



## MAHANAGAR TELEPHONE (MAURITIUS) LTD.

'MTML TOWER', 63, Cyber City, Ebene-72201, Mauritius

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RFP No.: MTML/E-INVOICE/RFP/2025/2 Date: 08.05.2025

To,

**The Prospective Bidder.**

Dear Sir / Madam,

**Subject: Clarifications in respect of RFP No.: MTML/E-INVOICE/RFP/2025/1 Dated: 02.05.2025**

In accordance with the Clause 6, Section II of the subject RFP document, Clarifications sought by different vendors on commercial and technical specifications have been examined by this office and necessary clarifications / amendments are being attached herewith as Annexure-I for reference to all prospective bidders.

These clarifications supersede the relevant terms and conditions of RFP in case of any contradiction. While preparing the bid these clarifications should be taken into account and complied with.

Duly signed and completed hard copies of the bid documents must reach MTML's office in Mauritius before closing date, i.e, 14th May 2025, upto 15:00 Hrs.

The soft copies of Technical Bid Documents with unpriced BoQ can be sent to [tenders@mtmltd.net](mailto:tenders@mtmltd.net). This soft copy is only for MTML evaluation purpose and will not be considered as bid document in lieu of hard copy. In case of any discrepancy, the content of hard copy shall be treated as final. Kindly note the Financial Bid must not be sent by mail, only hard copy is acceptable.

The bids without BID Security /Transfer Receipts will be solely rejected.

All the other terms and conditions of the subject RFP remain unchanged.

sd/-

**CEO, MTML**

Enclosure: Annexure-I

Clarifications for RFP No.: MTML/ E-INVOICE/RFP/ 2025/1 Dated: 02.05.2025		ANNEXURE-I
Sl. No.	Bidder Query	MTML Clarifications
1	SECTION -III 4.1: Is PBG mandatory? As a manufacturer that already has BSS, this requirement is only to make modifications to the existing system. Can PBG not be required? In addition, the overall duration of the project will not exceed three months. Why does PBG require a validity period of 18 months?	As per RFP requirement PBG is mandatory, validity should cover the project timelines and warranty.
2	SECTION - III 10.2: Payment Terms -Can we propose different payment terms?	As per RFP
3	SECTION –IV (B) 2.3: Which exactly do "all other invoices" refer to? The scenario of "etc" is not clear.	Any other invoices like SMS, EBS and Other Offline invoices for which data on Billing system may not be available. Can provide a portal to input invoice details and get validated from MRA.
4	SECTION –IV (B) 2.8: Please list the contents corresponding to "All the bills and invoices". Please specify the vendors of web, mobile app and GUI The scenario of "etc" is not clear.	All the bills and invoices to run MTML business operations are required to be validated. The web, MobileApp are to be supported for invoice viewing and download.
5	SECTION –IV (B) 3.1: Please give an example of a complex promotions and discounts scenario	As per RFP requirement, this is referring to Goods Sales.
6	SECTION –IV (B) 3.2: Please describe in detail which business scenarios will involve modify/delete/validate with MRA	As per RFP, this is for a e-Invoicing system user.
7	SECTION –IV (B) 3.5: We can see that SECTION - IV (A) item 20 mentions the interface standard. If there are any other standards, please indicate them clearly	Please refer MRA API doc annexed with RFP
8	SECTION –IV (B) 3.6: Please explain which system portal refers to. Please list all the channels.	MTML web Portal for downloading the invoice/bills.
9	SECTION –IV (B) 3.7: Regarding "discount percentages or values as per requirements", please give examples of relevant scenarios	As per RFP requirement, this is referring to Goods Sales and its invoicing.
10	SECTION –IV (B) 4.1: "Other independent invoices, etc. It shall integrate with other elements in the MTML network like SMSC, email servers, internet, etc " Please describe the corresponding scene	The integration is for sending invoice/bill notification to customer via SMS, email, Whatsapp and to facilitate download via link.
11	SECTION-VII, TABLE-I A: As a vendor of BSS, we will reuse the hardware of BSS. Does this form still need to be submitted?	As per RFP if same hardware is used, may pl. mention this on the form SECTION-VII, TABLE-I A as 'NOT APPLICABLE'.
12	SECTION-VII, TABLE-III, TABLE-IV: As a vendor of BSS, we will reuse the hardware of BSS and the AMC of BSS. Do these two forms still need to be submitted?	As per RFP if same hardware is used, may pl. mention this on the form SECTION-VII, TABLE-III, TABLE-IV as 'NOT APPLICABLE'.
13	Annexure-I Bid Security Form: According to the requirements of RFP, bid security will be directly deposited into the MTML account instead of a bank guarantee. Is it still necessary for the bank to issue this document?	Bid Security if paid directly to MTML account, receipt should be submitted along with the BID documents.
14	MANUFACTURERS AUTHORISATION FORM: We have no hardware requirements. Does this form still need to be submitted?	As per RFP if same hardware is used, may pl. mention this on the form Annexure-IV as 'NOT APPLICABLE'.
15	As per section III: Please confirm the MTML will provide the electronic Billing System (EBS) and bidders need not quote for the electronic Billing System software and point of sales hardware. If bidder have to quote for the point of sale hardware, kindly share all the required specifications and quantity of all hardware and associated peripheral required for the proper functioning of the electronic billing system software.	The Bidder may propose the hardware for e-Invoicing System as per its software requirements. There is no separate hardware requirement for POS at shops.
16	Vendor Eligibility Criteria: Please confirm will the MTML accept bidder submit client testimonials where they have implemented the specific MRA E-Invoicing System at other client sites or any other E-Invoicing system but not related to MRA will be acceptable to MTML	Yes, experience any other E-Invoicing system is acceptable. The proposed E-Invoicing system must be able to integrate with MRA system and MTML Billing as per RFP.
17	Please confirm do have to provide support for 8 x 5 or 24 x 7 on proposed software and hardware	Support for 24 x 7 must be available on proposed software and hardware.
18	"The Total Cost to Company for all the equipments/hardware, software and AMC for 5-years quoted by the Vendor will be taken, after deducting any discount which has been indicated by the Vendor in their price quotes". Please confirm do we have to quote for AMC for 5 years or 7 years?	AMC for 5 years is required to be quoted as per SECTION-VII TABLE-III

19	Please confirm whether the MTML billing/CRM system is a single system or two separate system	MTML billing/CRM system is a single system
20	Please confirm whether the MTML billing/CRM system is an vendor based billing system or a custom developed billing system	MTML billing/CRM system is a customized vendor based system. Details can be provided later.
21	If the MTML billing/CRM system is a vendor based system, kindly confirm the vendor name and vendor software name.	Same as above.
22	Please confirm the MTML billing/CRM system is developed on using which programming language and technology stack	Same as above.
23	Please confirm which database and version the MTML billing/CRM system is using.	MTML billing/CRM system is using Oracle 12.2 for database.
24	Please confirm MTML billing/CRM system is used for billing at all chilli shops	Yes, MTML billing/CRM system is used for billing at all chilli shops.
25	Please confirm at how many chilli shop will the E-Invoicing be deployed	MTML have total 8-shops and may vary in future.
26	Please confirm how many point of sales devices should be deployed at the different chilli shops	There is no seperate hardware requirment for POS at shops.
27	Please confirm how many router should be deployed at the different chilli shops	Connectivity will be provided by MTML.
28	Please confirm the MTML will provide VM's requirements for installation of the e-Invoicing system	The Bidder may propose the hardware for e-Invoicing System as per their software requirements.
29	Please confirm currently how the different chilli shops are accessing the MTML billing/CRM system at the shops.	MTML/CHiLi shops are accessing the MTML billing/CRM system using MTML network.
30	Currently Is the MTML billing/CRM system installed as a backend application on an on -premise server at the headoffice of MTML and accessed by MTML staff at the different chilli shops through a web browsers on POS device and all sales transactions recorded on POS devices at the different chilli shops are saved on the backend MTML billing/CRM system in realtime ?	MTML billing/CRM system is installed on centralized hosted model at MTML premises.
31	Currently Is the MTML billing/CRM system installed as a client on Point of Sales devices at differrent chilli shops and at the end of the day or in realtime all sales transaction recorded at the POS devices at different chilli shops are pushed to a backend application server ?	MTML/CHiLi shops are accessing the MTML billing/CRM system in real time for all sales transactions.
32	Please confirm all these current sales transaction for "Goods Sales for Prepaid and Postpaid subscribers of MTML, Billing for Postpaid, Enterprise Business Customers, Billing for interconnect partners and all other invoicesto run its business operations, etc." are recorded on the MTML Billing/CRM system? If these sales transactions are recorded any other system than the MTML Billing/CRM system, please provide technical details and stack of the other system?	Same as above.
33	Please confirm we are not replacing the existing MTML billing/CRM system and the existing MTML billing/CRM will continue to be in use but we have to integrate with it.	Yes, existing MTML billing/CRM will continue to be in used and the new e-Invoicing system will have to integrate with it.
34	Please note we are working with an international supplier for the E-Invoicing System solution, and we rely on international supplier sending us their solution to propose to MTML and we have to allow our international supplier at 2 to 3 weeks to send us their proposal and approved discounted quote financial. Also we have to allow some time for local supplier to quote for servers. Kindly can you provide an extension of 3 weeks	Presently there is no extension for Bid submission deadline. However if there is any change, the same will be intimated to you.
35	Please allow us also some additional time to submit additional queries.	Same as above.
36	Please confirm do we have to purchase the tender. We have only downloaded the tender document	Yes, can download the tender document and the bid submission should be as per the SECTION - II 'Instructions to bidders' of the RFP.
37	Please can you arrange for a prebid meeting for bidders.	Not Allowed.
38	We see the delivery period is 3 months. Please note it not feasible to delivery the equipments and implement the solution within 3 months. Can we propose a delivery schedule	Delivery Schdule shall be as per RFP.
39	Could you please confirm whether the integration touchpoints will interact via API with the CRM system or through reading XML files? Kindly provide details on the format and access methods	Should be as per MRA & MTML requirements.

40	From which sources will top-up and recharge transaction data will be received? Are there any existing APIs, databases, or flat files that will be used for this purpose? Please elaborate.	Same as above.
41	Would you like us to store the QR code associated with receipt payments in the system in order to generate tax invoices as PDF files? If yes, please explain in detail.	Yes, need to store the QR code associated with receipt payments in the system in order to generate tax invoices as PDF file.
42	Are there any specific reports that need to be generated and made downloadable through the system? If so, please describe the types of reports, frequency, required formats (e.g., PDF, Excel), and any filters or criteria.	Should be as per MRA & MTML requirements.
43	Do you require a high availability (HA) setup for the solution, or is a single-site deployment sufficient for your operational needs?	Single site, Redundant solution with Active/Stanby nodes is required.
44	Kindly explain on your maintenance and support requirements	Support for 24 x 7 must be available on proposed software and hardware.
45	Do you plan to continue with your existing billing system (software) and integrate it with the proposed e-invoicing system?	Yes, existing MTML billing/CRM will continue to be in use and the new e-Invoicing system will have to integrate with it.
46	Is the existing billing system a cloud-based software? Please mention the technology used	Yes, existing billing is private cloud based.
47	Does the existing billing system offer APIs for billing data extraction with customer details? Or, are there any interfaces (ALE / EDI) or file-generation that can be used for integration?	Should be as per MRA & MTML requirements.
48	Current volume of invoices generated in a month (approximate) – B2B volume and B2C Volume separately	Should be as per MTML requirements. All licenses have to be perpetual.
49	Frequency of invoice generation (current)	Real time as per Sales and Billing operations of MTML
50	Are there any data-residency requirements to be complied with for the proposed e-invoicing system?(Data within premise / Data within Mauritius)	Yes, the system shall be hosted at MTML and must comply to SECTION –IV (A) Clause 27 of RFP.
51	Can the MRA API calls be done from non-Mauritius IP addresses?	Same as above.
52	Can the new e-invoicing system be proposed as a Cloud solution?	Same as above.
53	Are e-invoices to be generated for Purchase Returns (e.g.: defective equipment)?	Yes, e-invoices to be generated for Sales/Purchase Returns also.