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EXPRESSION OF INTEREST – SUPPLY, SUPPORT AND MAINTENANCE OF NETWORK MEASUREMENT DRIVE TEST TOOLS

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1.0 Introduction

Safaricom PLC is the leading integrated communication services provider in Kenya. The company is continuously expanding its network and upgrading existing capacities to meet the changing needs of its customers.

At Safaricom, we understand the critical role that network measurement tools play in ensuring the efficiency, reliability, and optimization of telecommunications networks. As the telecommunications landscape continues to evolve rapidly, the demand for cutting-edge tools that enable comprehensive network monitoring, analysis, and performance optimization has never been more pronounced. Our evolution strategy includes the addition of new technologies such as Wi-Fi, NB-IoT, Fixed LTE, VoLTE, 5G, Social Media testing etc. It is therefore paramount that continuous service improvements for better experience and quality metrics such as call quality, fewer drops, fewer setup failures, better video performance, better throughputs & latencies on Safaricom Network for voice, SMS and data services is maintained. This assurance can be achieved through continuous measurements.

With our unwavering commitment to delivering innovative solutions and fostering strategic partnerships, we invite qualified vendors to participate in this EOI process. Through this initiative, we aim to identify and engage with providers who can offer state-of-the-art network measurement tools that align with our specific requirements and objectives.

2.0 Scope

This EOI is intended to identify reputable and qualified partners with OEM contractual SLAs, excellence in O&M support, equipment functionality and training schedules dealing with Network Drive Test & Benchmarking tools. The tool is intended to support our network optimization and performance testing initiatives across multiple Radio Access Technologies (RAT) and service offerings to provide assurance.

The selected vendor will be responsible for providing a Network Test Drive Tool that meets the following requirements:

- Support for All Radio Access Technologies (RAT): The tool should support testing across 2G, 3G, 4G, 5G, and Wi-Fi technologies.
- Service Testing: Capabilities to test Voice, SMS, and Data services.
- Social Media Measurement: Ability to measure performance metrics for social media platforms such as Facebook, WhatsApp, etc.

- Network Performance Metrics: Support for measuring throughput, latency, packet loss, jitter, packet reordering, etc.
- Log Capture: Ability to capture logs for analysis using third-party tools.
  - Location and Route Tracking: Accurate capture of location and route covered during testing.
  - Should Automatically present logs ready for analysis.
  - Have presets for the analyzed logs.
  - Give a single measure of Network performance.
  - Graphically show Network coverage.
  - Graphically show Network Quality for different RAT Types.
  - Show pre and post-performance.
- Remote monitoring of measurements.
- Spot view of Key KPI's during Drive Tests.
- Remote Starting and Stopping of measurements.

3.0 EOI Requirements

Requirements relating to this Expression of Interest are accessible via the below link. Kindly review all instructions on this document before proceeding to the requirements.

RFI: 1492 - EXPRESSION OF INTEREST FOR SUPPLY, SUPPORT AND MAINTENANCE OF NETWORK DRIVE TEST MEASUREMENT TOOLS

Important Instructions

a) All new and participating suppliers for this EoI will be expected to register as new suppliers via the below link to be able to access the EOI. **https://egjd.fa.us6.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuId=300000002465003**

b) Existing suppliers should use their credentials to log in to the Safaricom Souring Portal link below: **https://egjd.fa.us6.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuId=300000002465003**

c) Note that the responses to this EOI are to be submitted via the Safaricom i-sourcing portal and e-mail responses will **not** be considered.

d) For any support on this EOI, kindly send an email to Lnyambu@safaricom.co.ke or PGathura@safaricom.co.ke

e) This is not a tender.

f) Build a detailed response showcasing your firm's capacity and experience as a Cooling Solutions player as described in this Expression of Interest (EOI) document.

g) The EOI response **should not include** pricing/commercial proposal.

h) The receipt of a response shall not bind Safaricom into any contractual agreements with the bidder.

i) Any costs associated with the preparation and submission of the response to the EOI shall be borne by the vendor.

j) Only the suppliers who meet our minimum requirements will be considered for further discussions.

4.0 Next Steps

- Suppliers that express interest to participate in the provision of the above-mentioned scope and meet our requirements, shall be prequalified in their area(s) of expertise, subject to the provision of required documentation.

- Suppliers that meet the minimum evaluation and pre-qualification criteria will be considered for further discussion on the tender process.

5.0 Note

Safaricom Limited 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 into, other than for informing the bidders of the outcome of the process.

Thank you for considering this invitation to participate in our Expression of Interest process. We look forward to receiving your submission and exploring potential opportunities for collaboration.