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## **EXPRESSION OF INTEREST**

### **PROVISION OF FIBRE MAINTENANCE SERVICES**

**Document Release Date : Tuesday, 12<sup>th</sup> September 2022**

**Last Date for Receipt of EOI : Noon (Kenyan Time), Tuesday 20<sup>th</sup> September 2022**

## 1.1. Introduction

Safaricom is the leading integrated communication services provider in Kenya and has a steadily growing subscriber base of subscribers and enterprise clients. The company is continuously expanding and upgrading its systems and processes to meet the changing needs of its customers. To meet this objective Safaricom continuously seeks to partner with competent suppliers and service providers for supply of various goods and services.

To this end, Safaricom intends to engage services of reputable suppliers for the provision of **Fibre Maintenance Services (Managed Services)** for its network. The intention is to engage the suppliers in the support and maintenance of the FTTS/Metro, FTTB and FTTH fibre network. Safaricom is therefore soliciting for Expressions of Interest (EOI) from interested qualified suppliers.

## 1.2. Background and EOI Requirements

Safaricom has continuously rolled out its fibre network across Kenya and intends to continue expanding its network as it deepens its coverage in an effort to continue serving the growing needs of its customers. The deployed fibre network requires to be supported and maintained to ensure high quality service offering. To achieve this, Safaricom relies on contracted service providers who are engaged on a fixed term contract. The scope of the service offering is:

1. Preventive Maintenance
2. Corrective Maintenance
3. Facilities Management and Repair when needed
4. Upgrade Works
5. NOC Services
6. FTTH Customer Connections and Support.

This EOI intends to identify suppliers that can demonstrate sufficient capability to provide these services in the best possible way and in a manner that enables Safaricom meet its expectations. The identified suppliers will be invited for a competitive tendering process from which the suppliers to be engaged will be identified.

Safaricom is therefore soliciting for Expressions of Interest from interested companies clearly showing the following:

- Years of experience as a provider of these services.
- The principal place of business.
- Countries where the company provides the services.
- List of clients where the services have been offered in the past five years with reference contact details including phone numbers and email addresses. This should include the number of kilometers; number of building and homes maintained or being maintained.
- Three years audited accounts.

- Statutory Authority approval documents that are required for the provision of these services e.g., NCA, certificates etc.
- Any additional information that supports your capabilities in this scope.

### 1.3. Submission of Responses

Interested suppliers should submit their responses to this EOI in soft copy addressed to [HOnkira@safaricom.co.ke](mailto:HOnkira@safaricom.co.ke) and copied to [PGathura@safaricom.co.ke](mailto:PGathura@safaricom.co.ke) not later than **Tuesday 20th September 2022 at Noon.**

Prospective suppliers should attach a separate excel document with specific responses to each of the requirements above in the format below:

	Requirement	Comments & Attachments
1	Years of experience as a provider of these services	
2	The principal place of business.	
3	Countries where the company provides the services	
4	List of clients where the services have been offered in the past five years with reference contact details including phone numbers and email addresses. This should include the number of kilometers; number of building and homes maintained or being maintained. Attach a separate excel document with the details in the format below	
5	Three years audited accounts. Attach 3 separate files for each year	
6	Statutory Authority approval documents that are required for the provision of this service e.g. CA certificates etc.	
7	State if you intend to submit this bid as a joint venture/consortium or any other joint format	
8	Any additional information that Safaricom should be aware of.	

For item 4, attach a document with the details in the format below:

Country	Year/Period	Client	Brief description of deliverables/project scope	Supporting Documentation e.g. LPO(s), contract(s)	Contact Details (Phone Number/s and Email/s)	Additional comments

NB: Attachments to be in separate zipped folders.

## IMPORTANT INSTRUCTIONS ON DOCUMENTS SUBMISSION:

1. Ensure you share your response in excel format (with text explanation only).
2. Have all the attachments supporting your submission in a separate zipped file/s. If your submission is above 20MB, share the files through Microsoft OneDrive (it's free up to 5GB). The emails to be allowed access are: [HOngira@safaricom.co.ke](mailto:HOngira@safaricom.co.ke) and [PGathura@safaricom.co.ke](mailto:PGathura@safaricom.co.ke).

The attachments should be submitted in folders properly labelled as per the index listed above. You will have folders 1 to 8 as listed above. Ensure you properly label the attachments and have them referred to in the excel containing the response. DO NOT APPEND ATTACHMENTS IN THE EXCEL.

The submission format will be an email with the excel attached and a Microsoft OneDrive link with the supporting attachments.

**NB:** Response attachments to be shared via Microsoft OneDrive and **NOT** GoogleDrive or WeTransfer or Dropbox. Submissions sent via GoogleDrive, or WeTransfer or Dropbox will automatically be disqualified.

### 1.4. NEXT STEPS

- Review of submitted Expressions of Interest.
- Prequalification of shortlisted suppliers.
- Issuing of tender to prequalified suppliers.
- Award to successful bidders.

### NOTE:

- Only the suppliers who meet our minimum requirements will be considered for further discussions.
- **No prices should be provided with this EOI.**
- Safaricom 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 the purpose of informing the bidders of the outcome of the process.