SAFARICOM PLC
P.O. BOX 66827-00800 WESTLANDS
NAIROBI, KENYA
TEL +254 722 000000

EXPRESSION OF INTEREST FOR THE PROVISION OF UNIFIED DEVICE MANAGER SOLUTION

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ACRONYMS

API -Application Programming Interface
ADC - Automatic Device Configuration
ADD – Automatic Device Detection
APN – Access Point Network
ATI – Any Time Interrogation
CPE – Customer Premise Equipment
EOI - Expression of Interest
FOTA – Firmware over the Air
FTTx – Fiber to the X
FWA – Fixed Wireless Access
GSM - Global System for Mobile communications
GSMA – GSM Association
IMEI – International Mobile Equipment Identifier
NB-IOT – Narrow Band IOT
IOT – Internet of Things
MQTT – Message Queueing Telemetry Support
OTA – Over the Air
PTMP – Point to Multipoint communication
QoE – Quality of Experience
SIM -   Subscriber Identity Module
USP – User Services Platform

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1.0   Introduction

Safaricom PLC is the leading Technology and Telecommunications services provider in Kenya. While offering traditional telecommunication services over mobile and fixed networks, the company has grown to be the largest mobile financial services provider in the world, by several metrics. Our M-Pesa brand is world renown.

The company is consistently expanding and upgrading its systems and processes to align with the evolving needs of its customers across the consumer (retail) and enterprise segments. Innovation remains at the heart of the company, both in the way the network deployment and the offerings given to the customers. Safaricom PLC has a rich ecosystem of partners whom it collaborates with in setting up the fit for purpose IT stack. We are also increasingly growing our software engineering capacity as we aim to be more agile, innovative and cost optimal.

A growing focus area for Safaricom is the Terminals and Device management where we need to able to manage our Fixed, Mobile and IOT devices and offer services and solutions which are fit for purpose. In pursuit of this objective, Safaricom continually seeks partnerships with competent and reputable suppliers and service providers to fulfill various requirements.

This Expression of Interest (EOI) serves as a preliminary step to identify vendors with the necessary expertise and capabilities to provide comprehensive Unified Device Manager solution to manage and evolve the terminals and devices into the future.

2.0   Scope

The bidder MUST demonstratable capacity and experience in the **design, supply, installation, testing, commissioning, support & maintenance of Unified Device manager Solution for Fixed, Mobile and IOT devices.**

The solution should have the following high-level capabilities.

Category	Detailed Information
Cloud Native support	• Solution should support cloud Native deployment
Multi-tenancy support	• Solution should have multi-tenancy support
Network Support	• Solution should support for all current and future Networks including 2G,3G,4G, LTE, 5G, FTTx, 4G FWA, 5G FWA, PTMP and NB-IOT, Wi-Fi
Standards support	• Support Broadband forum, ISO and 3GPP standards supporting fixed, IOT and Mobile devices
ADD, ADC support	• Support Automatic device detection • Support for Automatic device configuration
OTA, FOTA support	• Over-The-Air (OTA) device settings support • Remote firmware over the air (FOTA) updates
ATI support	• Any Time Interrogation (ATI) support

CPE and USP support	• Remote management of CPEs via TR-069 application layer protocol and TR-369 for User Services Platform
Centralized Management	• Centralized Management of devices and cross platform support of devices including all operating systems.
Lawful interception	• Should have Lawful interception capability
Analytics and Reporting	• Analytics, Machine Learning and Reporting capability for all Device information, inventory, and usage
Patch and Application Management	• Patch management for automated patching and vulnerability management for all devices • Application management for application distribution, whitelisting/blacklisting e.g. fake Devices and application configuration
Device Security	• Enhanced security on devices including Device encryption, Remote wiping, Conditional access based on compliance and Multifactor Authentication
IOT and Smart Home Device support	• IOT devices discovery and support for lightweight M2M , MQTT , TCP and UDP protocols.
API integration	• Standard APIs for integrations to other systems
Automated GSMA Database updates	• Regular updates on Type Allocation Code (TAC) database from GSMA
Monitoring, QoE and Integration	• Should support Standard system Monitoring, QoE management, Network optimization and Integration to Northbound and Southbound interfaces
Lifecycle management	• Automate device lifecycle management across all stages, including "zero-touch" provisioning, firmware upgrades, configuration changes and end-of-life (EoL) processes
Bulk Device configuration	• Allow bulk device configuration, troubleshooting, firmware upgrades, event management, user management and reporting, as well as a standardized Device integration
Configuration file management	• Able to upload, download and update devices remotely

3.0   EOI Requirements for the bidders

The bidder should demonstrate the capability of having deployed a similar system and is therefore expected to share detailed responses showcasing the firm's capacity and experience in offering the solution as per the scope highlighted in 2.0 above.

Please see the breakdown of the information to be submitted:

Category	Mandatory Requirements	Detailed Information
Company Information	Please share • Detailed company profile • Company registration certificate. • Valid Tax certificate. • Audited financial statements for 3 years. • Valid Manufacturer authorization form (MAF) from the OEM	• Company profile highlights the background, experience, and expertise in delivering Unified Device Manager solutions. • Relevant certifications and industry recognitions. • Financial stability and market reputation.
Technical capability	Provide clients where the tool has been deployed in the past 5 years. OEM experience will be considered. • Supporting Documents -, **contract(s), Purchase Orders, reference letters,** etc. • Data Sheets.	• Description of your Unified Device Manager platform/Solution and its key features and functionalities. • Experience in integrating with existing network infrastructures. • Technical Support and Maintenance capabilities.
Project Approach	Please provide details of your company's approach to delivering Unified Device Manager Solution. • For OEMs: Local presence partnership for support if need be. • For Local partners, provide MAF	• Proposed approach to delivering and supporting the Device Manager solution. • Preliminary timeline and project milestones.

4.0   Important Instructions on Enquiries and submission of Responses:
   a) The responses to this EOI are to be submitted via the Safaricom i-sourcing portal and **e-mail responses WILL NOT BE CONSIDERED.**
   b) All suppliers **not registered** with Safaricom and would like to participate in 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=3000000024 65003

c) All **registered suppliers** who would like to participate in this EOI can access the EOI through below link.

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d) For any support/enquiries relating to this EOI, kindly send an email to fkithinji@Safaricom.co.ke.
e) Once logged in, all interested suppliers can access the EOI by following below steps: Supplier Portal>>Negotiations>>View Negotiations>>*Invitation Received (pick NO)>> Search.
f) The EOI response should not include pricing/commercial proposal.
g) All responses should be provided in standard file formats i.e., XLSs, DOC(X) and PDF. Any link submitted together with the documentation should lead to an MS OneDrive folder and not Google Drive or WeTransfer. Submissions with links to platforms other than MS OneDrive will not be accessible on our end and will not be considered.
h) Any costs associated with the preparation and submission of the response to the EOI shall be borne by the vendor.

5.0   Evaluation Process

- Once Safaricom PLC receives responses to this EOI on the closure date indicated, the evaluator shall evaluate all the responses to the EOI including all supporting documents & documentary evidence. Please NOTE that failure to submit requisite supporting documents or documentary evidence, may lead to rejection of the EOI response.
- The Evaluation Committee may seek additional documents as it deems necessary, at its discretion as part of the evaluation exercise that will be undertaken.
- EOI respondents who meet the minimum requirements may be called for a detailed presentation for further evaluation of their technical capability, product quality, Quality Analysis procedure, etc. as part of the EOI evaluation.
- Only those EOI respondents that meet the minimum requirements indicated in the EOI requirements section will be shortlisted following successful evaluation of their offering/solution proposal.

6.0 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 in the EOI and pre-qualification criteria will be considered for further discussion on the tender process.

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7.0   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 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.

- 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.

Appendix 1:
List of Relevant Projects/Experience format

Table 1: Please provide a list of your company's experience in the deployment of Unified Device Manager solution in the last Five (5) years.

Project Description	Year of Project Delivery	Client Name	Project Value