



When we come together,
great things happen.

**SAFARICOM LIMITED
P.O. BOX 66827-00800
WESTLANDS
NAIROBI, KENYA
TEL +254 722 000000
FAX +254 722 00 4202**

SUPPLY AND INSTALLATION OF WALLBOARD DISPLAYS FOR SAFARICOM'S CALL CENTER

Document Release Date : Thursday, 17th August 2017

**Last Date for Receipt of EOI : 12:00Noon (EAT/Kenyan Time), Thursday, 24th
August 2017**

Table of Contents

SUPPLY AND INSTALLATION OF WALLBOARD DISPLAYS FOR SAFARICOM'S CALL CENTER 1

Table of Contents..... 2

1.0 Introduction..... 3

1.1. EOI Requirements 3

2.0 Next Steps..... 4

3.0 Responses..... 4

4.0 Note 4

1.0 Introduction

Safaricom is seeking a competent supplier to supply and install wallboards at the contact center. The wall boards will display performance statistics in real-time with a target of meeting the following objectives:

- a) Improve communication at front and back office in the call centre.
- b) Provide robust communication channels to the call centre that are flexible and deliver content on demand and as preset.
- c) Timeliness in communication of real time performance in call center thus faster response times where required.

This EOI seeks to identify a reputable provider to supply and install wall board displays for the contact center.

1.1. EOI Requirements

Safaricom is therefore soliciting for Expression of Interest (EOI) from interested qualified thin/zero terminals for use in the VDI infrastructure. The EOI must show the following:

- a) Years of experience in supply of wallboard displays.
- b) Current list of clients for the wallboard displays.
- c) Details of the Bidder's physical premises and contact details.
- d) Compliance statement (fully compliant/partially compliant and non-compliance) to each of the below listed requirements:

#	Requirement	DETAILS	SUGGESTED SOLUTION AND BENEFIT	COMPLIANCE STATEMENT (Fully Compliant/ Partially Compliant/ Non-Compliant)
1	Wall boards	These have been shared with Networks team	Visual appeal and large enough to broadcast performance metrics to staff within a zone	
2	Ability to change screens to display different critical matrix	Flexibility in content management.	Allow staff visibility to key metrics with the ability to project other key matrices	
3	Broadcast capability on need basis	Ability to scroll key messages on demand. Flexibility to manage content staff need to know when it happens by availing an alternative to email.	Avail alternative communication channel for critical content management on such as network outages. Ability to run scrolling content on demand.	

4	Back office performance Display	Ability to display the key metrics such as number of calls answered, waiting etc. for back office SR performance	Improved productivity at back office	
----------	--	--	--------------------------------------	--

2.0 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.
- The shortlisted institutions will be exposed to RFPs for Provision of Supply and Installation of Wallboard Display for Safaricom's Call Center.
- Only those institutions that meet the minimum evaluation and prequalification criteria will be considered for further discussion on service provision.

3.0 Responses

Please submit your responses by 12:00Nooon (EAT/Kenyan) on Thursday 24th August 2017 to Lambani@safaricom.co.ke

4.0 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 the purpose of informing the bidders of the outcome of the process.