

TENDERER'S NAME: .....

CLOSING DATE: **Friday, 25<sup>th</sup> FEBRUARY 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



**MTC15-22-RFI**

**REQUEST FOR INFORMATION FOR A WAREHOUSE MANAGEMENT SYSTEM FOR A  
TELECOMMUNICATION COMPANY**

MOBILE TELECOMMUNICATIONS LIMITED (MTC)  
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**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. Submissions with no indicative costing will not be evaluated.**

## **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. USER DEPARTMENTS REQUIREMENTS/SPECIFICATION**

The MTC logistics chain is supported by a network of suppliers, distributors and retailers.

MTC has more than 1000 locations where network infrastructure is located, large network of retail stores, 3<sup>rd</sup> party dealers and distributors as well as equipment located at customer premises. MTC has 7 main warehouses which supplies all equipment, infrastructure, and stock to all its network, retail and customer premises throughout the country.

The required Warehouse Management System (WMS) should be a cloud-based, cost effective turnkey solution for warehouse and stock movement management to enhance operational efficiencies and service excellence within MTC.

The system should serve as a centralised platform enhancing automation of critical workflows, delivery of real-time insight to support low-effort and data driven decision-making.

The Warehouse Management System should include but not be limited to the following:

### **7.1 INBOUND AND OUTBOUND LOGISTICS**

#### **7.1.1 Inbound Operations**

- Dock Scheduling
- Appointment Scheduling
- Cross-Docking

- Yard Management
- Returns/Reverse Management

7.1.2 Put away Management

7.1.3 Advanced Shipping Notifications

7.1.4 Shipping Management

- Shipping
- Wave management
- Zone picking

7.1.5 Picking and Packing

7.1.6 Value-Added Services

7.1.7 Product Lifecycle Management

## **7.2 ORDER AND FULFILLMENT MANAGEMENT**

7.2.1 Automation and Artificial Intelligence

- Automated Purchase Orders
- Automated Work Orders

7.2.2 Compliance and Regulation Management

7.2.3 Order Management

7.2.4 Automatic Re-Ordering

7.2.5 Inventory Management

- Stock take
- Replenishment
- Lot Tracking
- Serial Tracking
- Cycle Counting
- Task Interleaving
- Quality Control
- Periodic Inventory Snapshots
- Location-defined SKUs

7.2.7 WIP Materials Tracking

7.2.8 Inventory Availability

- 7.2.9 Electronic Order Entry
- 7.2.10 Kitting & Assembly
- 7.2.11 Fulfilment Tracking and Audits

### **7.3 TRACKING AND ANALYSIS**

- 7.3.1 KPI Management
- 7.3.2 Business Intelligence Integrations
- 7.3.3 Workflow Management
- 7.3.4 Multi-Currency Support
- 7.3.5 Real-Time Tracking
- 7.3.6 Multi-Language Support
- 7.3.7 Tax Integrations

### **7.4 BACKUP AND DISASTER RECOVERY**

### **7.5 INTEGRATION (ERP, CRM)**

### **7.6 THIRD PARTY LOGISTICS SUPPORT**

### **7.7 LABOR MANAGEMENT**

### **7.8 TRANSPORTATION MANAGEMENT**

### **7.9 ANALYTICS/BI DASHBOARDS AND COMMUNICATION**

### **7.10 SUPPORT AND SLA FEATURES**