

Please see below answered questions for subsequent forwarding to MOPM

Can NOCK confirm that Oracle will open up their EBS platform and avail their engineers for an integration with PayGo? – **Yes**

What is the NOCK expectation of PayGo for ensuring all CSM customers stay within their payment terms? – **Customer engagement through the call Centre, setting up mobile payment platforms for ease of use**

Can NOCK provide a specification for the CRM and Call Centre they wish to have setup? **1. CRM – capture customer details and consumption trends,complaints,sales 2. Call Centre - Capacity to serve 40,000 customers**

Please specify which customised Reports are required by NOCK? – **refer to the tender document sub-section : specifications**

What is the expectation for the provision of preventive, corrective and periodic maintenance of the infrastructure? **Meters: all aspects pertaining to the maintenance of the meter to ensure seamless operations**

Please provide a specification for the required stocks drawdown / inventory balance management system – **Distributor Level - Available LPG (product) residual quantities in real-time, reorder levels**

Please provide the data protection guidelines that conform to Confidentiality, Integrity & Availability (CIA) and Cyber security? – **conformity to 1. Data protection act 2019 2. Computer misuse and cybercrime act 2018 (statutory and regulatory standards)**

Please provide further details on what is expected with automatic changeover monitoring? – **The customer will always have product, consistency in set reorder levels, no lag-time between depletion of gas to re-order level and swapping of the refilled cylinder**

Please provide further clarity on the following "Elaborate ROI scenarios and business planning-Inbuilt system data analytics and dashboards to detect supply-side problems early to lower production cost, boost efficiency and identify demand-side business opportunities"-? – **refer to the tender document sub-section : specifications**

Please provide a specification for the " loyalty programme covering end users and social impact." – **Auto-registration onto the loyalty programme via mobile phones, Earning points based on LPG purchases, Points credited into their account whenever they purchase, customers receive automatic sms alerts.**

Please provide a specification for the types of customer reports wanted - – **refer to the tender document sub-section : specifications**

Please clarify what the MoPM business requirements are – **MOPM business requirements are commensurate to those of its implementation objectives.**

Please clarify the technical requirements for "Remote systems inspections" - **Through a web - portal**