

# Government of Zimbabwe

STANDARD

BIDDING

DOCUMENT

for the

## Procurement of Goods

24 November 2023

P-7

**BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY INSTALLATION AND IMPLEMENTATION OF  
ON PREMISE BASIC BILLING SYSTEM**

**PROCUREMENT REFERENCE NO: 1CT/PWT/07/2023**

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Standard Bidding Document for the Procurement of:	Supply, Delivery Installation and implementation of a Basic on premise billing system
Procurement Reference No:	ICT/PWT/07/2023
Procuring Entity:	Powertel Communications
Date of Issue:	24 November 2023

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**BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY INSTALLATION AND IMPLEMENTATION  
OF ON PREMISE BASIC BILLING SYSTEM**

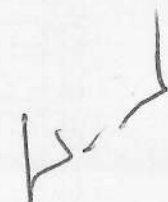
**PROCUREMENT REFERENCE NO: 1CT/PWT/07/2023**

**PART I      BIDDING PROCEDURES**

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**PART 1      BIDDING PROCEDURES**

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**PART 1: BIDDING PROCEDURES**

**References:**

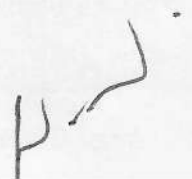
References to the Act are to the Public Procurement and Disposal of Public Assets Act [Chapter 22:23] and references to the Regulations are to the Public Procurement and Disposal of Public Assets (General) Regulations (Statutory Instrument No. 5 of 2018). The terms and requirements in the Act and Regulations govern the submission of Bids and should be read by all Bidders.

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**1.1      PREPARATION OF BIDS**

You are requested to bid for the supply of the goods specified in the Statement of Requirements below, by completing and returning the following documentation:

1. the Bid Submission Sheet in this Part;
2. the Statement of Requirements in Part 2;
3. a copy of every document necessary to demonstrate eligibility in terms of section 28 (1) of the Regulations;
4. Supplier Registration number showing that you are registered with the Procurement Regulatory Authority of Zimbabwe;
5. A bid security in the format specified in this Part;
6. A copy of the following administrative documents
  - a) Valid Letter of authorisation from manufacturer to be provided by Agents/Non-manufacturers.
  - b) Technical Brochures with detailed literature covering the tendered items to be included in the bid.
  - c) Technical Guarantee schedule to be completed in full and shall be compliant with Powertel requirements.
  - d) A completed bidders declaration form



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**You are also required to pay the administration fee of USD\$350.00** payable by bidders for bids subject to prior review by the Special Procurement Oversight Committee in terms of section 54 of the Act and as set out in Part IV of the Fifth Schedule to the Regulations.

You are advised to carefully read the complete Bidding Document, as well as the General Conditions of Contract which are available on the Authority's website, before preparing your Bid. Part 3: Contract is provided not for completion at this stage but to enable Bidders to note the Contract terms they will enter into if their Bid is successful.

The standard forms in this document may be retyped for completion but the Bidder is responsible for their accurate reproduction. All pages of the Bid must be clearly marked with the Procurement Reference Number above and the Bidder's name and any reference number.

**1.2      NUMBER OF BIDS ALLOWED**

No Bidder may submit more than one bid, either individually or as a joint venture partner in another Bid, except as a subcontractor. Where the procurement is divided into lots and packages, only one Bid can be submitted. A conflict of interest will be deemed to arise if bids are received from more than one Bidder owned, directly or indirectly, by the same person.

**1.3      CLARIFICATION**

Clarification of the bidding document may be requested in writing by any Bidder before 10 January 2024 and should be sent to:


The Procurement Manager,  
Powertel Communications (Private) Limited,  
Number 16 Birmingham Road,  
Southerton,  
Harare

E-mail: [procurement@powertel.co.zw](mailto:procurement@powertel.co.zw)

**All responses to clarifications will be available on the Powertel website:**

**<http://www.powertel.co.zw/tenders/>**

Bidders must regularly check the website until the tender closes for updates and responses to queries.





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**1.4      VALIDITY OF BIDS**

The minimum period for which the Bidder's bid must remain valid is ninety (90) days from the deadline for the submission of bids.

**1.5      SUBMISSION OF BIDS**

Bids must be submitted in writing in a sealed envelope to the address below, no later than the date and time of the deadline below. It is the Bidder's responsibility to ensure that they receive a receipt confirming submission of their bid that has correct details of the Bidder and the number of the Bid.

The Bidder must mark the envelope with the Bidder's name and address and the Procurement Reference Number.

The Bidder must prepare three (3) complete sets of its Tender, identifying and clearly marking the "ORIGINAL TENDER", "COPY 1 & 2 OF TENDER", as appropriate. Each set must be properly bound. Each copy will be a replica of the Original and must contain the same information as the Original. In the event of any discrepancy between the original and the copies, the original will prevail.

Late bids will be rejected. The Procuring Entity reserves the right to extend the bid submission deadline but will notify all potential bidders who have collected the bidding documents of the amended bid submission deadline.

Date of deadline:	<b>23 January 2024</b>	Deadline Time:	1000hrs (local Time)
Submission address:	Powertel Communications Number 16 Birmingham Road Southerton Harare Zimbabwe		
Means of acceptance:	Tenders must be properly addressed to the Procurement Manager and enclosed in sealed envelopes clearly endorsed on the outside with the advertised Tender/Request for Proposal (RFP) Number, tender description and tender closing date. Tenders should be		

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	deposited into the tender Box at Powertel Communications, Number 16 Birmingham Road, Southerton, Harare, Zimbabwe, on or before 1000hrs on the closing date.
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**1.6      BID OPENING**

Bidders and their representatives may witness the opening of bids, which will take place at the submission address immediately following the deadline.

**1.7      WITHDRAWAL, AMENDMENT OR MODIFICATION OF BIDS**

A Bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative. However, no Bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder or any extension of that period.

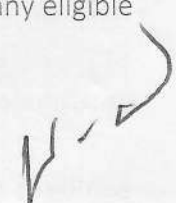
**1.8      DELIVERY REQUIREMENTS**

The delivery period required (from the date of contract signing) and the final destination for delivery are as indicated in the Delivery Schedule in Part 2.

**1.9      BID PRICES AND DISCOUNTS**

The prices and discounts quoted by the Bidder in the Bid Submission Form and in the Price Schedules must conform to the requirements specified below.

Prices must be quoted as specified in the Price Schedule included in Part 2 Statement of Requirements. In quoting prices, the Bidder is free to use transportation through carriers registered in any eligible country and similarly may obtain insurance services from any eligible country. Prices quoted must include the following costs and components:





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- (a) For Goods
  - (i) the price of the Goods and the cost of delivery to the final destination, including the relevant INCOTERM, as stated in the Delivery Schedule;
  - (ii) the custom duties to be paid on the Goods on entry in Zimbabwe, if not already included;
  - (iii) Any other applicable import taxes;
  - (iv) any sales and other taxes due within Zimbabwe which will be payable on the Goods, if not already included;
  - (v) any rebate or mark-up of the local agent or representative.
- (b) for Related Services, (other than inland transportation and other services required to convey the Goods to their final destination), whenever such Related Services are specified in the Schedule of Requirements: the price of each item comprising the Related Services (inclusive of any applicable taxes).

**1.10 BID SECURITY**

The Bidder must include a refundable bid security of Five Hundred United States Dollars (USD\$500.00). The bid security shall be payable using any one of the below options:

Option 1.....A certified Bank Cheque

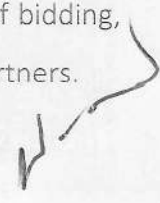
Option 2.....A Bank Guarantee

Option 3.....A cash deposit to the Procurement Regulatory Authority of Zimbabwe

If Option 3 is chosen bidders must also submit proof of payment from PRAZ of non-refundable cash bid bond establishment fee of US\$200.00 in line with Part V of the Public Procurement and Disposal of Public Assets (General) (Amendment) Regulations, 2022 (No.4).

Any bid not accompanied by a Bid Security, where this is a requirement of bidding, will be rejected by the Procuring Entity as non-responsive.

The Bid Security or Bid- Securing Declaration of a Joint Venture (JV) must be in the name of the JV that submits the Bid. If the JV has not been legally constituted at the time of bidding, the Bid Security or Bid-Securing Declaration must be in the names of all intended partners.





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**1.11      EVALUATION OF BIDS**

Bids will be evaluated using the following methodology:

1. Preliminary examination to confirm that all documents required have been provided, to confirm the eligibility of Bidders in terms of section 28 (1) of the Regulations and to confirm that the Bid is administratively compliant in terms of section 28 (2) of the Regulations.
2. Technical evaluation to determine substantial responsiveness to the specifications in the Statement of Requirements;
3. Financial evaluation and comparison to determine the evaluated price of bids and to determine the lowest evaluated bid.

**Bids failing any stage will be eliminated and not considered in subsequent stages.**

**1.12      REVIEW BY THE SPECIAL PROCUREMENT OVERSIGHT COMMITTEE**

Section 54 of the Act provides for review by the Special Procurement Oversight Committee for certain especially sensitive or especially valuable contracts. This requirement will be subject to this and Bidders must pay **the administration fee of USD350.00**.

**1.13      EVALUATION CRITERIA**

The Procuring Entity's evaluation of a Bid will take into account, in addition to the Bid Price, the following criteria and methodologies.

- (a) Delivery schedule: The specified Goods are required to be delivered by the date indicated in the Delivery Schedule in Part 2. Bids offering delivery after the date shall be treated as non-responsive.



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- (b) Deviation in payment schedule: The payment schedule is stated in the Special Conditions of Contract (SCC) in Part 3. A Bidder may propose a deviation from the schedule and if the deviation is considered acceptable to the Procuring Entity, the Bid will be evaluated by calculating interest earned for any earlier payments involved in the terms outlined in the Bid as compared with those stipulated in the SCC, at the rate of interest indicated by the Reserve Bank of Zimbabwe on the closing date for submission of bids. **Note that Powertel does not accept a request for payment in advance, a bid with a proposal for advance payment terms will be rejected.**


**1.14      DOMESTIC PREFERENCE**

A margin of preference, in accordance with the procedures outlined in section 8 of the Regulations, will not apply.

**1.15      ELIGIBILITY AND QUALIFICATION CRITERIA**

Bidders are required to meet the criteria in section 28 of the Act to be eligible to participate in public procurement and to be qualified for the proposed contract. They must therefore provide any available documentation and certify their eligibility in the Bid Submission Sheet.

To be eligible, Bidders must provide the following documentation:

1. Copy of certificate of incorporation and CR14 form or equivalent document in country of origin for foreign bidders.
  2. A valid copy of tax clearance certificate IT263 or equivalent document in country of origin for foreign bidders.
  3. A clearance letter from NSSA to confirm that the company is up to date with its obligations with NSSA or equivalent document in country of origin for foreign bidders.
  4. Proof of valid registration with the Procurement Regulatory Authority of Zimbabwe (PRAZ).
  5. **Completed and signed Bidder's Declaration Form. Failure to provide a completed and signed Bidder's declaration form will lead to automatic Disqualification.**
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The above documents are required to demonstrate the criteria listed below, that the bidder

1. have the legal capacity to enter into a contract;
2. is not 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;
3. have fulfilled their obligations to pay taxes and social security contributions in Zimbabwe;
4. does not have a conflict of interest in relation to this procurement requirement;
5. is not debarred from participation in public procurement under section 72 (6) of the Act and section 74(1) (c), (d) or (e) of the Regulations or declared ineligible under section 99 of the Act;
6. have the nationality of an eligible country as specified in the Special Conditions of Contract; and
7. have been registered with the Authority as a Supplier and have paid the applicable Supplier Registration Fee set out in Part III of the Fifth Schedule to the Regulations.

**1.16     ORIGIN OF GOODS**


All goods and related services must have as their country of origin an eligible country, as specified in the Special Conditions of Contract.

**1.17     TECHNICAL CRITERIA**

The Technical Specifications Sheet details the minimum specification of the goods required. The goods offered must meet this specification, but no credit will be given for exceeding the specification.

**1.18     CURRENCY**

Bids should be priced in United States Dollars (USD). The currency of evaluation will be the United States Dollar but payment to local companies will be made in Zimbabwe Local Currency (ZW\$) at the prevailing mid exchange rate as guided by the Reserve Bank of Zimbabwe (RBZ). Foreign bidders will be paid in United States Dollars (US\$).



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**1.19    AWARD OF CONTRACT**

The lowest evaluated bid, after application of any additional evaluation criteria, including any margin of preference, which is substantially responsive to the requirements of this bidding document will be recommended for award of contract. The proposed award of contract will be by issue of a Notification of Contract Award in terms of section 55 of the Act which will be effective until signature of the contract documents in accordance with Part 3: Contract. Unsuccessful Bidders will receive the Notification of Contract Award and, if they consider they have suffered prejudice from the process, they may within 14 days of receiving this Notification, submit to the Procuring Entity a Challenge in terms of section 73 of the Act, subject to payment of the applicable fee set out in section 44 of and the Third Schedule to the Regulations.

**1.20    RIGHT TO REJECT**

The Procuring Entity reserves the right to accept or reject any Bids or to cancel the procurement process and reject all Bids at any time prior to contract award.

**1.21    CORRUPT PRACTICES**

The Government of Zimbabwe requires that Procuring Entities, as well as Bidders and Contractors, observe the highest standard of ethics during the procurement and execution of contracts. In pursuit of this policy:

1. the Procuring Entity will reject a recommendation for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract or been declared ineligible to be awarded a procurement contract under section 99 of the Act;
2. the Authority may under section 72 (6) of the Act impose the sanctions under section 74 (1) of the Regulations; and
3. any conflict of interest on the part of the Bidder must be declared.





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**1.22      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}.*

<b>Procurement Reference Number:</b>	
<b>Subject of Procurement:</b>	
<b>Name of Bidder:</b>	
<b>Bidder's Reference Number:</b>	
<b>Date of Bid:</b>	

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:**

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

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**PART 2 STATEMENT OF REQUIREMENTS**

**PART 2: STATEMENT OF REQUIREMENTS**

Name of Bidder:	
Bidder's Reference Number:	

List of Goods and Price Schedule: CURRENCY OF BID:.....

Item No <sup>1</sup>	Description of Goods	Quantity <sup>2</sup>	Unit of measure	Unit Price <sup>3</sup>	Total Price <sup>4</sup>
				[to be provided by the Bidder]	[to be provided by the Bidder]
1	Supply, delivery, installation and implementation of a Basic on premise billing system	1	each		

Note 1: Lots and packages should be shown as separate items.

Note 2: The description or quantity must indicate the unit of measure where relevant.

Note 3: Unit and total prices must be for delivery through to the final destination stated in Part 1.

Note 4: Include any additional costs, such as installation or commissioning.

The price to be quoted in the Price Schedule must be the total price of the bid, excluding any discounts offered.

*Handwritten signature*



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**PART 2 STATEMENT OF REQUIREMENTS**

**2.1 DELIVERY SCHEDULE**

**Delivery Schedule**

Name of Bidder:	
Bidder's Reference Number:	

(Note to Bidders: If the delivery period offered, or any other details, differ from the requirements below, this should be stated in your tender).

Item No <sup>1</sup>	Description of Goods		Quantity <sup>2</sup>	Unit of measure	Delivery Date Required by Procuring Entity and applicable INCOTERM	Bidder's offered Delivery period
					[Completed by Procuring Entity]	{to be provided by the Bidder}
		Supply, delivery, Installation and implementation of a Basic on premise billing system	1	each	Within eight (8) weeks, DDP Harare	

The delivery period required is measured from the date of the signing of issuing a Purchase Order by the Procuring Entity.

The Project Site for delivery of the goods is the final destination:	Powertel Communications 16 Birmingham Road Southerton Harare
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## 2.2 Technical Specifications

### 2.2.1 Introduction

#### 2.2.1.1 Background

Powertel, a leading provider of WAN services in metros and intercity sites, is seeking proposals from qualified vendors for the supply, delivery, installation and configuration of an on-premise basic billing system capable of effectively billing a layer 2 VPN & SD-WAN network consisting of Cisco equipment and GPON network consisting of ZTE and BT-PON equipment. In addition, Powertel offers internet services using public IP addresses on a Cisco core network. Powertel aims to streamline its billing processes, ensure accurate customer management and service provisioning, automate customer communication and invoicing, and support prepaid and postpaid billing models. The billing system should seamlessly integrate with the existing infrastructure, including Cisco switches and routers, Cisco SD-WAN, ZTE and BT-PON xPON.

#### 2.2.1.2 Objectives

The objective of this RFP is to solicit proposals from vendors capable of providing a billing system that meets Powertel's requirements and supports the efficient billing of services offered on the layer 2 VPN network, Cisco SD-WAN, xPON FTTx(ZTE and BT-PoN) including internet services and VLAN allocations. The billing system should integrate with Powertel's network infrastructure, support automated billing processes, offer flexible billing models, and ensure accurate customer management.

#### 2.2.1.3 Scope of Work

The selected vendor shall be responsible for the following:

- Designing, supplying, installing and configuration of an on-premise billing system that meets the specified requirements.
- Integrating the billing system with Powertel's network infrastructure, including xPON, Cisco switches, routers and SD-WAN.
- Configuring the billing system to automate customer communication, invoice generation, and service provisioning.
- Providing support for prepaid and postpaid billing models, as well as self-service recharge capabilities through various payment platforms.
- Offering equipment and licensing required for the solution, along with comprehensive quotes covering a period of up to 5 years.
- Providing integration services to ensure seamless operation with Powertel's network infrastructure, including over 150 Cisco devices (Some SD-WAN and some non-SD-WAN).

##### 2.2.1.3.1 Detailed Network Description

Powertel's layer 2 VPN network consists of Cisco switches that provide WAN services in metros and intercity sites. Customers are allocated VLANs and configure their own layer 3 services. Additionally, the network offers internet services using public IP addresses on a Cisco core network. Powertel is currently upgrading the VPN network to SD-WAN, requiring integration





with the billing system through RESTful interfaces. The network infrastructure comprises over 150 Cisco devices, and seamless integration with these devices is critical.

## 2.2.2 Technical Requirements

### 2.2.2.1 Supported Services

The selected vendor must demonstrate expertise and capability in supporting the following systems. **The vendor should include in their quotation all costs associated with integrating to the below systems:**

- SD-WAN
- Layer 2 VPN
- xPON FTTx

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The vendor should provide detailed information on their experience, capabilities, and any relevant certifications or partnerships related to each of these supported systems. Additionally, the vendor should highlight any unique features or strengths they possess in these areas.

#### 2.2.2.2 System Features

##### 2.2.2.2.1 Customer Management

The billing system should have the capacity to automatically disconnect customers for non-payment, ensuring compliance with Powertel's policies. The system should automatically integrate with Cisco switches, routers, edge devices and controllers to enable only active customers to access services, while blocking inactive customers. The system should automatically integrate with ZTE and BT-PON xPON equipment to enable only active customers to access services, while blocking inactive customers.

##### 2.2.2.2.2 Customer Capacity

To ensure scalability and accommodate future growth, it is crucial for the billing system to have an initial capacity capable of handling at least 20,000 customers, providing sufficient room for expansion and preventing potential limitations in the system's performance. The system should be upgradable to support 100,000 customers.

##### 2.2.2.2.3 Support for Different Billing Models

The billing system should encompass the following capabilities: setting up and managing recurring subscription plans with fixed pricing, supporting automated billing cycles, offering customization and upgrades/downgrades; accurately measuring and tracking product/service usage for usage-based billing, calculating charges based on usage metrics, and generating usage reports; supporting tiered pricing models with distinct features, usage limits, and pricing structures; and accommodating hybrid billing models that combine multiple pricing models based on specific business rules or contractual agreement

##### 2.2.2.2.4 Network Integration

Seamless integration with Powertel's network infrastructure is essential. The billing system should automatically configure active customers' access to services and block access for inactive customers

##### 2.2.2.2.5 Billing and Invoicing

The billing system should generate and send automatic invoices to customers at the end of each billing cycle. It should support both prepaid and postpaid billing models, allowing for flexible billing plans and rate structures. Accurate metering and tracking of data usage, including upload and download volumes, is required for precise billing. Furthermore, it should support billing in multiple currencies.

##### 2.2.2.2.6 Payment Platforms and Recharge

The system should support self-service recharge, providing customers with various payment platforms such as Ecocash, OneMoney, Telecash, Visa, Zimswitch, Mastercard, and Real-Time Gross Settlement (RTGS). Integration with these payment platforms is necessary to facilitate real-time payment processing and automated balance updates.





#### 2.2.2.2.7 Customer Communication

The billing system should include automated features that send payment reminders to customers, notify them of overdue invoices, and provide acknowledgments for received payments.

#### 2.2.2.2.8 Portal

The billing system should include a customer portal that provides an intuitive interface displaying an extensive list of services offered, along with their respective prices.

#### 2.2.2.2.9 Reporting and Analytics

The billing system should have robust reporting capabilities that can track billing history, outstanding payments, revenue trends, and customer insights.

### 2.2.2.3 SOLUTION REQUIREMENTS

#### 2.2.2.3.1 SD-WAN Billing Requirements

As Powertel upgrades its VPN network to SD-WAN, the billing system must support integration with SD-WAN through RESTful interfaces. It should provide accurate metering and billing for SD-WAN services. Proper monitoring and reporting of SD-WAN usage, including bandwidth consumption and application performance, are essential for precise billing and effective management of SD-WAN services. **Bidders should include in their quotation everything required for successful integration of the Billing System to the Cisco SD-WAN Solution.**

#### 2.2.2.3.2 Detailed Solution Architecture and Design

The proposal should provide a comprehensive and detailed solution architecture and design for the on-premise billing system. It should outline the proposed infrastructure, including hardware and software components, and describe how the billing system will integrate with Powertel's existing network infrastructure.

#### 2.2.2.3.3 Hardware and Software Requirements

The proposal should include a detailed list of hardware and software requirements for the on-premise billing system. This should cover server specifications, network equipment, database requirements, and any additional software components necessary for the system's successful implementation.

#### 2.2.2.3.4 Implementation Timeline and Deliverables

The proposal should outline a clear implementation timeline, including key milestones and deliverables for the on-premise solution. This should provide a realistic timeframe for each phase of the implementation process, taking into account any potential challenges or dependencies.

#### 2.2.2.3.5 Integration Plan with Powertel Network Infrastructure and Existing Systems

The proposal should detail the integration plan for the on-premise billing system with Powertel's network infrastructure and existing systems. It should clearly define the steps and processes involved in integrating the billing system with Cisco switches and routers, SD-WAN Platform, and xPON FTTx. Bidders should include in their quotation everything required for successful integration of the Billing System with these systems.

2.2.2



#### 2.2.2.3.6 Cost Breakdown: Equipment, Licenses, and Integration Services

The proposal should include a comprehensive cost breakdown, covering all required equipment, licenses, and integration services. The breakdown should clearly specify the costs associated with hardware procurement, software licenses, and any additional services required for seamless integration and successful implementation of the billing system.

#### 2.2.2.3.7 Support and Maintenance Services

**SLAs and Escalation Procedures:** The proposal should outline the support and maintenance services offered by the vendor for the on-premise solution. It should include details on service level agreements (SLAs), escalation procedures, and response times for issue resolution. Any additional support services, such as training and documentation, should also be specified.

#### 2.3.4 OPEN ARCHITECTURE:

The system should support an open architecture that facilitates seamless integration with other systems and applications. The vendor should provide APIs (Application Programming Interfaces) and/or source code that allow for easy integration and custom development.

#### 2.2.2.3.5 SCALABILITY FOR GROWTH:

The system should be designed to accommodate future growth and increased demand. It should have the ability to scale up by adding more servers or resources to match the project's success. The vendor should provide a scalable solution that can efficiently handle increased capacity as the project expands.

#### 2.2.2.3.6 PROTECTION AND REDUNDANCY

The new equipment should support equipment-level protection, including dual power supply backup and fan backup for core equipment.

- The power supply backup should have a hot-swappable design to minimize downtime during maintenance or replacement.

Furthermore, the system should have high availability and zero downtime. The system should support clustering and geo-redundancy configurations to ensure reliability and redundancy. The vendor should provide a solution that offers high-availability configuration and allows for seamless updates and maintenance without causing service disruptions.

#### 2.2.2.3.7 ENGINEERING DESIGNS, PLANS AND SOLUTION ROADMAP

The bidder is expected to provide both high level and low level engineering designs and planning for the Billing System.

- The engineering designs should clearly demonstrate how the solution enables PowerTel to bill all services including VPN, SD-WAN and xPON.
- The bidder should present the solution roadmap and its evolution plan over a period of at least ten (5) years.
- This should include a detailed description of the hardware and software components, their interconnectivity, and the security measures in place to protect the solution against any potential threats.
- The solution should also be scalable to accommodate future expansions and upgrades.
- Additionally, the bidder should provide a clear description of the maintenance and support services to be offered, including the frequency of updates, troubleshooting procedures, and the availability of technical support.





#### 2.2.2.3.8 PRODUCT LIFE CYCLE

The bidder shall provide network equipment with an end-of-marketing (EOM), end-of-support (EOS), and end-of-life (EOL) dates of more than or equal to five (5) years from the date of project commissioning.

- This equipment should be capable of supporting Powertel services and should comply with the technical requirements specified in this RFP.
- The EOM date refers to the point in time when the equipment will no longer be actively marketed or sold by the manufacturer, while the EOS date refers to the point in time when the manufacturer will no longer provide support for the equipment. The EOL date refers to the point in time when the equipment will no longer be operable or repairable by the manufacturer.
- The bidder shall ensure that the equipment provided meets these requirements to ensure long-term sustainability and minimal disruption to the billing system operations.

#### 2.2.2.3.9 NETWORK AVAILABILITY

To meet Powertel's network availability target of 99.9%, bidders should propose a solution that includes redundancy at all levels of the network, including power supply, network devices, and server infrastructure.

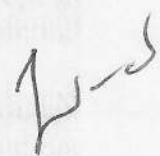
- The solution should also incorporate fault-tolerant design and architecture, ensuring that any failures or downtime are minimized and do not significantly impact the overall network performance.
- Additionally, the solution should include proactive monitoring and alerting mechanisms to allow for quick response times to any issues or problems that may arise, helping to prevent prolonged downtime and ensuring the highest level of network availability.
- Bidders should also provide a detailed plan for maintaining and upgrading the solution to ensure ongoing performance and reliability.

#### 2.2.2.3.10 TECHNICAL SUPPORT

The bidder shall provide 24/7 online support for the proposed solution, ensuring that technical assistance is available to Powertel at any time.

- The solution should have a mean time to repair (MTTR) of 60 minutes or less, guaranteeing that any issues or downtime are resolved promptly.
- Additionally, the solution should have a mean time between failures (MTBF) of 20 years or more, ensuring long-term reliability and minimizing the need for frequent repairs or replacements.
- The bidder should also provide a clear and concise service level agreement (SLA) outlining the support and maintenance services provided for the proposed solution. The SLA should include detailed information on the scope of support, response times, escalation procedures, and other relevant terms and conditions.

Overall, the proposed solution should be designed and implemented to ensure maximum uptime, minimal downtime, and rapid resolution of any issues, ensuring that Powertel's operations run smoothly and efficiently.





### 2.2.2.3.11 MAINTENANCE REQUIREMENTS

#### 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

### 2.2.2.3.12 Equipment Spares

- 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.

### 2.2.2.3.13 Software Licenses

The following software license requirements apply:

- For all the equipment proposed for Powertel, suppliers must state those system elements with licensed capacities.
- Suppliers must state all the maximum scalable capacities for the licensed system elements to be provided to Powertel.
- License costs which are time dependent must cover at least 5 years.

### 2.2.3.14 Bill of Quantities

Bidders should clearly indicate their pricing in the following format. Failure to complete this table will lead to automatic disqualification.

	Item as specified	Measure	Quantity	Cost
1	Hardware	Set	1	
2	Software	Set	1	
3	Support and Maintenance	Yearly	5	
4	License Fees (if any)	Yearly	5	
5	Integration with Cisco SD-WAN	Set	1	
6	Integration with Layer 2 VPN Network	Set	1	
7	Integration with xPON FTTx	Set	1	
8	Pre-Implementation Training	Each	5	

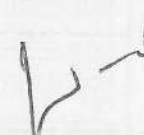


	(Technical)			
9	Pre-Implementation (Commercial) Training	Each	5	
10	FAT	Each	3	

## 1 Evaluation Criteria

Bidders should indicate their compliance to the technical requirements on this table, failure to indicate will lead to automatic disqualification.

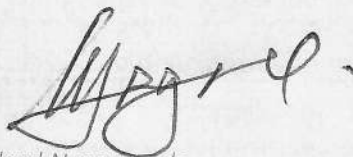
Requirement	Minimum Specification	Compliant / Not compliant
Scope of work	Refer to Section 0 of Technical Requirements	
Supported Services	Refer to Section 0 of Technical Requirements	
System features	Refer to Section 0 of Technical Requirements	
Solution Requirements	Refer to Section 0 of Technical Requirements	
Open Architecture	Refer to Section 0 of Technical Requirements	
Scalability and Growth	Refer to Section 0 of Technical Requirements	
Protection and Redundancy	Refer to Section 0 of Technical Requirements	
Engineering designs, Plans and Solution Roadmap	Refer to Section 0 of Technical Requirements	
Product Life cycle	Refer to Section 0 of Technical Requirements	
Network Availability	Refer to Section 0 of Technical Requirements	
Technical Support	Refer to Section 0 of Technical Requirements	
Repair Method and Maintenance	Refer to Section 0 of Maintenance Requirements	
Equipment Spares	Refer to Section 0 of Maintenance Requirements	
Software Licenses	Refer to Section 0 of Maintenance Requirements	
Manufacturer Authorization	The bidder should be an Original Equipment Manufacturer / System Provider or an Authorized distributor.	



Declaration by the Accounting Officer

I declare that the procurement is based on neutral and fair technical requirements.

Accounting Officer Signature



Accounting Officer Name: Willard Nyagwande.

Accounting Officer Designation: Managing Director (A)



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)



**BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY INSTALLATION AND IMPLEMENTATION  
OF A BASIC ON PREMISE BILLING SYSTEM**

**PROCUREMENT REFERENCE NO: 1CT/PWT/07/2023**

**PART 3 CONTRACT**

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**PART 3: CONTRACT**

## Contract Agreement

Procurement Reference:

THIS CONTRACT AGREEMENT is made the [insert: date] day of [insert: month], [insert: year].

BETWEEN

- (1) [insert complete name of Procuring Entity], a [ insert description of type of legal entity, for example, an agency of the Ministry of .... of the Government of Zimbabwe, or corporation incorporated under the laws of Zimbabwe] and having its principal place of business at [insert full postal address of Procuring Entity] (hereinafter called "the Procuring Entity"), and
- (2) [insert name of Contractor], a corporation incorporated under the laws of [insert: country of Contractor] and having its principal place of business at [insert full postal address of Contractor] (hereinafter called "the Contractor").

WHEREAS the Procuring Entity invited Bids for certain Goods and ancillary services, viz., [insert brief description of Goods and Services] and has accepted a Bid by the Contractor for the supply of those Goods and Services in the sum of [insert Contract Price in words and figures, expressed in the Contract currency] (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are assigned to them in the General and Special Conditions of Contract referred to below.
2. The following documents shall constitute the Contract between the Procuring Entity and the Contractor, and each shall be read and construed as an integral part of the Contract:
  - (a) This Contract Agreement;
  - (b) Special Conditions of Contract;
  - (c) General Conditions of Contract;
  - (d) Technical Requirements (including Schedule of Requirements and Technical Specifications);
  - (e) The Contractor's Bid, original Price Schedules and Delivery Schedule;
  - (f) The Procuring Entity's Notification of Contract Award;





**BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY INSTALLATION AND IMPLEMENTATION  
OF A BASIC ON PREMISE BILLING SYSTEM**

**PROCUREMENT REFERENCE NO: 1CT/PWT/07/2023**

**PART 3      CONTRACT**

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- (g) [Add here any other document(s)].
3. This Contract Agreement shall prevail over all other Contract Documents. In the event of any discrepancy or inconsistency within the Contract Documents, then the documents shall prevail in the order listed above.
4. In consideration of the payments to be made by the Procuring Entity to the Contractor as mentioned below, the Contractor hereby agrees with the Procuring Entity to provide the Goods and Services and to remedy any defects in them in conformity with the Contract.
5. The Procuring Entity hereby agrees to pay the Contractor in consideration of the provision of the Goods and Services and the remedying of any defects in them, the Contract Price or such other sum as may become payable under the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Zimbabwe on the day, month and year indicated above.

For and on behalf of the Procuring Entity

Signed: .....

Name:

In the capacity of: [Title or other appropriate designation]

For and on behalf of the Contractor

Signed: .....

Name:

In the capacity of: [Title or other appropriate designation]

W-1

**BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY INSTALLATION AND IMPLEMENTATION  
OF A BASIC ON PREMISE BILLING SYSTEM**

**PROCUREMENT REFERENCE NO: 1CT/PWT/07/2023**

**PART 3      CONTRACT**

**General Conditions of Contract**

Any resulting contract is subject to the Zimbabwe General Conditions of Contract (GCC) for the Procurement of Goods (copy available on request) except where modified by the Special Conditions below.

**Special Conditions of Contract**

Procurement Reference Number: .....

The clause numbers given in the first column correspond with the relevant clause number of the General Conditions of Contract.

GCC reference	Special Conditions
GCC 7.5	Eligible Countries: All countries are eligible, except for [N/A].
GCC 8.1	Notices: Any notice shall be sent to the following addresses:  For the Procuring Entity, the address shall be as given in the Contract document and the contact shall be [state name of contact and the location where he/she can be found].  For the Contractor, the address shall be as given in the Bid and the contact shall be  {state name of contact}
GCC 19.1	Liquidated Damages: Liquidated Damages in terms of section 88 of the Act shall/ apply at a rate of one percent (1%) of the total cost of the contract per week up to a maximum of three (3) weeks after which the contract may be cancelled.
GCC 22.1	Insurance: The goods shall be insured as specified in the incoterms Delivered Duty Paid, Harare, Zimbabwe
GCC 23.1 & 23.2	Inspections and tests: the tests and/or inspections of the Goods and Related Services that the Contractor is required to carry at its own expense are:  Local acceptance test at Powertel Communication number 16 Birmingham Road, Southerton, Harare, Zimbabwe and any location in the field.
GCC 25.1	Warranty: The period of the warranty shall be 12 months.
GCC 25.6	Failure to remedy a defect: The period allowed to the Contractor to remedy a

V-J



**BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY INSTALLATION AND IMPLEMENTATION  
OF A BASIC ON PREMISE BILLING SYSTEM**

**PROCUREMENT REFERENCE NO: 1CT/PWT/07/2023**

**PART 3 CONTRACT**

GCC reference	Special Conditions
	defect during the period of the Warranty shall be one month.
<b>GCC 29.1</b>	<p><b>Price adjustment: The following price adjustments are applicable based on the formula below:</b></p> <p><b>Price variation formulae for local bidders.</b></p> $\begin{aligned} \text{ZW\$P}_0 &= \text{US\$P}_0 \times R_0 \\ \text{ZW\$P}_t &= \text{US\$P}_0 \times R_t \end{aligned}$ <p>Where <math>\text{ZW\\$P}_0</math> = Contract price in Zimbabwe Dollars  <math>\text{US\\$P}_0</math> = Contract price in US\$ as per bid document  <math>R_0</math> = US\$/ZW\$ mid exchange rate on 20 October 2023 as published by Reserve Bank of Zimbabwe.  <math>R_t</math> = US\$/ZW\$ mid exchange rate as published by Reserve Bank of Zimbabwe at time T.  <math>\text{ZW\\$P}_t</math> = Contract price at the point of payment at time T</p>
<b>GCC 30.1</b>	<p><b>Terms of Payment: The structure of payments shall be:</b></p> <p>On Delivery: Ninety (90) per cent of the Contract Price shall be paid within a maximum of thirty (30) days of receipt of the Goods and upon submission of the documents specified in GCC Clause 13.</p> <p>On Acceptance: The remaining ten (10) per cent of the Contract Price shall be paid to the Contractor within thirty (30) days after the date of the acceptance certificate for the respective delivery issued by the Procuring Entity.</p>
<b>GCC 31.1</b>	<p><b>Contract Administration Fee: The Contract Administration Fee set out in Part V of the Fifth Schedule of the Regulations is due upon the signing of the Contract and the applicable Fee is \$ [State applicable Fee or delete].</b></p>