SAFARICOM PLC
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EXPRESSION OF INTEREST – NEARBY PAYMENT SOLUTION

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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.

The digital payment landscape is continuously evolving with M-PESA at the forefront with over 30 million monthly active users. Safaricom aims at increasing the utility and user experience when customers make payments on M-PESA to initiate and complete digital payments from manually inputting and completing payment details i.e., till numbers, scanning a QR code or even sharing a payment link. As the number of M-PESA users with smartphones increase we are looking at ways to reduce the customer journey when completing payments and therefore reducing the number of steps taken to compete a transaction.

Safaricom now intends to engage competent and reputable firms that are able to provide nearby payment solutions aimed at improving the payment user experience by reducing the number of steps taken to complete a transaction by both customers and merchants.

2.0 Scope

The selected partner will offer end to end implementation and delivery of a nearby payment solution aimed at improving the M-PESA payment user experience. This will include scoping, design, development, integration, and testing of the various requirements that include but not limited to:

- ✓ Nearby payment solution
- ✓ Mobile SDK
- ✓ Monitoring and reporting
- ✓ Billing
- ✓ Support

Bidders are expected to share detailed response showcasing the firm's capacity and experience in offering a platform with the capabilities detailed in the EOI document.

3.0 Submission of Enquiries and Responses

All enquiries relating to this EOI and the final responses should be addressed to

mmkirimi@safaricom.co.ke , Ramayo@safaricom.co.ke and a copy to bids@Safaricom.co.ke

4.0 EoI Requirements for the bidders

Interested firms must provide below information;

Category	Requirement	Criteria
Company Information	The partner shall share detailed information about the company	At a minimum, the partner should share; ✓ Overall Company profile clearly indicating business focus areas. ✓ Certificate of incorporation/Registration certificate. ✓ Audited financial accounts for the past 2 years.
Overall nearby payment solution	Nearby payments	Demonstrated experience and capability to provide nearby payments using Bluetooth including: ✓ Device paring ✓ MNO integration ✓ End to end payment journey ✓ Architecture
	Hosting	Demonstrated experience and capability to host solution: - ✓ On prem ✓ On cloud
	Channels	Support nearby payment solutions for the following platforms: ✓ Android ✓ iOS ✓ Harmony OS ✓ Windows
	Security	Demonstrated experience and capability to secure: ✓ Channel – e.g., mobile SDK ✓ Backend ✓ Integration with MNO
	PII Data	Demonstrated experience and capability to safeguard personally identifiable information e.g. ✓ Name ✓ Mobile number
	Customization	Demonstrated experience and capability to customize solution offering e.g: ✓ Payment initiating party ✓ Configure solution to work with different transaction types ✓ Radius customizations ✓ Customizations per merchant ✓ Backoffice/portal to configure customizations

Category	Requirement	Criteria
Overall Experience & service integration (Scope: API Integrations, Workflow digitization, Reporting, Dashboard, Notifications,)	Be an existing service integration provider with a technical delivery team experienced in service development, integration and support.	Minimum of 5 years' experience. Demonstration of at least 5 members/staff in the technical development and integration team is desired.
	Experience with ad hoc and customizable reports and reconciliation into third party systems	Partner should provide on demand customizable reporting dashboards and integration to 3rd party reporting systems
	Experience in Platform support an Escalation processes	Demonstrate support and escalation processes for the integration platform.
Integration	Experience in bidding process & contracting	Share a list of at least 5 RFQ, RFI & RFP done in the last 3 years
	Experience in support and change management	Demonstrate laid out procedures followed during incident management, service request management & change management. A change management procedure with the 7R's should be detailed. The SLA should have the support and escalation matrix Partner must show at least 2 projects with detailed support and change management documentation
Support	Access for 1st line support, monitoring, reporting and troubleshooting purposes.	Partner will be required to present summary of the technical solution and demonstrate capability to expose capacity for the solution/service to be monitored, derive basic reports and generate dashboards. Where there are integration queries/failures/exceptions/faults it should be possible to tell cause codes and proactively attend to it through the laid down incident management process. Capability to raise queries and be able to resolve basic requests through portal exposed to him.
Best practice culture	ISO and other certifications in possession	Partner is required to indicate any 3 industry certifications and best practices adopted culture.

Category	Requirement	Criteria
		Partner is required to share any one (1) award or customer recognition in the last FY as an added advantage. Partner may include any other best practice that may be relevant for Safaricom's consideration
Reference customers	Nearby payment bluetooth solution	Reference 3 customer projects/Referrals

5.0 Instructions to Respondents

- The EOI response should not include pricing/commercial proposal.
- All responses should be provided in standard file formats i.e. XLSs, DOC(X) and PDF.
- 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
- Organization and staff experience information to be submitted in the format provided in appendix 1 (Information on staff and organization experience)
- Share accompanying link to demos/documentation on the necessary technical descriptions.

6.0 Next Steps

- Only those partners that meet the minimum requirements will be considered for further discussion on the tender process.

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: List of Key Technical Staff

Name	Current Position	Years of Professional Experience

Table 2: List of Firms Relevant Project Experience

Project Description	Year of Project Delivery	Client	Project Value (Kshs)