

EXPRESSION OF INTEREST

Managed Home Network Solution & Devices

Document Release Date: 05/11/ 2021

Last Day for seeking clarification 12/11/2021 at 1200hrs (EAT)

Last Date for Receipt of EOI Document: 23/11/ 2021 at 1700hrs (EAT)

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1.0. Introduction

Safaricom PLC is a leading converged communications company in Kenya serving different customer segments anchored on the vision to transform lives. A key customer segment that has seen rapid growth is the residential & small office/home office fixed business.

With the rapid growth in fixed solution business, Safaricom has noted the need to address customer demand for a managed residential and small office/ home office network. Subscribers want their service provider to offer more than just an internet pipe to their premises but a holistic service that extends into the premises with value added services layered on top.

The purpose of this expression of interest is to look for credible and experienced technology partners to design, implement and support a Managed Home Network Solution as we work towards attaining our company mission of being a leading technology provider in the year 2025.

2.0. Background

Safaricom PLC currently provides broadband internet with add-on security and parental control to our residential subscribers. This is primarily using fiber to the home but also increasingly using fixed wireless access on 4G/LTE and plans to scale up on 5G. With the effects of the global pandemic we have seen more and more of our subscribers working and learning from home. The subscriber demand for an always-on service with the same ubiquitous seamless Wi-Fi coverage in the home and the capability to offer visibility and self-service regardless of the residential gateway or customer premises equipment.

With the proliferation of connected devices and the internet of things, we see more and more devices that can connect to the internet but with limited management capability such as smart appliances, smart meters, and wireless printers. Safaricom has the need to offer quick support by our contact center 1st line support teams for more subscriber home network issues, without the need for truck rolls to the subscriber premises and the need to collect insights and analytics to drive the development of new relevant products and services.

3.0. Scope

We are looking for a Managed Home Network Solution which will enable subscribers to have a seamless home Wi-Fi network experience with self-service capabilities. The scope will involve designing, implementing and supporting the solution to deliver:

- Wi-Fi 6 capable home mesh Wi-Fi access points / extenders supporting easy mesh with standards based remote management capability.
- Seamless device Wi-Fi coverage, roaming and handover between access points / Wi-Fi range extenders to optimize Wi-Fi for best quality of experience.
- Mobile application and web portal for subscribers to easily view and manage devices on their home network and perform self-service actions like new access point onboarding, device steering, issue diagnosis, basic troubleshooting, and guest Wi-Fi setup.

The solution should also have a cloud-based service provider module/portal where call center agents and customer support engineers can have detailed visibility and capabilities to resolve customer Wi-Fi and in-home related issues including:

- Capability to do remote speed tests
- Capability to view quality of experience metrics such as latencies, jitter and DNS resolution times.
- Capability to view received Wi-Fi signal strength and possible maximum throughput per device.
- Capability to view sources of radio frequency interference
- Capability to provide recommended quick actions to fix in-home issues through diagnostics.
- Capability to do real-time and historic analysis.

The solution should also provide the capability for global customer insights and analytics such as:

- Number of subscribers and devices managed under the platform.
- Distribution of subscribers and geo-location.
- Best and worst subscriber experience over time.
- Average number of devices per subscriber and most popular device types.
- Average subscriber and network-wide throughput.
- Security insights such as how many subscribers have open SSIDs.

4.0. EOI Requirements

Interested prospective suppliers are requested to submit the following documents as part of their response to this Expression of Interest (EOI):

No.	Company Documents Required
1	Company Profile, list of relevant licenses and certifications. Include details of the company's physical premises and contact details
2	Company organogram, with CVs of key resource personnel.
3	General experience for the firm
4	Audited accounts for the past 2 years
5	List of past projects (not more than 3 years) of similar scope delivered to a telecommunication company or service provider.
7	<p>High Level solution proposal indicating the architecture and various components and integrations points.</p> <p>Data sheets of the proposed Wi-Fi access points.</p> <p>High level managed home network feature and functionality description.</p>
8	Device registration & certification with relevant local & international professional bodies such as Communications Authority of Kenya, Broadband Forum, Wi-Fi Alliance, ISO/IEC.

5.0. Instructions to Respondents

- Build a detailed response showcasing your firm's capacity and experience in offering Service Provider Managed Home Networks in the areas described in this Expression of Interest (EOI) document. Use the format on Appendix section: Table 2:" List of firms relevant experience" described below
- Detail any other services that your organization deals with that may be related to the focus of this Expression of Interest (EOI) scope.
- Outline any industry best practices and trends that your firm may consider relevant for Safaricom's EOI scope and considerations.
- The Expression Of Interest response must not include any pricing/commercial proposal.
- All responses should be provided in standard file formats i.e. PPTs, XLSs, DOC(X), PDF.
- 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.

- Any costs associated with the preparation and submission of the response to the Expression Of Interest shall be borne by the vendor.
- State if you intend to submit this bid as a joint venture/consortium or any other joint format Information on key staff as concerns their designation and experience should be submitted in the format provided in table 1 below. ((List of key technical staff) also use table 3 "Summary CV of key staff" to provide the capabilities of your key staff based on their resume.

6.0. Expression of Interest (EOI) Process

Organizations that express interest to participate in the provision of the above-mentioned service, and meet our requirements, shall be prequalified for the provision of this service in their area(s) of expertise, and invited to the tender subject to them providing required documentation and demonstrated ability to deliver the partnership competency.

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

The formal next process will be as below:

1. Review of submitted Expressions of Interest (EOI).
2. Prequalification of shortlisted suppliers who are not currently in our supplier database.
3. Issuing of Tender to selected prequalified suppliers.

Notes to respondents:

- 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 Expression Of Interest. 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
- Only the suppliers who meet our minimum requirements will be considered for further discussions.
- Cost of preparing this document will be borne by the supplier
- 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.

7.0. Submissions of Enquiries and Responses

Interested prospective partners, should submit their responses to this EOI in soft copy addressed to BOdhiambo1@Safaricom.co.ke copying PKyengo@Safaricom.co.ke no later than **Tuesday the 23rd of November 2021** at 5:00PM East African Time.

8.0. Appendix

Information on staff and organization experience

Table 1: List of Key Technical Staff

	Staff – Full Names:	Current Designation/Role:	Years of Experience:

Table 2: List of Firms Relevant Project Experience

	Project Description:	Project Milestones Achieved:	Client Served:	Project Value (KES):

Table 3: CV Summary Template for Key Staff

Name of Staff:	
Profession:	
Years of Experience:	
Years with Firm:	
Membership in Professional Societies:	
Key Qualifications:	

Relevant Certifications:	
Employment Record (Firm & Year)	

CV Certification:

I, the undersigned, certify that to the best of my knowledge and belief, that this biodata correctly describe myself, my qualifications and my experience.

Date: _____

Signature of Staff Member

Day/Month/Year

