

BOTSWANA COMMUNICATIONS REGULATORY AUTHORITY



EXPRESSION OF INTEREST

**DEVELOPMENT OF METERING AND BILLING VERIFICATION
GUIDELINES TO FACILITATE THE AUDIT OF
TELECOMMUNICATIONS OPERATOR'S BILLING SYSTEMS**

FOR

BOTSWANA COMMUNICATIONS REGULATORY AUTHORITY

REFERENCE NO: BOCRA/EOI/001/2020.2021

Closing Date: 20 OCTOBER 2020

**BOTSWANA COMMUNICATIONS REGULATORY AUTHORITY
PRIVATE BAG 00495
GABORONE
PLOT 50671, INDEPENDENCE AVENUE, GABORONE**

**PROCURING ENTITY
BOTSWANA COMMUNICATIONS REGULATORY AUTHORITY**

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PUBLIC NOTICE: CALL FOR EXPRESSION OF INTEREST

REFERENCE NO. BOCRA/EOI/001/2020.2021

**DEVELOPMENT OF METERING AND BILLING VERIFICATION GUIDELINES
TO FACILITATE THE AUDIT OF TELECOMMUNICATIONS OPERATOR'S
BILLING SYSTEMS FOR BOTSWANA COMMUNICATIONS REGULATORY
AUTHORITY**

Botswana Communications Regulatory Authority (BOCRA/ the Authority) hereby invites experienced Citizen Individuals to submit an expression of interest for Development of Metering and Billing Verification Guidelines to Facilitate Audit of Telecommunications Operator's Billing Systems in Botswana.

This Expression of Interest (EOI) is reserved for Citizen Individuals experienced in metering/billing policy formulation or revenue assurance preferably domiciled in Botswana.

The Expression of Interest (EOI) documents may be obtained from the BOCRA Office, BOCRA website at www.bocra.org.bw, or requested through email procurement@bocra.org.bw between 0730 Hours and 1700 Hours.

EOI documents should be submitted not later than **12:00hrs** on **20 OCTOBER 2020** or such other later date as the Authority may advise in writing, to the following address:

Botswana Communications Regulatory Authority

Plot 50671 Independence Avenue

Private Bag 00495

Gaborone

Tel: +267 368 5500

Fax: +267 395 7976

EOI documents will be opened at **12:05hrs** on the **20 OCTOBER 2020** at the BOCRA offices.

Preference will be offered to Citizen Individuals who are youth and women.

Notwithstanding anything in the forgoing, the Authority is not bound to accept the lowest EOI offer.

For any further information regarding the EOI, contact:

Procuring Office: 368 5500/09/33/34

Contact email: procurement@bocra.org.bw

SECTION 1: INVITATION AND INSTRUCTIONS TO BIDDERS (IIB)

1.0 Introduction

1.1. The Botswana Communications Regulatory Authority (“BOCRA/the Authority”) is a statutory body established under the Communications Regulatory Authority Act of 2012 (Act). The Authority is mandated to apply the provisions of the Act in a manner which promotes efficient provision of communications services throughout the country. The Act is available from Government Printers in Gaborone, Botswana or may be obtained at the following website: <http://www.bocra.org.bw>

1.2. BOCRA hereby invites experienced Individuals to submit an expression of interest for the **Development of Metering and Billing Verification Guidelines to Facilitate Audit of Telecommunications Operator’s Billing Systems** as detailed in Section 2 of this EOI document.

2.0 The Expression of Interest (EOI) documents may be obtained at the BOCRA Office, BOCRA website at www.bocra.org.bw or requested through email from procurement@bocra.org.bw between 0730 Hours and 1700 Hours.

3.0 The EOI comprises of:

3.1 Public Notice

3.2 Invitation and Instruction to Bidders (IIB)

3.3 Terms of Reference (TOR’s)

4.0 Reservation and Preference

4.1 Preference will be offered to Citizen Individuals who are youth and women residing in Botswana and are able to prove their citizenship.

5.0 Interested Individuals (“Bidders”) for the EOI may submit questions in writing seeking clarification. Such questions must be addressed to the Chief Executive at the above address and must be received by **13 OCTOBER 2020** or such other later date as the Authority may advise. Questions received after the specified date will not be responded to.

6.0 All questions submitted by interested Individuals will be consolidated into one document (“the Clarification Document”) which will include the questions and the corresponding responses. The sources of the questions will not be revealed or identified. Clarifications of any matters, relating to

the EOI shall be communicated in writing to all prospective bidders by **15 OCTOBER 2020**.

- 7.0** Bidders will not be reimbursed for any expenses incurred in the preparation of their bids.
- 8.0** BOCRA's members of staff are not permitted to discuss any issues related to this EOI or give any verbal clarifications to any person. All queries are to be addressed using the procedure outlined above.
- 9.0** Board Members are prohibited from bidding for any construction, works, supplies or service contract with the Authority.
- 10.0** Bid documents shall not be returned to the bidders at the end of the EOI evaluation.
- 11.0** The panel of evaluators will follow the Quality and Cost Based Selection (QCBS) method.

12.0 A One Envelope System will be followed

- 12.1** The Technical Proposal and Financial Proposal together with their copies shall be enclosed in a sealed envelope/package with no indication of the bidder's name or brand logos outside, bearing only the inscription below

<p>EOI NO: BOCRA/EOI/001/2020.2021</p> <p>DEVELOPMENT OF METERING AND BILLING VERIFICATION GUIDELINES TO FACILITATE THE AUDIT OF TELECOMMUNICATIONS OPERATOR'S BILLING SYSTEMS FOR BOTSWANA COMMUNICATIONS REGULATORY AUTHORITY</p>

- 13.0** EOI bids shall be delivered at the BOCRA offices above not later than 1200 hours on the **20 OCTOBER 2020** or such other later date and time as the Authority may advise in writing.
- 14.0** Faxed or emailed EOIs will not be considered.
- 15.0 Submission Format**

The following items shall comprise “**the Technical Proposal**”:

15.1 One (1) hardcopy marked **ORIGINAL Technical Proposal** and scanned copy of the original Technical Proposal in a Compact Disk (CD). The ‘Proposal’ shall address in detail, the requirements stipulated in the Invitation to EOI document, and Terms of Reference.

16.0 The following items shall comprise “**the Financial Proposal**”

16.1 One (1) detailed original Financial Proposal marked **ORIGINAL FINANCIAL PROPOSAL** and scanned copy of the original Financial Proposal in a Compact Disk (CD).

16.2 All prices should be quoted in Botswana Pula.

16.3 The Financial Proposal must present detailed itemised proposal for the:

16.3.1 Development of guidelines in accordance with Section 2 – Terms of Reference.

16.4 The EOI offers shall remain valid for at least 90 (Ninety) days from the date of EOI submission.

17.0 Bid Opening

No.	Description	Yes	No.
1.	A sealed package with no indication of the bidder’s name or brand logos outside.		
2.	One (1) Original hardcopy of the Technical/Financial Proposal marked ORIGINAL		
3.	Scanned soft copy of the original Technical/Financial in a CD		
4.	Duly completed and signed Form of Tender (<i>applies to Financial Proposals</i>)		

Failure to comply with the above shall attract immediate disqualification.

18.0 Evaluation of EOIs

18.1 The panel of evaluators will follow the **Quality and Cost Based Selection (QCBS)** evaluation method.

19.0 Quality and Cost Based Selection (QCBS)

19.1 The evaluation of the EOI will be carried in four (4) stages as shown below.

19.2 The scores of the EOI will be allocated as follows:

Stage 1: Compliance Check stage does not accrue any score but rather is used to check whether the bidders have complied with the necessary requirements.

Stage 2: The Technical Evaluation takes a total of 70 points.

Stage 3: The Financial Evaluation takes a total of 30 points.

19.3 Stage 1: Compliance Check

At this stage, the bids will be checked for compliance with the stipulated compliance checklist. The check list shown at Table 1 below will be used for evaluation at Stage 1. Compliant bids will then proceed to Stage 2 of the evaluation.

Table 1: Technical Proposal Compliance Check

	Description	Yes	No.
1.	Certified Copies of the National Identity card		
2.	Signed Curriculum Vitae		
3.	Certified Copy of Bachelor's Degree Certificate		
4.	Two (2) Professional references		

19.4 Stage 2: Technical Evaluation

This stage shall consider the conformity of the Technical Proposal to the Terms of Reference. The criteria for evaluation shall be as shown in Table 2 below.

Table 2: Scores for the Technical Evaluation

No.	Evaluation Criteria	Maximum Attainable PointS
1	Individuals Capability and Experience	40
1.1	Evidence of bidder having undertaken similar projects.	10
1.2	Market experience and Reputation.	5
1.3	Detailed information on mobile network operating systems.	10
1.4	Providing two (2) references and recent list of companies/institutions at which they worked.	5
1.5	Knowledge of policy/guidelines formation.	5
1.6	Strategy for skills transfer to the Authority shall be clearly outlined.	5
2	Approach and Methodology	30
2.1	The bidder shall provide a proposal setting out its methodology, including the manner in which the services are to be provided to ensure that the deliverables and any requirements of the Terms of Reference are met. The bidder shall also highlight any anticipated challenges that may arise during the execution of the audit and how they plan to mitigate them.	15
2.2	Project plan and Proposed reporting structure.	7
2.3	Quality assurance of the proposed deliverables	8
	Total	70

20.0 Individuals who score 49 points and above in the Technical Evaluation will be short listed for Financial Evaluation.

21.0 FINANCIAL EVALUATION

21.1 The Financial Proposal will be evaluated after the Technical Evaluation.

21.2 Pro rating the bid price against the lowest quoted price. This means the Individuals with the lowest price (amongst those who qualified for financial

evaluation) will get the maximum score of 20 points. The weighted Financial Score will be calculated as shown below, and then summed up with the Technical Score to get the total combined score.

Financial score = (Lowest Bid price/ Evaluated Bidder's price) x 30

22.0 Shortlisting

22.1 The bidder whose EOI has been determined to be advantageous to BOCRA and met the minimum standards of Technical Capability and Financial resources will be shortlisted for tendering.

23.0 BOCRA shall not be obliged to shortlist lowest Individuals and reserves the right not to shortlist at all and shall not be obliged to give reasons for its decisions.

Secretary of the Tender Committee

END OF SECTION 1 – INVITATION & INSTRUCTIONS TO BIDDERS

SECTION 2 TERMS OF REFERENCE

TERMS OF REFERENCE

FOR THE

**DEVELOPMENT OF METERING AND BILLING VERIFICATION GUIDELINES
TO FACILITATE THE AUDIT OF TELECOMMUNICATIONS OPERATOR'S
BILLING SYSTEMS**

FOR

BOTSWANA COMMUNICATIONS REGULATORY AUTHORITY

1. BACKGROUND, PURPOSE AND SCOPE OF SERVICES

1.1. Introduction

1.1.1. The Botswana Communications Regulatory Authority (BOCRA or the Authority) was established through the Communications Regulatory Authority Act, 2012 (CRA Act) to regulate the communications sector in Botswana, comprising telecommunications, Internet and Information and Communications Technologies (ICTs), radio communications, broadcasting, Postal Services and related matters. The Act and its Regulations are available on the BOCRA website www.bocra.org.bw.

1.1.2. The mandate of the Authority is, among others, to facilitate the provision and availability of efficient, effective and affordable communication services throughout Botswana; promote the interests of consumers in having a choice of quality and variety of services at good value for money; and to promote effective competition through fair regulation that is conducive to business investment in telecommunications.

1.1.3. BOCRA is further mandated to approve various tariffs for telecommunication services offered by Operators to the end users. These tariffs are implemented through Operators' billing systems.

1.1.4. In order to ensure regulatory compliance, it is the responsibility of the Authority to verify that the charges levied by Operators for the various services available in the market are in accordance with the tariff schedules approved by BOCRA, and that services are charged accordingly.

1.1.5. The Authority would like to engage the services of Individuals to develop standard audit guidelines/procedures to be followed by Public Telecommunications Operators (PTOs), with regard to Metering and Billing Systems Assurance. Once developed, the guidelines will be adopted by PTOs who will be expected to conduct 'self-audits' of their billing systems in line with the guidelines. It is the Authority's objective through this exercise to ensure that end users get value for money for services received and that Operators offer tariffs which are compliant to those set by the Authority.

1.2. Objective

The output objective is to develop standard audit guidelines to be adopted by PTOs with regard to metering and billing systems assurance. Thereby facilitating and aiding operators to establish auditing or monitoring of the metering and billing activities, and verifications of its accuracy subsequently provide confirming (audited) reports to the regulator. On another hand ensuring, that Operator's systems generate tariffs which are compliant to those approved by the Authority.

1.3. Scope

The scope of work focuses on the development of standard audit guidelines/ procedures to be followed by PTOs with regard to Metering and Billing Assurance. The successful Individuals shall;

- i. Develop standard audit procedures relating to the accuracy and reliability of metering and billing systems in accordance with international best practice standards;
 - Develop standard audit procedures for review of billing tariffs against approved tariff schedules (e.g. per second billing, charging intervals and tariff transitions [transition from on-peak to off-peak charges], fixed fees and discounts);
 - Develop standard audit procedures for Inspection and review of product descriptions (all platforms, flyers, website etc.) & customer terms and conditions for reconciliation with approved tariffs and invoices generated;
 - Develop standard audit procedures for auditing of aggregated charges;
 - Develop standard audit procedures for comparison of traffic statistics with total call charges per call scenario;

- Develop standard audit procedures for detailed point checks (sampling), checking that all services are charged according to approved tariffs;
 - Develop standard audit procedures for verification of invoices against Call Detailed Records (CDRs), Internet Protocol Detail Records (IPDR), and other relevant technology;
 - Develop standard audit procedures for conducting test calls and comparing invoices against test call results;
 - Develop standard audit procedures for verification of sample invoices in respect of:
 - a. Fixed fees, including correct handling of mid-month activations/terminations
 - b. Charges to various destinations, dependent on call data availability- (e.g. reconciliation of roaming charges against local and International destinations roaming)
 - c. Peak/off peak charging and charging across tariff transactions.
- ii. Develop standard procedures for testing the effectiveness of PTOs Internal Controls (centred on billing). The tests of controls shall include but not limited to the following;
- Business Continuity (e.g. system recovery processes)
 - Information Systems Security (e.g. user system restrictions)
 - Evaluation of the Operators' quality control measures in the provisioning and billing process;
 - Inspection of sampled customer Service Level Agreements (SLA) and establish whether customers were billed appropriately for the contracted services (in accordance with approved tariffs); and
 - Making recommendations in respect of improvements to Operator's billing systems;

- iii. Develop the minimum requirements for audit agencies or firms that will be engaged by operators to carry out the assurance services.
- iv. Develop guidelines/ checklist to be adopted by the Authority when validating audit report submissions from operators.
- v. Develop reporting templates for submission of Audit reports to the Authority.
- vi. The Individuals will be required to engage industry operators in developing the guidelines and carry out an assessment of PTOs existing billing systems.
- vii. Develop risk assessment procedures to be used by the operator for the risk identification and mitigation associated with their metering and billing systems, including fraud detection and revenue leakage, for submission to the Authority.
- viii. The Individuals should facilitate skill transfer to BOCRA staff during the consultancy period.

2. Tender Deliverables

- 2.1** The whole assignment should be completed within five (5) months from the date of contract signing.

Table 4: Proposed Project Deliverables:

ACTIVITIES	START	FINISH	PAYMENT SCHEDULE
INCEPTION REPORT presentation of the Inception report to BOCRA	Nov 2020		10%
Meetings & Industry Risk Assessment			
b) Presentation and discussion of Risk Assessment results with the BOCRA Team			15%
c) Presentation of the draft Metering and Billing Assurance Guidelines/ Procedures to BOCRA and stakeholders			25%
d) Consolidate comments of Draft Metering and Billing Assurance Guidelines/ Procedures			
e) Final Presentation and Validation of the final Metering and Billing Assurance Guidelines/ Procedures			30%
f) Submission of the Draft Final document		March 2021	20%

NB: The payments will be done according to the payment schedule in the table above.

3. Capability and Experience

3.1 The bidding Individuals must fully demonstrate their capability and experience to undertake the project. Reference is made to Table 3 above (Scores for technical evaluation).

4. Individuals Experience

4.1. The successful Individuals or team shall possess the following qualifications, skills, experiences and competencies;

- i. Extensive knowledge and understanding of telecommunications billing systems and applications/ components including but not limited to;
 - Call Detail Records (CDR)
 - Metering, Billing and Rating Engine
 - Mediation processes of PTO's
 - Revenue Assurance and Leakage
- ii. Adequate knowledge and understanding of services and packages provided by telecommunications service providers in the local market;
- iii. The Individuals should have acquired five (5) years practical work experience in Information Technology, preferably in a role or function relating to metering and billing services, systems and or assurance, information security including risk assessment/management;
- iv. Candidates must possess a minimum of Degree or Equivalent in any of the following academic areas; Telecommunications Engineering, Information Security Audit, Information Systems, Computer Science, Information Technology, Financial accounting (Professional qualifications in related areas will also be considered) or have gained extensive knowledge/experience/speciality on Billing;
- v. Knowledge and practical experience in conducting Information Technology (IT) Audits, risk management and Controls Self-Assessment;

4.2. Any subsequent substitutions (after contract award) for any proposed Individuals submitted at tendering may only be replaced with substitutes possessing equivalent qualifications and experience. Any proposed changes are subject to the Authority's approval, and BOCRA reserves the right to cancel the contract if a Individuals of the original team cannot participate in the project.

4.2.1. Bidders shall provide full details of any previous similar work they have undertaken.

4.3. Bidders shall also include the following information in their Technical Proposal:

- A detailed CV of the Individuals must indicate their nationality and Identification numbers;
- Demonstrate experience in performing the requested Services and specific roles of team members may play in the engagements;

5. Approach and Methodology

- 5.1. The bidder shall provide explicit proposal setting out its methodology, including the manner in which the Services are to be provided to ensure that the deliverables and any requirements of the Terms of Reference are met.
- 5.2. Bidders may specify any ancillary Services they are able to provide that will add value to the Services requested in this EOI or which the bidder believes are necessary for this tender. The cost of the Ancillary Services shall be shown separately in the Financial Proposal, and shall not be used for evaluation.
- 5.3. The bidder shall include in their proposal all aspects of quality assurance of the proposed deliverables.

6. Conflict of Interest

6.1 The bidder in this EOI shall state whether there is any conflict of interest particularly if the Individuals is currently carrying out work for any stakeholders (licensed operators or service provider) in the communications industry in Botswana.

-----END OF SECTION 2 - TERMS OF REFERENCE-----