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## **POWERTEL COMMUNICATIONS TENDER CLARIFICATIONS: SECOND AND FINAL SET**

### **TENDER: ICT/PWT/07/2023: SUPPLY, DELIVERY INSTALLATION AND IMPLEMENTATION OF A BASIC ON PREMISE BILLING SYSTEM**


Please find below response to a Tender-Queries raised by a prospective bidders

**Bidders must take note that this document becomes part of the Tender documents and will be circulated through our website to all the bidders who are participating in the tender process**

No	Related RFQ Document	Bidder's Query	Response
	Technical Requirements	For the requirement to integrate to xPON FTTx, please clarify what is the billing scenario and confirm if online charging is required?	<i>*Yes, online charging will be required *Prepaid and postpaid billing support</i>
		Has Powertel already decided how they will structure their service packages/bundles (e.g., pricing, volumes, suspension policies, etc.)?	<i>-Policies: FUP, Dynamic bandwidth throttling based on Quota Usage, Distinct bandwidth limits for inbound/outbound traffic, Customizable time periods (day, night, weekend, holiday, etc.), Burstable billing. More packages to be developed in future. - Service Policies: Internet (5Meg, 100Meg, 15Gbps) etc. - Price Plans: Once-Off and Recurrent - Services: Traffic, Regular, Suspension (Non-Payment and Temporary), Access</i>
		2.2.2.6 Payment Platforms and Recharge – this will require integration with some of the payment processors e.g., mobile money (please specify all payment integrations required).	<i>-Banks -Paypal -Mobile Money Platforms: Ecocash, Telecash, OneMoney -PayNow - all others mentioned in the tender document</i>

		2.2.2.8 Portal - what are the requirements and required functionality?	<p><i>Portal must give the user at least the following functionalities:</i></p> <ul style="list-style-type: none"> <li><i>-Usage statement</i></li> <li><i>-Contract Management</i></li> <li><i>-Reporting</i></li> <li><i>-Auto payment</i></li> <li><i>-Invoice generation &amp; downloadable</i></li> <li><i>-Ability to recharge straight from the portal</i></li> <li><i>-Ability to access the portal without data (zero rated on Powertel network)</i></li> </ul>
		VLAN-Based Layer 2 Circuits: Do you require real-time usage-based billing and invoicing for these services, or are you looking for postpaid billing with auto-disconnect/reconnect features?	<p><i>As stated in sections 1.3, 2.2.1 and 2.2.5 of 1ct/pwt/07/2023, the system support both prepaid and postpaid billing models, and should have the capacity to automatically disconnect customers for non-payment, ensuring compliance with Powertel's policies. To clarify, Online Charging capability is required.</i></p>
		<p>-Your mention of application-based billing prompts us to ask:</p> <p>-Do you have specific applications in mind that require deep packet inspection (DPI)?</p> <p>-If DPI is required, is it within the scope of this tender to provide and integrate a DPI solution, or do you have existing infrastructure to handle it?</p>	<p><i>The billing system shall be integrated with the Cisco SD-WAN solution</i></p>
		<p>Cisco Devices:</p> <ul style="list-style-type: none"> <li>- Can our billing system interface with Cisco devices using SSH?</li> </ul>	<p><i>Yes, the billing system can interface with the traditional Cisco devices via telnet, SSH and APIs. Currently some of our devices currently do not support SSH &amp;/or APIs.</i></p>
		<ul style="list-style-type: none"> <li>- What specific versions of Cisco IOS are deployed in your network, versions below 12.2.2 will not support ssh.</li> </ul>	<p><i>Powertel's Cisco Switch and Router Models</i></p> <ul style="list-style-type: none"> <li><i>o Cisco 8300,</i></li> <li><i>o c7600rsp72043_rp</i></li> <li><i>o 1941/K9</i></li> <li><i>o C3900-SPE150/K9</i></li> <li><i>o ISR4221/K9</i></li> <li><i>o ISR4331/K9</i></li> <li><i>o C3900</i></li> <li><i>o 7609-S</i></li> <li><i>o C2600</i></li> <li><input type="checkbox"/> <i>We are in the process of deploying SD-WAN controller and Cisco 8300 series</i></li> </ul>

		<p>xPON (ZTE and BT):</p> <ul style="list-style-type: none"> <li>- While we noted your preference for restful API, can you clarify if there are technical limitations preventing the use of Remote Authentication Dial-In User Service (RADIUS) or Diameter for Authentication, Authorization, and Accounting (AAA). Integration with Optical Line Terminal (OLT) and the rest API for provisioning purpose?</li> </ul>	<p><i>Remote Authentication Dial-In User Service (RADIUS) or Diameter for Authentication, Authorization, and Accounting (AAA). Integration with Optical Line Terminal (OLT) is also supported.</i></p>		
		What are the specific hardware and software versions of the ZTE and BT PON equipment?	<p><i>BRAS version: ZXR10 M6000 Carrier-Class Router</i>  <i>ZTE OLT version: ZXA10-C300</i>  <i>ZTE BT-PON version: BT-P8108H</i></p>		
		How many OLT devices are there in your network?	<p><i>Currently there are 8 OLT devices (2 x ZTE and 6 x BT-PON)</i></p>		
		What are the protocols?	<p><i>Radius/Diameter, Layer 3, Layer 2</i></p>		
		What are the request types?	<p><i>Provide more details for your request to enable us to give the correct response</i></p>		
		What equipment will be communicating with the Billing for all 3 services (SD-WAN, Layer 2 VPN, xPON FTTx)?	Equipment	Technology	Layer
			Broadband Remote Access Server	xPON	3
			Optical Line Terminal, Optical Network Unit	xPON	2
			Switches	SD-WAN, FTTx, L2VPN	2
			Routers	SD-WAN, FTTx	3

				Controller (Cisco Viptela)	SD-WAN	3-7
			In order to assist us with our response, we kindly request that you provide us with your current SAP Landscape (BOM). In particular kindly please provide number of users (Professional Users and Standard Users); the list of SAP Modules currently installed (e.g. FI, MM Sales, CRM, Purchasing, HR, etc.).	<p><i>Our current SAP Landscape consists of the following components:</i></p>  <pre> graph LR     DEV[DEV] --- QAS[QAS]     QAS --- PROD[PROD] </pre> <p><i>The Billing system will therefore connect to the servers via APIs. Existing modules in our SAP are MM, SD, FI/CO, PP, and SM.</i></p>		
			May you kindly clarify if CRM is activated or we would need to implement CRM with our Billing Solution?	<i>We require that CRM be implemented with the Billing Solution.</i>		