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**EXPRESSION OF INTEREST (EoI)**

**eSIM Orchestration & Self-Service**

**Document Release Date: 13<sup>th</sup> November 2019**

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## 2 Introduction

### 2.1 Objective

Safaricom has enjoyed rapid growth since her inception largely driven by the innovation and delivery of new and sophisticated services riding on telephony and data services. The growing ecosystem of electronic devices and machines communicating with each other from all corners of the world via mobile networks has prompted the development of the embedded SIM (eSIM or eUICC) technology, which represents the major evolution of the SIM card technology in the last 20 years. In line with the strategy to provide innovative connectivity solutions, Safaricom is evolving its network and platforms to enable next generation Remote eSIM provisioning platforms. To this end, Safaricom is seeking to pre-qualify suppliers of requisite Remote SIM provisioning platforms.

### 2.2 Instructions to Respondents

#### Key Requirements

- i. Analyze the contents in the scope section
- ii. Provide a detailed solution proposal (document) that covers:
  - a) product description per scope requirements
  - b) comprehensive write up on your industry experience.
  - c) Detail all other products that your organization deals with related to the requirements captured in the business vision.
  - d) Additional industry best practices and trends for Safaricom's considerations.
- iii. Provide any GSMA and any other relevant industry certificates
- iv. Provide a signed letter of introduction and overview of your company

**Note:** The EOI response must **not** include any pricing/commercial proposal.

- i. All responses should be provided in standard file formats i.e. PPTs, XLSs, .DOC(X), PDF.
- ii. The receipt of a response shall not bind Safaricom into any contractual agreements with the bidder. Such arrangements shall only come into place once an award is issued and the bidder is successful as evaluated technically and commercially.

- iii. Any costs associated with the preparation and submission of the response to the EOI shall be borne by the vendor.

### **3 Scope**

The areas of interest for this EOI will be:

#### **3.1 Consumer Solution:**

This is the 'direct to consumer' channel. This is required for consumers using eSIM capable devices. The Consumer solution also targets enterprises who use devices targeted to the consumer market.

#### **3.2 eSIM Orchestration & BSS Integration:**

Fully compliant with the GSMA Remote SIM Provisioning architecture, this is a layer to coordinate the activation and provisioning of eSIM devices across different systems within Safaricom network (CRM, HLR, NMS, Billing etc) and integration to third party systems.

This layer should have existing APIs and business processes to create a simplified provisioning layer the solution should support eSIM management for both consumer and the Internet of Things (IoT) market. it should also integrate seamlessly with the third-party software used in a range of applications such as Connectivity Management, Entitlement Servers and Enterprise Mobility Management.

Key capabilities include:

- Integration to eSIM Device Entitlement servers e.g Apple
- Billing an CRM connections
- Number Management System Integration
- Dashboards and portals for Customers and third-party integrators
- Biometrics authentication integration for self service
- Integration to Safaricom Mobile application & self-service portal
- Support for advanced authentication methods beyond QR code and Discovery servers
- LPA integrations

## 4 Responses & Next Steps

### 4.1 Response contacts

- All technical questions related to this RFI should be sent to [mmurrey@safaricom.co.ke](mailto:mmurrey@safaricom.co.ke)
- All responses should be provided in electronic format only i.e. emailed to [mmkiri@safaricom.co.ke](mailto:mmkiri@safaricom.co.ke) and [ramayo@safaricom.co.ke](mailto:ramayo@safaricom.co.ke); and copied to [bids@safaricom.co.ke](mailto:bids@safaricom.co.ke).

### 4.2 Next Steps

- Institutions that show an interest to participate in the provision of the above-mentioned service shall be prequalified for the provision of this service in their area(s) of expertise, subject to the provision of required documentation and demonstrated ability to deliver the trainings.
- Only those institutions that meet the minimum evaluation and pre-qualification criteria will be considered for further discussion on service provision.

**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.