



MOBILE TELECOMMUNICATIONS LIMITED

MTC30-18-RFI

REQUEST FOR INFORMATION (RFI)

**CONVERGENT CUSTOMER RELATIONSHIP, ENTERPRISE SERVICE
BUS AND BILLING SOLUTION**

CLOSING DATE: 13 July 2018, 14:30

SUBMISSIONS OF RFI'S AND QUESTIONS: tenders@mtc.com.na

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1. INTRODUCTION

This Request for Information (RFI) document outlines the requirements for Mobile Telecommunications Limited (MTC) in looking for a comprehensive Customer Relationship Management (CRM), comprehensive middleware Enterprise Service Bus (ESB) and Convergent Billing system (CBS) solution. It aims to invite OSS/BSS vendors, OSS/BSS system integrators, to provide information on how they can assist MTC to transform its OSS/BSS environment by delivering, installing and commissioning a fully Fixed & Mobile Converged (Prepaid, Post-paid and Hybrid + Voice, Data and SMS + Mobile and Fixed) OSS/BSS solution compliant to the MTC Forum Framework.

MTC's OSS/BSS Environment Transformation RFI's (Request for Information) intent is to gather information for the purpose of technical prequalification of vendors that can assist MTC to transform its OSS/BSS environment.

2. BACKGROUND

MTC is a mobile telecommunications company in Namibia providing cellular access. It is the largest mobile operator in Namibia with over two million active subscribers. MTC was established in 1994.

MTC is seeking a partner that will provide a dynamic solution that will allow for enhanced and competitive customer service delivery.

3. CRM SOLUTION OBJECTIVES

MTC's primary objectives in pursuing this software are as follows:

- Utilize vendor's experience to ensure timely support of software problems as well as limited training needs
- Minimize the costs associated with most of the services described in this document
- Capitalize on vendor's experience with these services to continually improve the efficiency and effectiveness of customer service delivery

3.1 CRM Software Overview

MTC is seeking a CRM Application that fulfils the following needs, but not limited to these:

3.1.1 Customer Relationship Management

- Comprehensive 360° view of customer profile and all accounts
- Account Management
- Sales Force Automation Module
- Products Management
- Order Management
- Instant messaging between employees
- Workflow Automation
- Field Service
- Catalogue Management
- Customer Self-Service Management
- Quotation Management
- Address Management

3.1.2 Point of Sale Module

- Sales of goods and services

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- Wholesale Management
 - Inventory
 - Cash-ups
 - Online Shopping
 - Sales Reporting
 - Customer management
 - Handset Repair Tracking Module
- 3.1.3 Application to be accessible on mobile devices
- 3.1.4 Business Reporting
- 3.1.5 Analytics
- 3.1.6 Third Party Integration

4. ENTERPRISE SERVICE BUS (ESB) SOLUTION OBJECTIVES

MTC's primary objectives in pursuing this software are as follows:

- Utilize vendor's experience to ensure timely support of software problems as well as limited training needs
- Minimize the costs associated with most of the services described in this document
- Capitalize on vendor's experience with these services to continually improve the efficiency and effectiveness of customer service delivery

MTC is seeking an ESB Solution that fulfils the following needs, but not limited to these:

- Service-Oriented Architecture Integration Bus
- Business Process Management
- Business Activity Monitoring
- Back-Office Integration
- Easy to change or add components
- Message enhancement
- Check involved services and coordinate the execution of the various operations.
- Coordinating transactions across one or more resources
- A standard security model to authorize, authenticate and control use
- 24x7 availability (Failover)
- Handle high transaction rates and volumes
- Integrate to different systems legacy and new
- Convert the structure and payload of the client request into a manageable form for the service provider
- Multi-Language Support
- Support for process model decomposition and analysis, service design, service construction, process definition, deployment plan generation, deployment, and upgrade.

5. CONVERGENT BILLING SYSTEM SOLUTION OBJECTIVES

MTC's primary objectives in pursuing this software are as follows:

- Utilize vendor's experience to ensure timely support of software problems as well as limited training needs
- Minimize the costs associated with most of the services described in this document
- Capitalize on vendor's experience with these services to continually improve the efficiency and effectiveness of customer service delivery

5.1 Convergent Billing system (CBS) Software Overview

MTC is seeking a Convergent Billing solution that fulfils the following needs, but not limited to these:

5.1.1 Data processing

• Rating and Pricing Processes	Rating, re-rating capabilities, rejected rating and Product or service rating and Loading of rated files from OCS system.
	TAP rating which should include surcharge, TAP settlement, TAPOUT rating.
	Interconnect and Revenue Share
	Flexibility in Rating
• Billing Processes	Hybrid Billing (Pre or Post & Fixed), real time convergent billing, Roaming billing and MVNO billing.
	Category based billing for different customer segments (Individual/Group/Corporate)
	Supports multiple parameters for bill calculation.
	Multiple types of Billing cycles must be supported by the system (Weekly/Monthly/Bi-Monthly/Quarterly).
	Hot Billing and On-demand billing functionalities should be present.
	Invoicing/document generation (Transactional document or XML), Different types of invoice generation (CSV, EXCEL, Text, PDF) and flexibility to configure invoice template in the required format
	Should support multiple modes of payments (Online/offline like Cash, Debit card, credit card, EFT, QR code and many more). Cheques/Checks are excluded.
	Proforma Invoice and absolute Invoice/bill, dispatch mode facilities like E-mail, SMS, Postscript and other integration to vendor system.
	Integration of billing information to the ERP systems through Flat files.
	Many More

5.1.2 Data access and Management

- Reports
- CIM (customer Information management)
- Collection management
- Account receivables
- Price management
- Billing Account management
- Billing inquiry, Dispute and adjustment
- Debit management
- Order management

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- Provisioning Management
 - Active Mediation
 - Registration
 - Workflow Management
- 5.1.3 Dunning, Collection and Credit Control process
- Rule-based dunning actions.
 - Credit control mechanism to manage customer credit limits.
 - Collection process should handle ageing tracking.
 - Collection Actions: Email, SMS, Call, soft collections, hard collections and many more.
- 5.1.4 Product catalogue and Product Inventory and offer management
- Uniform product catalogue.
 - Product Offering
 - Product specifications
 - Product promotions
 - Product life cycle management
 - Ability to support MVNO business and operational models
 - Speed of Delivery and implementation
- 5.1.5 Payment and Collection process
- System should be able to handle Advance Payment, Prepayment, Invoice Payment and many more.
- 5.1.6 Sales and Marketing
- System should handle Customer query
 - Handle Commissions.
 - Provide sales report.
 - Sales track.
 - Analyze Product Performance.
 - Provide a product comparison options on service plans
 - Time to Market
- 5.1.7 Discounting, Promotions, Campaigns and Bonus
- Billing discount, rating discount.
 - Promotions and Campaigns.
 - Bonus.
- 5.1.8 Billing system should have capability to integrate with the following (Integration Bus)
- Data Warehousing
 - ERP (IFS)
 - Process scheduler
 - External payment system
 - External Banking system
 - Mediation and Provisioning
 - Printing
 - Inventory
 - Data management system or achieving system.
 - Central log system.
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- Portal system for archiving.
- External Operators.
- DCH

5.1.9 CBS trending Capabilities:

- System should support all the telecommunication technologies (3G,4G, IMS and latest technologies).
- System should support all CSP (communication service provider) mobile, fixed-line, broadband, TV provider, content provider, IoT (Internet of Things) and OTT (Over the Top).
- System should be very user friendly, scalable and highly configurable.
- Real time Promotion, discount and Campaign Management.
- System should be open interface for 3rd party integrators.
- System should have smart revenue solutions.
- High configurable Financing Reports and Finance management.
- Number portability features
- Cyclic, Hot & Wholesale Billing

6. INSTRUCTIONS TO VENDORS

This is an RFI not an order. MTC will not be liable for a costs incurred in furnishing this information.

This document shall not be construed as a request or authorization to perform work at MTC's expense. Any work performed by a vendor will be at the vendor's own expense and discretion. This RFI does not represent a commitment to purchase or lease. Submission of a response constitutes acknowledgement that the vendor has read and agrees to be bound by such terms.

MTC intends to issue a formal Request for Proposal (RFP) for the software described in this document upon final review of submissions. There is no guarantee that MTC will issue an RFP or, if an RFP is issued, that it will occur in the timeframe described in this RFI.

6.1 SUMMARY OF DEADLINES

ACTION	DUE DATE
Tender documents availability	18/06/2018
Submission of questions	21/06/2018
MTC response to questions	25/06/2018
RFI closing date	13/07/2018, 14:30