



TENDER NO: MTC36-22-O

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

QUESTIONS AND ANSWERS

1. What is the size of the Screen of the Kiosk required?

A: **Minimum 21.5" (inch)**

2. Should the different documentations be provided when bidding or when successful?

A: **Documentation/Samples must be provided when bidding.**

3. Does MTC already have the HDMI Matrix hardware for the video wall or do we need to supply that??

A: **Current solution is MTC owned, all TVs are Smart TV compatible, can support wireless connection by the vendor/bidder. It is the responsibility of the vendor to provide hardware, software, and connection for their solution. MTC is looking for an end-to-end solution.**

4. 2x QMS? does this imply 2x Ticketing Kiosks or is this done in error? This is the case for 2. BPI, 3. Klein Windhoek and 10. The Grove?

A: **2x DS Screens & 1x QMS & 2x Vending.**

5. Should the different kiosk type and designs be provided when bidding or when successful?

A: **RFP Yes, please provide at bidding stage.**

6. Does MTC already have an active service for the registration and verification of the fingerprint biometric scanning?

A: MTC will integrate with our systems, however the complete solution should be included by the vendor/bidder.

7. Can a LED touch screen serve as a signature pad? A canvas area that can be signed with a finger or soft tip pen. Common with e-signatures like DocuSign.?

A: Alternatives can be offered, provided that they meet the required key functionalities.

8. Does MTC already have an API(s) that we can use to communicate with these MTC's Core Systems?

A: Yes

9. In the event that everything has to be developed for MTC, will MTC host the database for the encryption keys or are we responsible for hosting it?

A: MTC will integrate with our systems, however the complete solution should be included by the vendor/bidder.

10. Does MTC have a solution that can provide SIM replacement service, or we need to provide the Kiosk and Software too?

A: SIM Dispensing must be included, both hardware, software and Inventory management by vendor/bidder.

11. Does MTC have a solution that can provide MNP service? Or this will be expected from Kiosk vendor?

A: To be included by the vendor/bidder.

12. Assumption is MTC will integrate their KYC with Kiosk SDK. Or the vendor needs to provide the SIM registration solution too?

A: MTC will integrate with our systems, however the complete solution should be included by the vendor/bidder.

13. Will it be possible to have this section in editable excel or word format for our ease of use and response?

A: That is the final document, you are welcome to extract the information and provide it in a format you're comfortable with.

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15. Which email must we send our questions to? The documents states all inquiries to yvanwyk@mtc.com.na and again at A.1.33 it states Questions to tenders@mtc.com.na.

A: **Question to be sent to tenders@mtc.com.na**

16. What is the language needed for the Kiosk solution?

A: **Must be able to program various Namibian languages for the benefit of MTC customers, subject to location.**

17. What is the size of the SIM card to be dispensed from the Kiosk?

A: **We have two sizes, 59mm/59mm and 42mm/54mm**

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