

Annexure 1: Technical Requirements

1. Requirements

The NSA is seeking for an SMS Aggregator who can handle Domestic, International SMS services with the following specifications:

- SMS using short or long code
- Push, Pull, App Notifications
- Web Based Notification SMS gateway services
- Bulk SMS and event-based SMS (bilingual).
- Event-based SMS like bill alerts, payment confirmations, payment intimations.
- Promotional SMS
- OTP capabilities
- Ability to reply to an sms using keywords
- Premium Sms capabilities for payments processing
- Dashboard for monitoring and reporting
- Ability to send transactional and promotional Sms's
- Generating or viewing SMS logs for a range of dates (daily/weekly/ monthly/ yearly)
- Scheduling of bulk SMS with an option to edit/delete
- Realtime SMS logs to be used for validating monthly usage invoices
- The Bidders should have the capability to provide onsite support
- The solution should have capabilities to send SMS to all GSM / CDMA network including 2G, 3G, 4G, 5G handsets and any other upcoming network technology and to all telecom operators operating in Namibia and international.
- SMS Delivery bidders should have direct connectivity with at least 2 domestic telecom service providers (MTC and Telecom Namibia)| as on date of submission of bid and also be valid during the contract period.
- The bidders shall be responsible for providing 24x7x365 days after sales/ helpdesk support and service procedure for the complaints related to SMS and corelated Services.
- The solution offered should provide secured encrypted connection for delivery of outgoing / incoming SMS/alerts with guaranteed delivery within stipulated time.
- OTP should be encrypted during the transmission
- Api compatible for integration into different information system custom and commercial
- The API should support encryption - decryption for the entire API parameters supporting DES / 3DES / AES or any algorithm recommended.
- Accessible Api documentations
- The bidders solution should be compatible with all supported versions of Operating Systems and Data bases.
- Upload of Mobile Numbers through Excel and Txt formats single or bulk imports and exports
- The solution should offer protection against the following threats and any other cyber threat applicable to the SMS services:

- Man in Middle attack
- Reply attack
- Spamming
- Denial of service attack
- SMS phone crashes
- SMS viruses
- SMS Phishing and flooding
- The SMS services should be scalable to meet the requirements of the agency for the next 3 years from the date of GO-Live.
- Proposed solution should have capabilities to send multilingual languages SMSs
- The proposed solution should have capability for filtering of duplicate message.
- The bidders should provide suitable means such as website / Portal / tool for the generation of MIS reports and should also have an option for showing the current status of messages.
- The Solution should be able to provide daily statistics on dashboard accessible to the agency's Admin staff containing the daily statistics and Latency Reports of previous day and should contain the following fields:
 - Date
 - Category of SMSs
 - Total SMS sent
 - Total SMS delivered successfully
 - Total failed / expired
 - Total SMS where delivery report not received
 - Total invalid or failed
 - Date/time of SMS received at the gateway
 - Date/time of SMS sent to the operator
 - Date/time of SMS delivered to the end subscriber
 - Delivery status
- User management facility

2. Financials

As part your proposal the bidders should provide the following:

- Any licensing cost: what will the implementation and licensing cost be for the system to cater all the functionalities as listed.
- Cost breakdown per sms as per the requirements above
- Propose share revenue percentage in cases of payments collection and processing
- After sales support rates for:
 - 24x7 availability
 - 30 minutes response time and remote troubleshooting