



Request for Information

(RFI)

MACCS BILLING SYSTEM

PREPARED BY

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MACCS Billing System - RFI

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Table of Contents

Introduction	3
Background Information.....	4
Objectives of RFI	5
Scope of Information Requested.....	6
Demo / Proof of Concept (POC)	8
RFI Submission Guidelines.....	8
Evaluation and Next Steps.....	9
Confidentiality and Data Protection	10
Disclaimers.....	10
Contact Information	10

Introduction

MACCS (hereinafter referred to as "the Company") invites qualified technology vendors and solution providers to respond to this Request for Information (RFI) regarding the availability and capabilities of Usage-Based Billing Platforms.

This RFI is issued for informational and planning purposes only. It does not constitute a solicitation for a tender or a request for proposal (RFP) and does not commit the Company to issue any future procurement document or award any contract.

The primary objective of this RFI is to conduct market research, identify potential solutions, and invite vendors to demonstrate their products to determine the best fit for the Company's billing requirements.

Background Information

MACCS operates a comprehensive logistics ecosystem comprising over **eighteen (18) distinct modules** that generate event-level usage records. These modules include, but are not limited to:

- House Bills of Lading
- Airway Bills
- Transshipment Processing
- Customs Declaration Processing
- API Usage Tracking
- Other ancillary logistics services

Currently, these modules produce high volumes of transactional data requiring accurate ingestion, rating, and invoicing. The Company is seeking to modernize its billing infrastructure by adopting a dedicated usage-based billing platform capable of automating the end-to-end billing lifecycle.

Objectives of RFI

Through this Request for Information, MACCS seeks to:

Objective	Description
Market Research	Identify and understand the landscape of available usage-based billing solutions.
Capability Assessment	Evaluate vendor technical capabilities, implementation methodologies, and industry experience.
Product Demonstration	Invite vendors to showcase their solutions via live demonstrations or proof of concept (POC) sessions.
Requirement Refinement	Use vendor insights to refine and finalize functional and technical requirements for any future procurement.
Shortlisting	Develop a shortlist of 2–3 vendors whose solutions demonstrate the strongest alignment with business needs.

Scope of Information Requested

Vendors are requested to provide detailed information addressing the following areas:

Vendor & Corporate Information

- Legal name, year of establishment, and country of incorporation
- Primary business focus and core competencies
- Number of employees and key technical resources
- Relevant industry certifications (e.g., ISO, SOC, or others)
- List of strategic partnerships or technology alliances

Product / Solution Overview

- Name and version of the proposed billing platform
- High-level architecture diagram and technology stack
- Deployment options: cloud-native, on-premises, or hybrid
- Scalability characteristics and performance benchmarks
- Security architecture, data encryption, and access controls

Functional Capabilities

- Event ingestion mechanisms (real-time streaming, batch processing, API-based)
- Support for diverse pricing models (tiered, volume-based, subscription + overage, hybrid)
- Rating and mediation engine flexibility
- Invoice generation, presentment, and archiving
- Customer-facing portals for usage visibility and self-service
- Audit trails, dispute management, and adjustment workflows
- Reporting and analytics capabilities

Technical Integration

- APIs and web services for integration with existing systems
- Experience integrating with ERP, CRM, or invoicing platforms (e.g., MRA Invoicing)
- Data mapping and transformation capabilities for 18+ source modules
- Support for event data enrichment and validation rules

Implementation Approach

- High-level methodology for requirements gathering, configuration, and deployment
- Estimated project timeline for a solution of similar scope and complexity
- Resources required from the Company versus vendor responsibilities
- Approach to data migration, if applicable
- Training, documentation, and knowledge transfer

Support & Maintenance

- Standard support offerings and service level agreements (SLAs)
- Maintenance release cycles and patch management.
- Operational monitoring and proactive alerting
- Escalation procedures and critical incident response

Commercial Information (Non-Binding)

- Pricing models available (subscription, perpetual license, transaction-based)
- Typical cost ranges for software licensing, implementation, and customization
- Ongoing support and maintenance fee structures
- Any additional costs (e.g., third-party software, infrastructure)

Relevant Experience

- Case studies of similar implementations in logistics, telecommunications, SaaS, or event-driven environments
- Client references (name, contact, project scope, duration)
- Lessons learned from past implementations

Demo / Proof of Concept (POC)

As part of the evaluation process, MACCS intends to invite shortlisted vendors to conduct a product demonstration or proof of concept (POC).

The demonstration should illustrate, at a minimum:

- **Ingestion:** Loading sample usage events from multiple modules.
- **Configuration:** Setting up pricing rules and rating logic.
- **Processing:** Running mediation and aggregation on sample data.
- **Output:** Generating sample invoices and usage reports.
- **Visibility:** Showing real-time usage dashboards from a customer perspective.

The Company will provide sample datasets and demonstration scenarios to vendors selected for this phase.

RFI Submission Guidelines

All responses must be received no later than **13 March 2026**.

Submissions should include the following sections:

Section	Description
Cover Letter	Brief introduction and confirmation of interest
Vendor Profile	Company background, certifications, and experience
Product Overview	Description of the proposed solution and key features
Functional Responses	Detailed responses to sections 4.3–4.8 of this RFI
Case Studies	Relevant project examples (max 3)
Commercial Information	Indicative pricing ranges (non-binding)

Appendices	Brochures, technical datasheets (optional)
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Evaluation and Next Steps

Responses will be reviewed by a cross-functional team comprising representatives from Software Delivery, Finance, and Operations.

Evaluation Criteria (Indicative)

Criteria	Weight
Functional alignment with requirements	High
Technical architecture and scalability	High
Vendor experience and relevant case studies	Medium
Demonstration / POC outcome	High
Indicative commercial model	Low (informational only)

Next Steps

Following the review of RFI responses, MACCS will:

1. Shortlist vendors whose solutions demonstrate strong alignment.
2. Invite shortlisted vendors for product demonstrations / POC.
3. Conduct technical workshops to explore integration and customization.
4. Use findings to determine whether to proceed with a formal procurement process (e.g., RFP).

Confidentiality and Data Protection

All information provided in response to this RFI will be treated as strictly confidential and used solely for the purpose of evaluation. MACCS undertakes to:

- Limit access to submitted information to personnel directly involved in the evaluation.
- Not disclose vendor responses to any third party without prior written consent.
- Return or securely destroy all submitted materials upon request.

Vendors are requested to mark any proprietary or commercially sensitive information accordingly

Disclaimers

- This RFI is issued for information gathering purposes only.
- It does not constitute a commitment to issue a tender, enter into negotiations, or award a contract.
- MACCS reserves the right to modify or cancel this RFI process at any time without liability.
- Any costs incurred by vendors in preparing and submitting responses shall be borne solely by the vendor.

Contact Information

All communications regarding this RFI must be directed to:

Name: Mr. Charansingh Dabeesing

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