

EXPRESSION OF INTEREST FOR INNOVATION TECHNOLOGY PARTNERS FOR THE KENYA POWER AND LIGHTING COMPANY PLC - EOI No.KP1/9A.2/EOI/002/21-22

BACKGROUND

The Kenya Power and Lighting Company PLC plays a critical role in the energy sector and is currently the only energy distributor in Kenya. The company currently owns and operates an expansive electricity distribution and transmission network and retails electricity to over 8.5 million customers. The company is now dealing with a number of challenges emanating from the macro-economic environment, and internal business processes. In addition, the steep rise in system losses attributed to the rapidly expanding network and increased pilferage have been a major threat to the sustainable growth of the company. The company is also experiencing rising customer complaints on billing and service quality. The combination of these pressures requires the company to adopt business innovation to better position itself to **serve its customers, cut costs and substantially grow its revenue** in order to remain competitive in this fast growing and changing energy market. The commercial and operational requirements for Kenya Power now demand for **optimized, seamless, simple, business process** that are supported by **high-performance automation technologies and systems**. The new optimized processes must support **existing** functionalities and **future** operational and commercial requirements for the business. The overall result must be a **transformed customer experience, improved financial performance** and a **motivated work force**.

OBJECTIVE

The company now intends to develop and implement various innovative technologies and solutions on a pilot turnkey basis in conjunction with an Innovation Technology Partner. The technologies and solutions will address the various business challenges currently being experienced within Commercial Services, Network Management, Customer Services and Customer Payments. The adoption of such versatile technology (hardware and software) platforms should not only just be cost effective and practical but they must also streamline and revolutionize the business and lead to the faster Digitization of the Kenya Power network infrastructure. Other benefits will include:

- 1) Increased Revenue Collection
- 2) Reduction of Commercial Losses
- 3) Improved Customer Experience
- 4) Reduction in Operational Expenditure
- 5) Improved Network Status reporting
- 6) Digitization of the Network
- 7) Revenue Diversification

Kenya Power will further own **ALL** the Intellectual Property, IP for the developed technology platform and hence no further Licensing costs will be incurred in the future by the company for the use of those technologies.

ELIGIBILITY AND QUALIFICATION CRITERIA

Kenya Power is now seeking through this Expression of Interest, to shortlist Innovation Technology Partners. The submission of an EOI will not constitute a bid, however Kenya Power will solely use the information to complete its shortlisting exercise and thereafter in the preparation of a Request for Proposal (RFP) document for the prequalified innovation technology partners.

1. Participating bidders shall be required to meet the requirements under Section 55 of the Public Procurement and Asset Disposal Act 2015 (Kenya).
2. The Innovation Technology Partner must provide adequate information regarding their company profile, personnel, qualification and competence to undertake such innovation projects and specific experience in performing similar assignments. In addition the Innovation Technology Partner must meet the following minimum requirements:
 - a) That they have relevant and demonstrable experience in designing, development and integrating of cloud based work-force automation business applications on Android and IOS mobile devices that are integrated with payment systems (Mpesa, Equitel, Pesalink), KYC Touch points (KRA, IPRS, CRB), billing, sales force applications, messaging platforms (Whatsapp, SMS), social media integration (Facebook/Whatsapp) and Google services (Map, Location).

- b) That they have completed at least two (2) similar projects involving use of the technologies described in (a) above within a business commercial environment with at least one being within the utility or telecommunication industry within the last 3 years. They should provide a list clearly showing the Scope of Work, Sector/Industry, Duration, Total Order Value and Status (ongoing/completed). They should provide supporting documents in the form of Reference Letters, Letter of Completion or Purchase Orders.
 - c) They must provide their audited financial accounts for the last three (3) years clearly showing profit, turnover and company's capital.
 - d) They should provide ownership documents of their company and consortia members where applicable. This should include certificate of incorporation, beneficial shareholder information, VAT Certificate and Tax Compliance Certificate.
3. Where the Innovation Technology Partner is a Joint Venture (JV), the Expression of Interest shall include a copy of the JV Agreement entered into by all members. Alternatively, a letter of intent to execute a JV Agreement in the event of a successful proposal shall be signed by all members and submitted with the Expression of Interest, together with a copy of the proposed Agreement.
 4. Innovation Technology Partners who are AGPO, Women and Youth will be eligible for shortlisting and are encouraged to apply.

This invitation for Expression of Interest shall lead to the **shortlisting** of eligible **Innovation Technology Partners** who meet the above minimum requirements. The shortlisted firms will then be invited through a **Request for Proposal (RFP)** to submit both technical and commercial proposals to carry out the assignment starting with the **Proof of Concept Phase**.

Interested bidders may obtain further information at the address below during office hours, between 0900 to 1200 and 1400 to 1630 hours (East Africa time) or send emails to the addresses shown below.

Completed Expression of Interest are to be submitted in electronic format on the KPLC's **E-procurement portal in PDF format** on or before the due date and time published on the portal. Tenderers are required to visit the portal and KPLC's website (www.kplc.co.ke) from time to time for revised closing dates and addendums. Prospective bidders should register for E-Procurement to enable them access the KPLC portal under "New Supplier Registration" found under the Tenders Tab. The Tender is to be submitted **ONLINE** on or before **Thursday, 31st March 2022 at 10.00 am**.

Tenders will be opened electronically promptly after closing time and Bidders or their representatives are welcome to witness the opening at the Stima Plaza Auditorium.

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