

POWERTEL COMMUNICATIONS (PRIVATE) LIMITED



REQUEST FOR QOUTATION

Tender No:	RFQ/PWT/IOT/04/2023
Closing Date:	31 October 2023
Time:	1000hrs

*Deployment of a Fleet Management System and Provision of
global eSIM/Multi-IMSI SIM services*

1. INTRODUCTION

- This document is a Request for Quotation (RFQ) for the *deployment of a fleet management system and provision of global Esim/Multi-IMSI SIM services for internet of things solutions*.
- 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 or alternatively respond to tenders@powertel.co.zw.
- 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 or kgutusa@powertel.co.zw
- The lowest evaluated quotation that meets specifications shall be awarded the tender.

Pre-bid meeting

- A pre-bid meeting will be held virtually on 25 October 2023 at 1000hrs. The link shall be provided on the Powertel Website: www.powertel.co.zw

3. 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 and eligibility	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. Bidders not registered with PRAZ will not be disqualified but will be required to do so before contract signing	1. Bidder to attach Proof of PRAZ registration, Details for registration and applicable fees are available on www.praz.gov.zw
5.	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.
6.	References	A minimum of two (2) reference letters/testimonial letters must be provided	Bidders must submit 2 verifiable Reference Letters on Client's Letterhead where similar services were provided.

NOTES AND INSTRUCTIONS:

- Bidders with outstanding contracts/orders for the same requirements are not eligible to bid and will be automatically disqualified to manage concentration risk.
- Bidders not registered with PRAZ will be required register before contract signing.
- Bidders must complete the pricing schedule under bill of quantities.
- This RFQ forms part of the contract

SCHEDULE OF REQUIREMENTS: As per attached technical specifications

Appendix A Bidder's Declaration Form (Mandatory)

To

The Accounting Officer

Powertel Communications

16 Birmingham Road

Southerton

Harare

We (name of company and address)

..... declare the following:

- a) That as bidders we are not debarred from bidding and that the document submitted is true and correct.
- b) That the company is not insolvent, is not in liquidation or under Judicial management and its affairs are not being administered by a court or judicial officer and that its business has not been suspended or stopped
- c) That neither the company and its officers have in the past five (5) years immediately preceding initiation of procurement proceedings:
 - i. Been convicted in any country of an offence related to their professional conduct or the making of false statements or misrepresentation of their qualifications, or
 - ii. Been censured or subjected to any penalty in any country following disciplinary proceedings arising out of any conduct involving the making of false statements or misrepresentations.
 - iii. Have a conflict of interest in relation to this procurement requirement.

.....
Name of Bidder

.....
Signature

.....
Date

(To be signed by authorised representative)

Bid Submission Sheet

{Note to Bidders: Complete this form with all the requested details and submit it as the first page of your Bid. Attach the completed Statement of Requirements and any other documents requested in Part 1. Ensure that your Bid is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this Bid prevail over any attachments. If your Bid is not authorised, it may be rejected. If the Bidder is a Joint Venture (JV), the Bid must be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.

Bidders must mark as "CONFIDENTIAL" information in their Bids which is confidential to their business. This may include proprietary information, trade secrets or commercial or financially sensitive information}.

Procurement Reference Number:	
Subject of Procurement:	
Name of Bidder:	
Bidder's Reference Number:	
Date of Bid:	

We offer to supply the items listed in the attached Statement of Requirements, at the prices indicated on the attached Price Schedule and in accordance with the terms and conditions stated in your Bidding Document referenced above.

We confirm that we meet the eligibility criteria specified in Part 1: Procedures of Bidding.

We declare that we are not debarred from bidding and that the documents we submit are true and correct.

The validity period of our bid is: {days} from the date of submission.

We confirm that the prices quoted in the attached Price Schedule are fixed and firm for the duration of the validity period and will not be subject to revision, variation or adjustment.

Bid Authorised by:

Signature	Name:
Position:	Date:(DD/MM/YY)
Authorised for and on behalf of:	
Company	
Address:	
.....	

1 Introduction

Powertel, a leading telecommunications company, is seeking a supplier to provide cutting-edge fleet management solution that includes vehicle tracking services. Furthermore, Powertel is seeking partnership with a global eSIM/Multi-IMSI SIM Management platform provider to enable global vehicle tracking. We are looking for innovative solutions that have the potential to disrupt the market and provide our customers with unparalleled tracking capabilities. This RFP aims to identify the most suitable supplier and or partner/s to fulfill our requirements.

Powertel is a renowned telecommunications company with a vast network infrastructure and a strong customer base. We are committed to enhancing our services by incorporating advanced technologies into our offerings. We recognize the importance of efficient fleet management for our customers and aim to provide them with a comprehensive solution that includes global vehicle tracking capabilities.

2 SCOPE OF WORK

2.1 LOT 1

The selected supplier will be responsible for the following:

- Supply and Installation of a comprehensive fleet management solution that includes vehicle tracking, route optimization, fuel monitoring, maintenance scheduling, and driver behavior monitoring.
 - Setting up a centralized on-premise tracking platform that allows Powertel and its customers to monitor and manage their fleets efficiently.
 - Deploying the fleet management platform on-premises at Powertel's Datacentre to ensure data security and control.
 - Customizing the platform to reflect Powertel's brand colors and logo for a white-labeled solution.
- Supply and Installing tracking devices on vehicles upon Powertel's request, ensuring proper functioning and integration with the fleet management solution.
- Providing training and technical support to Powertel's staff to ensure effective utilization of the fleet management solution.
- Integrating the fleet management solution with Powertel's existing systems and databases to enable seamless data exchange and integration.
- Developing and implementing customized reports and analytics to provide valuable insights into fleet performance, fuel consumption, and operational efficiency.
- Ensuring compliance with relevant regulatory requirements and industry standards related to fleet management and data privacy.
- Supply and installation of the necessary hardware components for the fleet management solution, including tracking devices and related equipment.
- Providing ongoing monitoring and troubleshooting services to promptly address any issues or disruptions in the fleet management system.
 - Conducting regular maintenance and updates of the fleet management platform to ensure optimal performance and security as and when required.
- Collaborating with Powertel to identify and implement future enhancements and features to meet evolving business needs and industry trends as and when required.

2.2 Lot 2

The selected partner, a global eSIM/Multi-IMSI SIM Management platform provider, will be responsible for the following:

- Ensuring a direct partnership between Powertel Communications and the global eSIM/Multi-IMSI SIM provider
 - Supply Powertel with eSIM/Multi-IMSI SIMs that support GPRS, 3G and 4G, enabling cost-effective cross-border tracking in any country.
 - Establish a seamless integration process to efficiently manage eSIM/Multi-IMSI SIM provisioning and activation.
- Provision of eSIM/Multi-IMSI SIM Management services
 - Provide a comprehensive eSIM/Multi-IMSI SIM management platform that allows Powertel to efficiently manage all deployed SIM cards for vehicle tracking and other IoT use cases.
 - Offer a user-friendly interface with intuitive functionalities for SIM card management, including activation, deactivation, and reactivation.
- Subscription Management and Monitoring
 - Enable Powertel to monitor and track all active eSIM/Multi-IMSI SIM subscriptions deployed in the field.
 - Provide real-time visibility into subscription status, usage, and expiration dates.
 - Implement proactive alerts and notifications to ensure timely reactivation and prevent service disruptions.
- Cost Optimization
 - Enable Powertel to optimize costs associated with eSIM/Multi-IMSI SIM usage.
 - Provide insights and recommendations on the most cost-effective connectivity options available at any given time.
 - Offer tools and analytics to assess data usage patterns, identify inefficiencies, and optimize data plans accordingly.
- Ongoing Monitoring and Support
 - Provide continuous monitoring of the eSIM/Multi-IMSI SIM management platform and promptly address any technical issues or disruptions.
 - Offer technical support and troubleshooting services to ensure smooth operations and minimal downtime.
- Collaboration and Future Enhancements:
 - Collaborate closely with Powertel to identify and implement future enhancements and features based on evolving business needs and industry trends.

- Stay up-to-date with emerging eSIM/Multi-IMSI SIM technologies and provide recommendations for their integration and utilization.

3 Technical Requirements

3.1 Lot 1

The supplied fleet management solution should meet the following technical criteria and include, but not be limited to, the following key features:

- Real-time tracking and monitoring of vehicle location, speed, and status to provide an accurate and up-to-date view of the fleet's activities.
- Geofencing capabilities to define virtual boundaries and receive alerts when vehicles enter or exit designated areas, enabling improved fleet security and better operational control.
- Route optimization functionality to minimize fuel consumption, reduce travel time, and improve overall fleet efficiency by suggesting the most efficient routes based on real-time traffic data and other relevant factors.
- To include an independent mileage and speed reader functionality that provides accurate tracking of mileage and speed measurements, separate from the vehicle's odometer.
- Comprehensive reporting and analytics capabilities to gain valuable insights into driver behavior, maintenance needs, and overall fleet performance. This includes generating detailed reports that can be exported excel, pdf and other formats, and ability to send reports via SMS, EMAIL alerts and mobile application pop-ups
- Reports to include incidents parkings, stops, trips, over speeding, driver behavior etc. Reports to also allow the user to choose a time interval of user's personal preference e.g. 2 days 7 days e.t.c
- Driver behavior monitoring, including the detection of harsh braking, acceleration, and excessive idling, to promote safe driving practices, improve fuel efficiency, and reduce maintenance costs.
- Ability to remotely disable the vehicle in cases of vehicle theft. This can be achieved through features like engine immobilization or remote locking, enhancing security measures.
- Provision of Number Plate Recognition to automatically capture and read vehicle number plates using optical character recognition (OCR) technology, Automatic Number Plate Recognition (ANPR), Radio Frequency Identification (RFID) or any other suitable technology.
- Maintenance scheduling and alerts to ensure timely vehicle servicing and maintenance, maximizing fleet performance and minimizing unexpected breakdowns. Provide with automated notifications to alert fleet managers or maintenance personnel when a vehicle is due for service based on mileage and engine hours.

- The system shall allow users to customize notification preferences and set reminders for upcoming or overdue service events including setting notification escalation rules for unacknowledged notifications.
- Fuel consumption monitoring and reporting to accurately track fuel usage, identify inefficiencies, and implement measures to optimize fuel economy and reduce operating costs.
- Seamless integration with existing systems, such as GPS devices, onboard diagnostics, and sensors, to leverage existing infrastructure and enhance overall functionality and data collection capabilities.
- To be integrated with third party software like ERP for enhanced visibility and reporting as well as for streamline operations.
- Web-based user interface
- Customizable mobile and web applications that provide easy access to fleet information and management capabilities, enabling fleet managers to monitor and control the fleet on the go.
- Multiple Graphical maps, that is, the use of more than one graphical map, which would include digital maps, satellite imagery, or other visual representations of geographic data to provide contextual information.
- Customizable dashboards and user interfaces to meet specific customer requirements, ensuring a user-friendly and tailored experience for Powertel and its customers.
- Prioritize compact security measures to ensure the confidentiality, integrity, and availability of system resources and data. Key security features to include, Multifactor Authentication, Password, Username Access, User Access Control and Role-Based Access.
- Seamless integration with Powertel's network infrastructure to ensure enhanced connectivity, data transmission, and compatibility with existing systems and processes.

3.2 Lot 2

The proposed eSIM/Multi-IMSI SIM Management solution should meet the following technical criteria and include, but not be limited to, the following key features:

- Coverage in SADC
 - The platform/provider must have existing partnerships with major Network operators in all countries in the SADC region.
- eSIM/Multi-IMSI SIM Provisioning and Activation
 - The platform should support seamless provisioning and activation of eSIM/Multi-IMSI SIMs for Powertel Communications.

- It should provide a streamlined process for onboarding new eSIM/Multi-IMSI SIMs and enabling their activation on the network.
- SIM Card Management
 - The platform should offer comprehensive SIM card management capabilities, including activation, deactivation, and reactivation.
 - It should provide a user-friendly interface for Powertel to efficiently manage and monitor all deployed SIM cards.
- Subscription Monitoring and Visibility
 - The platform should enable real-time monitoring and tracking of active eSIM/Multi-IMSI SIM subscriptions.
 - It should provide visibility into subscription status, usage, and expiration dates for effective management and planning.
- Alerting and Notifications
 - The platform should support proactive alerts and notifications to ensure timely reactivation before subscription expiry.
 - It should provide configurable alerts to notify Powertel of any abnormal usage patterns or potential disruptions.
- Cost Optimization
 - The platform should offer tools and analytics to optimize costs associated with eSIM/Multi-IMSI SIM usage.
 - It should provide insights on the most cost-effective connectivity options available at any given time.
- Integration and API Support
 - The platform should support seamless integration with existing systems and APIs used by Powertel Communications.
 - It should allow for easy data exchange with other applications or platforms within Powertel's ecosystem.
- Security and Data Privacy
 - The platform should adhere to robust security measures to ensure the confidentiality and integrity of Powertel's data.
 - It should comply with relevant data privacy regulations and provide mechanisms for secure data transmission and storage.
- Scalability and Performance
 - The platform should be scalable to accommodate Powertel's growing eSIM/Multi-IMSI SIM deployment needs.
 - It should demonstrate high performance and responsiveness, even with a large number of SIM cards and concurrent users.
- Reporting and Analytics:
 - The platform should offer robust reporting and analytics capabilities to generate insights from eSIM/Multi-IMSI SIM usage data.
 - It should provide customizable reports and visualizations to facilitate data-driven decision-making.

4 Protection and Redundancy:

- The core equipment should be designed with built-in protection and redundancy features to ensure uninterrupted operation.
- Dual power supply backup and fan backup should be provided for core equipment, allowing for seamless switchover in case of failure.
- The power supply backup should be hot-swappable to minimize downtime during maintenance or replacement.
- Real-time monitoring of power supply status and fan backup should be available to promptly address any potential issues.

5 Engineering Designs, Plans, and Solution Roadmap:

- The bidder should provide comprehensive engineering designs and plans for system.
- The solution roadmap should outline the proposed implementation phases, milestones, and timelines for the project.
- A detailed network architecture diagram should be included, illustrating the interconnectivity between the end devices and the application platform.

6 Product Lifecycle:

- All equipment should have a minimum product lifecycle of ten (10) years from the project commissioning date.
- The lifecycle should include end-of-marketing (EOM), end-of-support (EOS), and end-of-life (EOL) phases.
- The bidder should provide a clear plan and commitment to ensuring long-term support, software updates, and compatibility with emerging technologies during the product lifecycle.

7 Technical Support Requirements:

- The bidder shall provide 24/7 online support for the proposed solution, ensuring that technical assistance is readily available to Powertel at any time, including weekends and holidays.
- The solution should have an exceptional Mean Time to Repair (MTTR) of 60 minutes or less, guaranteeing that any issues or downtime are promptly addressed and resolved to minimize disruption to Powertel's operations.
- Furthermore, the solution should demonstrate a superior Mean Time between Failures (MTBF) of 10 years or more, ensuring long-term reliability and minimizing the frequency of repairs or replacements required.
- The bidder should present a comprehensive and concise Service Level Agreement (SLA) that outlines the support and maintenance services provided for the proposed solution. The SLA should include explicit details regarding the scope of support,

response times, escalation procedures, performance guarantees, and other relevant terms and conditions.

- The proposed solution should be meticulously designed and implemented to maximize uptime, minimize downtime, and expedite the resolution of any issues, enabling Powertel's operations to run seamlessly and efficiently.

8 Maintenance Requirements

8.1 Repair Method and Maintenance Requirements

There should be a repair method for each equipment/elements so that the overall performance requirements must be satisfied throughout the System Design Life Time.

More specifically the following are required;

- An **annual maintenance contract projected over 5 years should be quoted**. The maintenance may be provided on an annual basis but spanning over a period of 5 years and in accordance with the work implemented. This is a mandatory requirement for the project.
- Tenderers must provide a brand new system whose end of Life must be at least 10 years from the date of delivery

8.2 Equipment Spares

- a) Spares should be provided for all critical equipment susceptible to failure. These spares must be the same or better upgrades as those used in working equipment. The suppliers will be expected from the discretion of their experience to identify and list parts, or equipment susceptible to failure and provide those as spares whose cost must be covered by the maintenance contract.

8.3 Software Licenses

The following software license requirements apply:

- a) For all the equipment proposed for Powertel, suppliers must state those system elements with licensed capacities.
- b) Suppliers must state all the maximum scalable capacities for the licensed system elements to be provided to Powertel.
- c) License costs which are time dependent must cover at least 10 years.

9 Bill of Quantities

Bidders should provide their quotation in the following format. Failure to do that will lead to automatic disqualification. Bidders can expand the table to add additional items under the given categories.

9.1 Lot 1 – Hardware and Software Components

Item	UoM	Qty.	Unit Cost	Total Cost
Hardware Components				
Server Hardware (<i>supply and installation on premise</i>)	ea.	1		
End Devices (<i>to ensure complete installation of a comprehensive fleet management solution meeting all the technical requirements</i>)	vehicle	1000 (as and when required)		
Other Hardware	ea.			
Other Hardware	ea.			
Total for Hardware Components				
Software Components				
Fleet Management Software (<i>supply and installation on premise</i>)	ea.	1		
Other Software	ea.			
Other Software	ea.			
Total for Software Components				
Training	person	10		
Installation Costs (<i>Labor and all other costs to ensure full installation of the devices per vehicle</i>)	ea.	1000 (as and when required)		
Integration Costs				
Integration with SAP	Ea.	1		

Total for Integrations				
Total Non-Recurrent Cost (<i>Hardware + Software + Connectivity + Training + Installation Costs + Integration</i>)				
Recurrent Costs				
Maintenance and Support (to be paid annually as and when required)	Years.	5		
Software licenses (<i>if any</i>)	Years.	10		
Total Recurrent Cost				
Total Cost (Recurrent + Non Recurrent)				

9.2 Lot 2 – Connectivity Components

Item	UoM	Qty.	Unit Cost	Total Cost
Setup Costs				
Setting up of a direct partnership between Powertel and the Global eSIM/Multi-IMSI SIM provider, including all the required equipment and software.	set	1		
Other Setup Costs				
Total for Setup Costs				
Connectivity Components				
eSIM/Multi-IMSI SIM with global coverage	ea.	1000 (as when required)		
Connectivity Components	ea.			
Connectivity Components	ea.			
Connectivity Components	ea.			

Total for Connectivity Components				
Total Non-Recurrent Cost <i>(Setup + Connectivity Components)</i>				
Recurrent Costs				
5 year Subscription per eSIM/Multi-IMSI SIM <i>(Rental and Usage globally to be paid on monthly basis)</i>	ea.	1000	(as when required)	
Total Recurrent Cost				
Total Cost (Recurrent + Non Recurrent)				

10 Evaluation Criteria

This section outlines the criteria that will be used to evaluate the vendor proposals. Bidders should complete this table, indicating compliance to the requirements, failure to which will lead to disqualification. Bidders may respond to any or both Lots i.e. Lot 1 and or Lot 2

10.1 Lot 1

Requirement	Minimum Specification	Compliant / Not compliant
Scope of Works	Refer to Section 2 Scope of Work	
Technical Requirements	Refer to Section 3 Technical Requirements	
Protection and Redundancy	Refer to Section 4 Protection and Redundancy	
Engineering Designs, Plans and Solution Roadmap	Refer to Section 5 Engineering Designs, Plans and Solution Roadmap	
Product Lifecycle	Refer to Section 6 Product Lifecycle	
Technical Support	Refer to Section 7 Technical Support	

Maintenance Requirements	Refer to Section 8 Maintenance Requirements	
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10.2 Lot 2

Requirement	Minimum Specification	Compliant / Not compliant
Scope of Works	Refer to Section 2.2 Scope of Work	
Technical Requirements	Refer to Section 3.2 Technical Requirements	
Product Lifecycle	Refer to Section 6 Product Lifecycle	
Technical Support	Refer to Section 7 Technical Support	
Maintenance Requirements	Refer to Section 8 Maintenance Requirements	
Own eSIM/Multi-IMSI SIM Management Platform	Bidder should have own eSIM/Multi-IMSI SIM Management platform with Partners in all SADC countries (<i>Provide List</i>)	