



MOBILE TELECOMMUNICATIONS LIMITED

TITLE OF TENDER	MTC57/18/O PROVISION OF SERVICE QUALITY ASSESMENT AND CUSTOMER CONTACT CENTRE PLUS BENCHMARKING WITH CUSTOMER CONTACT CENTRE SERVICE SURVEY OF LOCAL AND INTERNATIONAL COMPETITORS
TENDER NO:	MTC 57/18/O
DATE ISSUED:	30 th November 2018
CLOSING DATE:	14 th December 2018: 14H30
TENDERER NAME	
TOTAL TENDER AMOUNT (EXCL. VAT)	

CONTENT

PART A – TENDER INVITATION	3
1. INVITATION TO TENDER	3
2. TENDER FORMAT	3
PART B – GENERAL TERMS AND CONDITIONS	4
1. TENDER CONDITIONS	4
1.1 DEFINITIONS.....	4
1.2 TENDER INVITATION	4
1.3 GENERAL TENDER CONDITIONS.....	4
1.4 GENERAL EVALUATION CRITERIA.....	5
1.5 SUMMARY OF DEADLINES	6
1.6 QUESTIONS & ANSWERS.....	6
1.7 TENDERER’S DESIGNATED LIASON.....	6
1.8 REFERENCE LIST	7
1.9 SUCCESSFUL TENDERER’S PERFORMANCE MANAGEMENT.....	7
2. DECLARATION OF INTEREST FORM	8
PART C – PROJECT SPECIFIC TERMS OF REFERENCE	9

PART A – TENDER INVITATION

1. INVITATION TO TENDER

MTC hereby invites offers:

CLIENT:	MOBILE TELECOMMUNICATIONS LIMITED (MTC)
TENDER DESCRIPTION:	MTC57/18/O Provision of Service Quality Assessment of Customer Contact Centre Service Survey plus Benchmarking with customer contact centre's of local and international competitors.
TENDER NUMBER:	MTC57/18/O
CLOSING DATE	14 th December 2018:14H30
ADDRESS TENDER TO:	MTC Procurement, Manager Procurement
	Cnr Mose Tjitendero & Hamutenya Wanehepo Ndadi Street
	Olympia
	Windhoek, Namibia
ALL INQUIRIES:	Nghiidipaa Effaishe Manager Procurement Tel: +264 61 280 2019 Fax: +264 61 280 2057 Email: enghiidipaa@mtc.com.na

2. TENDER FORMAT

Tender documents must be in a sealed package as follows:

- i. One (1) original, clearly marked "ORIGINAL"
- ii. One (1) soft copy in email or CD

All documents must clearly be marked:

"PROVISION OF SERVICE QUALITY ASSESSMENT OF CUSTOMER CONTACT SERVICE SURVEY CENTRE PLUS BENCHMARKING WITH CUSTOMER CONTACT CENTER'S OF LOCAL AND INTERNATIONAL COMPETITORS, MTC 57/18/O"

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.

PART B – GENERAL TERMS AND CONDITIONS

1. TENDER CONDITIONS

1.1 DEFINITIONS

In this Request for Proposal (Tender), unless the context clearly indicates the contrary, the following interpretation will apply to the terms stated below:

“MTC” shall mean Mobile Telecommunications Limited

“RFP” shall mean Request for Proposal (Tender)

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

1.2 TENDER INVITATION

MTC hereby invites offers from all relevant quantified companies to submit detailed technical and financial proposals to provide service quality assessment and customer contact centre service surveys plus benchmarking with customer contact centre service survey of local and international competitors.

This tender document shall consist of the following Appendices:

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 # 061 248 007 for accreditation and attach their accreditation certificate to the tender response.

Appendix B – Non Disclosure Agreement

1.3 GENERAL TENDER CONDITIONS

All tender documents must be submitted before or on the closing date and time as indicated on the cover page, should be returned and deposited in the tender box at the entrance of MTC Headquarters, Olympia No late tenders will be considered

Every tender document page must be initialled

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

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

Notifications to companies will be in writing to the designated liaison person nominated by the firm.

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

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

Companies that wish to tender should examine this RFP carefully and review all instructions contained herein. Companies should follow the instructions so that MTC can easily evaluate and compare all proposals received.

All prices must be in NAD and exclusive of all taxes

MTC in its sole and absolute discretion reserves the right to:

Reject any or all proposals, whether or not these instructions are followed

Reject any submissions not complying with the specified format

Award the contract based solely on a proposal received without entering into any further discussions.

Short list candidates

Not base the final decision solely on price.

No correspondence will be entered into should MTC decide to reject any proposals or to withdraw the RFP.

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 RFP. MTC may automatically disqualify the company from the tender process.

MTC will make its decision based on the quality of the information contained in the proposal and no opportunity will exist for any company to enhance such information after closing date and time of the tender.

It is important to clearly note down any assumptions made in the proposal so that each proposal may be evaluated fairly against all other submissions.

This RFP outlines the requirements of MTC and the process to be followed by the prospective Tenderers in submitting a response.

Companies should provide a list of previous or current clients they served with similar projects. MTC reserves the right to contact any clients referenced

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.

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.

MTC may accept any tender in part or wholly with no obligation to explanation whatsoever.

1.4 GENERAL EVALUATION CRITERIA

Proposals will be evaluated by MTC using criteria in the RFP and as per the relevant questions asked. These categories are not necessarily listed in order of importance:

- Price competitiveness, including any price discount provided in the proposal.
- Project completion schedules and lead times proposed.
- Warrantee conditions and handling of claims.
- Availability of references from other customers and reputation of tenderer.
- Availability of infrastructure for after sales support, both local and international
- Compliance with local and international standards.
- Certification and accreditations
- Value added to MTC

The financial condition and trading record of the tenderer (Company profile, Latest financial statements of tenderer etc)

Tenderer degree of conformance to the Black Economic Empowerment Policy (A certificate from NPPC 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.

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.

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 regulations 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.

1.5 SUMMARY OF DEADLINES

ACTION	DUE DATE
Tender documents availability	30/11/2018
Submission of questions	06/12/2018
MTC response to questions	11/12/2018
Tender closing date	14/12/2018

1.6 QUESTIONS & ANSWERS

If required, companies may submit questions via email to the following e-mail address: tenders@mtc.com.na on or before the 06th December 2018 .

All questions and answers thereto will be communicated in writing to all participants by the 11th December 2018. Communication between MTC and prospective companies, for the duration of this RFP, must only be through **Ms E. Ngiidipaa @ 061 280 2019 or enghiidipaa@mtc.com.na**. No direct communication or contact with any other party at MTC is permissible. Any such breach may disqualify the company.

1.7 TENDERER'S DESIGNATED LIASON

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	

1.8 REFERENCE LIST

Item	Company Name	Contact Person	Contact Details	Year of Service
1				
2				
3				
4				
5				

1.9 SUCCESSFUL TENDERER'S PERFORMANCE MANAGEMENT

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.

The performance reviews will amongst others cover the following issues:

- **RELIABILITY:** How reliably do you follow through on your commitments to MTC?
- **COST:** How closely did your final total costs correspond to your expectations at the beginning of the transaction?
- **ORDER ACCURACY:** How well did the product/service delivered matched your order specifications and quantity?
- **DELIVERY/TIMELINESS:** How satisfied is the appraiser about the timeliness of the product/service delivery?
- **QUALITY:** How satisfied is the appraiser about the quality of the product/service provided by your company?
- **DOCUMENTATION ACCURACY:** Does your company present its all and correct documents with its deliveries
- **PERSONNEL:** How satisfied is the appraiser about the attitude, courtesy, and professionalism of your company's staff?
- **CUSTOMER SUPPORT:** How satisfied is the appraiser about the customer support she/he received from your company?
- **RESPONSIVENESS:** How responsive is your company to information requests, issues, or problems that arose in the course of the transaction?

CHAPTER 2 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. _____
5. _____
6. _____

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:
-------------------	-------------------	--------------

* Please initial in each box where applicable.

PART C – PROJECT SPECIFIC TERMS OF REFERENCE

The aim of the independent Service Quality Assessment is to establish ‘tangible’ levels of service offered by MTC Customer Contact Centre agents and to measure the customers experience and perception on a real-time basis. The supplier must provide objective and unbiased findings which will assist MTC to improve service delivery thereby ensuring customer retention and workforce efficiency.

1) The following components need to be evaluated during the mystery calls to MTC’s Customer Contact Centre:

- Technology competency (Call queue Facility and functionality)
- Agent/service competency (response times, introductory procedures, professional business conduct, adherence to language preference, attitude, voice clarity, sales skills abilities, product and service knowledge, personalization and quest for 1st call resolution.
- Competitor Assessment (to benchmark performance across businesses using the same criteria as above)

2) Evaluate application of the following core competencies:

- Communication (verbal and non-verbal communication)
- Listening
- Attentiveness
- Understanding
- Consistency
- Confidence
- Knowledge – MTC will provide a list of FAQs
- Flexibility
- Proactive problem solving

3) METHODOLOGY:

The supplier must explain the methodology they will use to calculate the results of the SQA – rating manner.

4) REPORTING:

- Present in electronic format.
- Report on the following:
 - Overall Results – compare to previous results to enable MTC to track improvements or lack there-of.
 - Report on ratings per aspect evaluated.
 - Service Quality assessment per Business i.e. Corporate, Postpaid Private Individual and Prepaid.
 - Individual Customer Contact Centre Agents Findings and Recommendations per business unit.
 - Service Ratings per Agent based on each aspect evaluated.
 - Report separately on SQA done on the competitors.

5) SAMPLE:

- 300 calls consisting of 150 live mystery calls plus 150 recorded calls. MTC will provide data of recorded calls.
- 100 mystery live calls to each competitor (2 competitors) in total 200 calls to competitors.

SCOPE FOR CUSTOMER SATISFACTION SURVEY

The aim of the independent Customer Satisfaction Survey is to establish customer experience and level of satisfaction when interacting with MTC's Customer Contact Centre. This will be done by contacting a sample of customers who recently contacted MTC's Customer Contact Centre.

1. SURVEY DIMENSIONS:**Focus on the following:**

- Response Times of the agents
- Overall Customer Satisfaction
- Agent Performance
- Further suggestions to improve service delivery.

A list of Questions will be given to the supplier to pose to the customer to evaluate these dimensions.

2. SAMPLE:

- A sample of 300 successful customer contacts from the 3 business units – corporate, postpaid private individual and prepaid.
- MTC will provide the data of customers to be contacted.

3. REPORTING:

- Present Reports in electronic format
- Report on overall rating
- Compare with previous results to track improvement or lack thereof
- Report on ratings per question based on a 7 point scale with 7 being the BEST and 1 the WORST.

SCOPE FOR CUSTOMER SATISFACTION SURVEY OUTBOUND CALL CENTER

The aim of the independent Customer Satisfaction Survey is to establish customer experience and level of satisfaction when interacting with MTC's Outbound Customer Contact Centre. This will be done by contacting a sample of customers who recently contacted by MTC's Outbound Customer Contact Centre.

1. SURVEY DIMENSIONS:

Focus on the following:

- Accessibility
- Overall Customer Satisfaction
- Outbound agent performance
- Further observations and suggestions to improve service delivery

A list of Questions will be given to the supplier to pose to the customer to evaluate these dimensions.

2. SAMPLE:

- A sample of 80 successful customer contacts.
- MTC will provide the data of customers to be contacted.

3. REPORTING:

- Present Reports in electronic format
- Report on overall rating
- Compare with previous results to track improvement or lack thereof
- Report on ratings per question based on a 7 point scale with 7 being the BEST and 1 the WORST

SCOPE FOR CUSTOMER SATISFACTION SURVEY OUTBOUND SUPPORT CONTACT CENTER

The aim of the independent Survey is to establish customer experience and level of satisfaction when interacting with MTC's Outbound Support Contact Centre. This will be done by contacting a sample of customers who recently has been contacted by MTC's Outbound Support Contact Centre.

1. SURVEY DIMENSIONS:**Focus on the following:**

- Accessibility
- Overall Customer Satisfaction
- Agent performance
- Further observations and suggestions to improve service delivery

A list of Questions will be given to the supplier to pose to the customer to evaluate these dimensions.

2. SAMPLE:

- A sample of 80 successful customer contacts.
- MTC will provide the data of customers to be contacted.

3. REPORTING:

- Present Reports in electronic format
- Report on overall rating
- Compare with previous results to track improvement or lack thereof
- Report on ratings per question based on a 7 point scale with 7 being the BEST and 1 the WORST

SCOPE FOR CUSTOMER SATISFACTION SURVEY SWITCHBOARD

The aim of the independent Customer Satisfaction Survey is to establish customer experience and level of satisfaction when interacting with MTC's Switchboard. This will be done by contacting a sample of customers who recently contacted MTC's Switchboard.

1. SURVEY DIMENSIONS:**Focus on the following:**

- Response Times of the operator
- Overall Customer Satisfaction
- Agent Performance
- Further suggestions to improve service delivery.

A list of Questions will be given to the supplier to pose to the customer to evaluate these dimensions.

2. SAMPLE:

- A sample of 50 successful customer contacts.
- MTC will provide the data of customers to be contacted.

3. REPORTING:

- Present Reports in electronic format
- Report on overall rating
- Compare with previous results to track improvement or lack thereof
- Report on ratings per question based on a 7 point scale with 7 being the BEST and 1 the WORST.

SCOPE FOR CUSTOMER SERVICE SATISFACTION SURVEY CRM DISTRIBUTION

The aim is to evaluate the level of customer service delivery and customer satisfaction in terms of customer service to MTC's Dealers in the distribution channel by their respective Field Service or Dealer Executives.

The supplier will contact dealers in difference regions to evaluate the service delivery based on questions as provided by MTC.

1. SURVEY DIMENSIONS:**Focus on the following:**

- Accessibility
- Overall Customer Satisfaction
- Field Service or Dealer Executives performance
- Further observations and suggestions to improve service delivery

A list of Questions will be given to the supplier to pose to the customer to evaluate these dimensions.

2. SAMPLE:

- A sample of 80 successful customer contacts.
- MTC will provide the data of customers to be contacted.

3. REPORTING:

- Present Reports in electronic format
- Report on overall rating
- Compare with previous results to track improvement or lack thereof
- Report on ratings per question based on a 7 point scale with 7 being the BEST and 1 the WORST

SCOPE FOR CUSTOMER SATISFACTION SURVEY KEY ACCOUNTS DEPARTMENT:

The aim is to evaluate the level of customer service delivery and customer satisfaction in terms of customer service to MTC's corporate and VIP customers by their respective Key Account Executives.

The supplier will contact customers under the Key account Executive portfolio to evaluate the service delivery based on questions as provided by MTC.

1. SURVEY DIMENSIONS:

- Availability of Key Account Executive
- Overall Customer Satisfaction
- Product & Service knowledge
- Friendliness and helpfulness
- Problem solving
- Response to requests

2. SAMPLE:

- 200 successful calls to contact person within the corporate/business
- 50 successful calls to VIP customers.

MTC will provide the contact details of customers to be contacted.

3. REPORTING:

- Reporting to be done in electronic format
- Report on overall results
- Comparison with previous results to track improvement or lack thereof.
- Report on individual performance
- Report per service dimension.

4. TIME LINES:**ALL SURVEYS TO BE DONE QUARTERLY:****RESULTS TO BE AVAILABLE:**

- 1ST WEEK IN MARCH 2019
- 1ST WEEK IN JUNE 2019
- 1ST WEEK IN SEPTEMBER 2019
- 1ST WEEK IN MARCH 2020

SECTION D

(Tenderer may provide a more detailed breakdown of all relevant cost components for the entire project)

1) PRICE SCHEDULE

Item	Description	Qty	Unit Price/ Cycle	Vat	Total
1.	Service Quality Assessment (SQA) of Customer Contact Centre plus Benchmarking with Customer Contact Centre's of local and international competitors	4			
2.	Customer Satisfaction Survey – Customer Contact Centre	4			
3.	Customer Satisfaction Survey - Key Accounts Department	4			
4.	Customer Satisfaction Survey – Outbound Contact Center				
5.	Customer Satisfaction Survey – Outbound Support Services	4			
6.	Customer Satisfaction Survey - Switchboard				
7.	Customer Satisfaction Survey – CRM Distribution Department	4			
7.	Other cost must be clearly specified				
	Total for all 4 Cycles				