



**SAFARICOM LIMITED
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NAIROBI, KENYA**

**REQUEST FOR INFORMATION-
PROVISION OF PRINTERS AND NOTE COUNTER LEASING SERVICES**

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1.0 Introduction

As a leading telecommunications company dedicated to driving innovation and transformative solutions, we are currently seeking reputable vendors for the lease of Printers and Note counters. At Safaricom, we recognize the vital role that efficient financial processes play in our day-to-day operations, and we are committed to ensuring seamless transactions for our valued customers. In line with this commitment, we are inviting qualified vendors to participate in our Request for Information (RFI) process for the lease of printers and note counters. We believe that your expertise and offerings align with our vision for excellence, and we look forward to receiving comprehensive information about your printing and note counting solutions. Join us in this endeavor as we aim to enhance our operational efficiency and continue providing world-class services to our customers.

2.0 High level scope

The envisioned Leasing solution should be able to present the below capabilities:

Printers

- i. High specifications multifunctional printers essential for printing, Scanning and Photocopying across our various business units including our Retail shops floors, Call Centers, and Mini stores.
 - i. Hardware (printers),
 - ii. Secure Print Management Software
 - iii. Consumables, toners, and spares.
- ii. Device Maintenance and Support
 - i. Helpdesk capability
 - ii. Diagnostics and support.
 - iii. High availability architecture.
- iii. Reporting – Print Monitoring and reporting service through visualization tools. Improved Service quality.
- iv. Network Connectivity

Note Counters.

- i. Streamlined cash-handling processes within our operations.,
- ii. Devices that seamlessly integrate with existing systems.
- iii. Improved Accuracy in cash transactions across Safaricom's retail network.
- iv. Device Maintenance and Support

This RFI seeks information from qualified vendors on lease terms, technical specifications, and support services.

3.0 Envisioned use cases

The use cases that Safaricom envisions are below:

Printers

- i. High speed printing in Safaricom Retail, HQs, Call Centres and all other Safaricom premises/offices(Printer should have a minimum of 55 PPM)
- ii. Scanning including Color Scan capability, Scan-to-email, Scan-to-FTP, Scan-to-SMB, Scan to Folder, Scan-to-USB Host
- iii. High Speed Photocopying on both color and monochrome.

Note Counters

- v. Retail Transactions:
 - Efficiently count and verify large volumes of cash transactions in retail settings,
 - ensuring accurate and quick processing at point-of-sale terminals.
- vi. Banking Operations and reconciliation
- vii. Currency counting, fake notes detention (USD, KES)
- viii. Cash Centers operation by cashiers

4.0 Instructions to respondents

- i. Build a detailed response showcasing your firm's capacity and experience in printers and note counters leasing services as below.

Printers

- Vendor Background:
- Product/Service Overview
- OEM Certification
- Support and Maintenance structure - Demonstration of a support and response structure for technical support
- References and showcase firms' capacity and experience in leasing out MFP printers.
- Any Additional Information

Note Counters

- Vendor Background: -
- Product/Service Overview
- Support and Maintenance structure - Demonstration of a support and response structure for technical support
- References and showcase firms' capacity and experience in leasing out Note Counters.
- Any Additional Information

- ii. Outline any industry best practices and trends that your organization may consider relevant for Safaricom's considerations.
- iii. In your response include pricing/commercial proposal to include the below models:

Printers

- Costs per printed Monochrome page
- Costs per printed color page
- Any other costs that would accompany the service.

Note counters.

- Leasing cost per note counter
- Number of Standby units if any
- Any other cost to Safaricom

- iv. All responses should be provided in standard file formats i.e., PPTs, XLSs, DOC(X), PDF.

The scope and requirements shall be explained further in the Request For Proposal (RFP) document that will be shared with the shortlisted agencies.

5.0 Submission of enquiries and responses

Please submit your responses on or before **19th January 2024 Noon EAT** via **the portal**.

Maintain the subject on the message as, REQUEST FOR INFORMATION PRINTERS AND NOTE COUNTER LEASING SERVICES

Only shortlisted agencies will be considered for further discussions beyond this RFI. They will be exposed to the full RFP complete with details of the scope, and requirements.

We will appreciate your feedback within the stipulated timelines. Note that this is not a tender.

6.0 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 RFI. 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.

Any costs associated with the preparation and submission of the response to the RFI shall be borne by the vendor. Safaricom and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the documents and information submitted in connection with this application.

Similar Requirements relating to this RFI are accessible via the below link. Kindly review all instructions on this document before proceeding to submit.

[Negotiation: RFI 1368](#)

Important Instructions

- a) All new and participating suppliers for this RFI will be expected to register as new suppliers via the below link.

[Prospective Supplier Registration \(safaricom.co.ke\)](https://safaricom.co.ke)

- b) Note that the responses to this RFI are to be submitted via the Safaricom i-sourcing portal. e-mail responses may not be considered.
- c) For any support on this RFI, kindly send an email to cnyakio@Safaricom.co.ke

7.0 Next Steps

- i. Suppliers that express interest to participate in the provision of the above-mentioned scopes and meet our requirements, shall be prequalified in their area(s) of expertise, subject to the provision of required documentation.
- ii. Suppliers that meet the minimum evaluation and pre-qualification criteria will be considered for further discussion on the tender process.