



Request for proposal for voice prepaid and postpaid services

Date RFP issued :	21st June 2007
RFP deadline	25th July 2007 – 5:00 PM Tahiti local time (GMT – 10h00)
E mail addresses for RFI submissions	maui.sanford@opt.pf, tehina.thuret@opt.pf, william.kimchou@opt.pf, huimata.ceranjerusalemy@opt.pf
Contract execution	5 th August 2007

1. INTRODUCTION

This Request For Proposal (RFP) is issued by Office des postes et télécommunications (OPT) to select a provider for a prepaid platform allowing to offer prepaid and postpaid phone card services and prepaid account services.

The needs forecasted in term of number of customers are listed at point 4 “Presentation of OPT’s quantitative needs” of this RFP.

A preference will be given to the candidate capable of lowering CAPEX and OPEX.

2. GENERAL INFORMATION

Telecommunications services in French Polynesia are provided by “Office des Postes et Telecommunications” (O.P.T) a public owned corporation, and OPT’s wholly owned subsidiaries for Mobile and Internet. OPT has to fulfil some public services obligations, particularly to make telecommunications available in most of the populated islands which represents an area of 4 million Km², an area as large as Europe.

In a world where telecommunications global networks are offering new opportunities for prosperity, French Polynesia, like many others Pacific Islands countries, is facing real challenges due to its geographical and economical constraints. OPT’s role is to :

- Adapt the Infrastructure ;
- Encourage the use ;
- Develop content creation and launch new applications.

Currently OPT has 53,000 telephone lines and over 800 payphones on the public switched telecommunication network. In addition approximately 110,000 subscribers are connected to the “Vini” GSM mobile network.

For more information please logon to the following websites:

www.opt.pf
www.mana.pf
www.tikiphone.pf

3. SERVICES DESCRIPTION

The Office des postes et télécommunications de Polynésie française (OPT) has decided to provide its customers prepaid services such as prepaid phone cards, prepaid accounts and also post-paid cards.

Therefore, OPT wishes to acquire an flexible and upgradeable platform with several functionalities and the capability to host new services.

3.1 Prepaid card

Generally speaking, by means of a card such as the scratch card issued by OPT, the client is authorised to place phone calls via a services platform. The platform holds the responsibility of monitoring the rights the user is entitled to, particularly in term of quota available for minutes of communication.

Identification :

In order to place a call or access the management service of its account, the prepaid card user will dial the platform services telephone number. This number, open to every subscriber's line, will be integrated to the numbering plan of French Polynesia's telecommunication network.

The user will be greeted by a vocal server that will ask him/her to identify himself/herself by entering in a PIN code number. The user will then dial the PIN code number printed on the hidden part of the scratch card. Once identified, he/she will be guided through by the vocal server and will be able to either, access the account management services (balance information ...) or dial the number of the party he/she wishes to reach.

Regarding the card, a PIN code number for identification will be inscribed and hidden. The customer will have to scratch the card in order to discover the PIN code. The tenderer will list the process of configuration and production of the PIN codes. In addition, the tenderer will specify every relevant characteristic that can have an impact on the configuration and manufacturing. These characteristics will be communicated to OPT's supplier of scratch cards by OPT.

Subscribers lines :

The service must be available at every point of presence of OPT's network. Its configuration is presented in the appendix with specific details on the potential evolutions, should these could have an impact on service availability.

Likewise, the service must be available from any telephone terminal of the French Polynesian network: fixed telephone, public payphone or mobile phone. The tenderer will specify the technical elements, from a network point of view and the information flow which might not only help OPT for the technical aspects of the implementation but also facilitate a possible relationship with a third party, such as, a mobile phone operator, concerned about providing the service.

Taxation :

The system must allow round-the-clock taxation according to the dialled numbers and must take into consideration the French Polynesia numbering plan (local, national, international, mobile and emergency services codes, ...), tariffs for all services provided by OPT, the plan and call taxation rules. Regarding the last point, OPT expects a large flexibility in term of definition and implementation of communications pricing. The tariff, calculated from the beginning of the call, must be adjustable. The rate of taxation for calls could be done in stages, per minutes, per seconds, according to the timetable, ... depending on OPT's marketing and commercial strategy. The possibility of zero taxation must be taken into consideration.

The telephone number to access the platform, integrated in the French Polynesian telecommunications, must be, on OPT's demand, free of charge, charged at a certain price or at shared cost.

Usage period :

The tenderer will specify the call control rights of each account, after confirmation of the PIN code number and the existence of the account. The balance of the account must be verified in order to allow or not the call to be placed. Particularly, the tenderer is asked to provide a detailed description of the system's balance control, before establishing a call in case of insufficient credit. During a call, credit balance must be calculated in real time to terminate a call when credit has reached an insufficient level.

Management system

Regarding the management system, the tenderer will present all the management possibilities of the system: identification, PIN code batch generation, freezing and unfreezing accounts, account consultation and modification, balance information, ...

Usage period must be configurable, for a finite period of time. For a finite shelf life, the system must be able to configure specific dates between which the card can be used or a predetermined number of days of validity from the date the first call was established.

The tenderer will present the system's resources to record and manage announcement messages used during the interactive process with the vocal server. For example, the possibilities of configuring a particular announcement message for a specific batch which will allow OPT to consider interesting perspectives in term of partnership and special events.

Special features

The tenderer will present every service and functionalities that the prepaid card system can offer. Emphasis will be put on the possibility, for example, to place a new call directly after another without hanging up and having to enter the PIN code again. Also, it would be interesting for the customer to correct its PIN code by using a key instead of entering once again the entire PIN code. Other example of special feature would be the possibility to re-dial a number after identification.

Statistics :

The system must allow the recording of all call information executed by the prepaid card user. These information must include the following: beginning and end of the call, call duration,

account number used to place a call, number of the calling and called party, the cost of communication and the balance account at the end of each call.

An analysis of the statistics over a predetermined period of time must be possible. The system must be able to present elements such as: total revenue, call duration, average call duration, number of call that went through, ... detailed according to call destinations.

Language selection :

After identification, the user must be able to select in the local server menu the language of the announcements. The tenderer will present the number of languages and the requirements to configure each one in the prepaid services platform. A minimum of four languages such as French, English, Tahitian and Japanese would be expected. Emphasis will be put on the ease of configuring announcements in different languages. The possibility of automatically associating a PIN code to a language after the first use will be appreciated.

Fraud prevention:

The tenderer will provide a detailed description of his fraud prevention system. Especially regarding the management of the system's functionalities, PIN entry errors or simultaneous usage blocks.

3.2 Prepaid Account

The service is available to every user who has subscribed to the prepaid service.

Identification :

The user is identified by the platform, either by his home phone number or by calling the server and entering its PIN code. The user will be guided through by the vocal server and will be able to access its account information, manage its account or dial the number he/she wishes to reach.

Prepaid account

The subscriber will access the service from his home phone. The service must be available from anywhere on the French Polynesian telecommunication network. The network configuration is presented in the appendix, with specific details on the potential evolutions if these could have an impact on service availability.

Account recharge :

The subscriber will need to be able to recharge its prepaid account himself/herself. The tenderer will present the capabilities offered by his system to recharge an account with recharge coupons or other means such as internet or ATM. The possibility of reporting unused minutes on a new card will be appreciated.

The tenderer will provide all the useful comments and remarks in relation to prepaid and post-paid card services and also prepaid account. (usage period, management system, special features, statistics, language selection and fraud prevention)

3.3 Post-paid / HCD card

Generally speaking, this service is provided to every fixed line post-paid subscribers who wish to place a phone call outside of its home or office and be billed on its OPT post-paid account.

Identification :

In order to place a call or access its account information, the subscriber will have to dial the telephone number of the post-paid/HCD platform. This number, dedicated to the subscribers, will be integrated to the numbering plan of the national network of each country concerned.

The subscriber will be identified with its PIN code number, and will be guided through by a vocal server. He/she will then be able to dial the number of the party he/she wishes to reach. The services platform will process the call, which will be billed on the subscriber's OPT post paid account.

Post-paid / HCD card:

OPT wishes that the post-paid card allows a post-paid subscriber to place a call from anywhere on the local network or from a foreign country (subject to agreement between OPT and the foreign operator) and receive the bill on his OPT post-paid account.

The post-paid card service must be available from any fixed phone, mobile phone or public payphone of the local or foreign telecommunication network. The tenderer will provide a detailed description of the technical elements regarding the network and information flow that will help OPT's implementation of the system but also facilitate a possible relationship with other operators (mobile or international for example) who wish to provide the service.

The tenderer will provide all the useful comments and remarks in relation to Post-paid / HCD card. (usage period, management system, special features, statistics, language selection and fraud prevention)

4. PRESENTATION OF OPT'S QUANTITATIVE NEEDS

In order to meet the needs of the French Polynesian market, OPT will implement the service in different phases

The tenderer will present his offer in order to meet OPT's needs according to the following schedule.

Phase 1

Phase 1 will give priority to the implementation of the prepaid card service.

OPT wishes to commercially launch the service in September 2007. The tenderer will provide a detailed schedule of all the actions to be taken until the market introduction of the service.

Following a marketing analysis of the service, OPT might decide to market the Post-paid / HCD card service also in the first phase.

The quantitative elements required for the customization of the solution by the supplier are listed below :

Phase 1

Prepaid Cards	Min	Max
Nb of cards per year	40 000	100 000
Millions of minutes per year	6	12

HCD Cards	Min	Max
Nb of cards	20	60

Prepaid Account	Min	Max
Nb of cards	200	500
Nb of recharges	800	2 000
Millions of minutes per year	0,12	0,3

The tenderer will present its offer according to the table below :

PHASE 1

Unit	Description of provision	Price	
		min	max
1	Supply of the platform (equipment + software)		
2	Supply of operating PCs		
3	Provision of service for installation		
	Training		

4	Maintenance set		
5	User support via 24/7 Hot-line for 1 year		
Total Unit 1 to 5			
Option	Commercial services launch support		
	Technical support after acceptance tests		
	Marketing support		
	Account recharge with a credit card from an internet website, an ATM, ...		
	Total Option		
Total Units + Option			

Phase 2

The second phase, scheduled a year after phase 1, will feature a larger deployment of the prepaid account service and the increase of capacity for the prepaid card and Post-paid / HCD card service. The increases are detailed in the following table.

Phase 2

Prepaid Cards	Min	Max
Nb of cards per year	100 000	300 000
Millions of minutes per year	12	36

HCD Cards	Min	Max
Nb of cards	30	80

Prepaid Account	Min	Max
Nb of cards	1 000	2 500
Nb of recharges	4 000	10 000
Millions of minutes per year	0,6	1,5

The tenderer will present its offer according to the table below :

Unit	Description of provision	Price	
		min	max
1	Supply of the platform (equipment + software)		
2	Supply of operating PCs		

3	Provision of service for installation		
	Training		
4	Maintenance set		
5	User support via 24/7 Hot-line for 1 year		
	Total Unit 1 to 5		
Option	Commercial services launch support		
	Technical support after acceptance tests		
	Marketing support		
	Account recharge with a credit card from an internet website, an ATM, ...		
	Total Option		
	Total Units + Option		

5. SPECIFICATIONS

Network description :

- Class-4 Transit & Class-5 Local Exchange Switch
- Remote Class-5 Local Exchange Switch is connected to Papeete by satellite and radio wave link. This Voice Switching Equipment is based on Alcatel OCB283 and JISCOS. (In way of Replacement).
- In addition, the installation and implementation of two ALCATEL OCB HC3-4 switch is scheduled for September 2007. These two telecommunication switch will implement the functionality of Class-4 Transit instead of the main voice Switching Equipment based on Alcatel OCB283 and located in Papeete
- A mobile network based on Alcatel OCB283

The tenderer will make an offer for a system in accordance with the technical specifications presented in this document. He will provide a table of compliance and precisely indicate the points of non-compliance and partial compliance.

The tenderer will provide a detailed description of his system. He will also describe the special features the system might offer. These special features may be considered as competitive advantages.

In addition to all the requirements, the tenderer is free to make an offer on optional equipment or software that might bring more value to the system.

The tenderer will provide a detailed list of all the equipment and software from his proposal and leave no room for uncertainty regarding its necessity. Each and every element will be referenced, described, quantified and priced.

The tenderer will point out every possible difference that the equipment listed in his proposal might have with the following table of specifications.

a) Module 1 :

SPECIFICATION NOYAU DUR	OPTION
The system consists of one or several platforms linked to the commutation equipment. The solution must be adjustable, upgradeable and expandable.	
For reliability reasons, the platform constituent equipments (server, database, software...) must have redundancy.	
The user will access the services via a vocal server. Access to the service must be through one or several telephone numbers that are integrated to the local network numbering plan.	
The service must be available from any fixed telephone or mobile phone linked the OPT's network. (DTMF phones, public payphones etc)	
The choice of configuration (single-site, multi-	

site) must take into consideration the necessity to maximize bandwidth resources. When connecting calls from a remote site, the tenderer will have to separate the number of satellite circuit used from the number of permanent or unnecessary links for the management or use of the proposed equipment.	
The entire platform configuration (hardware, software) must have back ups. The tenderer will precisely describe the system's back up process.	
The equipments must have a monitoring system with alarms for the technicians.	
The upgrade of hardware and software must be possible without causing service disconnection.	
Possible interface with switch OCB 283 : Analogic lines, T0, T2, ISUP V2. Possible interface with switch JISCOS et VSAT : analogic lines only.	The interfaces used by the platform must be described.
Basic services : - Prepaid card, - Home Country Direct for local and international calls, - Prepaid account,	Optional services : The tenderer will provide an exhaustive list of all optional services available on the platform.
The platform will be installed in PITI's offices at FAAA/HOTUAREA. It will not at the same location as the CDC of Papeete.	
Power supply of the equipments : - 220V AC 60Hz continuously or -48v DC	
The equipment must resist : - Physical environment (salty tropical weather, humidity rate between 50% to 95%, temperature ranging between 20° to 40°C) - Electrical environment	
OPT's need in term of PC are as follow : - 2 PCs for remote installation and dedicated to daily operations, supervision and maintenance of the platform. - 2 PCs for remote installation and dedicated to the management of different services - 2 PCs for remote installation and dedicated to OPT's call centre. All PCs will be linked to the platform through OPT's information network.	The tenderer will propose additional licences allowing the use of the current positions to access the platform's applications. The configuration of the PCs (hardware & software) is to be specified by the tenderer.
The system will provide a possible selection of at least 4 languages: French, Tahitian, English and Japanese.	The tenderer will indicate the maximum number of languages possible.

The system must allow a customisation of the announcement messages used when connected to the vocal server.	The tenderer will indicate the setting condition for the customisation of the vocal services.
The different graphic interfaces must be simple and easy to use when managing the different services.	
In order to facilitate a round-the-clock taxation according to the location of the called party, the system must take into account: <ul style="list-style-type: none"> • The local numbering plan (area codes, national codes...) • The international numbering plan (international codes) • The taxation rules for local and international calls (type of taxation, timing of taxation...) 	
All call detail records (CDR) will be recorded in real time and stored in the platform database. The tenderer will indicate the maximum storing duration in the database. The tenderer will specify the different means available to extract the data for statistics reports.	
The tenderer will have to indicate if predefined reports are available and their nature.	
The system must automatically generate PIN codes necessary for the manufacturing of the scratch cards. (must also specify the max. number of PIN digits and the min. period of time before re-using those PIN)	
The tenderer will indicate the means used to detect and avoid fraud.	

6. PRACTICAL TRAINING

The training will be divided into 3 sessions for :

- 1) Employees in charge of daily operations, supervision and maintenance of the platform ;
 - 2) Employees in charge of administrating and managing the services ;
 - 3) Employees in charge of the conception and marketing of new services ;
 - 4) Employees from OPT's call centre ;
 - The training program and textbooks will be submitted to OPT for approval. The tenderer will present in detail the most suited training program and clearly specify:
 - The type of training (theory, practice, equipments, system, ...),
 - The duration of the session,
 - The content of the course,
 - The location,
 - Any prerequisites.
-

7. CONTRACT ISSUES

- As mentioned previously, OPT is looking at a contract term starting on August 5th, 2007 for one year, with optional renewal upon notice 3 month prior to the contract termination date.
- The contract will be in French or English.
- Any disputes will be ruled by arbitration. OPT to settle the contract terms

8. DOCUMENTS

In order for OPT to get the appropriate information, please provide the following documents (Pdf, Powerpoint, word...) :

- A detailed description of the company : mission, structure, staff, markets ... ;
- Description of the network infrastructure
- Major Customers references and indication of activities in the Pacific Islands region
- A proposal of contract

Any other useful sources of information will be welcome.