

POWERTEL COMMUNICATIONS (PRIVATE) LIMITED



REQUEST FOR QOUTATION

Tender No:	RFQ/PWT/ST/06/2023
Closing Date:	25 August 2023
Time:	1000hrs

Provision of Mobile Satellite services for Aviation (In-flight Wi-Fi)
Land (In-bus Wi-Fi) and Maritime (In-boat Wi-Fi) use cases

1. INTRODUCTION

- This document is a Request for Quotation (RFQ) for the Provision of Mobile Satellite services for Aviation (In-flight Wi-Fi) Land (In-bus WI-Fi) and Maritime (In-boat WI-Fi) use cases
- This RFQ was prepared by Powertel and is being offered to suppliers on the clear understanding that its contents are strictly confidential and may not be disclosed to any third party without prior written permission of Powertel.
- There is no intention that the proposed resultant contracts will in any way be limited to any specific supplier of services and the specifications are based on generally achievable performance requirements.

2. INSTRUCTIONS TO TENDERERS

- All quotations must be correctly addressed to the Procurement Manager and deposited in the tender box situated at the reception at number 16 Birmingham Road, Southerton, Harare on or before 1000 hours on the closing date.
- All queries should be made in writing to :-The Procurement Manager, Powertel Communications, P O Box 7600, Harare, 16 Birmingham Road, Southerton, Harare email :procurement@powertel.co.zw
- The lowest evaluated quotation that meets specifications shall be awarded the tender.

Note:

- **Bidders not registered with PRAZ will not be disqualified but will be required to do so before contract signing**

ADMINISTRATIVE REQUIREMENTS

The Administrative Requirements are shown below, Bidders must provide the documents

	Subject	Criteria	Documentation Required
No.	Eligibility		
1.	Legal Status	Vendor must be a legally registered entity and should have the legal capacity to enter into contract	Company Registration Documents 1. Certificate of Incorporation

			2. CR14 3. Company Profile
2.	Bankruptcy	Bidder must not be insolvent, in receivership, bankrupt or being wound up, not have had business activities suspended and not be the subject of legal proceedings for any of these circumstances	1. Declaration by completing and signing the bidders declaration form.
3.	Conflict of Interest	Bidders must not be debarred from participation in public procurement under section 72 (6) of the Act and section 74 (1)(c) (d) (e) of the Regulations or declared ineligible under section 99 of the Act	Bidder must declare non-debarment and non-conflict of interest by completing and signing the bidders declaration form.
4.	PRAZ registration	Bidder must be registered with the Procurement Regulatory Authority of Zimbabwe and should have paid the applicable Supplier registration fees set out in Part III of the fifth schedule of the Regulation	1. Bidder to attach Proof of PRAZ registration, Details for registration and applicable fees are available on www.praz.gov.zw
5.	Eligibility	All bidders from countries eligible to trade with Zimbabwe are eligible to apply	All registered with PRAZ are eligible to participate
6.	Bid Validity	Bids are required to remain valid for 30 days from the closing date of the tender	1. To state bid validity period on the bid submission sheet. The minimum bid validity period required is 30 days.

- **Introduction**

Powertel Communications (Pvt) Ltd, a subsidiary of Zimbabwe Electricity Supply Authority (ZESA), is seeking a partner to collaborate on the provision of Mobile Satellite services for Land, Maritime and Aviation use cases. Powertel aims to offer reliable internet connectivity and other related services to Zimbabwean airlines. Additionally, Powertel seeks to leverage the Mobile Satellite services for Land, Maritime and Aviation use cases already provided by the partner to offer roaming services for its LTE and 5G customers, ensuring seamless connectivity worldwide. Powertel is specifically interested in partnering

with a satellite provider with established experience in delivering Mobile Satellite services for Land, Maritime and Aviation use cases.

- **Scope of Work**

The objectives of this partnership are as follows:

- To enable Zimbabwean airlines, Buses, and ships to offer Mobile Satellite services for Land, Maritime and Aviation use cases respectively to their passengers, enhancing the onboard experience.
- To extend Powertel's LTE and 5G services to In Flight, In Bus and In Ship connectivity, ensuring uninterrupted connectivity for its customers while traveling globally.
- To collaborate with a reputable satellite provider with comprehensive coverage over the Zimbabwean landscape and worldwide.

The selected partner will be responsible for the following:

- Providing the necessary satellite infrastructure and services to enable reliable In Flight, In Bus and In Ship Wi-Fi connectivity.
- Assisting Powertel in offering Mobile Satellite services for Land, Maritime and Aviation use cases to Zimbabwean airlines, ships and Buses, including installation, maintenance, and support.
- Facilitating seamless roaming services for Powertel's LTE and 5G customers on partner's Mobile Satellite services for Land, Maritime and Aviation use cases across different airlines.
- Collaborating with Powertel in marketing and promotional activities to maximize the adoption and usage of the Mobile Satellite services for Land, Maritime and Aviation use cases.

Bidders should clearly state the following in their proposals;

- Proposed collaboration model and the level of involvement expected from Powertel in offering the services to Zimbabwean and or international airlines, buses and ships including proposed revenue sharing models and prices per Mbps.
- Marketing and promotional strategies to drive adoption and usage of the Mobile Satellite services for Land, Maritime and Aviation use cases.
- Plan for enabling roaming services for Powertel's LTE and 5G customers on partner's Mobile Satellite services for Land, Maritime and Aviation use cases including proposed revenue sharing models and prices per Mbps.

- **Partner Requirements**

The partner should fulfill the following requirements:

- **Proven Experience Requirements**

The partner must have a demonstrated track record of delivering Mobile Satellite services for Land, Maritime and Aviation use cases to airlines, showcasing successful

implementations. They should have experience working with airlines and providing reliable connectivity solutions.

Bidders should provide at least 3 traceable references with details of previous implementations of Mobile Satellite services for Land, Maritime and Aviation use cases using satellite, including notable clients and successful case studies.

○ **Satellite Infrastructure Requirements**

The partner must possess own robust satellite infrastructure that provides comprehensive coverage over Zimbabwe and other relevant regions, including but not limited to Africa, Europe, America and Asia. This infrastructure should ensure consistent and reliable connectivity to aircraft throughout their flight or bus journey.

Bidders are required to provide coverage maps demonstrating the extent and quality of their satellite coverage in these regions. The coverage maps should include details such as signal strength, availability, and any potential coverage gaps. Powertel will evaluate the coverage maps to assess the partner's ability to meet the connectivity requirements of Zimbabwean airlines and ensure seamless connectivity for passengers.

In addition to coverage maps, bidders should provide information about the satellite technology and equipment they utilize to deliver the Mobile Satellite services for Land, Maritime and Aviation use cases. This should include details on the satellite footprint, bandwidth capabilities, and any relevant technical specifications that demonstrate the partner's ability to provide high-speed and reliable internet connectivity.

Only bidders with own satellite infrastructure will be considered. By indicating compliance to this requirement bidders are confirming that they have own satellite infrastructure. Bidders may be required to provide proof at any stage of the partnership.

○ **Speed and Connectivity Requirements**

The partner should have the capability to deliver high-speed and reliable internet connectivity to aircraft and buses, ensuring a seamless user experience for passengers. The connectivity should support a range of online activities, including browsing, streaming, and communication.

Bidders must provide details of the expected bandwidth, ensuring seamless connectivity throughout the entire journey and accommodating multiple users.

○ **Scalability Requirements**

The partner should have the capacity to handle multiple airline customers simultaneously.

Bidders should provide evidence of their scalability and ability to handle multiple airline customers concurrently. This can be demonstrated through case studies or references from previous implementations where the partner successfully managed multiple airline clients. Additionally, bidders can provide information on their infrastructure, such as the capacity of their satellite network and the number of concurrent connections it can support.

Furthermore, bidders should outline their plans for accommodating future growth and expanding their services. This can include details on their network expansion strategies, capacity upgrades, and their ability to adapt to increasing demand for Mobile Satellite services for Land, Maritime and Aviation use cases.

○ **Compliance with Regulations**

Bidders must provide evidence of their compliance with aviation and telecommunications regulations and standards related to In Flight, In Bus and In Ship connectivity. This can be demonstrated through certifications, licenses, or accreditations obtained from relevant regulatory bodies or industry organizations.

Bidders should outline their compliance measures, including data protection protocols, network security measures, and adherence to safety regulations. They should also demonstrate their understanding of the legal and regulatory landscape specific to In Flight, In Bus and In Ship connectivity, including any requirements related to passenger data privacy and security.

○ **End-to-End Technical Support**

Bidders should demonstrate their ability to provide end-to-end technical support for the Mobile Satellite services for Land, Maritime and Aviation use cases. This includes installation, troubleshooting, and maintenance services throughout the partnership.

Bidders should outline their technical support capabilities, including the availability of a dedicated support team that possesses the necessary expertise and resources to address technical issues promptly and efficiently. They should provide information on their support channels, such as help desks, online portals, or dedicated contact points for Powertel and airline customers to access technical assistance.

Additionally, bidders should highlight their response times and escalation procedures for resolving technical issues, ensuring minimal disruption to the In Flight, In Bus and In Ship connectivity services. They should also provide information on their maintenance services, including preventive maintenance schedules and procedures to maximize system uptime.

○ **Customized Roaming Requirements**

Bidders should demonstrate their willingness to collaborate with Powertel in developing customized roaming solutions for LTE and 5G customers. This collaboration aims to enable Powertel's customers to seamlessly access and roam on the partner's Mobile Satellite services for Land, Maritime and Aviation use cases, regardless of the airline they are traveling with.

Bidders should outline their capabilities and strategies for implementing roaming solutions that integrate with Powertel's existing LTE and 5G networks. This includes providing details on the technical integration process, authentication mechanisms, and billing systems to facilitate a seamless and secure roaming experience for Powertel's customers.

Furthermore, bidders should showcase their experience in implementing similar customized roaming solutions with other partners or in other markets. This can be demonstrated through case studies, references, or testimonials from previous successful implementations.

- **Quality of Service Requirements**

Bidders should showcase their strong commitment to service quality, emphasizing their dedication to providing a reliable and uninterrupted In Flight, In Bus and In Ship connectivity experience for passengers.

Bidders should outline their measures to ensure high uptime and system availability, such as redundant network infrastructure, backup systems, and proactive monitoring capabilities. They should demonstrate their ability to quickly identify and address any service disruptions or technical issues, minimizing passenger inconvenience and downtime.

Additionally, bidders should highlight their ongoing efforts to improve service quality, including investments in network infrastructure upgrades, performance optimization, and customer feedback mechanisms. They should provide examples of their initiatives to enhance the user experience and their track record of continuous improvement in service delivery.

1 Evaluation Criteria

Bidders should complete this table indicating compliance or non-compliance to the requirements, failure to which will lead to disqualification.

Requirement	Minimum Specification	Compliant / Not compliant
Bidder can meet the Objectives of this partnership	Refer to Section 2 of Scope of Work	
Bidder agrees to the responsibilities stated in Section 2	Refer to Section 2 of Scope of Work	
Bidder clearly stated proposed collaboration model	Refer to Section 2 of Scope of Work	
Bidder clearly stated Plan for enabling roaming services as stated in Section 2	Refer to Section 2 of Scope of Work	
Bidder clearly stated Marketing and promotional strategies as stated in Section 2	Refer to Section 2 of Scope of Work	

Proven Experience Requirements	Refer to Section 3.1 of Partner Requirements	
Satellite Infrastructure Requirements	Refer to Section 3.2 of Partner Requirements	
Speed and connectivity Requirements	Refer to Section 3.3 of Partner Requirements	
Scalability Requirements	Refer to Section 3.4 of Partner Requirements	
Compliance Requirements	Refer to Section 3.5 of Partner Requirements	
Technical Support	Refer to Section 3.6 of Partner Requirements	
Roaming Requirements	Refer to Section 3.7 of Partner Requirements	
Quality of Service Requirements	Refer to Section 3.8 of Partner Requirements	