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EXPRESSION OF INTEREST (EOI)
for
Supply of Cloud collaboration solution.

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Last Date for Receipt of Proposals: *22nd February 2023.*

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1.0 Introduction

Safaricom PLC is the leading integrated communication services provider in Kenya. The company is continuously expanding the network and upgrading existing capacities to meet the changing needs of its customers. To meet this objective Safaricom continuously seeks to partner with competent suppliers and service providers for supply of various goods and services.

To this end, Safaricom intends to engage services of a reputable supplier for the supply and delivery of Hosted Cloud collaboration solution services. Safaricom is therefore soliciting for Expressions of Interest (EOI) from interested qualified suppliers.

2.0 Purpose

This EOI is intended to identify reputable and qualified suppliers who will be able to deliver and integrate Cloud collaboration services solution to serve our Enterprise customers.

3.0 Scope

Deliver cloud collaboration services offering richer experience beyond typical telephony.

The expected functionalities/Features include:

- 1) Corporate telephony
- 2) Conferencing and ability to integrate to third party conferencing solutions.
- 3) Unified communications including voice, video, chat unified messaging presence, voice to email and mobility.

The full details of the scope will be provided in an RFP (Request for Proposal) that will be sent out to the successful suppliers shortlisted through this EOI process.

4.0 EOI Requirements for the bidders

Interested firms must provide information to demonstrate their suitability for the roles including:

Category	Requirement	Criteria
A. Company Information	Please share	<ol style="list-style-type: none">I. Overall Company profile clearly indicating the business focus areas.II. Certificate of Incorporation.III. Valid Tax Compliance certificate.IV. Address of the physical premises and contact details.V. Audited Financial accounts for the past 3 years.VI. Share name, contact details and position of the person primarily responsible for this EOI.
B. Accreditations	The Partner shall share accreditations	Accreditation certificate with OEMs in cases where the local partners are working with OEMs, including valid Manufacturer Authorization Forms (MAF).

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C. Local Support	The partner shall share information about local support	<ul style="list-style-type: none"> i. Share details of the local partner responsible for local support. ii. Support Levels available. 																
D. Overall firms' experience	The partner shall share the firms and key staff experience	<ul style="list-style-type: none"> I. What is the Service provider Telecom experience for the firm? Demonstrate firm's capacity and experience in offering Cloud collaboration services. II. Share examples of at least three (3) Cloud collaboration services solution deployments in the last five (5) years in the format on Table 1, below. III. Scope of work currently being provided to Safaricom, if any. Also, indicate if you have a working relationship with Vodafone Group. 																
E. Technical Requirements		<p>Briefly describe how your solution supports requirements and provides the below core functionalities for Enterprise Customers, in the format on Table 2 below:</p> <table border="1"> <tbody> <tr> <td>a) Protocol</td> <td>Support for SIP protocol</td> </tr> <tr> <td>b) Codecs</td> <td>AMW-WB, G722,EVS,H263/264</td> </tr> <tr> <td>c) Charging</td> <td>Online charging with each customer having own trunk</td> </tr> <tr> <td>d) Functionality</td> <td>Supports IP Centrex voice and video calls, conferencing, unified messaging, soft client, voice to email</td> </tr> <tr> <td>e) Interworking</td> <td>Ability to Integrate with other third party tools and IMS network.</td> </tr> <tr> <td>f) Supplementary services</td> <td>Call transfer, call hold, call waiting, call hunting, fixed mobile convergence, private numbering plan</td> </tr> <tr> <td>g) Support</td> <td>Customer selfcare portal</td> </tr> <tr> <td>h) Infrastructure/Hardware</td> <td>Cloud based solution that can be hosted within Safaricom cloud infrastructure preferred.</td> </tr> </tbody> </table>	a) Protocol	Support for SIP protocol	b) Codecs	AMW-WB, G722,EVS,H263/264	c) Charging	Online charging with each customer having own trunk	d) Functionality	Supports IP Centrex voice and video calls, conferencing, unified messaging, soft client, voice to email	e) Interworking	Ability to Integrate with other third party tools and IMS network.	f) Supplementary services	Call transfer, call hold, call waiting, call hunting, fixed mobile convergence, private numbering plan	g) Support	Customer selfcare portal	h) Infrastructure/Hardware	Cloud based solution that can be hosted within Safaricom cloud infrastructure preferred.
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F. Best practice culture	ISO and other certifications in possession	<ul style="list-style-type: none"> 1. Indicate any industry best practices adopted by your organization for the provision of the Collaboration solution. 2. Share at least 1 (one) industry certification or customer recognition in the last one or two years as an added advantage. 3. Outline any industry best practices and trends that your organization may consider relevant for Safaricom's consideration. 																

5.0 Instructions to Respondents

- This is not a Tender.
- The EOI response must **not** include any pricing/commercial proposal.
- 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 EOI shall be borne by the vendor.
- State if you intend to submit this bid as a joint venture/consortium or any other joint format.
- 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.
- Only the suppliers who meet our minimum requirements will be considered for further discussions.

6.0 Submission of Responses

- All responses should be provided in standard file formats i.e. XLSs, DOC(X) and PDF, and in English.
- For bulky files, please share via Microsoft OneDrive. Ensure you share your response in Excel format (with text explanation only).
- Have all the attachments supporting your submission in a separate zipped file or files. If your submission is above 15MB, share the files through Microsoft OneDrive (it's free up to 5GB). The emails to be allowed access are: PGathura@safaricom.co.ke and PMwangi1@safaricom.co.ke.

NB: All submissions sent via Google Drive, Dropbox and WeTransfer will not be reviewed.

- The attachments should be submitted in folders properly labelled as per the index listed above. **Organize your submission to have folders A to F as listed above.**
- The submission format will be an email with the Excel attached and a OneDrive link with the supporting attachments.
- Interested suppliers should submit their responses to this EOI in soft copy addressed to, PMwangi1@safaricom.co.ke and copied to PGathura@safaricom.co.ke, no later than **22nd February 2023 by 1600hrs (EAT).**

7.0 Next Steps

- Review of submitted Expressions of Interest.
- Prequalification of the shortlisted suppliers.
- Issuing of tender to prequalified suppliers

8.0 Note to Suppliers

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.

Appendix 1: Further Information required

Table 1: List of Firms Relevant Project Experience

List of past projects (not more than 5 years) and ongoing projects of similar scope delivered to a telecommunication company or any other works of similar nature to corporate clients. Verifiable References from beneficiaries of similar scope or currently in operation/contract and specific details including capacities of the deployed solutions may be provided.

Project Description	Year of Project Delivery	Country	Client	Capacities deployed	Project Value (USD)

Table 2: Technical Requirements

Prospective suppliers should attach a technical proposal detailing the specific responses to each of the technical requirements in the format below:

Core Functionality (a – h)	Functional Description	Supporting Document(s) i.e. show proof of compliance.	Remarks/Comments i.e. Availability, Roadmap etc

Yours faithfully,

FOR: SAFARICOM PLC

Paul Gathura

Ag. Senior Manager – Purchasing