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| **ESIM ROAMING – TECHNICAL SPECFICATIONS** |

**Solution:**

Touch is planning to offer an eSIM solution to outbound travelers. The purpose of this RFP is to offer outbound data-only eSIM services for travelers (touch and non-touch customers). The supplier should be able to meet the below requirements and related features in order to provide those customers with a seamless and customer-focused enterprise-grade outbound data-only eSIM service, enhancing their connectivity experience while traveling abroad.

**Requirements:**

1. White-Labeled Solution:

The solution should be white-labeled. This solution will be integrated within touch mobile app and website, whereby customers can purchase, activate, and manage their eSIM profiles.

1. International Coverage:

* Offer eSIM profiles that provide reliable data connectivity in multiple countries and regions.
* Wide Coverage: the supplier data eSIMs should cover 90% of the following top 30 destinations: United Arab Emirates, Saudi Arabia, Turkey, Qatar, Jordan, Iraq, France, Egypt, USA, Cyprus, Italy, Switzerland, Germany, Canada, United Kingdom, Norway, Ethiopia, Kuwait, Iran, Nigeria, Ivory Coast, Monaco, Greece, Spain, Angola, Oman, China, Ghana, Democratic Republic of Congo.

1. Choice of Data Plans:

* Provide a range of data plans with different data allowances, validity periods, and price points to accommodate various user preferences and travel durations.
* Offer flexibility for top-up for customers to purchase additional data if needed during their trip.

1. Customer Alerts:

* Supplier to send SMS notifications to customers once reaching 50%, 80% & 100% data consumptions.

1. Customer Support:

Provide dedicated 24/7 customer support via e-chat for eSIM customers to assist with activation, troubleshooting, plan inquiries and possible refund cases.

1. Reporting:

Supplier should have real-time monitoring tools (for real-time reporting, real-time CDRs, real-time support etc…)

1. Management portal:

* Touch should have a dedicated portal. The portal will allow us to enable the sales of eSIM for certain countries and restrict it for others.
* Also using the portal, we can set different commissions for different countries/zones.
* Touch should be able to define and/or eliminate a specified cap on ESIM sales / customer and for both prepaid and postpaid customers
* User privilege Access
* Audit logs

1. Technical Requirement:

**Catalog API**

* We need to be able to get the list of available countries as well as the list of corresponding packages (package name, description and prices) under each country.
* Each package should have a “package id” that uniquely identifies the package across the system.
* Ability to get the number of ESims in stock per package.
* Ability to get all top up denominations per package, as well as the top up details: top up name, top up price etc.. Each top up has a top up id.
* In order to avoid running out of stock after purchase, we need to be able to “reserve” an esim from a certain package, then to be able to either “release” it or “commit” it.
* For example assume there are only 2 E-Sims left from a certain package, just when a user is about to pay for the e-sim, we request to “reserve” the esim, in that case only up to 2 users will be able to pay for that particular package, when a 3rd user tries to pay for it he will get an out of stock error message. If the payment has failed the esim will be “released” (and the esim can be purchased again) otherwise it will be “committed” and the esim will be associated with a particular user id.

**ESIM API**

* Each esim will have an “Esim ID” that will  uniquely identify the ESim across the system.
* Once “committed” we need to be able to get all ESIm related info like: Activation code, puk 1, puk 2, pin 1, pin 2 status, associated package etc..
* We also need to have access to the initial data balance amount and to the consumed amount (or remaining amount) as well as the expiry date
* Once committed, the Esim shall be associated with a user Id provided by touch.
* We will need a function to get a list of all Esim associated with a specific user ID along with their status and expiry date. Besides the user ID, we need to also specify the start date (or number of days) for the expired ESim. For example. Assume that a user has 1 active esim, one esim that has expired 2 weeks ago, and 1 esim that has expired 3 months ago. Assuming that from business perspective you want to show the user his ESims purchased for the last 2 months, then through API, we should be able to get the active esim and the esim that has expired 2 weeks ago.
* We will need a function to top-up the E-Sim using a top-up id.
* We will need a function to get all the top-ups done the E-Sim

We also need a web portal that have the following functionalities:

**User management:**

Touch admin should be able to create / manage users with various roles and access rights.

**Catalog Management:**

Portal shall allow touch users to manage the packages and the countries:

Enable / Disable packages

Enable / Disable countries

Customize package display names and description.

Set package prices (or commissions) that will be displayed for end users.

**ESIM Info**

All the info available through API shall also be available through the web portal for touch agents to see.

**Reporting:**

Get reports per period of time and per country of:

Packages sold

Packages expired before consuming all their data

Packages that have consumed all its data before expiration.

Etc …

1. References and Relevant Experience:

* The bidder shall provide details about the company shareholders and group of sister companies as well as the Investors in the company.
* The bidder shall indicate the years of experience in the Travel eSIM/SIM business.
* The bidder shall mention in table format, reference (Europe, MENA, US) for the deployment of their Travel eSIM/SIM solution.
* Support office in the MENA & Gulf region.
* The bidder shall provide market position specifically for Travel eSIM/SIM business.