

SAFARICOM LIMITED

P.O. BOX 66827-00800

WESTLANDS

NAIROBI, KENYA

TEL +254 722 000000

FAX +254 722 00 4202

EXPRESSION OF INTEREST – SUPPLY, MAINTENANCE AND SUPPORT OF WI-FI CUSTOMER PREMISE EQUIPMENT

Document Release Date: 11th November 2022

Last Date for Receipt of Proposals: 18th November at 5:00 pm (EAT)

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1.0 Introduction

Safaricom is the leading integrated communication services provider in Kenya and has a steadily growing base of enterprise clients. The company is continuously expanding and intends to be the leading Technology solutions provider in Kenya through the creation of vertical-led solutions. In providing these solutions, Safaricom **uniquely** targets three key enterprise segments i.e. Large Enterprises, Public Sector Enterprises and Small and Medium Enterprises.

To this end, Safaricom Plc intends to engage services of reputable supplier(s) for the Supply, Maintenance and Support of **various** Wi-Fi Customer Premise Equipment, **suitably differentiated** to meet the unique requirements of the Large Enterprises, Public Sector Enterprises and Small & Medium Enterprises segments. Safaricom is therefore soliciting for Expressions of Interest (EOI) from interested qualified providers.

2.0 Scope

To accelerate the acquisition process for enterprise fixed internet service customers, particularly for managed Wi-Fi Services, Safaricom relies on contracted suppliers who are engaged on a fixed term contract basis. The scope of items procured from these suppliers include:

- i. Supply of Wireless equipment e.g. Controllers, Access Points, Power of Ethernet injectors etc.
- ii. Installation services
- iii. Support Services
- iv. Incident handling services
- v. Maintenance services

This EOI intends to identify suppliers with demonstrated capability to provide the above scopes in the best possible way and tailored to meet the unique requirements of the identified segments. The identified suppliers will be invited for a competitive tendering process, where they will be evaluated technically and commercially and considered for contract award.

3.0 EOI Requirements for the bidders

To demonstrate capacity, interested firms should provide the below information:

Category	Requirement	Criteria
1. Company Information	Company details	<ol style="list-style-type: none"> i. Overall Company profile clearly indicating business focus areas. ii. Certificate of Certificate iii. Tax Compliance.

		iv. Address of the physical premises and contact details.
2. Financials	Financial Statements	Audited financial statements for the last three (3) years.
3. Accreditations	Partnership accreditations	Accurate and verifiable information on eligibility to Supply, Maintain and Support Wi-Fi Customer Premise Equipment and having the relevant authorization to supply into the Kenyan market, if not the original equipment manufacturer.
4. Overall firms' experience	Experience	<ul style="list-style-type: none"> i. Demonstrate firm's capacity and experience in Supply, Maintenance and Support of Wi-Fi Customer Premise Equipment. ii. List of clients whom your company has provided similar offering(s) with reference contact details. These should include a brief description of deliverables/project scope and reference letters from the clients served in the past to be captured in Table 1 in the appendix section.
5. Best practice	ISO and other certifications in possession	<ul style="list-style-type: none"> i. Indicate any industry best practices adopted by your organization for meeting requirements of different segment for Supply, Maintain and Support Wi-Fi Customer Premise Equipment

NB: All attachments to be in separate zipped folders.

Important Instructions

- a) Ensure you share your response in excel format (with text explanation only)
- b) Have all the attachments supporting your submission in a separate zipped file or files. If your submission is above 20MB, share the files through Microsoft OneDrive (it's free up to 5GB). Access should be granted to the e-mails BOdhiambo1@Safaricom.co.ke and PGathura@Safaricom.co.ke.
- c) The attachments should be submitted in folders properly labelled as per the index listed above. You will have folders 1 to 5 per the categories in the requirements table.

4.0 Instructions to Respondents

- a) This is not a tender.
- b) Build a detailed response showcasing your firm's capacity and experience in the Supply, Maintenance and Support of Wi-Fi Customer Premise Equipment Services as described in this Expression of Interest (EOI) document.
- c) The EOI response should not include pricing/commercial proposal.
- d) The receipt of a response shall not bind Safaricom into any contractual agreements with the bidder. 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.
- e) Any costs associated with the preparation and submission of the response to the EOI shall be borne by the vendor.
- f) Only the suppliers who meet our minimum requirements will be considered for further discussions.

5.0 Next Steps

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

6.0 Responses

All responses should be provided in electronic format only i.e. emailed to BOdhiambo1@Safaricom.co.ke and PGathura@Safaricom.co.ke.

7.0 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.



Appendix 1: Information on staff and organization experience

Table 1: List of Firms Relevant Project Experience

Project Description	Year of Project Delivery	Country	Client	Segment	Project description include number and models of Access Points supplied and other relevant information.