



CLARIFICATION

Expression of interest for the Design, Development and Deployment of Mobile Application (Mobile App) for BOCRA BOCRA/PT/009/2017.18

NB: The reason why BOCRA issued the Expression of Interest is for experts in App Development to advice of what is reasonably possible, practical and desirable for the envisaged App. As such BOCRA will use the information gathered to develop suitable terms of reference and appropriate specifications for the App.

LIST OF QUESTIONS

- 1 For youth start-up companies intended to submit an EOI for the mobile app, is a financial statement that necessary as no financial history (year old company) or turnover is available? Just a financial proposal to submit.**

A start-up company need not submit financial statements if they do not exist. However, it is important for the company to demonstrate fully its ability to deliver the solution required by the EOI, that includes a demonstration of financial support where necessary.

- 2 On the document it is not specified on which platform the application is to be designed for Android or IOS.**

The application should be designed for both Android (4.4 and above) and iOS (9.3 and above) platforms.

- 3 The effort, time and cost involved in delivering this is dependent upon what services are available, where/ how they are currently hosted, whether there are existing APIs for external developers to use and if so, can they be provided, what security protocols are required?**

The data that the user will access shall be hosted by BOCRA. There are currently no existing API's for developers and the successful bidder shall be expected to liaise with the respective application developer for development of the API. HTTPS protocol shall be preferred.

4 Is the document referring to the general public, business or both?

The App should be accessible to all, the public and businesses.

5 Are they referring to 3rd party operators such as prices charged for, and network availability, quality of service and variety of services and products, offered by operators.

BOCRA approves tariffs and products introduced by operators. BOCRA also monitors network performances and Quality of Service of operators. Therefore, this information is available within BOCRA. Where it is not available, BOCRA can always request for it.

6 What are they referring to allow consumers to access latest technologies?

The App is intended to be an information sharing facility as well as an educational tool. With this in mind, sharing the latest technologies means educating the public about what new communications technologies are available and possibly how they will benefit them as well as possible disadvantages to enable consumers to make informed choices.

7 In page 14 point 1.3 continue to increase coverage of mobile broadband, leading to increased, this sentence is incomplete.

...leading to increased uptake of the Internet and use of social media.

8 3.1.1. The platform will use the consumer's location to update them on what services are available at that location; please could the list of services be provided and does this reference data exist? If so, in what format is it?

Typically mobile phones inform users about what services are available in the localities they may be receiving coverage from e.g. Is it a 2G, 3G, 4G network? Which commercial radio station frequency is available in that location etc. BOCRA has interactive coverage maps that are available in its network monitoring system. However, the coverage maps may be bandwidth intensive. The idea is see how such information can be made accessible to the public through the App. Currently the maps are published as PDFs in annual reports and website.

9 Who is providing the integration with 3rd party APIs?

The successful bidder will be expected to liaise with the respective application developer for development of the API.

10 Are the operators 3rd party.

It depends on the type of information under consideration. Information such as call records is between the operator and the subscriber. It is by law available to BOCRA for regulatory purposes. Any other person or entity which may wish to have access to such information such as the Police for instance, will be a third party. An operator will be a third party when he/she requires information that does not relate to his/her network or subscriber.

11 Who is providing the database with list of operators?

BOCRA has a database with all licensees. Its available on the website.

12 On all feedback forms, what is the setup of the feedback form, and login wise how do you differentiate between general public and business logging in.

The feedback form shall provide space for the consumer to provide their personal details i.e. name, contact details and space for them to write their feedback. No login shall be required.

13 Will they be providing the database or they need assistance.

The database is available from BOCRA.

14 What are all the list of BOCRA services, and detail list of services required?

Question is not clear. BOCRA services are provided for in the CRA Act available on the website. Section 6 of the Act details the mandate of BOCRA.

15 What online payment methods, how will it reflect on users' side?

BOCRA has an online payment gateway for debit and credit cards. The App should be able to redirect the user to this gateway.

16 How does the registration work, does users have to upload documents.

No documents will be uploaded during the registration process. Procedure for registration will be developed in consultation with the successful bidder.

17 How will the information they want users to see be displayed.

It is for the App designer to propose the best display method.

18 3.5 Under scope of services, they will need a form template.

The App designer should advice.

19 Does BOCRA already have an online services (web services) and if yes what are they. A full description of online functionality.

BOCRA currently has no web services.

20 Your location and cross referencing with their database of services within the range of the customers location.

It appears that this is just a statement. See answer to question 8.

21 When services or operators are mentioned is that a reference to an ISP (internet service provider).

Service providers is a generic phrase commonly used to refer to all entities licensed by BOCRA to provide services under the CRA Act including ISPs.

22 Where does the collected data go to

The collected data remains in the custody of BOCRA.

23 It is stated that only BOCRA will have access to database collected using the app therefore an administrative panel is required, more information about the tasks BOCRA needs to perform.

The App designer must advice.

24 In the documents to attach, does License no. mean “Trading License”? Yes

Documents Missing in the EOI:

- Declaration of Secrecy
- Form of EOI
- CV template/form to be enclosed

Those have been deliberately left out. They will be required when the job goes for tender. Right now it's just an Expression of Interest.

25 Assuming that the Mobile Application must integrate with existing systems, what systems are in-place for:

- a. License renewal**
- b. Payment (online credit-card transactions and/or post-paid)**
- c. Issue logging, assignment and escalation**
- d. Feedback and communication**
- e. User registration and identification**
- f. Education/communication content storage & delivery**

See answer to 15. There is also a system called FLSS for frequency licence applications.

NB BOCRA realizes that some of these requirements may not be applicable for desirable for an App. Therefore, it is for the App designer to advice.

26 Is it appropriate to assume that infrastructure (servers and bandwidth) is available, or should this be part of the EOI

Servers and bandwidth are available.

27 Does BOCRA have a preferred technology stack that should be designed in accordance with (Microsoft, IBM, Oracle, OSS)

BOCRA currently uses Microsoft platform. However, for this project BOCRA does not have a preferred technology stack. Rather, the bidder should propose a solution that will best support the App.

28 Is it desired/necessary for the system to have detailed broadcast schedules from the broadcasters and if so, is this available in electronic form or should the solution specify integration standards to which the broadcasters must comply.

BOCRA will not want to advertise operational details of licensees and be held responsible for any inaccuracies of such operational information.

29 Is it desired/necessary for the system to automate communication with the broadcasters when issues are raised

The very purpose of the App is to automate information dissemination and sharing with stakeholders and consumers.

Therefore, automation of communication with broadcasters, if it is possible and practical will be desirable. However, the App should, as far as it is practicable, be less bandwidth intensive to accommodate all consumers regardless of network and gadget.

30 If there is no issue tracking system in-place already, does the scope of this EOI allow for the proposal of a tracking system.

Again, if the in the opinion of App developers as experts, the envisaged App can allow for tracking without making it too slow or heavy on gadgets and bandwidth, then tracking will be a welcome feature.

31 What is the normal escalation period for requested/paid services?

BOCRA only deals with escalated complaints that could not be adequately addressed by licensees to the satisfaction of consumers. Escalated period for requested/paid services depends on service turnaround times for individual licensees.

32 What does a registered user get access to?

BOCRA envisages that licensees would want to have accounts through which they could follow up with BOCRA for services they may have requested from the regulator such as applications for radio frequency spectrum, applications for short codes, applications for numbers, applications for type approval etc. It is not envisaged that ordinary consumers would wish to open accounts with BOCRA.

33 Are tariffs open to the public? Are they static/dynamic?

Tariffs are open to the public and they are dynamic as they change from time to time. It is a requirement for licensees to publicly display their approved tariffs as they do through their websites and information leaflets. BOCRA wants to use the App as another avenue to communicate approved tariffs for public consumption.

34 What would a registered user be paying for? Is there a current payment gateway in use?

As noted at 35, licensees will possibly be registered users to receive various services from the regulator some of which attract fees.

Examples includes renewal of annual radio licences. BOCRA already has a payment gateway in use.

35 What services need paying for? List with prices of each.

The list is not exhaustive and can be availed to developer who will be contracted for the job.

36 What is the app interfacing with on the core BOCRA system?

The App will work with other BOCRA platforms such as website, Facebook page, twitter account, youtube account, Flicker account, .bw Domain website, online payment systems etc. It may not be necessary to interface with all of them. App developers will advise.

37 How are services usually paired?

It is not clear what services are being referred to and in what context pairing is being used.

38 What is the purpose of user communicating with each user?

BOCRA does not wish to avail its App for users to communicate with one another. The App is intended to facilitate two-way communication between BOCRA and the users individually and/or as a collective.

39 What latest technology would users be getting access to?

BOCRA wishes to use the App to communicate to users latest communications technologies affecting the communications sector and their implications for users. For example, Long Term Evolution/ 4G, WhatsApp, Facebook, Twitter or any other new technology, service or application yet to come into the market.

40 What information is currently available for digital literacy?

There is no specific information available for digital literacy. However, BOCRA would like to share any readily available information to enhance digital literacy of consumers.

41 Is the database for the App independent from the website?

Is it desirable for the two to be independent? BOCRA stands to be advised by developers on the best practice.

42 On the document it is not specified on which platform the application is to be designed for Android or IOS.

The app should support both Android (4.4 and above) and iOS (9.3 and above) platforms.

43 Is the document referring to the general public, business or both.

Both the general public and businesses or licensees.

44 Are they referring to 3rd party operators such as prices charged for, and network availability, quality of service and variety of services and products, offered by operators.

It is not clear what 3rd party operators come from. However, by prices charged for, and network availability, quality of service and variety of services and products, offered by operators, the CRA Act refers to broadcasting, postal and telecommunications licensees. These licensees are mandated by the law to uphold confidentiality of customer information obtained during the course of business and not disclose it to any other person of entity without a court order.

45 The document is very clear on how the Technical Proposal and Financial Proposal must be submitted (Table 1 and Table 2); however, the document is not clear on how the documents required in Section 5 and 6 must be submitted? Should they be submitted as annexures? Please advise

5 and 6 also give guidance of the required documents. It is up to the bidder how to package the documents. What is required are the listed documents.

46 What back-end systems (and/or API's) is BOCRA using to run the company website and other digital platforms? Any system architectural diagram of the current systems and reference sites linked to the website will be great if available.

The website is run by a third party and integration with the App may be minimal.

- 47 Table 2, point 4 requires that we submit the FORM of EOI (Copies), but the form is not in the BOCRA document relating to this EOI (BOCRA/PT?009/2017.18).**

Bidders can ignore the requirement. It is not necessary at this stage.

- 48 The second part of point 3.9 is not clear “exercise their rights to choose as users of communication services”. Please advise**

It means that once consumers are informed of what technologies exist in the market then they will be in a better position to choose what works for them.

- 49 The statement “foreign-owned companies shall subcontract up to 30% of the contract to 100% citizen owned companies” is not clear please clarify.**

Under the Public Procurement and Asset Disposal Board (PPADB) procurement regulations foreign owned companies that win tenders are required to sub-contract up to 30 percent of the tender amount to a 100% citizen owned company.