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EXPRESSION OF INTEREST

PASS 99 INTEGRATED MANAGEMENT SYSTEM IMPLEMENTATION

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1.1. Introduction

Safaricom Plc is the leading integrated communication and financial services provider in Kenya, with a steadily growing subscriber base. The company is continuously expanding and reviewing its business, to meet the changing competitive landscapes, needs, and profiles of its customers.

Our efforts are geared towards positively impacting the lives of those in the communities around us and thus we strive to change the present to improve the future.

To this end, Safaricom Plc intends to engage services of a reputable firm for the **Implementation of Pass 99 Integrated System Management**. Safaricom is therefore soliciting for Expressions of Interest (EOI) from interested qualified providers.

1.2. Background and EOI Requirements

Safaricom aims to fully integrate ISO program implemented, PAS 99 gives guidance on planning, implementing, and operating an integrated management framework, as well as monitoring and improving performance.

Challenge

Safaricom has implemented several ISO standards that have been revised to High Level Structure (HLS), this therefore beats the purpose to allow continual management of the programs in Isolation. There is need to consolidate the gains through implementation of an Integrated Management System.

Objectives:

- Improved business focus: Allows the establishment of a benchmarking process with both internal & external organizations.
- A more holistic approach to managing business risks
- Reduced duplication and bureaucracy: Improve overall efficiency by removing the need to duplicate tasks. Clearly defined roles and responsibilities highlight common objectives
- Meet all standard requirements with one set of policies and procedures
- Less conflict between systems: Make it easier to continually improve all Safaricom's management systems



- More effective and efficient audits both internally and externally: Audit more than one system at a time to save money and resources

Safaricom has implemented and certified to 8 ISO standards (ISO 27001, ISO 22301, ISO 9001, ISO 45001, ISO 50001, ISO 26000, ISO 1400, ISO 2000 and in the process of onboarding ISO 27701) in addition to GSMA and Uptime. Other implemented standards (but not certified) include ISO 3100-Risk Management Guidelines, ISO 37001-Anti-briber Management System, ISO 10002-Customer Satisfaction: Complaint handling, ISO 19011 – Guidelines for auditing Management Systems, ISO 22317 – Guidelines for Business Impact Analysis and in the process of onboarding ISO 50006.

Safaricom partners with professional firms, who offer specialized services in line with agreed terms of reference. This requirement is for identification of a suitable vendor with the capability to specialize in ISO and PAS 99 Integrated Management system implementation and should have relevant experience. Telecommunications Industry experience is an added advantage and will ensure Safaricom makes the most from ISO and multiple management systems.

A summary of the terms of reference for this requirement is summarized below:

SCOPE OF THE ASSIGNMENT

To support ISO programs, and conduct a PAS 99 Assessment and implementation for Safaricom in the following aspects:

- PAS 99 Scoping
- PAS 99 GAP Assessment
- PAS 99 Controls and Process Implementation
- PAS 99 Pre-Certification Assessment
- Maintain PAS 99

1.3. Submission of Responses

The Expression of Interest proposal should be submitted in the below format:

EOI-Pass 99 Integrated Management System Implementation

No	Requirement	Response	Comments & Attachments
1	<p>Bidder shall have Competence and knowledge to implementation and/or integration at least 3 standards based on PAS 99.</p> <p>Bidder should have competence to undertake a pre-assessment on the implemented aspects in line with PAS 99.</p> <p>In case of partnership needed for a successful PAS 99 implementation and compliance assessment, the bidder should ensure compliance to Safaricom rules, regulations, and requirements.</p> <p>Bidder shall attach documents to show competence and other requirements stated.</p>		
2	<p>Bidder company or bidding partner to have carried out similar task in recognized organizations. Experience in telecommunication industry is an added advantage.</p>		
3	<p>Consultants shall be competent and have the capability to Assess Scope and GAP and Support Implementation of PAS 99. The successful vendor should be able to implant at least two resources within Safaricom and allow them to exclusively manage the process for a period of not less than 3 years. Bidder to Indicate the name and title of the person(s) who will have the overall account management responsibility as specified in this RFP.</p>		
4	<p>Bidder should provide a team of at least 2 consultants, with at least one consultant to have proven capability records of management system auditing.</p> <p>At least one consultant should have ICT background.</p> <p>Consultants should be holding Lead Implementer and/or Lead Auditor on at least 3 standards to be used within the integration project. (Refer to standards Safaricom has implemented (refer to 1.2 for guidance).</p>		
5	<p>Bidder to describe customer service and quality control programs in place. Bidders that hold international quality standards certification have an upper hand.</p>		



6	Bidder shall attach comprehensive developed training program/manual, delivery methodology and proposed program for PAS 99 and or standards/programs which are chosen as components of integration project. Bidder shall also mention the training, state the delivery methodology & certification therein.		
7	Bidder to state how often or quickly they introduce new services, training, and best practices that align with PAS 99 Compliance Rules and provide customers with continued PAS 99 Compliance related news and training.		
Note: Please provide any other additional information that Safaricom should be aware of.			

1.4. Next Steps

Evaluation of the Expression of Interest submission

- a. Shortlisting of Vendors
- b. Prequalification of shortlisted Vendors (where applicable)
- c. Issue Request for Proposal tender document

Responses

Vendors are advised to submit their responses via return email by **Noon (East African Time) by Friday 9th December 2022** to Pmokaya@safaricom.co.ke;

NOTE:

- This is not a tender
- Only the suppliers who provide the requested details will be considered for further discussions,
- No prices should be provided with this EOI,
- Safaricom 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