



**SAFARICOM PLC
P.O. BOX 66827-00800 WESTLANDS
NAIROBI, KENYA
TEL +254 722 000000**

**EXPRESSION OF INTEREST – AUTOMATED DOCUMENT VERIFICATION PLATFORM
PROVIDER**

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ACCRONYMS

USSD- Unstructured Supplementary Service Data

SMS-Short Message service

PCI DSS – Payment Card Industry Data Security Standard

API-Application programming interface

HA-High Availability

MNO- Mobile Network Operator

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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 landscape has evolved with automation of various manual processes and tasks all aimed at creating convenience and better experience for customers seeking to sign up for our products and services. Safaricom has always offered choice with its many offerings and is looking to offer its customers a digital, faster Do-It-Yourself, way of making application for individual and enterprise products and services for instance Lipa Na M-PESA Accounts and receiving instant feedback.

Safaricom now intends to engage the services of competent and reputable firms to provide an API mechanism of document verification aimed at fast tracking online applications processing by minimizing the manual intervention in the process as a way of achieving an end to end process (Robotic Process Automation).

2.0 Background

There is increasing demand from customers for instant and faster digital service provision. In the digital age, automation and Do-It-Yourself are necessary for providing superior user experience to customers. Customers no longer want to process manual product and service applications, physical forms, attachments and waiting for longer to access the services. Customers want digitized, automated simple and intuitive instant service provision.

To drive sustainability and success in the digital technology environment there is need to offer customers simple, digital and faster services with regards to their applications. This will enable both Enterprise and Consumer customers to make applications and receive feedback instantly using the digital channels provided. The landscape currently includes automated workflow for verification of documents and information provided by customers.

3.0 Scope

The selected partners will offer end to end implementation and delivery of third party KYC document verification aimed at simplifying customer application of products and services. This will include scoping, design, development, integration and testing of the various requirements that include but not limited to:

- ✓ Document Verification - Capability of document verification for various business registration documents.
- ✓ Verification APIs - Availability of APIs to be queried taking in variety of inputs and returning a set of results
- ✓ 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.

4.0 Submission of Enquiries and Responses

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

mmkirimi@safaricom.co.ke , lambani@safaricom.co.ke and a copy to bids@Safaricom.co.ke on or before 7th June 2021.

5.0 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; <ul style="list-style-type: none">✓ Overall Company profile clearly indicating business focus areas.✓ Certificate of incorporation/Registration certificate.✓ Audited financial accounts for the past 2 years.
Overall experience and Document Verification Scope	KRA PIN Verification	Demonstrated experience and capability to provide automated API mechanism for verifying: - <ul style="list-style-type: none">✓ KRA PIN Verification for Individual, Company and Company Directors/shareholders KRA PIN.✓ Output should be full name, KRA PIN Number, Document ID and certificate attachment.✓ PIN Status (Active/Suspended)
	Company Certificate of incorporation verification	Demonstrated experience and capability to provide automated API mechanism for verifying: - <ul style="list-style-type: none">✓ Company Certificate of incorporation verification.✓ Output should be certificate of incorporation details and the certificate attachment.
	Company CR 12 certificate verification	Demonstrated experience and capability to provide automated API mechanism for verifying: - <ul style="list-style-type: none">✓ Company CR 12 certificate.✓ Demonstration of document age.✓ Output should be the company details and the certificate attachment
	Business Permits Verification	Demonstrated experience and capability to provide automated API mechanism for verifying: - <ul style="list-style-type: none">✓ Business Permits verification.✓ Output should be the business details and the certificate attachment

Category	Requirement	Criteria
	Certificate of Registration verification	Demonstrated experience and capability to provide automated API mechanism for verifying: - <ul style="list-style-type: none"> ✓ Certificate of Registration ✓ Output should be the certificate of registration and ownership.
	Trade Name Certificate Verification	Demonstrated experience and capability to provide automated API mechanism for verifying: - <ul style="list-style-type: none"> ✓ Business Trade Name Certificate verification. ✓ Output should be the Trade name certificate details and attachment.
	Sacco Societies Regulatory Authority (SASRA) Licensing Verification	Demonstrated experience and capability to provide automated API mechanism for verifying: - <ul style="list-style-type: none"> ✓ SASRA Licensing ✓ Output should be confirmation of licensing.
	NGO Coordination Board Registration verification	Demonstrated experience and capability to provide automated API mechanism for verifying: - <ul style="list-style-type: none"> ✓ NGO Coordination Board registration status. ✓ Output should be confirmation of registration and certificate attachment.
	Co-operative society Certificate of Registration verification.	Demonstrated experience and capability to provide automated API mechanism for verifying: - <ul style="list-style-type: none"> ✓ Co-operative Society Certificate of Registration ✓ Output should be confirmation of licensing/registration.
	Insurance Regulatory Authority (IRA) licensing verification.	Demonstrated experience and capability to provide automated API mechanism for verifying: - <ul style="list-style-type: none"> ✓ Insurance Regulatory Authority (IRA) licensing verification. ✓ Output should be certification attachment.
	Central Bank of Kenya (CBK) licensing verification	Demonstrated experience and capability to provide automated API mechanism for verifying: - <ul style="list-style-type: none"> ✓ CBK licensing verification. ✓ Output should be confirmation of registration ✓ Capability of verifying all licenses issued by CBK including PSP licensing.

Category	Requirement	Criteria
	Trust deed Verification	Demonstrated experience and capability to provide automated API mechanism for verifying: - <ul style="list-style-type: none"> ✓ Trust deed Verification. ✓ Output is the beneficial owners (Names and document IDs).
	Capital Markets Authority (CMA) licensing verification	Demonstrated experience and capability to provide automated API mechanism for verifying: - <ul style="list-style-type: none"> ✓ CMA licensing verification for forex businesses. ✓ Output is the license attachment.
	Ministry of education licensing verification	Demonstrated experience and capability to provide automated API mechanism for verifying: - <ul style="list-style-type: none"> ✓ Ministry of education licensing verification. ✓ Output is the license attachment.
	Partnership deed verification	Demonstrated experience and capability to provide automated API mechanism for verifying: - <ul style="list-style-type: none"> ✓ Partnership deed verification. ✓ Output is the partners and their respective IDs.
Additional Business Verification	Value Added Service - Nature of business verification	Value Added Service of value add service of verifying the nature of business (Name and website checks).
Overall Experience & service integration (Scope: API Integrations, Workflow digitization, Reporting, Dashboard, Notifications, Document ID verification Robotic Process Automation)	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. A support team /call center with at least 5 members of staff is also desired.
	Experience with workflow digitization	Partner is required to provide reference/experience of work flows done with at least 5 customers. This includes customers and services onboarded during submission. Partners should demonstrate the workflow requirements addressed.
	Experience with ad hoc and customizable reports and reconciliation	Partner should provide on demand customizable reports with audit trail capabilities.

Category	Requirement	Criteria
	into third party systems	
	Experience in dashboards and notifications	Partner will be required to demonstrate availability of dashboards with real time notifications and different user management levels. Notifications should be propagated across to all integrated systems
	Experience in Platform Security	Partner should demonstrate integration platform security protocol's as per international standards. <ul style="list-style-type: none"> • Quality Management System (ISO 9001) • Business Continuity Management Systems (ISO 22301) • Information Security Management System (ISO/IEC 27001) • IT Service Management System (ISO/IEC 20000-1)
	Experience in Platform support an Escalation processes	Demonstrate support and escalation processes for the integration platform. A call center with not less than 5 staff is desired.
Integration	Experience in bidding process & contracting	Share a list of at least 5 RFQ, RFI & RFP done in the last 3 years
	Experience in analysis, design and implementation of customer solution	Enlist consideration, procedural activities undertaken in each step of project implementation
	Experience in support and change management	Demonstrate laid our 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
	Experience in: Building secure platforms Securing customer data/privacy	Partner is required to provide at least 2 best laid down practices to each of the mentioned areas.

Category	Requirement	Criteria
	Ensuring HA designs are built in business continuity plans	
Support	Access for 1 st 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 billing queries, it should be independently possible to validate billing and charging queries at first level before further escalation. 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.
		Partner is required to share any 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	SMS integration	Reference 5 customer projects/Referrals
	USSD integration	Reference 5 customer projects/Referrals
	Payment gateway integration & M-PESA	Reference 5 customer projects/Referrals
	Web & Mobile development	Reference 5 customer projects/Referrals

6.0 Instructions to Respondents

- a) The EOI response should not include pricing/commercial proposal.
- b) All responses should be provided in standard file formats i.e. XLSs, DOC(X) and PDF.
- c) 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.
- d) Any costs associated with the preparation and submission of the response to the EOI shall be borne by the vendor.
- e) State if you intend to submit this bid as a joint venture/consortium or any other joint format
- f) Organization and staff experience information to be submitted in the format provided in appendix 1 (Information on staff and organization experience)
- g) Share accompanying link to demos/documentation on the necessary technical descriptions.

7.0 Next Steps

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 may 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 EOI requirements section will be shortlisted following successful evaluation of their offering/solution proposal
- Successful potential partner(s) will be notified accordingly to be a “Safaricom’s Automated Document Verification Platform Provider(s)” and contracted accordingly.

Below is a summary of activities from when the EOI will be sent out to closure/contracting;

No.	Activity
1.	EOI sent out
2.	EOI responses receipt
3.	EOI responses review and evaluation
4	Clarifications and further discussions with partners if required
5.	EOI Presentations and Demo if deemed necessary
6.	Tender Process
7.	Evaluation, Award and Contracting

8.0 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)