

EXPRESSION OF INTEREST (EOI)

SMS FRAUD MANAGEMENT SOLUTION

Document Release Date:
Closing Date for Receipt of EOI:

12th May 2021
26th May 2021.



1. Introduction and Background

Safaricom is a leading integrated communication services provider in Kenya and has a steadily growing subscriber base of subscribers and enterprise clients. The company is continuously expanding the network and upgrading existing capacities to meet the changing needs of its customers. To meet this objective Safaricom continuously seeks to partner with competent suppliers and service providers for supply of various goods and services.

In line with its commitment to provide high availability of services to both internal and external customers, the company is in the process of engaging in partnerships with organizations to implement a fraud management solution that enables detection and blocking of SMS fraud in near real time.

Safaricom PLC is therefore seeking Expressions of Interest (EOI) from qualified and reputable vendors of an SMS fraud management solution

2. Aims and Objectives

The principle objective of this EOI (Expression of Interest) is for Safaricom to receive information from experienced providers on an SMS fraud management solution. The solution can either be hosted on hardware provided by the vendor at Safaricom premises or virtual environment at Safaricom data center.

The solution should be able to detect and block the following types of frauds among others:

- Illegal use of SMS channels to terminate international traffic through valid on-net or off-net mobile originating SMS, application originating and national inbound routes. This result to messages not being billed at the correct rate.
- SMS Spamming or flooding; This includes unsolicited messages which could serve advertising purposes.
- SMS malware which generate messages which could adversely affect our network and or subscribers.
- International Signalling Fraud where the Global title of the operator or Global title of aggregators is sending fraudulent SMS traffic over SS7 signalling to avoid being billed at the correct international rate.
- National signalling fraud where the national global Title of an operator or global title of national service providers is sending Fraudulent SMS messages over local interconnect to avoid being billed at the correct rate.



3. The EOI Scope

This EOI is intended to identify reputable and qualified suppliers who will be able to deliver on the scope (but is not limited to) below:

Specifically, the solution should be able to;

1. Integrate with Safaricom's existing systems, network elements and firewalls.
2. Detect the above frauds in near real time
3. Block or deter above frauds in near real time
4. Provide detailed reports showing traffic volumes by brand, fraud patterns and be able to forecast future fraud trends.

The full details of the scope of the SMS Fraud Management Solution will be provided in an RFP (Request for Proposal) that will be sent out to bidders shortlisted through this EOI process.

4. EOI Response Requirements

Interested prospective suppliers are requested to submit the following documents as part of their response to this Expression of Interest (EOI):

#	Evaluation Guide
1	Two years audited accounts. Note* This is a mandatory requirement.
	Valid Tax compliance certificate (TCC). Note* This is a mandatory requirement. (TCC for Country your organization is domiciled)
2	Brief company profile detailing business focus areas.
4	List of Countries and/or Clients (5) where the company has provided similar solution(s) with referenced contact details. This should include a brief description of deliverables/project scope. ** Provide the information using the responses format in Table 2 below.
5	Reference letters from at least (5) five clients where the solution is currently actively deployed and working.
6	High level description of your solution and how it meets Safaricom objectives. * This is mandatory
7	Any additional information that supports your capabilities in this scope.



Table 2: Response Format for Requirement 4

The table below outlines the format to be used in responding to requirement 4 in the above table.

Item	Description
Project Name	
Brief description of deliverables/scope	
Country	
Name of Client	
List of Reference Contacts of the client.	
Supporting Documentation {LPO/Contracts etc}	
Additional comments	

5. Submission of Responses

Interested suppliers should submit their responses to this EOI in soft copy addressed to , SNdubi@safaricom.co.ke; Pmwangi1@safaricom.co.ke and copied to PKyengo@safaricom.co.ke no later than 26th May 2021.

6. Next Steps

- Review of submitted Expressions of Interest.
- Prequalification of shortlisted suppliers.
- Issuing of tender to prequalified suppliers.

NOTE TO SUPPLIERS:

- Only the suppliers who meet our minimum requirements will be considered for further discussions.
- Build a detailed response showcasing what firm's capacity and experience in offering SMS fraud management solution.
- Outline any industry best practices and trends that your organization may consider relevant for Safaricom's considerations.
- **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 to informing the bidders of the outcome of the process.
- The receipt of a response shall not bind Safaricom into any contractual agreements with the bidder. Such arrangements shall only come into place once an award is issued and the bidder is successful 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.
- Safaricom and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the documents and information submitted in connection with this application.
- State if you submit this RFI as a joint venture/consortium or any other joint format
- Suppliers who wish to provide **bulk documents** using share drives **MUST** use OneDrive. Documents submitted using public share drives will not be accepted.

Yours faithfully,

FOR: SAFARICOM PLC

Paul Kyengo

Senior Manager – Purchasing

