

TENDERER'S NAME:

CLOSING DATE: **Friday, 4th March 2022 by 14:30**

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



MTC17-22-RFI

**REQUEST FOR INFORMATION FOR A RADIO ACCESS NETWORK CROWD
SOURCING 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 2019
FAX: +264-61-2802057
E-MAIL: ENGHIIDIPAA@MTC.COM.NA

The information provided here are a guideline only and the vendor must submit their comprehensive system functionality and features and must include the cost estimates.

1. Introduction and 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 wholly owned by Namibia Post and Telecom Holdings Limited (NPTH), a government entity. MTC's is now listed on the Namibian Stock Exchange as of 19 November 2021.

As a wholly owned subsidiary of the Namibian government, and a dominant participant in Namibia's telecommunications market, MTC is positioned to be a digital enabler of change. MTC's mobile network covers 97% of Namibia's population and over 86% of Namibians have access to MTC's mobile broadband. 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.

2. Vision Statement

To drive an inclusive Namibian digital economy.

3. Mission Statement

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

4. What we value

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

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.

6. Procurement Objectives

To ensure that the MTC Procurement function is carried out honestly, fairly and in a transparent manner, whilst being cost effective and efficient in the use of allocated resources. The Procurement function must act professional and uphold the highest standard of integrity based on sound business practices, objectivity, and competition. This can only be if supported by a strong foundation that enables proper and efficient administration of all documentation, controlled user access and trails of changes.

7. Wireless Network (RAN) Crowd sourcing Solution

MTC is looking for a Wireless Network (RAN) Crowd sourcing Solution.

The solution should enable us to supply customer experience results e.g. when a user is watching a YouTube video and its buffering then the results should provide the buffering period, reason for buffering and RF conditions at that specific period. This data should be pulled from the network to a centralized repository, which could be used from various collection tools to better understand customer experience and resolve network issues.

MTC has seen a few different types of solutions:

1. Vendor Apps that get loaded onto existing MTC apps, that will then collect customer experience when they use the App.
2. Vendor Apps that are stand alone and will test the network at the customers locations.
3. Vendor Apps that get incorporated into other Apps MTC uses, e.g. Drive Test Tools, or MTC Apps, that will independently test the network as long as App is used.
4. Standalone devices that can be installed at fixed or mobile locations, that will automatically periodically test the network.
5. Any other solutions that could gather customer information automatically, or when customer wants to.

Information we need: 2G/3G/4G Coverage, signal quality, speed, ping, App experience (e.g., YouTube/Facebook/WhatsApp). Any information that could be collected via Voice calls if possible. Any other information of value to the network that could be collected and help improve customer experience. The system should have a portal to display all information on a map view, to easily identify issues, which can be used for reporting or trouble shooting. If possible, the system should allow other information e.g., Drive Test data or other collected information to be integrated into this software, to have one system with all gathered information.