission Statement

To create sustainable value for all our stakeholders through innovative digital solutions and a high-performance culture.

4. What we value

- Integrity (trust, transparency)
- Customer centricity
- Stakeholder inclusivity
- Innovation

5. Operational Philosophy

MTC recognizes commitment to our common vision, to growth and profitability and to enjoying the work we do. We achieve this through continuous change and development in a dynamic industry. We grasp opportunities to develop MTC in a structured manner. We are committed to a culture of mutual respect, honesty, fairness, integrity, transparency, accountability, and trust, and dare each other to perform in an excellent manner. We reward people according to the value they bring to MTC. We serve our customers to the best of our ability and strive to improve this service wherever possible.

6. Employee Relations Solution

Employee relations plays a huge role in fostering a safe and positive workplace where employees are treated equitably and empowered to do their best work. MTC requires a technology solution that will possess the three key functionalities below:

1. Technology solution designed to help department heads respond to and document employee issues effectively, in real time
2. A system that tracks employee relations issues methodologically to effectively identify and investigate employee issues and solve these issues within a specified Service Level Agreement
3. Secure centralized place to store internal investigation documents and all the documentation associated with Employee Relation, Industrial relations & Grievance cases
4. System that will move processes from a manual (email /spreadsheet) to an automated process that guarantees confidentiality & security for the sensitive data it will carry

7. ADDED ADVANTAGES REQUIREMENTS

1. A system that will help us handle employee issues consistently, confidentially, and compliantly
2. A system that can easily discover trends and metrics that will assist MTC to be more proactive and get ahead of employee relation issues
3. Depict areas of concern and provide guide as per Labour Act, Company policy and Performance management (must provide guideline on remedial action to be taken)
4. A system that provides step-by-step guidance, customizable workflows, processes, and templates to handle day-to-day employee issues with confidence
5. Retention of employee history to aid in providing context for the current /similar issue
6. Ability to provide real time notifications on next steps to keep the process moving forwards in a timely and efficient manner or guided by service level agreements
7. The system should be integrated into SAGE 300 People, SAGE Employee Self Service (ESS), and should be able to interlink with Microsoft 365 Products, Apps & Applications (MTC Share Point/ Document Library) and accurately document employee issues through an intuitive interface.

