

MTC36-22-0: REQUEST FOR REQUEST FOR PROPOSAL FOR THE LEASING AND MAINTENANCE OF MOBILE HOME CUSTOMER EXPERIENCE SOLUTION FOR MOBILE TELECOMMUNICATIONS LIMITED (MTC)

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EVALUATION PROCESS

- First technical compliance (preliminary evaluation to sort out solutions meeting the “deal breaker” criteria) – no scoring
- Example of deal break criteria
- The tenderer must provide and implementation and roll out plan.

EVALUATION PROCESS

- Firstly, technical capability scoring out of a 100% such as:
 - Technical specification strength
 - Relevance of reference



MTC usually calls for presentations from tenderers at this stage

EVALUATION PROCESS

- Secondly commercial evaluation – making sure prices are comparable on all shortlisted offers:
 - All inclusive prices as per the price schedule

MTC BEE POLICY APPLICATION

- BEE price advantage is a maximum of 10% or N\$100k per contract
- SME price advantage is a maximum of 2% or N\$100k per contract

HOW TO ALIGN WITH BEE REQUIREMENTS

- Submit all or any BEE related documentation:
 - NPPC certificate
 - Other BEE agencies verifications certificates
 - SME certificates



SUMMARY OF DEADLINES

ACTION	DUE DATE
BRIEFING MEETING:	16 th June 2022 @ 11h00
SUBMISSION OF QUESTIONS:	22 nd June 2022
MTC RESPONSE TO QUESTIONS:	24 th June 2022
TENDER CLOSING DATE:	01 st July 2022 by 14H30

WEBSITE SUBMISSION

- All soft copy must be uploaded on the MTC website, the link for submission is listed below
- <https://www.mtc.com.na/procurement/tenders>
- Should tenderers experience any technical difficulties you are encouraged to contact the MTC Procurement Department for assistance before the deadline via **(tenders@mtc.com.na)**.
- **NB:** For each tender, the apply button is located on the right side of the screen.

Closing date: 25 Mar, 2022

Closing time: 14:30

Apply

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BRIEF IN A NUTSHELL

SOLUTION REQUIREMENTS

- 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.
- Queue Management System (QMS)
- Digital Signage
- Customer Feedback
- Self-service kiosk
- Business Intelligence (BI) engine

SOLUTION REQUIREMENTS

- **Data Cleansing and Migration**
- 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.
- The bidder is responsible for the data migration which includes extract, transform & load (ETL) from the old system to the new system.
- **Systems and Project Documentation**
- 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.

SOLUTION REQUIREMENTS

- **Training**
- 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.
- Number of Trainees per batch will be decided by the MTC
- **Service Levels**
- MTC expects that the successful Vendor to adhere to the minimum Service Levels listed in the RFP.

QUESTIONS

THANK YOU