Safaricom

SAFARICOM PLC
P.O. BOX 66827-00800 WESTLANDS
NAIROBI, KENYA
TEL +254 722 000000

EXPRESSION OF INTEREST: SELF-SERVICE HARDWARE.

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1.0 ACCRONYMS

SSK- Self-service Kiosk.

EOI - Expression of Interest.

COT's – Commercial off the shelf hardware solution; Hardware readily available for purchase rather than developed in–house or customized.

XLSs, DOC(X) and PDF – File formats.

QMS - Queue management system.

PLC – Public Limited Company.

OCR - Optical character recognition technology.

ID – Identity card(s).

RFP – Request for proposal.

SMS – Short Message service.

2.0 INTRODUCTION

Safaricom PLC is a leading mobile network operator in Kenya, the company is continuously expanding and reviewing its business to meet the changing landscapes, needs, and profiles of its customers. Our efforts are geared towards positively impacting the lives of our customers and communities around us, and thus we strive to change the present to improve the future.

The company has dynamic operations running within the direct and indirect channels of the business, resulting to the need of digitizing, and automating our operational processes to drive simplification, efficiency, and flexibility to easily adopt to the dynamic operational environment for both internal and external customers whilst gaining a competitive edge of the business.

Our promise and commitment to our retail customers focuses on driving experience excellence, which is a key part of our promise to ensure customers can access our services and create memorable interactions that exceed expectations.

In line with this commitment, we seek to provide the right tools and solutions to both internal & external customers. The company is in the process of engaging in partnerships with organizations that can supply self-service hardware, which will provide customers with do-it-yourself services, enabling them to independently perform tasks or access services without direct assistance.

We invite your esteemed company to participate in our Expression of Interest (EOI) process for the lease of self-service hardware, and we look forward to learning more about your innovative solutions that will contribute to an enhanced customer journey within our outlets.

3.0 OBJECTIVES

This Expression of Interest (EOI) is intended to identify experienced and reputable partner(s), who will jointly with Safaricom PLC implement and support a solution that will facilitate self service automation through the

provisioning of necessary hardware. The supplier will be tasked to provide hardware and support SFC in implementation and support of the self-service solution in line with the industry's best practice.

The interested companies who express interest in co-creating this solution MUST have demonstrable capacity and experience in implementing & maintaining a dynamic self-service system.

The objective of this document is to highlight the various use cases and requirements of the Self-Service Kiosk which will guide us in identifying a vendor who will provide a solution that will enable Safaricom to meet its expectations. Our main objectives for the Self-Service solution will be to provide customers with the following, and not limited to the listed.

      i.   Product catalogue / locator and information.
     ii.   Point of sale and ordering.
    iii.   Service provision i.e., Account issues, Bill payment. etc.
    iv.   Customer onboarding (New / additional lines)
     v.   Sim dispensing (Swap and new Lines).
    vi.   Customer feedback.
   vii.   Digital signage.
  viii.   QMS (Queue management - integration with existing system).

In this regard, the solution provider MUST have the capabilities / offerings below.

Requirement ID	Requirement Statement
SSK001	**Qualification and experience.** Build a detailed response showcasing your firm's capacity and experience in Self Service hardware on similar projects, provide references and years of experience. In your response include details and evidence of the organization's compliance and certification. Where applicable provide evidence of partnership from the Original Equipment Manufacturer(s) - OEM's.
SSK002	**Product specifications, pricing and timelines.** **Product specifications:** Provide comprehensive details about the features and functionalities including technical specifications of your self-service hardware, hardware compliance to industry standards & regulations and demonstrate unique features of your product that make you competitive. Highlight any innovative features or cutting-edge technologies integrated and outline any industry best practices and trends that your organization may consider relevant for Safaricom's considerations. **Pricing**: Include details of the pricing model. Provide breakdown of pricing components associated with your hardware, including any licensing or maintenance fees. (Actual costs to be provided during RFP stage)

	The preferred procurement model is on a leasing basis. Elaborate how your business is suited to support our dynamic operations and long-term strategy. **Timelines:** Provide expected lead time for delivery and installation after an agreement is agreed upon.
SSK002	**Integration capabilities:** Indicate in detail capabilities in place to support seamless integration of your hardware with the Safaricom infrastructure. Safaricom will provide the software. Hardware must be compliant to minimum requirements as below; - Operating system: Windows 11 Enterprise. - Customizable: Ability to integrate into internal systems. - Compatible with industry standard hardware: Ability to operate standard hardware and adheres to the respective ISO standards - Security: Adheres to standard security policies (i.e. Separation of user roles, secure passwords, use of encryption for transmission and storage of data) as applicable. - Logging: Ability to provide/support logs on hardware/network activity and customer transactions/activity and transmit them to remote system. - Admin & Monitoring: Ability to integrate and enable remote monitoring and administration of the kiosk, inclusive of hardware component monitoring.

SSK003	**Security:** Given the nature of our operations and business, security is of utmost importance. Elaborate on security features incorporated on the hardware and including Data Security and Privacy governance.
SSK004	**Support and maintenance:** Provide detailed outline of your support services, during and post implementation. This is inclusive and not limited to warranty, technical support, training etc.
SSK005	**Customization and scalability** **Customization options:** Provide comprehensive details about the extent to which the hardware can be tailored to align with our requirements, strategy, and brand. Describe any user interface and experience designs and / or customization features supported by the kiosk hardware. **Scalability:** With growth in the business, we may need to expand our scope or kiosk deployments. Elaborate how your hardware solution is suited to support future growth.

4.0 SCOPE

The scope of work the solution vendor is expected to cover is as below.

1. Provision of secure self-Service hardware and peripherals on a leasing commercial model. Compliant to Safaricom's minimum baseline security requirements and industry standards.
2. Infrastructure and cabling setup. This includes shipment and insurance during transportation, custom clearance, installation and setup on site or relocations on a need basis and other logistical activities.
3. Preventive maintenance, support, and operationalization of Kiosks in liaison with Safaricom.
4. Training of both technical support and end users.
5. Warranty.

5.0 HARDWARE REQUIREMENTS

5.1 Tabletop / wall mounted hardware.

Tabletop / wall mounted hardware		
No	Item	Description
1	Computer	Hardware adheres to minimum requirements shared in 5.1.1
2	Exterior casing	Secure outer casing of the hardware
		Secure access mechanism to prevent theft
3	Screen	Should be an interactive and responsive touch screen
		Offering customer privacy
		Screen size should be between 15" – 27" Inches
4	Camera	Should have a camera
		Ability to identify carry out human facial recognition and liveness detection
5	Scanning	Can scan ID's and passports and store or transmit data securely
6	Printer	Should have a thermal printer and capability to integrate to external printers
7	Speaker	Should have a speaker
8	Connectivity	Ability to connect to internal network i.e., 4G / Bluetooth / Wi-Fi
9	Scalability	Should have capability to integrate with biometrics
		Should have capability to integrate with Payment terminals (Smart credit / debit card reader with pin pad (PCI certified)
		Should have capability to extend a scanner (Barcode and QR code)

5.1.1 Tabletop / wall mounted hardware minimum specifications.

HARDWARE	
Item	Requirement
Interactive Touch Screen	Interactive and responsive touchscreen
	Screen size: 15-27 Inches
	Min 1920 x 1080 pixels HD
	PCAP Touch Technology touch screen capability, IR touch screen single point touch life 50 million times or its equivalent
Camera	Minimum 10MP front camera
	180 degrees wide view
	Facial Recognition & Liveness Detection
Receipt Printer	Thermal printer, Width size 50/ 80mm X 80mm receipt auto cutter
	Capability to integrate to SMS and email for sending of paperless receipts
Scanner	Can scan IDs and passports and store or transmit data securely as per international security standards, including but not limited to ICAO Standards, ISO/IEC 19794-5, Privacy and Data Protection, and Liveness detection
	Support OCR - Optical character recognition technology
Connectivity	Ability to connect to internal network i.e., 4G / Bluetooth / Wi-Fi
Ports	Multiple Ports (5-6). Adaptability for USB, network, and HDMI (i.e., Type C, RJ45, and HDMI)
Content management	Speaker, Ability to play media content: Image and video.

	Proximity Sensor.
Processor	Minimum Intel® Core™ i7-7700T, Processor (2.9 -5 GHz) or equivalent.
Memory	Minimum 16 GB.
Storage	Minimum 256 GB (SSD - Solid state drive)
Power	240V
SOFTWARE	
Operating system	Windows 11 Enterprise.
Customizable	Ability to integrate to internal systems and infrastructure
Compatible with industry standard hardware	Ability to operate standard hardware and adheres to the respective ISO standards
Security	Adheres to standard security policies (Separation of user roles, secure passwords, use of encryption for transmission and storage of data) as applicable
Logging	Ability to provide / support logs on hardware/network activity, as well as customer transactions/activity and transmit them to remote system
Admin & Monitoring	Ability to integrate and enable remote monitoring and administration of the kiosk, inclusive of hardware component monitoring

5.2 Indoor / Outdoor kiosk hardware.

Indoor / Outdoor kiosk hardware		
No	**Item**	**Description**
1	Computer	Kiosk adheres to minimum requirements shared in 5.2.1
		Offering customer privacy.
2	Exterior casing	Secure outer casing of the hardware.
		Secure access mechanism to prevent theft.
3	Screen	There should be an interactive and responsive touch screen.
		The screen size should be 32 Inch.
4	Camera	Should have a camera.
		Ability to identify/ carry out human facial recognition and liveness detection.
5	Scanner	Can scan IDs and passports and store or transmit data securely.
		Support OCR - Optical character recognition technology.
6	Printer	Should have a thermal printer and the ability to integrate to external printers.
7	Speaker	Should have a speaker.
8	Connectivity	Ability to connect to internal network i.e., 4G / Bluetooth / Wi-Fi
9	Sim issuance	Ability to dispense sim cards (sim swap cards and new lines)
9	Scalability	Should have capability to integrate with biometrics. i.e. Fingerprint and Face option.
		Should have capability to integrate with Payment terminals (Smart credit / debit card reader with pin pad (PCI certified)
		Should have capability to extend a scanner (Barcode and QR code)
		Capability to install Cash acceptors and / or dispensers
		Privacy wings

5.2.1   Indoor / Outdoor kiosk hardware minimum kiosk specifications.

HARDWARE	
Item	**Requirement**
Interactive Touch Screen	Interactive and responsive touchscreen
	Screen size: 32 Inches
	Min 1920 x 1080 pixels HD
	PCAP Touch Technology touch screen capability, IR touch screen single point touch life 50 million times or its equivalent
Camera	Minimum 10MP front camera
	180 degrees wide view
	Facial Recognition & Liveness Detection
Scanner	Can scan IDs and passports and store or transmit data securely as per international security standards, including but not limited to ICAO Standards, ISO/IEC 19794-5, Privacy and Data Protection, and Liveness detection
	Support OCR - Optical character recognition technology
Receipt Printer	Thermal printer, Width size 50mm X 80mm / 80mm X 80mm receipt auto cutter
	Capability to integrate to SMS and email for sending of paperless receipts
Connectivity	Ability to connect to internal network i.e., 4G / Bluetooth / Wi-Fi
Speaker	Integrated Slim line Speaker.
Ports	Multiple Ports (5-6). Adaptability for USB, network, and HDMI (i.e., Type C, RJ45 and HDMI)
Content management	Ability to play media content: Image and video
	Proximity Sensor
Processor	Minimum Intel® Core™ i7-7700T, Processor (2.9 -5 GHz) or equivalent
Memory	Minimum 16 – 32 GB
Storage	Minimum 256 GB - 500 GB (SSD - Solid state drive)
Power	240V, 240V, 50Hz/60Hz
Fan	Fan (Industrial control is axial flow fan, no noise, circulation cooling)
Sim dispenser	Sim dispenser (new lines and Simex)
	Extendable cassettes
	Serial reading capability
	Reject bin
Scalability	Should have capability to integrate with biometrics
	Should have capability to integrate with Payment terminals (Smart credit / debit card reader with pin pad (PCI certified)
	Should have capability to extend a scanner (Barcode and QR code)
SOFTWARE	
Operating system	Windows 11 Enterprise.
Customizable	Ability to integrate into internal systems.
Compatible with industry standard hardware	Ability to operate standard hardware and adheres to the respective ISO standards

Security	Adheres to standard security policies (Separation of user roles, secure passwords, use of encryption for transmission and storage of data) as applicable.
Logging	Ability to provide/support logs on hardware/network activity and customer transactions/activity and transmit them to remote system.
Admin & Monitoring	Ability to integrate and enable remote monitoring and administration of the kiosk, inclusive of hardware component monitoring.

6.0 SUBMISSION OF ENQUIRIES AND RESPONSES

All enquiries relating to this EOI, and the final responses should be addressed to;
Cokumu1@Safaricom.co.ke; copy to bids@Safaricom.co.ke on or before **27th FEBRUARY 2024 15:00PM EAT.**

7.0 EOI Requirements for the bidders

	Requirement	Response	Comments & Attachments
1.	**Company profile** Provide a brief overview of your company, including its background, organizational structure, key personnel, and years of experience in implementing Self-service kiosks. Highlight any relevant certifications, industry affiliations or awards that demonstrate your expertise in solutions provision to a business with an extensive distribution network. Describe your company's approach to digital solutions development, unique strategies, best practice, or technologies that set you apart. Provide your Certificate of incorporation/Registration certificate and list of your operation locations)		
2.	**Financial Capability** Provide audited financial statements for the past three years.		
3.	**Technical Expertise** Detail the tools, technologies, and systems that your company uses for digital cloud native solutions development including: • Expertise on Agile delivery for production systems • Development of automated processed using AI and robotics • Delivery of solutions that integrates data and APIs to legacy back-end systems.		

	• Demonstrate the use of open-source technologies to deliver customer solutions. • Demonstrate the functional capabilities and experience of end-to-end management and operations of similar solutions. Outline if the hardware is own built/ readily available for purchase (COTSolution) or customized on need basis. • Demonstrate your support and response structure for technical support and maintenance.		
4.	**Legal Compliance** Confirm that your company operates in compliance with all applicable laws, regulations and industry standards including data privacy and consumer protection laws. Provide details of any licenses, certifications, or registrations required for operating as a supplier.		
5.	**Client References** Provide at least 3 references from your clients including their contact information along with a brief description of the hardware services or projects provided to them directly. Provide certified technical teams and demonstrate competency for deployment and support.		
6.	**Tax compliance** Provide valid tax compliance certificate(s)		
Note: **Please provide any other additional information that Safaricom should be aware of.**			

8.0 INSTRUCTIONS TO RESPONDENTS

Below are instructions that responses to this EOI MUST adhere to.

1. Please provide all responses in standard file formats i.e., XLSs, DOC(X) and PDF.

2. Please NOTE that the receipt of a response shall not bind Safaricom into any contractual agreements with the vendor responding to this EOI. Such arrangements shall only come into place once a tender process has been undertaken and an award issued to successful bidder(s) as evaluated technically and commercially.

3. Please NOTE that any costs associated with the preparation and submission of the response to the EOI shall be borne by the vendor.

4. Please note the scope is set for two hardware types as referenced on requirements 5.1/5.1.1 and 5.2 /5.2.1. Please clearly indicate the applicable area of interest your organization would wish to express interest in. The bid is open to either select one or both, as per requirements defined.

5.   Please indicate willingness to provide hardware for review, testing through integrations to internal software and validation of customer journey use case(s). This will be applicable for a set period (to be agreed upon) in subsequent processes prior to the tender and contractual processes. Please NOTE that any costs associated with the process shall be borne by the vendor.

6.   Please indicate if you intend to submit this bid as a joint venture/consortium or any other joint format and state the partner in this case.

7.   Please submit your organization and staff experience information in the format provided in appendix 1 (Information on staff and organization experience) of this document.

8.   Please share accompanying links to demos/documentation on the necessary technical descriptions of previous work undertaken of a similar nature.

9.0 NEXT STEPS

Once Safaricom PLC receives responses to this EOI on the closure date indicated, an Evaluation team will be constituted to evaluate the responses provided by the EOI respondents.

-   The Evaluation team constituted shall evaluate all the responses to the EOI and include all supporting documents, links & documentary evidence. Please NOTE that failure to submit requisite supporting documents or documentary evidence may lead to rejection of the EOI response.
-   The Evaluation team may seek additional documents as it deems necessary, at its discretion, as part of the evaluation exercise that will be undertaken.
-   EOI respondents who meet the minimum requirements will be called for a detailed presentation for further evaluation of their technical capability, product quality, Quality Analysis procedure, etc. as part of the EOI evaluation. This will include integration to test journeys upon integration.
-   Only those EOI respondents that meet the minimum requirements indicated will be shortlisted following successful presentation of their offering/solution proposal.
-   Successful potential partner(s) will be notified accordingly.

Below is a summary of activities from when the EOI will be sent out to closure/contracting.

NOTE: These dates are tentative and any changes that deviate from the below will be communicated.

No.	Activity	Approximate Dates
1.	EOI sent out	13th February 2024
2.	EOI receipt	27th February 2024
3.	EOI responses review and evaluation	28th February – 15th March 2024
6.	Tender Process	18th March – 30th June 2024
7.	Award and contracting	1st July – 20th July 2024

10.0 NOTE

Safaricom PLC reserves, at its sole discretion, the right to select or reject either in totality or partially, any or all proposals made in the context of this EOI. Any such decisions made will be final and no correspondence will be engaged in, other than to inform the bidders of the outcome of the process.