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**EXPRESSION OF INTEREST – SERVICE DELIVERY PLATFORM (SDP) DEVELOPMENT CONSULTANCY
SERVICES**

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Table of Contents

Table of Contents	2
1.0 Introduction	3
2.0 Scope	3
3.0 EOI Requirements	3
4.0 Next Steps.....	4
5.0 Note.....	4

1.0 Introduction

Safaricom PLC is the leading mobile services provider in Kenya and has a steadily growing subscriber base. Safaricom is continuously expanding and upgrading its systems and processes to meet the changing needs of its customers. To meet this objective Safaricom continuously seeks to partner with competent suppliers and service providers on various requirements.

Safaricom intends to build its own Service Delivery Platform (SDP) utilizing its IT competence that has been built over the years to build inhouse technology solutions. As part of building the SDP, the company would like to engage a company with competence in Diameter Application and SDP development to enable them to implement a fully-fledged Safaricom SDP.

2.0 Scope

The SDP Platform offers below services: -

- Product Subscription Management (3rd Parties) – Allows customers to Opt-in/Out-out of premium rate SMS services.
- Bulk SMS Service – Allows partners to terminate Promotional and Transactional messages to customers.
- Carrier Billing (Payment) Service Via Diameter to the CBS – Allows partners to perform airtime billing for content.
- Partner Management – For effective management of third parties onboarded onto the platform.
- On Demand SMS Services – Allows customers to request for SMS content on the fly.e.g, breaking news.
- Header Enrichment

Co-creation Key Requirements

The identified partner would offer consultancy services in building High-Capacity Diameter and SMPP Modules. The co-creation requirements include:

- The partner should be open to co-creating with Safaricom (joint development team between the partner and Safaricom engineers)
- The partner will provide technical leadership and ensure timely project delivery.
- The intellectual property and source code ownership is retained by Safaricom. The partner will be expected to perform peer reviews with the Safaricom systems development team.
- The source code repositories will be hosted by Safaricom.
- The deployment will be done in the Safaricom environment.

3.0 EOI Requirements

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 Negotiation: 1300](#)

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.

<https://egjd.fa.us6.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000002465003>

- b) 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.
- c) For any support on this EOI, kindly send an email to aongayo@safaricom.co.ke.

4.0 Next Steps

- Suppliers that express interest to participate in the provision of the above-mentioned scopes and meet our requirements, shall be prequalified in their area(s) of expertise, subject to the provision of required documentation.
- Suppliers that meet the minimum evaluation and pre-qualification criteria will be considered for further discussion on the tender process.

5.0 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 informing the bidders of the outcome of the process.