



'creating a level playing field'

INVITATION FOR EXPRESSIONS OF INTEREST

Tender No. POZ/01/2019 TTMS

1. Introduction and Summary

The Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ) established in terms of the Postal and Telecommunications Act [Chapter 12:05] is responsible for, among other remits, the licensing of fixed and mobile public network operators in Zimbabwe.

In keeping with its mandate POTRAZ intends to establish a non-intrusive electronic system that would enable the Authority to independently monitor and account for national and international telecommunication traffic and revenues therefrom; combat network fraud; enforce billing integrity and enhance revenue assurance for regulatory and tax purposes.

Pursuant to the above, POTRAZ intends to select a supplier (the "Supplier") to develop a Telecommunication Traffic Monitoring and Revenue Assurance System (the "TTMS"), on a **Build, Operate and Transfer (BOT)** basis (the "Project"), in accordance with an agreement to be entered into with the selected Supplier (the "BOT Contract").

Accordingly, by this Request for Expression of Interest (this "Request for EOI"), POTRAZ invites reputable and capable local and international companies ("Bidders") to submit expressions of interest ("EOIs") for the Project.

A BOT contract is to be entered into between POTRAZ and the ultimate winner of a two-stage tender process comprising this Request EOI, aimed at shortlisting qualifying Suppliers and a subsequent Restricted bidding method, aimed at selecting the Supplier.

The Supplier shall be expected to work with POTRAZ in developing the relevant frameworks for the operationalisation and bringing into force of the TTMS; supply the full TTMS solution; provide training to relevant POTRAZ staff and jointly operate the TTMS with POTRAZ.

2. Location

The TTMS shall be installed at the POTRAZ HQ, 1008 Performance Close, Mt Pleasant Business Park, Harare

3. Main Requirements for the TTMS Project

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| <i>Type of Traffic Monitoring System:</i> | Non-intrusive probe-based telecommunication traffic monitoring system with revenue assurance and data monitoring capabilities |
| Network Technologies Deployed in Zimbabwe | GSM; GPRS; EDGE; UMTS; HSPA; LTE; LTE-A; CDMA; CDMA2000; WiMax |
| <i>System Functionalities</i> | <p>i) Telecommunication Traffic Monitoring: The TTMS shall be probe-based and shall have the capability to:</p> <ul style="list-style-type: none"> • Perform protocol identification, restoration and generation of Call Data Records (CDRs) • Support multiple signalling protocols • Check billing accuracy and integrity • Output international, transit and domestic traffic statistics and reports <p>ii) Monitoring of Over The Top (OTT) and Data services</p> <ul style="list-style-type: none"> • The TTMS shall output traffic statistics and regulatory reports based on the monitoring of OTT and data services <p>iii) Telecom Fraud Detection:</p> <ul style="list-style-type: none"> • Support detection and investigation of grey traffic, • Support bypass equipment (SIM box) detection and localisation <p>iv) Revenue Assurance</p> <ul style="list-style-type: none"> ▪ Support accounting of voice, SMS and data traffic and settlement based on multiple dimensions; • Generate various kinds of statistical reports • Support trend analysis based on historical data • Support real-Time monitoring on settlement and generate a smart alarm when there is an abnormal situation <p>v) Mobile Money Monitoring</p> <ul style="list-style-type: none"> • Support accounting of mobile money transactions across all MNOs; <ul style="list-style-type: none"> ○ Cash-in and Cash-out ○ Total money in circulation for any given period ○ Money transfers including P2P transactions and Payments to merchants • Generate various kinds of statistics for both domestic and international sources; |
| <i>Financing</i> | The supplier will be responsible for providing financing for the Project |
| <i>Term:</i> | The envisaged term of the BOT arrangement is six years from the commencement of operation of the TTMS. The Supplier will be responsible for ensuring the sustainability and profitability of the Project |

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| <i>Commencement of Operations</i> | Upon promulgation of regulations defining the relevant framework and upon completion of the deployment of the TTMS. |
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4. Undertaking by POTRAZ

POTRAZ will provide office space and the initial capital to cover initial local costs relating to the establishment of the TTMS.

POTRAZ will also be responsible for ensuring the promulgation of the relevant regulations and enforcement thereof.

5. Requirements for the submission of Expressions of Interest:

Bidders shall submit the following information and documents as part of their EOI.

- i)** A letter, to the attention of Manager Procurement Management Unit, POTRAZ, expressing interest to participate in the tender for the development of a TTMS under the above stated BOT arrangements;
- ii)** Duly certified copy of the Bidder's Certificate of Incorporation, including certified copies of certificates on change of name; A minimum of five (5) years post registration experience in the field of TTMS development and deployment is a must.
- iii)** Certified copies of Articles of Association/Charter;
- iv)** Company Profile;
- v)** A statement of Experience demonstrating the Bidder's ability to develop a TTMS system and offer a valid BOT financing proposal. A clean track record showing at least three similar projects successfully executed under BOT arrangements, with Regulatory Authorities, is a must. This must be supported by authentic references from current and previous clients. The following information regarding the afore-named projects shall be provided
 - a.** Capital outlay for the project
 - b.** Revenue Sharing Ratios;
 - c.** Project Turn Around Time (i.e., the time between contract signing and commissioning of the system);
- vi)** A technical brief providing a description of the offered system, confirmation of the system's ability to work with network technologies deployed in Zimbabwe, scalability and adaptability of the system and a typical Project Delivery Time-Plan.
- vii)** If the proposal is made by an Authorised Channel Partner, an authentic letter of authorization from original system developer (dated after EOI advertisement date and duly signed on supplier/system developer letterhead) or valid registration certificate or Channel Partner Agreement, indicating a minimum of three years as Channel Partner must be submitted as proof.
- viii)** Qualifications, Technical Expertise and Project Management skills of key personnel for the project-team of the System Developer/ Authorised Channel Partner. These should be supported by duly certified copies of certificates, proof of membership to professional bodies, curriculum vitae and references from previous and current clients.
- ix)** Availability of staff with appropriate skills and experience in the field of telecommunications traffic monitoring and revenue assurance, indicating a minimum of three (3) similar assignments in the past five (5) years. Attach support/reference letters from previous and current clients clearly indicating roles of each staff member to be part of this project.
- x)** Audited financial statements for the preceding three (3) years. Required minimum turnover is Three Million United States Dollars (US\$3,000,000) per annum.

Operational reputation evidenced by submission of latest Income Tax Clearance Certificate and solvency certification from bankers.

6. Clarifications

Any request for clarification shall be sent by email to ttms@potraz.gov.zw, by no later than the 21st of February 2019. POTRAZ will circulate respective responses to all prospective Bidders at least Seven days before the closing date.

7. Submission of EOI

Bidders shall submit no more than one EOI. The EOI must be submitted in one original executed and four (4) copies and one electronic copy (PDF) in a clearly marked and sealed envelope that shall be deposited in the tender box whose location is 1008 Performance Close, Mount Pleasant Business Park, Mount Pleasant, Harare, ZIMBABWE by 10:00 a.m. on Thursday 28 February 2019. Late expressions of interest will be rejected.

The Director General
Postal & Telecommunications Regulatory Authority of Zimbabwe (POTRAZ)
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Mount Pleasant Business Park
PO Box MP843
Mount Pleasant
Harare
ZIMBABWE
Tel: +263-24-2333032
E-mail: ttms@potraz.gov.zw
Web site: <http://www.potraz.gov.zw/>

In the event that there is any discrepancy between the original executed copies of any EOI and the electronic copy, the original executed copies shall prevail.

8. Shortlisting of qualifying Bidders

The shortlisting of candidates shall be done by POTRAZ based on the criteria set out in Annexure 1.

Shortlisted Bidders will be invited to submit full technical and commercial proposals for the Project including in relation to the design, construction, operation and financing of the TTMS. A Request for Proposals (RFP) including conditions and proposed terms for the Investment Agreement will be released by POTRAZ to the shortlisted Bidders.

Only those Candidates who meet the requirements set out in this Request for EOI (including the Shortlisting Criteria) in the POTRAZ's sole discretion, will be shortlisted.

9. No Commitment; Release

It should be noted that this invitation does not constitute a commitment, on the part of the POTRAZ, to select any Bidder, nor to reimburse any expenses to any Bidder. Furthermore, submission of the documents shall not entitle any Bidder to any claims against POTRAZ by virtue of such firm or consortium having responded to this Request for EOI. All costs incurred by respondents as a result of this Request for EOI and any subsequent requests for information shall be for the Candidate's account only.

10. Improper Influence

Any attempt by any Bidder or their representatives to influence the EOI process in any way may result in the Candidate being disqualified.

11. Rights of POTRAZ

POTRAZ reserves the right to:

- waive or change the requirements of this Request for EOI (including the Shortlisting Criteria) from time to time without prior notice being given by it, through an announcement on the POTRAZ official website;
- seek clarification or documents in respect of a Bidder's submission;
- disqualify any Bidder that does not submit a compliant EOI in accordance with the instructions in this Request for EOI;
- disqualify any Bidder that is liable for serious misrepresentation in relation to its EOI;
- withdraw this Request for EOI at any time, or to re-invite Bidders on the same or any alternative basis, through an announcement on the POTRAZ official website;
- choose not to award any contract as a result of this process or to proceed to shortlisting or to issue a Request for Proposals (RFP) to shortlisted Bidders; and/or
- make whatever changes it sees fit to the timetable for EOI submission and evaluation process, or to the structure, or to content of this Request for EOI, depending on approvals processes or for any other reason, through announcement on the POTRAZ official website.

12. Governing law

This Request for EOI and the EOI submission and evaluation process shall be governed by the laws of Zimbabwe.

ANNEX I

1. Detailed evaluation criteria and scoring

| S.N. | EVALUATION CRITERIA | Max Score |
|------|---|-----------|
| 1. | Registration and Certification | (15) |
| | i) Registration Certificate | 5 |
| | ii) Articles of association | 5 |
| | iii) Company Profile showing Organisation Structure as well as Financial Capacity to deliver | 5 |
| 2. | Financial Ability & Experience | (40) |
| | iv) Confirmation of ability to offer a valid BOT financing proposal accompanied by a template proposal. | 10 |
| | v) Audited financial statements for the last three years. The consolidated group financial statements submitted by the Bidder with its EOI must demonstrate that it has sufficient financial standing to act as Investor/Supplier in relation to the Project, in the opinion of the POTRAZ. | 10 |
| | vi) Statement of experience showing at least three similar projects, carried out with Regulatory Authorities, under BOT arrangements. | 5 |
| | vii) References from three Clients/customers where similar telecommunication traffic monitoring and revenue assurance systems have been financed, supplied and installed by the Bidder | 5 |
| | viii) Demonstration of Technical Ability to Perform Work <ul style="list-style-type: none"> • Project Manager's Qualifications • Project Manager's Experience • Staff Academic qualification in relevant field • Staff Experience | 10 |
| 3. | Technical Description of the Offered System | (45) |
| | Presentation and Clarity | 5 |
| | Ability of the system to deliver required functionalities | 15 |
| | Ability of the system to work with Zimbabwean networks | 5 |
| | Non-intrusiveness and real-time capacity of technologies | 5 |
| | Proposed Project Implementation (including maintenance and replacement schedule) and Skills Transfer Plan | 15 |

1.2 Outright Disqualification

- Conflict of interest i.e., has a business or other vested interest in a company operating as a telecommunications operator/service provider in Zimbabwe
- Any attempt by any Bidder or their representatives to influence the EOI process in any way may result in the Bidder being disqualified.
- Exposure to claims, proceedings, litigation or liabilities (either pending or within the previous five (5) years) which could cause its financial standing to fall below the level stated under 2 (ii) above