



**SAFARICOM PLC  
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**EXPRESSION OF INTEREST – PROVISION OF A SERVICE MANAGEMENT SUITE**

**Document Release Date: 05/10/2023**

**Last Date for Receipt of Proposals: 20/10/2023**

**ACCRONYMS**

ITSM - Information Technology Service Management

CRM – Customer relationship Management

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## 1.0 INTRODUCTION

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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.

The company has a ticketing portal whose current version is out support and legacy. For Safaricom to remain competitive and serve customers better, there is need to implement a cost effective, best in class and modern ITSM solution to manage and deliver quality business services to internal staff, enterprise customers and Safaricom partners.

## 2.0 AIMS AND OBJECTIVES

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This Expression of Interest (EOI) is intended to identify an experienced and reputable service provider who will supply Safaricom PLC conduct with a Service Management Solution.

The supplier will be tasked with solution design and planning, implementation, testing, technical support, and user training.

The interested companies who express interest in providing this system MUST have demonstrable capacity, capability, and experience in designing, installing, customizing, testing, commissioning, supporting & maintaining a dynamic and Service management system. In this regard, the system MUST have the capabilities below.

Requirement ID	Requirement Statement	Must Have/ Good to Have
FR001	Request fulfillment (Service requests management)	Must Have
FR002	Incident management	Must Have
FR003	Problem management	Must Have
FR004	Knowledge management	Must Have

FR005	Change management.	Must Have
FR006	Release management	Must Have
FR007	Service catalogue	Must Have
FR008	SLA/OLA tracking	Must Have
FR009	Configuration Database Management (CMDB)	Must Have
FR010	Asset management	Must Have
FR011	Service modelling	Must Have
FR012	Automatic discovery of Configuration Items	Good to have
FR013	Reporting capabilities	Must Have
FR014	root cause analysis	Must Have
FR015	Access management	Must Have
FR016	Asset discovery and management	Must Have
FR017	Self-service provision by use of chatbot and knowledge base thus eliminating the need to talk to an IT professional to get service desk assistance etc.	Must Have
FR018	Process and workflow design and execution.	Must Have
FR019	Automated workflow platforms, automated chatbot responses, and other time-saving features can be extremely valuable including use of Artificial Intelligence capabilities.	Must Have
FR020	Reporting, Dashboards, and scorecards	Must Have

FR021	Support API integration to other third-party tools, able to expose API's and consume external API's. Ability to consume data as well and expose data using these capabilities.	Must Have
FR022	LDAP integration to ensure users to login using active directory domain accounts. This includes partners/contractors since there is an existing contractor's active directory management.	Must Have
FR023	Dual multifactor authentication support	Must Have
FR024	Provide the ability to split web, application tiers and database tiers, support modern architectures e.g., microservices, containerization etc.	Must Have
FR025	High availability implementation at all tiers and near real time disaster recovery capabilities	Must Have
FR026	Should support opensource software including open-source databases, open-source operating systems and tools. Safaricom should not incur any extra cost from third party proprietary software and licenses	Must have
FR027	Empower users with Mobile app capabilities with support for Andriod, IOS platforms, etc.	Must have
FR028	Multitenancy support for various user groups	Must have
FR029	The solution should be easily customizable to fit Safaricom needs	Must have
FR030	Ability to auto ticket via email and auto assign the ticket to the relevant groups	Must Have
FR031	Ability for the solution to provide simple, Web-based graphical user interface and Mobile app	Must Have
FR032	Auto assignment of tickets to the relevant support groups other than to service desk	Must Have
FR033	Ability to auto create new users onboarded in the company and from partner end and automated administration of existing users	Must Have
FR034	Ability to customize graphical user interface based on companies branding	Must Have
FR035	Ability to provide industry and ITIL best-practice processes, categorization and templates embedded in tool	Must Have
FR036	Ability to log user activities on all system modules i.e., on IT Service Desk, Incident, Problem, Change, Release, Configuration, Service Level, etc..	Must Have

FR037	Ability to send broadcasts messages to the entire organization, selected groups within the organization, and to external users about work in progress, outages, knowledge article updates, etc. ability to view messages that were broadcasted to you from other groups in your organization.	Must Have
FR038	Ability to track Vendor Information, support staff contact numbers and email addresses etc. to enable quick escalation of issues and resolution.	Must Have
FR039	Availability of a Service Catalog functionality in the system and its ability to integrate to other ITIL processes	Must Have
FR040	Administrator console that allows you to build/customize forms and business logic/workflow	Must Have
FR041	Automated service process modeling	Must Have
FR042	Easy-to use, web-based reporting, Flexible ad hoc reporting including capability to extract data and have comprehensive reporting and dashboard capabilities out of the box	Must Have
FR043	A CMDB that integrates with other modules and ability to relate CIs with occurrences through the solution thus showing impact analysis	Must Have
FR044	Supports automated survey to requestor to measure satisfaction of requestor, support teams etc.	Must Have
FR045	Have archive capabilities for past data	Must Have
FR046	Ability to protect sensitive data as per the Data Protection Laws	Must Have
FR047	Ability to comply with Safaricom minimum security baseline requirements that will be provided in a separate document	Must Have
FR048	Should be able to send periodic notification to the assignee and Submitter when a ticket is modified	Must Have
FR049	Your product roadmap	Must have
FR050	Integrate with CRM, fault management systems for auto ticking of faults and customer requests with ability to automatically raise/auto ticket 20,000 tickets per day.	Must have

### 3.0 SUBMISSION OF ENQUIRIES AND RESPONSES

All enquiries relating to this EOI and the final responses should be addressed to;  
[Cokumu1@Safaricom.co.ke](mailto:Cokumu1@Safaricom.co.ke) ; copy to [bids@Safaricom.co.ke](mailto:bids@Safaricom.co.ke) on or before **12/10/2023**.

**4.0 EOI Requirements for the bidders**

	<b>Requirement</b>	<b>Response</b>	<b>Comments &amp; Attachments</b>
1	<p><b>Company profile</b></p> <p>(Provide a brief overview of your company, including its background, organizational structure, key personnel and years of experience in implementing service management systems. Highlight any relevant certifications, industry affiliations or awards that demonstrate your expertise in service management systems. Describe your company's approach to service management, unique strategies or technologies that set you apart. Provide your Certificate of incorporation/Registration certificate and list of your operation locations)</p>		
2	<p><b>Financial Capability</b></p> <p>(Audited Financial statements for the past three years. )</p>		
3	<p><b>Technical Expertise</b></p> <p>(Detail the tools, technologies, and systems that your company uses for service management including any data analytics capabilities. Provide examples of successful service management system implementation projects you have undertaken, including details of strategies and methodologies employed. How does your company stay updated with the latest trends, regulations, and best practices in service management systems? Share the services offered and length of time the company has been in that business. Provide specific details on technical capability and reference projects handled for Microservices or Cloud implementations. Demonstrate your support and response structure for technical support)</p>		
4	<p><b>Legal Compliance</b></p> <p>(Confirm that your company operates in compliance with all applicable laws, regulations and industry standards including data privacy and consumer protection laws. Provide details of any licenses, certifications, or registrations required for operating as a service management provider)</p>		
5	<p><b>Client References</b></p>		

	(Provide at least 3 references from your clients including their contact information along with a brief description of the service management or projects provided to them. Share a list of your implementation partners if any. Provide certified technical teams and demonstrate competency for deployment and support.		
6	<b>Valid Tax compliance certificate</b>		
<b>Note: Please provide any other additional information that Safaricom should be aware of.</b>			

## 5.0 INSTRUCTIONS TO RESPONDENTS

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Below are instructions that responses to this EOI MUST adhere 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

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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 dates are tentative and any changes that deviate from the below will be communicated.

No.	Activity	Approximate Dates
1.	EOI sent out	05/10/2023
2.	EOI receipt	15/10/2023
3.	EOI responses review and evaluation	15/10/2023 to 27/10/2023
7.	Tender Process including Evaluation	6/10/2023 to 30/10/2023
9.	Award and contracting	6/12/2023 to 15/12/2023

## 7.0 NOTE

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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	Years of Professional Experience

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**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