



**SAFARICOM LIMITED
P.O. BOX 66827-00800 WESTLANDS,
NAIROBI, KENYA**

**REQUEST FOR INFORMATION
QUEUE MANAGEMENT HARDWARE LEASING SERVICES**

Document Release Date: 9th January 2024

Last Date for Receipt of Information: 19th January 2024 Noon EAT.

Contents

1.0 Introduction 1

2.0 High level scope..... 1

3.0 Envisioned use cases 1

4.0 Instructions to respondents..... 2

1.0 Introduction

As a dynamic leader in the telecommunications industry, we are committed to delivering exceptional customer experiences across our retail outlets. In our pursuit of operational excellence, we are currently seeking qualified vendors to partner with us in providing state-of-the-art Queue Management System (QMS) hardware for our retail locations. The chosen QMS hardware will complement our robust QMS software hosted on AWS, ensuring seamless and efficient customer service. We invite your esteemed company to participate in our Request for Information (RFI) process for the lease of QMS hardware, and we look forward to learning more about your innovative solutions that will contribute to an enhanced customer journey within our outlets.

2.0 High level scope

Safaricom Kenya PLC seeks to implement a comprehensive Queue Management System (QMS) that will.

- i. Optimize customer service at its retail outlets.
- ii. Integrate seamlessly with Safaricom's existing AWS-hosted software,
- iii. Enhance efficiency.
- iv. Ensure reduced waiting time.

This initiative aims at elevating the overall customer experience, streamlining service processes and ensuring a smooth and organized flow within Safaricom's retail environment. The above will be supported by a highly responsive hardware with intuitive user interface.

3.0 Envisioned use cases

The use cases that Safaricom envisions are below:

- i. Queue management & Queue Notifications via SMS
- ii. Product-Specific Queues
- iii. Priority Services
- iv. VIP and Premium Services
- v. Reporting and Analytics, integrated to internal reporting systems.
- vi. Real-Time Queue Monitoring
- vii. Appointment Scheduling
- viii. User interface
- ix. Feedback and Surveys
- x. Service Time Predictions

- xi. Integration with Customer Profiles

All above needs to be supported by robust QMS hardware.

4.0 Instructions to respondents

- i. Build a detailed response showcasing your firm's capacity and experience in Queue Management System
As below: -
 - Vendor Background:
 - OEM Certification
 - QMS System hardware Specifications, operating system, Memory etc
 - User Interface and Experience
 - Data Security and Privacy
 - Support and Maintenance structure
 - Monitoring and troubleshooting of the hardware
 - Training Programs
 - Any Additional Information
 - Supplier References
 - High level implementation strategy, pilot support etc.
- ii. Outline any industry best practices and trends that your organization may consider relevant for Safaricom's considerations.
- iii. Demonstrate unique feature of your product, what makes you competitive.
- iv. In your response include pricing/commercial proposal to include the below models:
 - **Leasing cost per QMS hardware**
 - **Maintenance & Support cost**
 - **Number of Standby units if any**
 - **Lease Terms and Conditions**
 - **Any other cost to Safaricom**
- v. All responses should be provided in standard file formats i.e., PPTs, XLSs, DOC(X), PDF.

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

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 I Supplier portal**

Maintain the subject on the message as, REQUEST FOR INFORMATION FOR PROVISION OF QUEUE MANAGEMENT HARDWARE 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.

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.

[Edit Negotiation: RFI 1371](#)

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 \(safaricom.co.ke\)](#)

- 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.