



**Kigali Office (RW)**

Bboxx Capital Rwanda Ltd,  
Kimihurura, KG7 Avenue, Gasabo,  
Kigali Heights – 4th Floor  
Kigali, Rwanda

**Phone:** +250 (0)788 317 702

3 December 2025

**RE: Tender Request for Customer Management System**

Dear Sir/Madam

Bboxx is a data-driven super-platform that transforms lives and unlocks potential by connecting consumers and deploying innovative products in Rwanda and across Africa.

We are generating impact by improving customers' quality of life through the provision of affordable, clean energy solutions. Today, we offer pay-as-you-go solar power, cleaning-cooking and E-mobility products. Our aim is to expand rapidly to provide other vital utility services.

We are seeking a globally recognized Customer management system with a cloud-based system to partner with.

Attached are the requirement specifications.

Sincerely,

**John Uwizeye**  
**Managing Director**  
**Bboxx Capital Rwanda Ltd**

## **Technical requirements**

Bboxx Capital Rwanda Ltd has a portfolio of over 300,000, and we are seeking a software system that integrates various services through a message queue service. Each service should be scaled independently of the others, ensuring a high level of availability and responsiveness, as well as the ability to integrate independently with other systems, including SAP, Telecommunication Products, USSD, etc. And below are all the requirements that the winning bidder must be able to provide with all the services.

The system must provide three options to meet Bboxx's business needs

1. Basic Offers.
  - a. Manage a pay-as-you-go retail business efficiently using these key modules
  - b. Manage customer accounts throughout their whole life cycle
  - c. Automatically receive payments from a local payment provider and assign them to customers to give credit and update their contracts
  - d. Activate and deactivate products and send automated SMS notifications
  - e. Provide customer service & support
  - f. View key dashboards relating to retail, portfolio and finance metrics
  - g. Carry out technician and sales actions in the field with our mobile app
2. Advanced Offers.
  - a. Inventory management suites for deliveries, stock takes and automated moves
  - b. Get unique insights into customer behavior using the Bboxx Credit Score
  - c. Take advantage of custom tools to manage portfolio and improve repayment rates
  - d. Call centre module and device repairs app
  - e. Summarize complex customer status using Gen-AI tools developed by Bboxx
  - f. Additional dashboards and full access to the comprehensive Bboxx Data Warehouse
3. SAP Integration Offer.
  - a. Integration with SAP by Design, the best in-class accounting and supply chain system, to provide enterprise-level insights into your business performance
  - b. Deliveries, Inventory and other accounting events are sent from the software system to SAP by Design
  - c. Generate customer invoices in the software system
  - d. Automatically create and depreciate fixed assets for high-value items
  - e. Integration with tax authority systems (where required – additional fee)
  - f. Other 3rd-party supply chain and accounting integrations would be possible in the future

And the core Service Feature:

1. **Credit Scoring:** Develop a credit score based on 8+key metrics. Refreshed daily for >300k active customers.
  - a. Machine Learning Credit Score and Payment Pattern labelling to segment customers for different policies
  - b. AI-generated summary of the customer based on all their data so that staff can quickly understand the situation
  - c. Approval process for sales where staff can capture more data about customers and documentation, then submit it for review to the main office before the next stage
  - d. Commissions generated daily for sales, technician actions and Portfolio ongoing performance. Made available to staff through the mobile app
  - e. Unified account page for each customer with all relevant information
  - f. Bulk upload changes to sales agent, payments, write offs and other changes
  - g. Manage payments through matching, voiding and refunding, with a history of changes visible for audit
  - h. Create and edit products, packages and payment plans
  - i. Complete sales flow interface for staff to sign up new customers and create their sales orders
  - j. Mobile app for tracking leads and recording sales
2. **Custom Notifications:** Create custom SMSs based on 30+ triggers and variables. The system should send over 3m+ SMS per month and support a wide range of languages.
  - a. IoT and Token device Integrations for automated switch-on/off
  - b. Integrations with the following systems/hardware for immediate plug and play: Bboxx, Sunculture, D-Light, Open PaygoToken (various hardware supported), Paytrigger, Nuovopay, Knox, Amper-Ops, Spiro, etc
  - c. View granular IoT data on Bboxx hardware, such as energy consumption, tamper alerts and temperature/voltage
  - d. Interface to register any metered devices for management on the system and then search/view details for devices, such as status or location
  - e. Generate tokens or send IoT commands for various actions (e.g. lock, unlock of the products).
3. **Custom Minimum for Switch On:** Develop a portfolio tool that displays the minimum amount that customers must pay and incentivises early repayments.
  - a. Granular configuration of the minimum a customer must pay to be switched back at different stages of delinquency
  - b. Automate the deduction of arrears from payments when customers fall behind with their payment plan to varying degrees
  - c. Configure automated bonuses for customers (e.g. Buy 10 days, get 1 free)
  - d. Integration with chosen mobile money provider to automate receiving payments (one provider as standard, additional integration costs are charged to the OpCo)
  - e. Automated matching of payments to customers

- f. Fully customizable billing methods handling different types of payment plans: HPA/Finance Contract, Upfront, Subscription
  - g. Credit sent to customer within seconds of payment –even during peak hours
  - h. USSD integrations to streamline customer payment flow and access to account information (separate charges apply)
4. **Dynamic Dashboards and Reporting:** 100s of unique metrics and dashboards with custom views for analysis.
- a. Access to the Data warehouse through SQL to do a deep-drive analysis using our intuitive model of tables
  - b. Additional Power BI dashboards covering Repairs, Logistics, Devices, Call Center and Support (with more than 50 more pages of dynamic graphics)
  - c. Access to dashboards for a wider set of users directly in the software system interface
  - d. 3 core Power BI dashboards with over 30 pages of insights updated daily covering Finance, Portfolio and Retail
  - e. Covering metrics like cash collection, sales, portfolio size, default rate, churn, technician actions and collection rate
  - f. Dynamic functionality to filter, slice and re-arrange graphics to get the numbers you want
  - g. Help portal with training materials for staff, regular webinars and in-app guides every time new features are released
  - h. Service desk with agreed SLAs for raising requests and a user management module for your admin to control who has access to what functionality.
  - i. Record inbound and outbound calls. Capturing associated customer, time taken, what has happened and follow-up actions
  - j. Automatically generated call lists for call center agents to work through
  - k. Coming soon: Scripts for agents to follow when discussing certain topics
  - l. Diagnose faults with Bboxx hardware
  - m. Interactive guides for technicians to follow while carrying out repair
  - n. Track progress through stages of the repair process
  - o. Capture what spare parts have been used
  - p. Actions page with all pending actions automatically added
  - q. Search for pending and future actions and assign them to technicians
  - r. Record fulfillments, repossessions, cancellations, replacements and exchanges
  - s. Create pending replacements when stock is unavailable
  - t. Capture partial repossessions and loss
  - u. Mobile app for recording actions in the field
5. **Billing Method and Package Configuration:** Sell the same products/packages with different billing methods to enable rapid retail promotions & pricing to be changed quickly.
- a. Generate invoices once a month for each contract until the full value has been recognised
  - b. Automatically create credit notes for deductions given to customers

- c. Automatically create write-off notes for amounts not paid on contracts which are cancelled before completion
  - d. Post all these activities in aggregate automatically to SAP daily
  - e. Integration with tax authority systems (additional fees)
6. **Supply Chain and Accounting (SAP) Integration:** Integration of 15+ accounting and supply chain events into SAP.
- a. Generate automated accounting events and reduce manual accounting entries
  - b. Unified account page for each customer with all relevant information
  - c. Bulk upload changes to sales agent, payments, write offs and other changes
  - d. Manage payments through matching, voiding and refunding with a history of changes visible for audit
  - e. Create and edit products, packages and payment plans
  - f. Complete sales flow interface for staff to sign up new customers and create their sales orders
  - g. Mobile app for tracking leads and recording sales
  - h. Automatically add higher value items to a fixed asset register for accounting when they are given to a customer
  - i. Depreciate them over a custom amount of time per category based on expected lifetime or length of contract
  - j. Automatically update the register based on repossessions, completions and loss events
  - k. Post all these depreciation amounts to SAP once a month per asset
  - l. Inventory management module to track stock levels in each location and condition
  - m. Automatically record stock moves when actions happen (eg, fulfilments)
  - n. Carry out stock takes and record lost/found based on delta
  - o. Schedule and track deliveries between different locations
  - p. Assign stock to members of staff and track just like a location
  - q. Create and edit locations where all activities happen
  - r. Record visits by technicians to customers

### **REQUIREMENTS TO BE PROVIDED.**

Bboxx is requesting the following:

1. Company Registration Certificates
2. Company profile
3. Financial Proposal
4. Contact Person

The winning bidder should complete the work within Sixty (60) working days from the date of notification.

Please submit your sealed documents to the Bboxx main office at Kigali Heights, 4<sup>th</sup> floor, East wing by Monday, December 29, 2025, at 4 PM

Only selected companies will be contacted.

For any inquiries, don't hesitate to get in touch with our Senior Procurement and Financial Compliance Officer at the following phone numbers: (+250) 788887773 or via email at [k.nkwihoreze@bbox.co.uk](mailto:k.nkwihoreze@bbox.co.uk)

We appreciate your attention to this request and look forward to receiving your proposal.