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EXPRESSION OF INTEREST – PROVISION OF SYSTEM INTEGRATION SERVICES (PROFESSIONAL, ARCHITECTURAL, INFRASTRUCTURE SUPPORT, LICENSE) FOR PUBLIC SECTOR DIGITIZATION INITIATIVES

Document Release Date: 22nd April 2024

Last Date for Receipt of Proposals: 14th May 2024

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ACCRONYMS

EOI   -   Expression of Interest

SLA   -   Service Level Agreement

TCO   -   Total Cost of Ownership

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1.0　INTRODUCTION

Safaricom is a leading Technology, Telecommunications, and Financial services provider in Kenya and has a steadily growing subscriber base. The company is continuously evolving as we seek to cater to our expanding customer base and roll out innovative products and services. Innovation remains at the heart of what we do, both in the way we deploy technology and the offerings we give to our customers. We have a rich ecosystem of partners whom we work with in setting up the fit-for-purpose IT stack. We are also increasingly growing our software & system engineering capacity as we aim to be more agile, innovative, and cost-optimal.

In a bid to transform the delivery of public services and make them more efficient, the Kenya Government started an aggressive Digitization project of ministries and parastatals. With Safaricom's extensive experience in telecommunications, mobile money, and digital solutions, it is better placed to deliver some of the initiatives with its partners.

Safaricom PLC is therefore seeking Expressions of Interest (EOI) from experienced and reputable partners with advanced software, system engineering and integration skills to support in the delivery of public sector initiatives.

2.0　AIMS AND OBJECTIVES

This Expression of Interest (EOI) is intended to identify experienced and reputable service providers who will be invited to help Safaricom PLC with its digitization of the public sector . Our partner would work collaboratively with our teams, to undertake the following activities in any of the following areas:

    A.　Software Development – Own Build and Off Shelf Solution Deployment
    B.　Channels Build / Deployment
    C.　Business Intelligence and Data Warehousing
    D.　API & Integration Build and Support
    E.　Database Administration – Deployment, Performance Tuning & Maintenance
    F.　Infrastructure Deployment – Cloud, Containerization and Network
    G.　Project Management
    H.　Digital Transformation
    I.　Cyber Security
    J.　Infrastructure delivery
    K.　License delivery i.e Biometric licensing

All partners are expected to respond to skill sets and capabilities in one or more of the areas depending on capacity and previous experience in delivering in the areas.

Overview

The interested companies who express interest to be onboarded as **System Integrators** MUST have demonstrable capacity and experience in the designing, supplying, installing, testing, commissioning, supporting & maintaining software solutions, business intelligence platforms, office & process digitization, databases, network, cloud and containerized infrastructure on either Own-Build, Open Source or Enterprise Grade capabilities.

Therefore, they must demonstrate the following general capabilities.

1) Minimum 5 years' experience in design, installation, integration, operation, and maintenance of open source technologies.

2) Ability to Review technical and architectural designs, support operations and enhance software deployments on premise and public cloud with alignment to known best practices

3) Ability to provide cyber security related review and configuration services on deployed solutions.

4) Availability of a qualified technical team that can design, build, deploy and maintain software solutions and / or Cloud / Network Infrastructure.

5) Ability to setup centralized (NOC/SOC) and in-depth health monitoring across the deployed solutions.

6) Ability to Augment support through in-sourcing for the for any IT operations skill area.

3.0 SUBMISSION OF ENQUIRIES AND RESPONSES

All enquiries relating to this EOI and the final responses should be addressed to; ramayo@Safaricom.co.ke ; copy to pkyengo@Safaricom.co.ke on or before

Requirements relating to this Expression of Interest are accessible via the below link. Kindly review all instructions on this document before proceeding to the requirements.

View RFI 1550

Important Instructions

a) All new and participating suppliers for this EoI will be expected to register as new suppliers via the below link to be able to access the EoI. Please use this link to register Supplier Registration (oraclecloud.com) if you aren't registered with Safaricom already. Eric Kiamba (ekiamba@safaricom.co.ke) will review your registration and feedback.

b) Once registered Please log into the portal via the link below;
https://egjd.fa.us6.oraclecloud.com/supplierPortal/faces/FndOverview?fndGlobalItemNodeId=itemNode_supplier_portal_supplier_portal and submit your proposal only via the portal for consideration.

c) Kindly review all instructions on this document before proceeding to the requirements.

d) NOTE that the responses to this EoI are to be submitted via the Safaricom i-sourcing portal and e-mail responses will not be considered.

e) For any support on this EoI, kindly send an email to ramayo@Safaricom.co.ke copying pkyengo@Safaricom.co.ke

4.0 EOI Requirements for the bidders

Category	Requirement	Criteria
A. Company Information	Please Share	Overall Company profile indicating the business focus areas. • Certificate of Incorporation. • Valid Tax Compliance certificate. • Address of the physical premises and contact details. • Audited Financial accounts for the past 3 years with. • Share name, contact details and position of the person primarily responsible. • A list of branch locations
B. Accreditations	The Partner shall share any accreditations	Accreditation with OEMs e.g., ServiceNow, SalesForce, AWS, Microsoft, Cisco, Fortinet, Dell, HPE, RedHat, VMWare, Huawei, F5, Cloudflare, Oracle

C. Firms Experience	Please Share	• A minimum of 5 years of experience in offering Enterprise Services to reputable organization / Govt. or county
		• Describe in detail your methodology and other institutional capacity to deliver on Services
		   a. Design and Architecture Services
		   b. Software development services
		   c. Deployment Services
		   d. Migration Services
		   e. Support and Operations Services

D. Overall firms' experience	The partner shall share the firms and key staff experience	• What is the System Integration experience for the firm? Demonstrate firm's capacity and experience in offering Turnkey solutions. • Share examples of at least three (3) Turnkey solution deployments in kenya government in the last Seven (7) years above Ksh 500 Million. • Scope of work currently being provided to Safaricom, if any. Also, indicate if you have a working relationship with Vodafone Group.
E. Local Support	The partner shall share information about local support	• Explain in great detail the operations and support of 24x7x365 technical support, Support Levels available.
F. Project Management	Please Share	• Describe in detail the project implementation methodology for the different business requests to ensure quality and delivery is done within the assigned and agreed timelines. • Describe in detail the set of tools used by the project management team to execute a customer task. • Describe in detail the continuos services improvement plan, best practices for successful service adoption. • Describe in detail the project team constitution (with PMP, PRINCE2, AGILE certification) to deliver a project.

Category	Mandatory Requirements	Detailed Information
G. Registration with relevant regulatory bodies in Kenya	The Partner shall share accreditations if any	- ICTA certified under any of the following categories ICTA 1: Information security ICTA 1: Networks ICTA 1: Systems and Applications ICTA 1: Data Center ICTA 1: Cloud - Compliant with the Kenya data privacy Act and should be registered with the Kenya Data Protection Commission Office - NCA Certificates - CA Certificates
H. Best practice culture	ISO and other certifications in possession	- Quality and Security processes and practices for the security solution, security services and operations in Kenya. The relevant evidence should include: - · ISO9001 Certification · ISO27001-2022 Certification · ISO/IEC 20000-1:2018 Certification - Indicate any industry best practices adopted by your organization. - Outline any industry best practices and trends that your organization may consider relevant for Safaricom's consideration.
I. Staff Experience	Experience of the core team and Valid Certifications. (The team should have relevant certifications)	For each skill sets quoted, indicate any certifications or accreditations held, years of experience, key projects delivered, specific skill sets, any other relevant information; - Software Engineers - DevOp Engineers - SDET (Software Development Testing) Engineers / Quality Engineers - Business Analysts - Cloud & Container Engineers - Network Engineers - Information Security Engineers - Database Engineers - Data Scientists / Engineers - UI/UX Engineers - Customer Journey Experts - Agile Coaches - Project Managers
Category	**Mandatory Requirements**	**Detailed Information**
Technical capability	Please provide details of your company's industry experience that demonstrate your company's depth and breadth of relevant industry experience operations to be provided	- The services offered and length of time the company has been in that business - The departments and operating structure - The specific details on technical capability and reference projects handled for Government - Demonstration of a support and response structure for technical support

Existing partnerships	Please provide details of existing partnerships relevant to the scope of this EOI	• Provide certified technical teams and demonstrate competency for deployment and support.
Project Plan	Please provide a sample project plan and detailed steps that would be undertaken	• Sample project plan that would be undertaken, including timelines, expected resources from both sides and the deliverables.
Costing Structure	Please provide details of the proposed cost structure	• The costing structure considering the deliverables indicated above as well as the payment milestones. The figures are not necessary at this stage only man-day rates based on resource skill level or overall project costing methodology is required

5.0 INSTRUCTIONS TO RESPONDENTS

Below are instructions that responses to this EOI MUST adhered to;

1. Please provide all responses in standard file formats i.e. XLSs, DOC(X) and PDF.

2. Please NOTE that the receipt of a response shall not bind Safaricom into any contractual agreements with the vendor responding to this EOI. 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.

3. Please NOTE that any costs associated with the preparation and submission of the response to the EOI shall be borne by the vendor.

4. Please indicate if you intend to submit this bid as a joint venture/consortium or any other joint format and state the partner in this case.
5. Please submit your organization and staff experience information in the format provided in appendix 1 (Information on staff and organization experience) of this document.

6. Please share accompanying links to demos/documentation on the necessary technical descriptions of previous work undertaken of a similar nature.

6.0 NEXT STEPS

Once Safaricom PLC receives responses to this EOI on the closure date indicated, an Evaluation Committee will be constituted to evaluate the responses provided by the EOI respondents.

- The Evaluation Committee constituted shall evaluate all the responses to the EOI and including all supporting documents, links & documentary evidence. Please NOTE that failure to submit requisite supporting documents or documentary evidence, may lead to rejection of the EOI response.
- The Evaluation Committee may seek additional documents as it deems necessary, at its discretion as part of the evaluation exercise that will be undertaken

- EOI respondents who meet the minimum requirements will be called for a detailed presentation for further evaluation of their technical capability, product quality, Quality Analysis procedure, etc. as part of the EOI evaluation.
- Only those EOI respondents that meet the minimum requirements indicated in the Aims and Objectives section will be shortlisted following successful presentation of their offering/solution proposal
- Successful potential partner(s) will be notified accordingly.

Below is a summary of activities from when the EOI will be sent out to closure/contracting.

NOTE; These durations are tentative and any changes that deviate from the below will be communicated.

No.	Activity	Approximate Duration
1.	EOI sent out	22nd Apr 2024
2.	EOI receipt	1 week
3.	EOI responses review and evaluation	1 week
4.	EOI Presentations and Demo (clarifications and further discussions on partnership)	1 week
7.	Tender Process	1 Month
9.	Evaluation, Award and Contracting	1 Month

7.0   NOTE

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: Information on staff and organization experience

Table 1: Please provide a list of your company's Key Technical Staff who will be on this project

Name	Current Position	Professional Skills / Certifications	Years of Professional Experience

Table 2: Please provide a list of your company's Relevant Project experience in the last two (2) years

Project Description	Year of Project Delivery	Client	Project Outcome