

4G LTE

NOTICE

REQUEST FOR EXPRESSION OF INTEREST TO MANAGE KIGALI 4G SQUARE

Procurement Method: Closed Competitive to all ISPs




Proposed Contract Duration: Two Years

Date of Issue: August 12, 2020

Deadline: August 24, 2020

Time of Submission: 11AM.

EIO No: KTRN/ADMIN/S/2020/08/001

Kigali Heights, 7th Floor
Procurement@ktrn.rw | www.ktrn.rw
Also Find us at   

kl **RWANDA**
NETWORKS
4G LTE & BEYOND

I. INTRODUCTION

KT Rwanda Networks Ltd (KTRN) is the only 4G LTE infrastructure company in Rwanda, jointly invested by the Government of Rwanda and Korea Telecom (KT) exclusively for wholesale provision of universal mobile broadband network in Rwanda using 4G LTE technology. The wholesale network service for mobile broadband will help to promote healthy competition for advanced retail services and solutions, and will benefit consumers, enterprises and the nation in transforming Rwanda into the ICT hub of East Africa. The company also provides wholesale fixed services based on its national wide fibre infrastructure to licensed operators in Rwanda.

2. Details

KT-Rwanda Networks is in the process of transferring the ownership and management of 4G Square Kigali. It is of this regard that KTRN wishes to invite all the interested ISPs that fulfill the stated requirements to submit their expression of interest for 4G Square management.

Below are the minimum requirements for 4G Square management.

Requirements	KPI/Target
Ability to pay Rent and other overheads	Rent, taxes, maintenance etc.
Capacity to brand 4G brand at the facility as required (Visibility)	Branding (Provide proposal for both interior and exterior).
Sales KPI's Target-(Monthly New Activations)	Minimum requirement 800(Monthly New Subs)
Show a clear plan of 4G square promotion and awareness plan	Roadshows,visibility,advertisement ,street jams etc
ISP to be KTRN Retailer Partner	Partnership agreement
Bidder to have at least 18 hour call center services, and Call center to be reporting VOC every Friday	VOC every Friday
Bidder should be able to have at least an appropriate number of staff to handle customers	At least 4 Technical staff and 6 customer support staff
Bidder to be able to avail a stock of 4G compatible devices	Mobile, and CPE's stock
Ability to market, promote using various digital platforms	Digital/SNS platforms, off set advertising and other kind Media
Capability to train ,equip and brand your customer support staff e.g branded T-shirts etc	Periodic Staff trainings, product knowledge, activation credentials etc
No previous history issues related to E-wallet or Payments affecting customers.	Keeping a Timely E-wallet Deposits to avoid service disruption

3. BIDS SUBMISSION:

Well prepared proposal must be sent to KTRN not later than 21th August 2020 at 11:00 AM on procurement@ktrn.rw. Late proposal shall be rejected.

For any inquiry, you can write to Mike.Bwatete@ktrn.rw at least 2 days before proposal submission deadline.

Done at Kigali, on 12th August 2020

MANAGEMENT

Mike BWATETE
Procurement Specialist

