

TENDERER'S NAME:

CLOSING DATE: **Friday, 01st July 2022 by 14:30 (Namibia Time)**

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



MTC36-22-O

**REQUEST FOR LEASING PROPOSALS FOR THE SUPPLY AND MAINTENANCE OF
MOBILE HOME CUSTOMER EXPERIENCE SOLUTION FOR MOBILE
TELECOMMUNICATIONS LIMITED (MTC)**

MOBILE TELECOMMUNICATIONS LIMITED (MTC)
EFFAISHE NGHIIDIPAA
MANAGER PROCUREMENT
WINDHOEK
CNR MOSE TJITENDERO & HAMUTENYA WANEHEPO NDADI STREET
TEL : + 264-61- 280 2105
FAX : + 264-61- 280 2057
E-MAIL: yvanwyk@mtc.com.na

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1. A. CONDITIONS OF TENDER

INVITATION TO TENDER

A.1.1 MTC hereby invites offers:

CLIENT:	MOBILE TELECOMMUNICATIONS LIMITED (MTC)
TENDER DESCRIPTION:	REQUEST FOR LEASING PROPOSALS FOR THE SUPPLY AND MAINTENANCE OF MOBILE HOME CUSTOMER EXPERIENCE SOLUTION FOR MOBILE TELECOMMUNICATIONS LIMITED (MTC)
TENDER NUMBER:	MTC 36-22-O
BRIEFING MEETING:	Thursday, 16 th June 2022 @11AM (Namibian Time)
BRIEFING MEETING LINK	Click here to join the meeting
CLOSING DATE	Friday, 01st July 2022 by 14:30 (Namibia Time)
ADDRESS TENDER TO:	MTC Procurement, Manager Procurement
	Cnr Mose Tjitendero & Hamutenya Wanehepo Ndadi Street
	Olympia
	Windhoek, Namibia
ALL INQUIRIES:	Yolandie van Wyk Manager Procurement Tel: +264 61 280 2105 Fax: +264 61 280 2057 Email: yvanwyk@mtc.com.na

2. TENDER FORMAT

A.1.2 Tender documents must be in a sealed package as follows:

A.1.2.1 One (1) hardcopy of Complete offer to be deposited in the tender box at MTC head Office in Olympia

A.1.2.2 one (1) scanned electronic format OF **COMPLETE OFFER** to be uploaded on the MTC website

A.1.3 All documents must clearly be marked:

TENDER NO: MTC36-22-O

“REQUEST FOR LEASING PROPOSALS FOR THE SUPPLY AND MAINTENANCE OF MOBILE HOME CUSTOMER EXPERIENCE SOLUTION FOR MOBILE TELECOMMUNICATIONS LIMITED (MTC)”

A.1.4 **ALL TENDER DOCUMENTS MUST BE DEPOSITED INSIDE THE MTC TENDER BOX AT THE RECEPTION OF MTC HEAD OFFICES IN OLYMPIA, MOSE TJITENDERO AND HAMUTENYA WANAHEPO NDADI STREETS.**

A.1.5 **ALL SOFT COPIES OF COMPLETE OFFER MUST BE UPLOADED ON THE MTC WEBSITE**

3. DEFINITIONS

A.1.6 In this Tender, unless the context clearly indicates the contrary, the following interpretation will apply to the terms stated below:

A.1.6.1 "MTC" shall mean Mobile Telecommunications Limited

A.1.6.2 "RFP" shall mean Request for Proposal (Tender)

A.1.7 This Request for Proposal is not a contract and does not create an obligation on MTC's part to purchase products / services from any company submitting a proposal. MTC reserves the right to reject any or all proposals in its sole and absolute discretion.

4. TENDER INVITATION

MTC invites appropriately qualified companies to tender for the supply and maintenance of a mobile home customer experience solution for Mobile Telecommunications Limited (MTC) for a period of 60 months.

A.1.8 This tender document shall consist of the following Appendices:

A.1.8.1 Appendix A, BEE Scorecard: This scorecard is not to be filled out, but to show the various elements that the company should be accredited by the Namibia Preferential Procurement Council (NPPC). The Tenderer is required to approach the Namibia Preferential Procurement Council (NPPC), Telephone number 061 248 007, for accreditation and attach their accreditation certificate to the Tender response.

A.1.8.2 Appendix B, Non-Disclosure Agreement: This Non-Disclosure Agreement is to be completed by the Tenderer.

A.1.8.3 Appendix C – Questions template

5. GENERAL TENDER CONDITIONS

A.1.9 All Tender Documents must be submitted before or on the closing date and time as indicated on the cover page and be deposited in the tender box at the entrance of MTC Headquarters, Olympia.

A.1.10 No late tenders will be considered.

A.1.11 Every Tender Document page must be initialed.

A.1.12 MTC is neither bound to accept the lowest of any Tender nor to assign any reason for acceptance or rejection of such Tender.

A.1.13 MTC reserves the right to change these dates and any other dates that may appear in this Tender. Such changes will be communicated as soon as they are made.

A.1.14 Notifications to companies will be in writing to the designated liaison person nominated by the firm (refer to paragraph A.1.35 below).

A.1.15 From the submissions an evaluation will be performed highlighting a short list.

A.1.16 If deemed necessary, negotiations may be entered into with the short-listed candidates.

- A.1.17 Companies that wish to tender should examine this Tender carefully and review all instructions contained herein. Companies should follow the instructions so that MTC can easily evaluate and compare all proposals received.
- A.1.18 All prices must be in NAD and exclusive of all taxes.
- A.1.19 MTC in its sole and absolute discretion reserves the right to:
- A.1.19.1 Reject any or all proposals, whether or not these instructions are followed.
 - A.1.19.2 Reject any submissions not complying with the specified format.
 - A.1.19.3 Award the contract based solely on a proposal received without entering into any further discussions.
 - A.1.19.4 Short list candidates.
 - A.1.19.5 Not base the final decision solely on price.
- A.1.20 No correspondence will be entered into should MTC decide to reject any proposals or to withdraw the Tender.
- A.1.21 Each response must include a detailed discussion of each of the items below. Should responses not use the same heading and follow the same numbering as the Tender, MTC may automatically disqualify the company from the tender process.
- A.1.22 MTC will make its decision based on the quality of the information contained in the offers received and no opportunity will exist for any company to enhance such information after closing date and time of the Tender.
- A.1.23 It is important to clearly note down any assumptions made in the submitted offer so that each submitted offer may be evaluated fairly against all other offers received.
- A.1.24 This Tender outline the requirements of MTC and the process to be followed by the prospective Tenderers in submitting an offer.
- A.1.25 Companies should provide a list of previous or current clients they served with similar projects. MTC reserves the right to contact any clients referenced.
- A.1.26 MTC reserves the right to exclude certain persons and legal entities in the event of poor performance; the Tender offering or attempting to offer any bribe, promised a bribe, or any other consideration to any MTC employee involved with this Tender or the tenderer has acted fraudulently and or in bad faith.
- A.1.27 Any restriction imposed upon any such Tenderer shall also apply to any other enterprise under the same or different name with which the person, firm or company is actively associated.
- A.1.28 MTC may accept any Tender in part or wholly with no obligation to explanation whatsoever.
- A.1.29 Tenderer shall be a Juristic Entity with valid Company Registration documents, in terms of the laws of the Republic of Namibia or country of origin. Tenderers who fail to prove that they are a juristic entity shall be disqualified.

6. GENERAL EVALUATION CRITERIA

- A.1.30 Proposals will be evaluated by MTC using criteria in the Tender and as per the relevant questions asked. These categories are not necessarily listed in order of importance:
- A.1.30.1 Price competitiveness, including any price discount provided in the proposal.
 - A.1.30.2 Project completion schedules and lead times proposed.
 - A.1.30.3 Warrantee conditions and handling of claims.
 - A.1.30.4 Availability of references from other customers and reputation of tenderer.
 - A.1.30.5 Availability of infrastructure for after sales support, both local and international.
 - A.1.30.6 Compliance with local and international standards.
 - A.1.30.7 Certification and accreditations.
 - A.1.30.8 Value added to MTC.
 - A.1.30.9 The financial condition and trading record of the tenderer (Company profile, bank rating of tenderer etc.)
 - A.1.30.10 Tenderer degree of conformance to the Black Economic Empowerment Policy (A certificate from NPPC or any other recognised BEE accreditation agency should be submitted to prove the BEE credential):
 - Alternatively, shareholder names and certificates must be attached.
 - Small and medium enterprises (SME's) must submit their SME certificates issued by the Ministry of Trade and Industry.
- A.1.31 The Tenderer shall ensure that sufficient supporting documentation and information is supplied in his proposal to enable MTC to evaluate the proposal in respect of each of the abovementioned criteria.
- A.1.32 As per the Communications Regulatory Authority of Namibia: Regulations in respect of Type approval and Technical Standards for Telecommunications Equipment, gazetted in the Government Gazette # 5659, General Notice # 22, the tenderer supplying equipment subjected to this regulation must ensure that all documentations required are obtained from the Regulator before importation. Failure to do so may lead to equipment being confiscated by Customs at the supplier's risk, and MTC hereby distances itself from any confiscated equipment.

7. SUMMARY OF DEADLINES

ACTION	DUE DATE
TENDER DOCUMENTS AVAILABILITY:	Friday, 10th June 2022
BRIEFING MEETING:	Thursday, 16th June 2022 @11AM (Namibian Time)
SUBMISSION OF QUESTIONS:	Wednesday, 22nd June 2022
MTC RESPONSE TO QUESTIONS:	Friday, 24th June 2022
TENDER CLOSING DATE:	Friday, 01st July 2022 by 14:30 (Namibia Time)

8. QUESTIONS & ANSWERS

- A.1.33 If required, companies may submit questions via email to the following e-mail address: tenders@mtc.com.na on or before Wednesday, 22nd June 2022. Only questions submitted in the questions template as per Appendix C will responded to.
- A.1.34 All questions and answers thereto will be uploaded on the website by the Friday, 24th June 2022.

A.1.35 Communication between MTC and prospective companies, for the duration of this Tender, must only be through Ms E. Nghiidipaa @ 061 280 2019 or tenders@mtc.com.na. No direct communication or contact with any other party at MTC is permissible. Any such breach may disqualify the company.

9. TENDERER'S DESIGNATED LIASON

A.1.36 Companies must select a single designated contact person, through whom all communications between MTC and the company will take place:

CONTACT NAME:	
DESIGNATION:	
TELEPHONE:	
FAX:	
EMAIL:	
SIGNATURE:	

10. REFERENCE LIST (PREVIOUS COMPLETE PROJECTS)

References: Contact information for five references (if possible) from projects similar in size application, and scope and a brief description of their implementation.

ITEM	COMPANY NAME	CONTACT PERSON	CONTACT DETAILS	YEAR OF SERVICE
1				
2				
3				
4				
5				

11. SUCCESSFUL TENDERER'S PERFORMANCE MANAGEMENT

A.1.37 The successful Tenderer/s are subjected to annual performance reviews to be completed by the respective MTC representative or Procurement Officer responsible for the purchase. The review will be done at intervals to be decided upon by the Procurement department.

A.1.38 The performance reviews will amongst others cover the following issues:

- A.1.38.1 **Reliability:** How reliably do you follow through on your commitments to MTC?
- A.1.38.2 **Cost:** How closely did your final total costs correspond to your expectations at the beginning of the transaction?
- A.1.38.3 **Order Accuracy:** How well did the product/service delivered matched your order specifications and quantity?
- A.1.38.4 **Delivery / Timeliness:** How satisfied is the appraiser about the timeliness of the product/service delivery?
- A.1.38.5 **Quality:** How satisfied is the appraiser about the quality of the product/service provided by your company?
- A.1.38.6 **Documentation Accuracy:** Does your company present its all and correct documents with its deliveries?
- A.1.38.7 **Personnel:** How satisfied is the appraiser about the attitude, courtesy, and professionalism of your company's staff?
- A.1.38.8 **Customer Support:** How satisfied is the appraiser about the customer support she/he received from your company?
- A.1.38.9 **Responsiveness:** How responsive is your company to information requests, issues, or problems that arose in the course of the transaction?

12. DECLARATION OF INTEREST FORM

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

Tenderer Name:		Tender #:	
Description of Tender:			

RELATION TO MTC EMPLOYEES/ MANAGEMENT/ DIRECTORS

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

CONFIRMATION OF FACTUAL INFORMATION

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

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

13. TENDER PRICES

- A.1.39 Tender prices shall be quoted in Namibian Dollar, the legal currency in use in the Republic of Namibia.
- A.1.40 No change in the submitted tender price shall be countenanced after receipt and before award of Tender.

14. VALIDITY OF TENDER AND ACCEPTANCE

- A.1.41 The MTC is not bound to accept the lowest or any Tender nor to give any reason for the rejection of a Tender, nor shall they be responsible for or pay any expenses or losses which may be incurred by the Tenderer in the preparation and delivery of his Tender.
- A.1.42 Tenders remain open for acceptance for a period of ninety (90) days as from the closing date of the Tender.
- A.1.43 MTC reserves the right to ask for extension of the validity without any change in the prices.
- A.1.44 MTC shall not entertain price variations due to any currency fluctuations for the submitted offer during its validity period.
- A.1.45 After submission and before decision, no interviews dealing with the subject shall be answered by MTC. Tenderers may, however, be called upon to clarify aspects of their Tender at the discretion MTC, and supply further information requested and necessary to assess the Tenders.
- A.1.46 The successful Tenderer will be advised by the MTC to this effect by letter through the mail or by telegram or by fax and in such case the Post Office shall be regarded as the agent of the Tenderer and delivery of such acceptance to the Post Office shall be treated as delivery to the Tenderer.
- A.1.47 In the event that the Tenderer submits his proposal together with a technical partner whether local or foreign, MTC reserves the right to require that both the Tenderer and the Technical Partner conclude the Contract.
- A.1.48 The successful Tenderer shall provide at his own expense all the necessary revenue stamps for the Contract as required by Law in Namibia.
- A.1.49 After the signing of the Contract Documents by MTC and the successful Tenderer a duplicate copy shall be handed over to the latter.
- A.1.50 The MTC reserves the right to adjust arithmetical or other errors in the Tender. Any adjustments made to a Tender will be stated to the Tenderer prior to the acceptance of the Tender.

15. AMENDMENT OF TENDER DOCUMENTS

- A.1.51 At any time prior to the last date of submission for offers, MTC may, for any reason, whether at its own initiative or in response to a clarification requested by a Tenderer, modify the documents by amendment.

A.1.52 The amendment shall be notified to all the prospective Tenderers in writing and these shall be binding on them.

A.1.53 MTC may extend the last date of submission required as a result of such amendment.

16. DETAILS CONFIDENTIAL

A.1.54 Tenderers shall treat all aspects pertaining to this tender as confidential and shall not disclose details to third parties except for bona fide tendering purposes.

17. LEGAL ASPECTS

A.1.55 Unless in special cases the MTC agrees to the contrary, the laws of the Republic of Namibia shall be applicable to each contract created by the acceptance of a tender and each Tenderer shall indicate a place in Namibia and specify it in his tender as his domicilium citandi et-executandi where any legal process may be served on him.

A.1.56 Each Tenderer shall bind himself to accept the jurisdiction of the Courts of Law of the Republic of Namibia.

A.1.57 Each foreign Tenderer shall state in his tender the name of his accredited agent in the Republic of Namibia in whom the necessary legal competence is vested and who has been duly appointed to sign any contract.

A.1.58 A foreign company may tender on condition that, should it be informed by the MTC that its tender has been successful, it registers as a company and taxpaying entity in the Republic of Namibia prior to the signing of the Form of Agreement or within such extended time as may be allowed by the MTC.

A.1.59 The Bidder should be an original equipment manufacturer (OEM) or authorized partner of OEM for supply of the equipment, licenses, solution implementation and maintenance support. Letter of confirmation from OEM must be submitted.

A.1.60 The bidder is only allowed to submit one offer, either individually or in a partnership. Bidders submitting more than one offers will automatically be disqualified.

A.1.61 One Bidder can bid only with one OEM and similarly one OEM can bid with only one Bidder. Letter of confirmation from the Bidder and OEM is required. Bidders with letters from the same OEM will automatically be disqualified.

18. DISQUALIFICATION OF TENDERERS

A.1.62 The offer of any Tenderer, which does not conform to the Conditions of this Tender and the instruction reflected in the Tender, may be disqualified at the discretion of the MTC.

19. NOTICE (S) TO TENDERS

- A.1.63 Additional information and amendments to the tender documents will be conveyed to the Tenderers by the MTC or his agents, prior to the closing date of the tender, by means of Notices to Tenderers. Receipt thereof shall be acknowledged immediately to the sender by email and shall also be submitted together with the Tender Document with tender closure.

20. LANGUAGE

- A.1.64 All offers shall be submitted in the English language.

21. ADDITIONAL CONDITIONS OF TENDER

- A.1.65 **Good Standing in terms of the Social Security Commission Act**
Tenderers shall provide original certificates of good standing in terms of the Social Security Commission Act.
- A.1.66 **Good standing with Inland Revenue Office**
Tenderers shall attach a valid Original Tax Good Standing Certificate.
- A.1.67 **Company Registration Certificate**
Tenderers shall attach a valid copy of his/her Company Registration Certificate or proof of Defensive Name issued in terms of Section 7 of the Companies Act of 1973 (Act 61 of 1973) OR a Close Corporation Certificate issued in terms of Act 26 of 1988.
- A.1.68 **Letter of Intent**
Letter of Intent to be provided by financial institution with the Tender to confirm that a Performance Guarantee will be issued after award of the Tender.
- A.1.69 **Shareholding**
Tenderers shall attach shareholders certificates clearly indicating the shareholding structure of the company tendering.

A.1.70 TERMS OF REFERENCE

A.1.71 INTRODUCTION

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

A.1.72 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.

A.2 Vision Statement

To drive an inclusive Namibian digital economy

A.3 Mission Statement

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

A.4 What we value

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

A.5 Operational Philosophy

MTC recognises 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.

A. 1.73 PURPOSE

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

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

1. Queue Management System (QMS)

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

2. Digital Signage

The purpose of digital signage to display customer's ticket and engage customers while waiting for their turn, the function must support Marketing & Sales content along with news update/RSS feeds to create bold and memorable experiences with the brand.

3. Customer Feedback

Customer needs and expectations are constantly evolving, and thus customer feedback is vital for customer centric businesses like MTC. MTC is looking for a customer feedback system that can extract data about customers' experiences, Net Promoter Score (NPS), bridge the gap between MTC and customer's perceived value of your service. Customer feedback medium on SMS, email and/or at store level.

4. Self-Service Kiosk

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

5. Business intelligence (BI) engine

The purpose of the BI engine is to provide MTC with reporting capability with live dashboard to provide real-time information and insights about customer flow and performance KPIs to the staff and Management.

The system should allow for integration to an existing Enterprise Data Warehouse to ensure that all data generated by the QMS, Digital Signage, Customer Feedback, and Self-Service Kiosk is stored and transferred in real-time, or on a frequent basis to the data warehouse for processing.

A.1.74 SCOPE OF SERVICES

The scope of this RFP entails the supply, implementation and maintenance of a Mobile Home/ Point of Presence locations and Key Account Division customer experience solutions (CX). The proposed solution is expected to cover the full spectrum of QMS, Digital Signage, Customer Feedback and Self-Service Kiosk. MTC is aware that such full spectrum might not be available from a single vendor, MTC expects therefore in such cases the bidding vendor must take up a role of an integrator and propose a comprehensive spectrum from various vendors. The bidding vendor shall be accountable to MTC for the entire solution and MTC will not have a relationship with various parties to the bidding vendor. In cases of a joint venture, even though all Parties are severely legally bound, MTC would like to have one-point contact.

In an event where the bidder is having a technical partner / Original Equipment Manufacturer (OEM), both parties must be willing to be jointly and severely bound to MTC for the duration of the Contract.

A.1.75 LIST OF MOBILEHOME

#	Mobile Homes (Stores)	Counters	Digital Signage	Vending Units	QMS
1	Wernhil	9	2x DS Screens, 2x Vending	2	1
2	BPI	9	2x DS Screens & 2x QMS & 2x Vending	2	1
3	Klein Windhoek	4	2x DS Screens small, 2x QMS, 1x Vending	1	1
4	Maerua Mall City	5	1x DS Screens, 1x QMS, 1x Vending	1	1
5	Hosea Kutako Airport	2	1x DS Screen, 1x Vending	2	1
6	Katutura	4	1x Vending	2	1
7	Olympia	5	1x Video wall (4x small TVs) 1x QMS, 1x Vending	1	1
8	Daniel Munamava	5	1x Video Wall, 2x Vending	2	1
9	Khomasdal	3	1x Video wall (4x TVs), 1x Vending	1	1
10	The Grove	9	1x Video wall (6x TVs) 2x Vending, 2x QMS	2	1
11	Gobabis	3	1x QMS, 1x Vending	1	1
12	Okahandja	2	4x DS, 1x Vending	1	1
13	Rehoboth	2	1x Video Wall (4x TVs), 1x Vending	1	1
14	Keetmanshoop Main	3	1x DS, 1x Vending,	1	1
15	Luderitz	4	1x DS, 1x Vending,	1	1
16	Ondangwa Express	3	2x DS, 1x Vending,	2	1
17	Ondangwa Main	3	1x DS 1x Vending, 1x QMS	1	1
18	Oshikango	2	1x DS, 1x Vending	1	1
19	Ongwediva	3	3x DS, 1x Vending,	1	1
20	Oshakati	7	4x DS, 1x Vending, 1x QMS	1	1
21	Outapi	2	1x DS, 1x Vending	1	1

22	Katima	5	1x DS, 1x Vending	1	1
23	Rundu	5	1x DS, 1x Vending,	2	1
24	Tsumeb	3	2x DS, 1x Vending	1	1
25	Otjiwarongo	2	4x Video Wall, 1x Vending, 1x QMS	2	1
26	Walvis Bay	7	1x DS, 1x Vending, 1x QMS	2	1
27	Walvis Bay DUNE MALL	4	2x Video Wall (4xTVS) 1x Vending, 1x QMS	1	1
28	Platz Am Meer	3	1x Video Wall (4xTVs), 1x Vending, 1x QMS	1	1
29	Swakopmund Main	7	1x DS, 2x Vending, 1x QMS	2	1
30	Oranjemund	3	1x DS, 1x Vending	1	1
31	Grootfontein	3	1x Video (4x TVs), 1x Vending	1	1
32	Mariental	3	2x DS, 1x Vending	1	1
33	Eenhana	3	1x Video Wall (4x TVs), 1x Vending, 1x QMS	1	1
34	Nkurenkuru	3	1x DS, 1x Vending, 1x QMS	1	1
35	Opuwo	3	1x DS, 1x Vending	1	1
36	Key Accounts (HQ)	12	1x QMS 1x DS	1	1
37	Point of Presence x 5 (Store in Store)	10		5	

21.1 Data Cleansing and Migration

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

21.1.2 The bidder is responsible for the data migration which includes extract, transform & load (ETL) from the old system to the new system.

21.2 Systems and Project Documentation

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

21.2.2 The bidder must provide the scope / statement of works and detailed project plan.

21.3 Training

21.3.1 MTC requires training for the MTC's employees in the areas of parameterization, implementation, migration, operations, management, error handling, system administration, etc. The training should at least cover the following areas, namely, end user and technical training in addition to what the vendor/partner might propose:

- a) Functionality available in the solution
- b) Customization development
- c) System and application administration
- d) Log analysis and monitoring

Note: No. of Trainees per batch will be decided by the MTC

21.4 The Bidder will be expected to deliver to MTC one (1) physical copy and one (1) electronic copy of documentation for each of the deliverables and online context-sensitive help module included in the software to enable MTC's personnel to use and understand the operations of the deliverables. MTC may make additional copies of MTC's specific documentation for their internal use.

- a)** The following are the expectations with respect to involvement during the contract period:
- b)** Review of Business Requirements Specification (BRS) document, taking into account all quantitative and qualitative aspects related to configuration of the solution from an industry leading practices perspective and in tune with regulatory/ statutory guidelines.
- c)** Review of solution architecture to assess the extent to which same will support business requirements and review gaps/ customizations, if any
- d)** Review of information requirements and supporting processes w.r.t completeness and quality
- e)** Review of functional configuration in database system by duly benchmarking against defined scope and business requirements
- f)** Review of test strategy, scenarios and test cases developed for supporting the configuration for conducting UAT of the solution configured
- g)** Review of UAT environment, plans, mapping of test cases and functional requirement specification and tracking mechanism for resolution of issues
- h)** Review transition plan and approach
- i)** Hand holding support should be included by the vendor at the time of operationalization of the system,
- j)** should be provided onsite by the vendor to the Mobile Home officials. No charges shall be payable to the vendor for this hand holding support. Training should include operational aspects troubleshooting (admin functions, QMS customization, reports etc.).

A.1.75 FUNCTIONAL REQUIREMENTS:

NB: The below table must be completed in full. Failure to complete will lead to disqualification.

ID	Functional Requirement	Compliant (Y/N)	Part of Core Solution? (Y/N)	If N, Indicate your 3rd party vendor's name
1	<u>The QMS must also support mobile app / integration to Mobile app</u>			
1.1	<u>Ticketing dispenser:</u>			
1.1.1	Touch Screen that can support a minimum of 15 counters and support 1024*768 or higher resolution.			
1.1.2	Customer must be able to enter the following info at the kiosk: i. Customer Identification ii. Mobile Number iii. Name & Surname			
1.1.3	Printer with an auto cutter feature and support at least 500 receipts without a refill.			
1.1.4	<u>The system should be able to store customer information on the first visit and populate the customer profile for returning customers across all shops</u>			
1.1.5	<u>The kiosk should be able to display Marketing & Sales content when idle.</u>			
1.1.6	<u>The services on the kiosk must provide priority calling</u>			
1.1.7	Should be freestanding model. Vendor must provide different kiosk type and designs available for MTC to choose from.			
1.1.8	Should display set of services relevant to the Mobile Home, Services can be selected by customers using the touchscreen.			
1.1.9	Customers can select any service of choice and the relevant ticket has to be printed			
1.1.10	Should support linear queuing as well as priority queuing whereby customers can select onscreen customer identification icons like senior citizens, Uniform personnel etc.			
1.1.11	Facility to redirect customers and serve out of turn customers and handle missing customers. Customers can be redirected to a particular counter or for a service.			
1.1.12	System should dispense printed tickets. The printed ticket will contain Location/POP/Mobile Home name, the service(s) selected in a clear visible format.			
1.1.13	The System should display the estimated wait time for each service or / and number of people waiting ahead of this ticket.			
1.1.14	Centrally configurable promotional messages at the bottom of the screen would be highly desirable.			

1.1.15	Provision to generate paper tickets and/or as an SMS and E-ticket.			
1.1.16	Capability to print promotional text as a footer message for specific events based on customer type or service chosen by the customer.			
1.2	Operator's/Calling Station:			
1.2.1	The Ticket calling panel should be web based i.e., no installation to be done on the MTC's existing PC.			
1.2.2	<u>Should support login for the tellers, call next customer, redirect customers, missing customers. Additionally, should have features that encourage higher productivity through real time information statistics. Redirection should be counter to counter or to a particular service etc.</u>			
1.2.3	Ability to sequential and randomly call tickets			
1.2.4	Ticket calling panel should support additional user defined field inputs for example Product related data such as:			
	i. Drop down selection: Value of Service: 1. Value - to determine the value of the service given, if the client request could be fulfilled. 2. Failure - to determine the failure of the service given if the client request could not be fulfilled. 3. Hits for additional service values. For other service offerings and suppliers			
	ii. Drop down selection: Capability of Response (COR): 1. One and done - to indicate that the customer was assisted at first visit. 2. In the flow - to indicate the customer is required to come back for resolution. 3. Kick back - to indicate the inability to assist the customer. 4. Not done - to indicate that the customer request is still not yet fulfilled.			
1.2.5	What Matters Discussion (The column must be in free text)			
1.2.6	Ability to show basic customer information, <u>with integration to the CRM.</u>			
1.2.7	Audio capability to call customer in the queue.			
1.2.8	Must be able to mute audio.			
1.2.9	<u>Ability to automatically record customer conversation with the agent.</u>			
1.2.10	<u>Ability to do quality assurance on customer conversation (Optional)</u>			
1.2.11	<u>Counter staff should be able to stop or pause operations. On pausing they need to indicate reason for taking the break. The counter should not be available to the scheduler for allocating a customer during this time such as lunch/tea break/meeting and Back-office enquiry</u>			

1.2.12	For voice enabled audio, the languages should be configurable in English and the local languages (specified by the MTC) as per the MTC requirements, which are to be preloaded in the Systems.			
1.2.13	System should keep information of missing ticket and this list must be easily accessible on the ticket calling panel.			
1.2.14	Should have the capability to integrate with LDAP / SSO for single sign on authentication.			
1.2.15	Should support Auto Call - once a ticket is closed next one will be called automatically. Option to enable or disable this feature for each Mobile Home.			
1.3	Digital Signage:			
1.3.1	Ability to <u>display tickets and inform customer about their turn and queue status</u> . The ticket display would clearly show the tickets that have been called to their respective counters.			
1.3.2	<u>Centrally managed and push contents</u>			
1.3.3	<u>Ability to display dynamic (RSS feed) and video contents</u>			
1.3.4	<u>Ability to show content play metrics in reports.</u>			
1.3.5	<u>Ability to have some display with contents only and not ticket display.</u>			
1.3.6	Real-time queue statistics of every service should be displayed on the screen constantly.			
1.3.7	The ticket panel should display a minimum of 5 counters at any given point of time. The system should ideally support a dynamic scrolling display to handle sites with larger number of counters.			
1.3.8	Promotional video should run on full screen in case if no customer is called for some time.			
1.3.9	The Queuing system should support a digital Signage which would be displayed on the LCD screen along with the ticket panel			
1.3.10	The Digital signage management server should allow users to change screen layouts, change colours of the LCD layouts including the fonts and sizes.			
1.3.11	The Digital signage management server should provide a user interface to add new promotions for a selection of dates and times.			
1.4	Customer Feedback			
1.4.1	Allow satisfaction feedback from customers on the below platform options. This also leads to Net Promoter Score (NPS) ratings from customer:			
	a. Ability to design different questionnaire and push them to selected <u>Feedback platforms</u>			

	b. SMS capability for customer feedback c. E-mail link for service rating's			
1.4.2	<u>Self-service Kiosk, Ticketing dispenser and Customer satisfaction feedback should support Multilanguage.</u>			
1.4.3	For display of the messages, the languages should be configurable in English and the Local languages (specified by the MTC) as per the MTC requirements, which are to be preloaded in the systems. <u>The language preference can be based on pre-populated data obtained from customer on their preferred language of communication i.e.:</u>			
	a. English			
	b. Afrikaans			
	c. Oshiwambo			
	d. Otjiherero			
	e. Damara Nama			
	f. Rukwangali (Kavango)			
	g. Solozi (Zambezi)			
	h. German			
	i. Setswana/Tswana			
1.5	Self Service Kiosk			
1.5.1	The kiosk should be easily customizable with a modular design and functional components to perform the following services:			
1.5.1.1	Standard Services:			
	a. Airtime Top ups - both Prepaid and Post Paid			
	b. Account/Invoice payment			
	c. Voucher purchase			
	d. Bundles purchase			
	e. Bulk SMS purchases			
	f. Pay Spectra			
	g. Log Trouble Ticket			
	h. Buy Aweh			
	i. Turbo Boost			
1.5.1.2	Other Services (Customized):			
	a. Change package plan			
	b. VAS Activation			
	c. SIM dispensing (New and SIM replacements)			
	d. <ul style="list-style-type: none"> i. Mobile Money: Transfer up ii. Top up iii. Cash Out 			
-	e. Mobility Number Portability			
	f. Ability to initiate in-store appointment			
	g. Complaint handling through customer feedback			
	h. Utility Bill Payment			

	i. PUK/PIN information			
	j. Pre-paid to Post-paid migration			
	k. Biometric verification/ SIM Registration			
	l. POS Device (Credit/Debit Card machine) <u>Note: MTC will provide the POS devices</u>			
	m. Document scanning (Passport and Namibian ID)			
	n. Signature pad			
	o. <u>Cash dispensing and bill acceptor</u>			
1.5.2	The solution provided by the bidder should support all types of service which are needed at all the Mobile Homes.			
1.6	Content Management System and Central Management Portal			
1.6.1	Content Management should allow authorized users the accessibility to create new content <u>and</u> manage existing ones.			
1.6.2	The content categories may vary from textual to <u>graphical</u> content including all kinds of media <u>format (.JPG, .PNG, .avi, .mov, .mp4 etc.)</u> supported by the Kiosk's system.			
	a. Pre-configured and Configurable Dashboards:			
	i. <u>Key Stats Dashboard from the QMS (Journey reports, service demands, peak times and service durations).</u>			
	ii. <u>Inventory Dashboard (stock count, etc.)</u>			
	iii. <u>Sales Dashboard</u>			
	b. <u>Inventory/Warehouse Management (Notes/Coins/Starter Packs)</u>			
	c. <u>Trouble Ticket Management</u>			
	d. <u>Remote Device Configuration</u>			
	e. <u>User and Access Right Management</u>			
	f. <u>Trip Management for Servicing</u>			
1.6.3	Vendor must provide different Self-Service kiosk type and designs <u>available for MTC to choose from.</u>			
1.6.4	Payment options on Self-service Kiosk:			
	a. <u>Namibian Notes denomination</u>			
	b. <u>Namibian Coins denomination</u>			
	c. <u>Card payments (credit and debit card)</u>			
1.6.5	The Mobile Home Manager will have a detailed supervisor view of what tickets are being served at any given point of time along with average service and wait times. Display module should give information of current tickets being serviced, upcoming tickets and past tickets in an easy format.			

1.6.6	Supervisor view should be able to accommodate additional counters added by admin or any changes to the counters without affecting the viewability. Desired would be a graphical view with complete details including alerts to enable quick decision making on the basis of the information.			
1.6.7	The Supervisor can notify the teller staff the moment service times are going higher. Notifications should be discreet and on a one-to-one basis between the supervisor and the teller.			
1.6.8	Admin should be able to set triggers and escalation to alert him/her of certain threshold conditions being breached such as individual wait time of any single customer should not be more than X minutes.			
1.6.9	System should be able to provide configuration like adding /deleting services for a single Mobile Home or group of Mobile Homes from the MTC's Head Office.			
1.6.10	System should be able to provide configuration like adding /deleting services, change the token machine display properties (color, width, fonts, etc.), language, change display unit properties (fonts, logo, token no & counter no. layout, etc.), change elements in tickets (logo, waiting customer count, promotional message, etc.). Ability to deactivate / activate services time wise and across all or select group of Mobile Homes.			
1.6.11	System should possess comprehensive set of Housekeeping jobs including Data Purging, Archiving, Compressions and clean-up of temporary data files/reports/tables.			
1.6.12	System should have facility of assigning benchmark time for different services.			
1.6.13	Central Health Monitoring for system functioning. Additionally, system should have the capability of generating alert to the Mobile Home administrator for events like device fault, printer out of paper, etc.)			
1.6.14	System must include a configurable responsive website that allows customers to book and manage appointments through desktop or mobile interfaces. Appointment module: The customer to get an appointment in advance on a specific date, through web.			
1.6.15	Allows customers to log into a website and book, change, and otherwise manage appointments through the responsive website.			
1.6.16	Appointment business rules should be configurable based on time slots, buffers, Mobile Home timings, max number of appointments per slot etc.			

1.6.17	Appointment reminders or confirmations, could be done via SMS, Email or in app notifications.			
1.6.18	Book instant queue ticket using a mobile app in a nearest available Mobile Home			
1.6.19	Ability to show real time status of the Mobile Home in terms of customers waiting in the queue and the expected waiting time for the chosen service			
1.6.20	Show nearest available Mobile Homes within a defined perimeter based on GPS co- ordinates of the customer.			
1.6.21	Smart check-in feature to enable the customer to activate the token when the customer arrives in close vicinity of the Mobile Home.			
1.6.22	APIs for appointment booking or instant virtual ticket booking should be available if MTC wants to extend this feature into their existing mobile app			
1.7	Business Reporting			
1.7.1	QMS, Customer Feedback and Digital Signage:			
1.7.1.1	Detailed reporting system that will need to contain the basic data including the below:			
	i. Report on the above additional data collection fields			
	a. <u>Key Stats Dashboard from the QMS (Journey reports, service demands, peak times and service durations).</u>			
	b. <u>Inventory Dashboard (stock count, etc.)</u>			
	ii. Average waiting time in queue			
	iii. Service time per customer and average			
	iv. Inter-arrival time rate			
	v. Total customers in queues			
	vi. Customer satisfaction feedback (NPS)			
	vii. Productivity reports (peak times, daily volumes per mobile home, per service request, <u>per user etc.</u>)			
	viii. Digital Signage content play metrics in reports (Daily, Weekly, Monthly)			
	ix. Service escalation tool if service levels is not reached by a department.			
1.7.1.2	Should generate ticket wise, service wise wait time and service time reports in tabulated format.			

1.7.1.3	<p>System should be able to provide an interactive live view of real time statistics for all the branches remotely from central location. Additionally, this would be an automated flip style view of real-time Mobile Home statistics giving management complete view of:</p> <ul style="list-style-type: none"> • Total customer walk in • Average service time • Average wait time • Staff wise efficiency • Total number of active/non-active counters • Pending tickets 			
1.7.1.4	<p>Reports on trends in Mobile Homes based on different metrics. Additionally, option for forecasting based on historical queue data collected over a period of time to perform data simulation for predicting the performance of Mobile Homes.</p>			
1.7.1.5	<p>The system should have facility of generating scores for the Mobile Home. Additionally, system should have facility of generating scores for each Mobile Home staff on the basis of service imparted.</p>			
1.7.1.6	<p>Service Wise Wait time and service wise reports. Clear comparison of every Mobile Home in a Region, city etc.</p>			
1.7.1.7	<p>Counter/Employee Wise Wait times and Service time Report.</p>			
1.7.1.8	<p>Best employee wise service time in a Mobile Home</p>			
1.7.1.9	<p>Dashboard detailing total tickets generated, service time and wait time in a single consolidated view across all Mobile Homes</p>			
1.7.1.10	<p>All reports should be day wise or periodic as per MTC's choice.</p>			
1.7.1.11	<p><u>Management dashboards to centrally monitor staff performance, trend analysis for capacity planning, identify forged tickets (suspect tickets). Business users can track and weed out percentage of tickets suspected tickets served within lower limit benchmark. Should enable the business users to swiftly track the performance of the Mobile Homes and identifies those Mobile Homes, which require immediate attention.</u></p>			
1.7.1.12	<p><u>Capacity utilization should give a detailed insight about the Mobile Home's staff utilization ratio.</u></p>			
1.7.1.13	<p><u>Productivity and efficiency of the Mobile Homes based on defined KPIs</u></p>			
1.7.1.14	<p><u>Capability to integrate with existing BI tools by exposing SQL views</u></p>			
1.7.1.15	<p><u>All data generated by the system should be stored in a format that allows for seamless extraction and transfer to a data warehousing platform. All data generated by the system should be transferred to a data warehouse.</u></p>			
1.7.2	<p>Self-Service Kiosk</p>			
1.7.2.1	<p>Pre-configured and Configurable Dashboards</p> <ol style="list-style-type: none"> i. Key Stats Dashboard 			
	<ol style="list-style-type: none"> ii. Inventory Dashboard 			

	iii. Sales Dashboard			
1.7.2.2	Reports for Management and Staff (Daily, Weekly, Monthly, per Service/Kiosk Machine, etc.)			
1.7.2.3	<u>Productivity reports (peak times, daily volumes per mobile self-service, per service request, etc.)</u>			
1.7.2.4	<u>The uptime for all the devices (kiosk, digital signage, APIs, services etc.) and ability to trigger an email if device is offline.</u>			
1.7.2.5	<u>All data generated by the system should be stored in a format that allows for seamless extraction and transfer to a data warehousing platform. All data generated by the system should be transferred to a data warehouse.</u>			
2	TECHNICAL REQUIREMENTS			
2.1	General IT Requirements			
2.1.1	The bidder should provide a turnkey System, including but not limited to providing of the required hardware, software, databases, third party utilities, if any and installation, testing commissioning, warranty, annual maintenance with the required/guaranteed uptime, etc.			
2.1.2	The bidder will liaison and implement necessary configuration with the network and other hardware vendors of MTC			
2.1.3	Every system should be integrated as a single unit and it should be installed at a level convenient for the customers to stand and operate.			
2.1.4	Bidder would be responsible for integration to MTC core systems. The bidder should ensure that the solution should develop interface, if any, to interface/ integration with the MTC's existing hardware/ software without any additional cost to the MTC.			
2.1.5	The MTC would only provide network access required for the above system.			
2.1.6	The bidder should do necessary modifications or changes to integrate the system with MTC's Core System, i.e., CRM, Billing, Mobile App, Data Warehouse and Charging System without any additional cost to the MTC. An Open API architecture is preferred.			
2.1.7	The bidder should maintain the system during the entire period. During the said period, the bidder is bound to do all the hardware spares replacement in order to maintain the required uptime, without extra cost to MTC covering all parts and labour from the date of acceptance of the systems by MTC at the respective locations.			
2.1.8	The Bidder should specify various infrastructure requirements which need to be provided for commissioning and smooth functioning of the equipment. This will include site requirements, power, cables, connectors, network cards, ports, environmental conditions, illumination, earthing etc.			
2.1.9	The bidder shall deliver systems at the respective sites as per the delivery schedule on receipt of the purchase order from MTC.			

2.1.10	For each site, the bidder is expected to provide Systems with the related hardware, all subsystems, latest operating systems, system software, software drivers and manuals etc. The software version installed on the Systems provided by the bidder should be uniform across all Systems of that type.			
2.1.11	Remote Monitoring System should be capable of monitoring the uptime of all the machines configured on MTC's network on real time basis from a centralized location. The penalties will be applied based on this report. Automatic call logging and closing facility should be available in the Remote Monitoring System.			
2.1.12	The bidder would be responsible for timely applying/ loading of all the software patches into all the Systems and other hardware if any during the rental period. This job has to be done as a part of rental support services without any extra cost.			
2.1.13	Successful bidder will provide software solution to provide reports at machine level as well as from centralized location. Solution should be capable of generating suitable reports customized to the MTC's requirement in respect of activity, uptime, fault event. Typical fields in these reports: No. of ticket issued, average waiting time, average service time etc. Reasons for failure like Network failure, Power failure, failure to print tickets, failure to dispense tickets, QMS authentication failure, 'Nothing to print' etc. (please note that this is illustrative, the bidder need to submit their capabilities which will be considered for scoring)			
2.1.14	The bidder has to obtain transit insurance cover for the Systems from their factory / go-down to the site and such insurance cover should be available till installation of the Systems.			
2.1.15	The bidder should provide user level training or demo and operational guidelines to the designated MTC personnel. The checklist and the user manual for proper maintenance of kiosks are to be provided to each Mobile Home			
2.1.16	The bidder should note that Systems being procured will be deployed on various locations as per requirements of business of MTC and the bidder will be required to support all such installations.			
2.1.17	MTC reserves the right to add new stores by giving prior notice. The vendor must, install and commission the equipment at the agreed rate.			
2.1.18	MTC reserves the right to decommission stores with prior notice. The vendor must, decommission the equipment at the agreed rate. This rate will be defined mutually agreement while entering into the OPEX agreement.			
2.1.19	The bidder shall customize the Systems with the Approved MTC's logo, look and feel along with the installation. MTC will provide the branding materials for the equipment.			
2.1.20	Features and functionalities of the system should be readily available via open APIs, for seamless integrations.			

2.1.21	The system should support creation of Users with password management features. Minimal password requirements should support passwords of at least 8 characters or higher with alphanumeric characters and or special characters. Password expiry should be user configurable. The password management systems would be linked to the Microsoft Active directory to support single sign on feature.			
2.1.22	The audit facility should enable the administrator to view audit records and report against them and can be based on a selection criterion (time duration, selected user, specific date, etc.)			
2.1.23	Provision to take data backup by MTC			
2.1.24	Access management: how will the system be accessed			
2.1.25	Account Profiles: which account profiles will be created and what roles will they have			
2.1.26	Network architecture: provide relevant network design including protocols ports and possible firewall rules required for the data transmission.			
2.1.27	System backup capabilities			
2.1.28	Logging/audit capabilities			
2.1.29	MTC will provide the network connectivity to all hardware and systems.			
2.1.30	No third-party remote connection into MTC network is allowed or any connection from MTC to a third party/vendor's network.			
2.1.31	The solution must allow for the central management of all stations installed at the respective shops, the centralized server must be able to be virtualized (Clear VM specs, Operating System must be provided).			
2.1.32	<u>The system should have the ability to be integrated with an existing CRM to pull basic customer's information.</u>			
2.1.33	Bidder should have support offices in Windhoek and at least one in North, Southern and Coastal towns. In case support office of the bidder is not present, then an undertaking to be provided by the Bidder stating that support would be provided by the bidder within the agreed SLA.			
2.1.34	The proposed System/Solution should have been implemented in at least three Telco in Africa in last 3 Years with an active concurrent installed base of more than 15 units in at least one order. Details needs to be submitted in the format specified in RFP Annexures along with Documentary Proof of order / contract copy / customer credentials.			
2.1.35	The proposed system/solution should be cloud-based and installed on MTC's cloud environment. The system should possess technical compatibilities allowing for an installation on MTC's cloud environment (Open Stack, Huawei).			
2.2	Disaster Recovery and Disaster Recovery Mechanism			
2.2.1	The proposed system must be capable of and compatible for Disaster Recovery Implementation. The successful vendor should describe the provisions for disaster recovery and show that the proposed solution facilitates disaster recovery.			
2.2.2	The vendor needs to submit the technical architecture relating to data replication between primary and secondary site.			

2.2.3	The bidder must design the solution with high availability & secure Infrastructure in Data Centre and Disaster Recovery site as per Industry accepted security standards and best practices.			
2.2.4	The Application & Database should be sized for Active-Passive cluster at DC & Active- Passive cluster at DR so that the solution and infrastructure can fall back on each other. DC - DR replication should be available as part of the solution so that in case of switch over the complete solution should seamlessly work.			

A.1.76 TOTAL COST OF OWNERSHIP/ RIGHT OF USE

21.1.3 Vendor should provide option rental OPEX cost of hardware for a period of 5 years

21.1.4 Annually, MTC roll out new Mobile Homes, bidders are requested to make provision for new installation, decommissioning as well as recommissioning

PRICING SCHEDULE

Customer Experience Solution					
Product Type	Product Name	Description	Monthly lease per unit per month	Quantity of units per shop	Total Price per shop per month
Lease	QMS per shop per month				
Lease	Vending machines per shop per month				
Lease	Digital Signage per shop per month				
Once off	Decommissioning / Recommissioning rate - QMS	MTC might close some shops during the contract duration where the vendor will be required to decommission equipment for purposes of recommissioning			
Once off	Decommissioning / Recommissioning rate - Vending machines	MTC might close some shops during the contract duration where the vendor will be required to decommission equipment for purposes of recommissioning			
Once off	Decommissioning / Recommissioning rate - Digital signage	MTC might close some shops during the contract duration where the vendor will be required to decommission equipment for purposes of recommissioning			
Once off	Transportation rate per Km according to AA rates	Only applicable after project implementation, and during the support and maintenance period			
Once off	Travel & Subsistence rate per day	Only applicable after project implementation, and during the support and maintenance period			
	Total lease / rental cost for 36 shops for				

	a period of 5 years (Totals for 1, 2 & 3) *12 months * 5 years				
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Notes

- The lease / rental cost per system per Mobilome is based on a turnkey project delivery basis, i.e., product delivery, solution implementation, support, and maintenance.
- Transportation for the equipment, implementation team travel and accommodation during the project implementation must be included in the monthly lease cost
- Travel and accommodation during the support and maintenance period will be booked and paid by MTC directly to MTC's preferred service providers
- The tenderer shall claim from MTC at the agreed rate, the transportation and S&T during the support and maintenance period
- The lease / rental cost excludes TV screens as these belong to MTC and MTC will replace when required
- New implementation's contract period after the initial project implementation will be the maximum of the remainder of the contract period
- All equipment shall be supplied on a rental basis and ownership remains with the vendor and the vendor is expected to dismantle all installed equipment at no cost to MTC
- The tenderer must include full insurance for damages, vandalism, theft etc. MTC will not be able to ensure assets which are owned by someone else and cannot be held accountable to any damages to the units.

A.1.77 SERVICE LEVELS

MTC expects that the successful Vendor to adhere to the following minimum Service Levels:

- a)** Any fault/ issue/ defect failure intimated by MTC through any mode of communication like call/e-mail/fax etc. are to be acted upon, to adhere to the service levels. Business/ Service Downtime and Deterioration shall be the key considerations for determining "Penalties" that would be levied on the Successful Vendor.
- b)** The Vendor should have 24X7 monitoring, escalation, and resolution infrastructure.
- c)** Time bound problem addressing team (onsite/offsite) for the complete contract period.
- d)** Any delay in meeting the timelines would result in penalty.