



MOBILE TELECOMMUNICATIONS LIMITED

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| TITLE OF TENDER | PROVISION OF A VOICE MAIL (CALL COMPLETION) SYSTEM TO MTC |
| TENDER NO: | MTC13/18/O |
| DATE ISSUED: | 24 th April 2018 |
| NON COMPULSORY BRIEFING MEETING: | 3rd May 2018, 10;00-11;00am @MTC head office |
| CLOSING DATE: | 24 th May 2018, 14;30 |
| TENDERER NAME | |
| TOTAL TENDER AMOUNT (EXCL. VAT) | |

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PART A – TENDER INVITATION

1. INVITATION TO TENDER

MTC hereby invites offers:

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| CLIENT: | MOBILE TELECOMMUNICATIONS LIMITED (MTC) |
| TENDER DESCRIPTION: | PROVISION OF A VOICE MAIL (CALL COMPLETION) SYSTEM TO MTC |
| TENDER NUMBER: | MTC13/18/O |
| NON COMPULSORY BRIEFING MEETING: | 3rd May 2018, 10:00-11:00am @ MTC head office |
| CLOSING DATE | 24 th May 2018, 14:30 |
| TENDER PRICE: | N\$100.00 (non-refundable) |
| 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

1.1.1 Tender documents must be in a sealed package as follows:

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

1.1.2 All documents must clearly be marked:

MTC13/18/O- Provision of a Voice Mail (Call Completion) system to MTC

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

- 1.1.1 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)

- 1.1.2 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 a Voice Mail (Call Completion) system to MTC.

- 1.2.1 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 # 061 248 007 for accreditation and attach their accreditation certificate to the tender response.
- 1.2.2 Appendix B – Non Disclosure Agreement

1.3 GENERAL TENDER CONDITIONS

- 1.3.1 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
- 1.3.2 Every tender document page must be initialed
- 1.3.3 MTC is neither bound to accept the lowest of any Tender nor to assign any reason for acceptance or rejection of such Tender
- 1.3.4 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.
- 1.3.5 Notifications to companies will be in writing to the designated liaison person nominated by the firm.
- 1.3.6 From the submissions an evaluation will be performed highlighting a short list
- 1.3.7 If deemed necessary, negotiations may be entered into with the short listed candidates.
- 1.3.8 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.
- 1.3.9 All prices must be in NAD and exclusive of all taxes
- 1.3.10 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.
- 1.3.11 No correspondence will be entered into should MTC decide to reject any proposals or to withdraw the RFP.
- 1.3.12 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.
- 1.3.13 BEE Scorecard (Appendix A). The tenderer is required to approach the Namibia Preferential Procurement Council (NPPC), Telephone # 061 248 007 for accreditation and attach their

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- accreditation certificate to the tender response. Tenders without this certificate maybe disqualified.
- 1.3.14 Additionally, or alternatively, the tenderer must provide certified copies of share certificates to prove their BEE shareholding credentials
- 1.3.15 The tenderer must submit the following document:
- 1.3.16 A certified copy of a valid Certificate of good standing for Tender purposes, issued by the Ministry of Finance: Inland Revenue.
- 1.3.17 A certified copy of a valid Affirmative action compliance certificate (Issued in terms of section 42 of the Affirmative Action Act (employment) Act 29 of 1998, as amended; or Letter from the employment Equity Commission (Letter should be on letter head, stamped and signed by the EEC).
- 1.3.18 A certified copy of Certificate of good standing with the Social Security Commission.
- 1.3.19 A certified copy of the Close Corporation Certificate (issued in terms of Act 26 of 1988) or Founding statement or any other Company Registration Certificate.
- 1.3.20 A certified copy of a valid Certificate of Registration as an SME, issued by the Ministry of Industrialization, Trade and SME development.
- 1.3.21 Original letter from the bank confirming the bank details (letter should be on letter head, stamped and signed by the bank official)
- 1.3.22 A valid BEE certificate issued by government BEE endorsed agency such a NPPC.
- 1.3.23 The shareholding structures and certificates of the main tenderer as well as of those of any company to be used to fulfil this tender either in partnership or subcontractor basis.
- 1.3.24 Should a non-Namibian company respond to this tender, and such a company shall make use of a Namibian company to fulfil the tender, then the Namibian company's shareholding certificates must be submitted as well as the portion of the tender to be allocated to the Namibian company.
- 1.3.25 Non-Disclosure Agreement (Appendix B). Each potential tenderer picking this tender document must sign the non-disclosure agreement with regard to the information contained herein or

- any other information exchanged between MTC and the potential tenderer with respect to this tender.
- 1.3.26 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.
- 1.3.27 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.
- 1.3.28 This RFP outlines the requirements of MTC and the process to be followed by the prospective Tenderers in submitting a response.
- 1.3.29 Companies should provide a list of previous or current clients they served with similar projects. MTC reserves the right to contact any clients referenced
- 1.3.30 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

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- other consideration to any MTC employee involved with this tender or the tenderer has acted fraudulently and or in bad faith.
- 1.3.31 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.
- 1.3.32 MTC in its sole and absolute discretion reserves the right to:
- 1.3.33 Reject any or all proposals, whether or not these instructions are followed
- 1.3.34 Reject any submissions not complying with the specified format
- 1.3.35 Award the contract based solely on a proposal received without entering into any further discussions.
- 1.3.36 Short list candidates
- 1.3.37 Not base the final decision solely on price.
- 1.3.38 No correspondence will be entered into should MTC decide to reject any proposals or to withdraw the RFP.
- 1.3.39 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.
- 1.3.40 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.
- 1.3.41 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.
- 1.3.42 This RFP outlines the requirements of MTC and the process to be followed by the prospective Tenderers in submitting a response.
- 1.3.43 Companies should provide a list of previous or current clients they served with similar projects. MTC reserves the right to contact any clients referenced
- 1.3.44 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.
- 1.3.45 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.
- 1.3.46 MTC may accept any tender in part or wholly with no obligation to explanation whatsoever.

1.4 GENERAL EVALUATION CRITERIA

1.4.1 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

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

1.4.3 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.

1.4.4 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.

1.4.5 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.

1.5 SUMMARY OF DEADLINES

| ACTION | DUE DATE |
|----------------------------------|---|
| Tender documents availability | 24 th April 2018 |
| Non-compulsory briefing meeting: | 3rd May 2018-10am-11:00am@MTC head office |
| Submission of questions | 7 th May 2018 |
| MTC response to questions | 11 th May 2018 |
| Tender closing date | 24 th May 2018, 14:30 |

1.6 QUESTIONS & ANSWERS

- 1.6.1 If required, companies may submit questions via email to the following e-mail address: tenders@mtc.com.na on or before the 7th May 2018.
- 1.6.2 All questions and answers thereto will be communicated in writing to all participants by the 11th May 2018.
- 1.6.3 Communication between MTC and prospective companies, for the duration of this RFP, must only be through Ms E. Nghiidipaa @ 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

- 1.7.1 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

1.9.1 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.

1.9.2 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?

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. *

MOBILE TELECOMMUNICATIONS LIMITED

Document: MTC Standard FRP template

Template reviewed: 18 Aug 2015

Version: 4

| | | |
|-------------------|-------------------|--------------|
| Full Name: | Signature: | Date: |
|-------------------|-------------------|--------------|

* Please initial in each box where applicable.

PART C – PROJECT SPECIFIC TERMS OF REFERENCE

Provision of a Voice Mail (Call Completion) system for MTC.

For all products, the vendor should present documentation of all BASIC Features, all OPTIONAL Features, including licensing model and prices, and clearly state what the OPTIONAL features included in the proposal.

Overall requirements

The proposed Voicemail system should provide the following capabilities:

1. Provide dynamic mailboxes to leave a voice-, fax-, video- mail, e-mail
2. Methods of direct and indirect depositing
3. Methods of different notifications towards voicemail-owner and administered by owner / system
4. Methods of direct and indirect retrievals
5. Capabilities supporting VoLTE, HD-Voice, Conferencing and MRF functionality (for IMS user)
6. Fully integrate to our Network Monitoring & Technical Quality (NMTQ) via SNMP/northbound/southbound for alarming and performance monitoring
7. Support of APIs to allow MTC to offer access to voicemail via the web or apps (MTC APP)
8. The solution should be hosted on the MTC NFVI
9. Should connect via SIP
10. The solution should support 3.5 Million customers and maximum 300000 BHCA
11. Have adequate voicemail storage; indicate number of messages and message duration
12. Load sharing and Disaster Recovery setup
13. Standard telephony codec's
14. Automatic provisioning & Automatic deletion
15. Support SOAP API's
16. Web based Admin- interface for operation and maintenance purpose.
17. Admin tools - Throttling Mechanism for overload-, throughput-, traffic- and Connection- control
18. Admin tools - Logging and Audit trail
19. Admin tools – Readily available Reports and Statistics Solution with ability to export the stats & reports
20. Admin tool – Integration to BIGDATA
21. Admin tools - Mail-Box manual suspension
22. Admin tools – Hassle free Message retention Configuration
23. How long to store:
 - a) Messages listened to and saved
 - b) messages not retrieved
 - c) messages listened to , but not saved
24. Multi - Languages setup

Voicemail requirements

1. Personalization and customer self-service of their voicemail

-
2. User-friendly menus to navigate and setup mailbox by user dialog using DTMF,APP, Web service, active help, time out
 3. Security Pin per voicemail box and enforced pin-change for new mailbox account. Secure access. No default pins allowed i.e. 1111, 0000, 1234 etc
 4. User Blacklist / Whitelist for notifications
 5. Advanced mailbox management (listen, replay, skip, next message, delete, reply, save, flag priority, forward/export voicemail)
 6. Associated voicemail –message information (date, time, calling number, etc)
 7. Business Hours Support for Notification
 8. Mailbox Threshold / Full notifications
 9. Read / View acknowledgement setting
 10. Miss-call notifications/ Abandon call alert
 11. Automatic detection & prevention of inter mailbox fraud on indirect deposit/retrieval

Support and Maintenance

1. All Software patches & Version upgrades included in SLA (SLA 1st year free)
2. Telephone-, Email- and Remote Technical- and Emergency After-Hours support – 24 x 7
3. Problem Investigation and Resolution
4. Software Maintenance / Fix updates
5. Onsite Technical Training (15 staff)
6. Technical consulting
7. Service level KPI's defined and agreed

Scope and Implementation

- Seamless migrate all existing mailbox settings, voicemail greetings and messages over to new voicemail system.

Collaborate Delivery capabilities

Proposed partner must comply with the following:

25. List successful implementations of a Voicemail (Call Completion) System on NFV
26. Show understanding of the local and global voicemail market.
27. Provide a Roadmap for Voicemail system