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REQUEST FOR INFORMATION (RFI) FOR SELF SERVICE KIOSK

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(Via electronic submission to the email address given)

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1 Introduction

About Safaricom

Safaricom Plc is the leading mobile services and enterprise solutions provider in Kenya and has a steadily growing client 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 collaborate with competent suppliers and service providers for supply of various goods and provision of various services

The purpose of this document is to outline the necessary capabilities and information sought from industry players specialized in Self Service Kiosk.

About the Request for Information

Safaricom Plc is soliciting for information from industry players for a robust Self-Service Kiosk for a telecommunications service provision environment. Information obtained from responses submitted will only be used to improve Safaricom's knowledge of the vendors' capabilities and lay foundation for further engagement in the RFP stage based on the relevant responses submitted. No commercial evaluation of participating vendors will occur, and your participation is not a promise of future business with the company. Responding to this RFI does not preclude the vendor from bidding on any future solicitations. Safaricom Plc appreciates your cooperation and looks forward to a meaningful and productive collaborative market research effort. Safaricom Plc will treat all information received from RFI respondents as confidential.

Accuracy and completeness of response to the RFI

This RFI has been published in order to establish whether your proposal meets our functional and technical requirements thus laying ground to engage further based on your response. Your response will be deemed as a true and accurate reflection of your organization's ability to meet our stated requirements and will thus form part of the basis of our selection on whether to drop or proceed with your company to the next phase of the process. Thus, it's imperative that you provide relevant information as much as possible

No Contract

Save for where it has been specifically stated, no term or provision in neither this RFI nor any response thereto whether in an approved form or otherwise will be construed as creating any contractual relationship between yourself and Safaricom Ltd.

Enquiries

All enquiries regarding the RFI should be sent via email to the same email that **will send the RFI request**. These enquiries must be received before **12:00p.m. on Wednesday 1st July 2020** to allow sufficient response time from our technical team in view of the closing date.

Form of Response to RFI

Your response to this RFI must be submitted via email accompanied with a PDF copy of a cover letter that is signed by two (2) duly authorized representatives of your organization who are competent to provide the requested information on behalf of your organization.

Instruction to respondents

- (i) Analyze the contents in the section 3.0
- (ii) Build a detailed response in response to this RFI.
- (iii) Provide a comprehensive write up on your industry experience.
- (iv) Provide references where you have partnered or provided similar services.
- (v) Outline and recommend industry best practices and trends for Safaricom consideration.
- (vi) Provide a signed letter of introduction and overview of your company.
- (vii) All responses should be provided in electronic format only, i.e. emailed to Charles Okumu of supply chain at Cokumu@Safaricom.co.ke by **Wednesday 8th of July 2020, 5pm EAT**.
- (viii) All technical questions/clarifications related to this RFI should be sent to supply chain through Cokumu@Safaricom.co.ke by **Wednesday, 1st July 2020, 12.00 noon**.
- (ix) Safaricom may specifically request a bidder presentation of their product portfolio offering, relevant to the context of this RFI.
- (x) 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 Request For Proposal (RFP) is issued and the bidder is successful (as evaluated technically and commercially).
- (xi) Any costs associated with the preparation and submission of the response to the RFI shall be borne by the partner.

Compliant/Partially/Not

For each item, the vendor shall respond if:

- Fully Compliant/C
- Partially Compliant/P
- Not Compliant/N.

Where an item is Fully Compliant or Partially Compliant, a detailed explanation is required in the Description section, including a diagram if necessary. If an item is marked "Fully Compliant" without any explanation, it is downgraded to "Partially Compliant" or "Not Compliant".

2.0 Safaricom Self Service Kiosk - RFI

2.1 The Purpose of this RFI

The objective of this document is to highlight the various use cases and technical requirements of the Self Service Kiosk which will guide us in developing a robust RFP to be issued out at a later date

The Self Service Kiosk benefits to Safaricom

- ✓ Provide an additional service channel for Safaricom customers
- ✓ Meet our objective of quicker service Turn Around Time (TAT) at our shops
- ✓ Meet our objective of reduced queues at our shops
- ✓ Expand our presence geographically
- ✓ Improve customer NPS due to ready services 24-7

Objectives: -

1. Our main objectives for the Self-Service kiosks will be to provide customers with the following;
 - ✓ Provide customers with access to Sim card services which are (and not limited to) Sim card purchase, Sim card registration, Sim swaps
 - ✓ Provide customers and agents with the ability to deposit and withdraw cash to/from M-PESA, as well as purchase M-PESA float from the Self-Service Kiosk
 - ✓ Provide customers with a 24/7 outlet to purchase sim cards and devices, and seamlessly pay for them via M-PESA, cash or credit/debit cards
 - ✓ Provide customers with additional services such as (but not limited to) bill payments, bill/M-PESA statements by email, and cheque deposits.
 - ✓ Provide customers with a way to register for and identify themselves through voice, fingerprint, facial recognition in order to access Safaricom services
 - ✓ Provide a customer service touchpoint via Zuri or a virtual Call Centre agent
 - ✓ Provide a customer feedback platform post service.

Current state:

Retail Channel as a whole handles an average of 18,000 customers daily in need of assistance in a wide array of services. The 5 major demand drivers to retail outlets are;

- SIM Card Issues
- M-PESA transactions & Statement requests
- Sales
- Service Activation/Deactivation
- Bill payments

These categories form the bulk of footfall and yet can be delivered outside the Safaricom Retail Channel.

The retail strategy function seeks to modernise the retail touchpoint and give a seamless interactive and intuitive experience to the Safaricom customer, anytime of day or night.

2.2 Self Service Kiosk Use Cases

We envision 24/7 availability to the customer contact points, giving alternatives to the contact center, as well as convenience to the customer based on their availability and what works for them.

The proposition is to have Self Service Kiosks at various locations that will provide Do It Yourself (DIY) services to customers. The solution will provide the following services;

1. Sim Card Services
 - ✓ Sim card purchase
 - ✓ Sim card registration
 - ✓ Sim swaps
2. M-PESA
 - ✓ M-PESA Cash deposits and withdrawals
 - ✓ M-PESA Statements as well as M-PESA float purchase
3. Seamless Payments via M-PESA, cash or credit/debit cards and cheque deposits
 - ✓ Airtime purchase (physical scratch cards)
 - ✓ Direct Airtime top ups
 - ✓ Bill payments
 - ✓ Purchase of sim cards and devices
4. Statements
 - ✓ Itemized bills
 - ✓ M-PESA statements by email
5. Registration
 - ✓ Registration and verification through biometrics, voice, fingerprint, facial recognition or any acceptable form of legal identification in order to access Safaricom services
 - ✓ Sim Card Registration
6. Customer Service touchpoint
 - ✓ Provide a customer service touchpoint via Zuri or a virtual Call Centre agent
7. Connectivity
 - ✓ Able to connect to Safaricom network through both Wifi and LAN (while within our premises)
 - ✓ Able to connect via our 4G/5G network (outside our premises)
8. Integration

- ✓ The solution will be able to integrate to Safaricom's backend platforms to provide the above services through APIs
9. Dashboard and Reports
- ✓ Realtime reports on services rendered, customers and status of the service offered – successful/failed
 - ✓ Detailed reports on customers served, service(s) offered, authentication mode and status, service status, date and time
 - ✓ Ability to extract reports in txt, Microsoft Excel or .csv, PDF formats
10. Monitoring and Logs
- ✓ Monitoring dashboard showing uptime, replenishment levels and performance/response time, etc
 - ✓ System audit logs showing all activity carried out on the self-service kiosk.
 - ✓ System logs showing system performance
 - ✓ Error logs showing software and hardware malfunctions
11. Security
- ✓ Encryption of data stored on the kiosk and during transmission
 - ✓ User access controls and management
 - ✓ Security Audit logs, etc
12. Malfunction/Replenishment detection
- ✓ The solution will be able to detect any paper jams, hardware malfunctions or replenishment levels reached and send notifications by email or SMS to specified team(s)
13. Secure outer casing of the hardware to ensure safety of the cash/sim cards/phones therein, with secure access mechanism for individual users

2.3 High Level customer journeys

Various customer journeys have been developed by Safaricom for the above use cases. These journeys reveal various interaction of users of the system identified as actors and their respective actions in the system during various process functions.

At a high level, a customer visits a Self-Service Kiosk, selects the language of choice (English/Kiswahili) and will enter their mobile number as well as authenticate their identity via biometrics option (fingerprint, facial recognition, voice recognition, Iris ID). After successful authentication the solution will display information that is relevant to the customer such as address the customer by their name, etc and display the service menu where the customer will select their desired service. After the service has been offered and is complete, the customer will require Short Message Service (SMS) confirmation/e-receipt/physical receipt depending on the service requested.

Various services will require various types of input and outputs, however, they will all have the basic journey above.

2.4 RFI Scope of work

The scope of work the solution vendor is expected to cover is as below;

1. Deployment of a complete Self Service Kiosk Solution including hardware, peripherals and software
2. Infrastructure and cabling setup
3. All services selected for the POC and relevant integrations
4. Preventive maintenance and support of deployed POC solution – both hardware and software.
5. Training of both technical support and end users from the regional teams/retail shops

3.0 SELF SERVICE KIOSK REQUIREMENTS FOR RFI

No	Item	Description
HARDWARE		
1	Computer	Kiosk adheres to minimum requirements shared in the last section
2	Exterior casing	Secure outer casing of the hardware
		Secure access mechanism to prevent theft
3	Screen	Should be a touch screen
		Screen size should be between 15" – 21"
4	Biometrics	Should have a camera and be able to identify a human face and carry out facial recognition
		Should have a fingerprint reader and be able to authenticate the same
		Should have a microphone and speaker and which enables authentication via voice biometrics
5	Dispenser and Deposit Mechanism for cash, cheques, sim cards with secure Pin Pad	Ability to dispense cash and retract within a specified time if no action taken
		Ability to receive cash and verify authenticity and provide a receipt (e-receipt or physical)
		Ability to receive a cheque and provide receipt (e-receipt or physical)
		Ability to dispense simcards and provide receipt (e-receipt or physical)
6	Payment mechanism	Ability to receive cash for a payment and verify the amount received
		Ability to receive credit card for a payment and contact the bank for verification. Should be PCI DSS certified

7	Scanning	Is able to scan IDs and passports and store or transmit them securely
		Should be able to do NFC and/or QR code scanning
8	Connectivity	Ability to connect to internal network via Wifi or LAN
		Ability to connect to Safaricom network via 4G
SOFTWARE		
1	Operating System	Windows 10 Enterprise
2	Compatibility	Ability to work with standard hardware
		Ability to integrate to our internal systems
3	IT Security	Encryption of data stored on the kiosk and during transmission
		User access and password management adherence
		Audit logs
4	Cash Validation	Ability to validate cash deposited either for M-PESA or bill payments and credited immediately to the relevant system
5	Payments	Be able to process all transactions securely and within the stipulated timeout period
6	Biometric authentication	Should be able to securely collect biometric data provided and send it to external systems for verification
7	Monitoring Logs	System audit logs showing all activity carried out on the self service kiosk.
		System logs showing system performance
		Error logs showing software and hardware malfunctions
8	Notifications	Notifications to customers based on service (receipts, etc) - SMS
		Notifications on hardware malfunctions and replenishment levels – Email/SMS
REPORTS		
37	Reports	Realtime reports on services rendered, customers and status of the service offered – successful/failed

		Detailed reports on customers served, service(s) offered, authentication mode and status, service status, date and time
		Monitoring dashboard showing uptime, and performance/response time, etc
		Daily reports showing replenishment levels
		Ability to extract reports in txt, Microsoft Excel or .csv, PDF formats
ADDITIONAL REQUIREMENTS		
1	Cloud and Security Architecture	Provide architecture of entire solution
2	Performance	Provide performance indicators for each functionality
3	Backend Server Specifications	Backend server specifications
4	BCP	Business Continuity and Recovery plans for the platform
5	Support	Provide support level structure and channels
5	Licenses	Provide software license details

3.1 Minimum kiosk specifications

HARDWARE	
Item	Requirement
Touch Screen	Interactive Touch Screen, Capacitive 50 Million Touch
Screen size	Between 15" – 21"
Camera	Minimum 5 megapixels (1080p)
Scanner	ID/Passport scanner
NFC	Standard NFC Reader : ISO/IEC 14443
Bar code/QR code scanner	Bar Code/QR code scanner
Cash Dispenser	Cash Dispenser with minimum 3 cassettes holding minimum 25000 notes per dispenser
Sim Card Dispenser	Sim Card dispenser holding minimum 150 sim cards
Cash Deposit machine	Cash Deposit slot, cash verification capability, recycling capability and can hold and recycle a minimum of 20000 notes. Can accept a minimum of 100 notes per transaction.
Bill Payment module & slots	Smart credit/debit card reader with pin pad (PCI certified),

	Cash slot, Cheque deposit slot. Ability to accept minimum 400 cheques.
Receipt Printer	50 – 80mm receipt size, Auto-cutter
Speaker	With double channel and stereo surround amplifier system
Microphone	In built microphone*
Biometrics	Fingerprint scanner : ISO/IEC 19794-8:2006 compliant, Facial Recognition : ISO/IEC 19794-5:2011 compliant, Voice Recognition : ISO/IEC 19794-13:2018 compliant
Processor	Minimum Intel® Core™ i7-7700T Processor (3.8 GHz) or equivalent
Memory	Minimum 12GB
Storage	Minimum 500GB
Language	English, Customizable to include Swahili
Cabinet	Steel cabinet, Car metal paint, Antimagnetic, antistatic, Full steel streamlined cabinet
Color	Allow for company branding
Power supply	110--240V 50Hz/60Hz
UPS	Backup time: 2 hours
Fan	Industrial control is axial flow fan, no noise, circulation cooling
Work environment	Temperature: +5°C~+35°C Humidity: 20% ~ 80%
Port	USB, RJ45 or RJ11, HDMI
Net Weight	120 KG
Interfaces	NFC, Bluetooth® 4.0, Wi-Fi 802.11ac or Wi-Fi 802.11 b/g/n, 4 x USB 3.0, HDMI-in, 4G Modem and/or simcard slot
Warranty	3years
SOFTWARE	
Operating system	Windows 10 Enterprise
Customizable	Ability to integrate to internal systems
Compatible with industry standard hardware	Ability to operate standard hardware and adheres to the respective ISO standards
Security	Adheres to standard security policies (Separation of user roles, secure passwords, use of encryption for transmission and storage of data)
Logging	Ability to provide logs on hardware/network and software activity, as well as customer transactions/activity and transmit them to remote system
Admin & Monitoring	Ability to monitor and administer the kiosk remotely

3.2 SELF SERVICE KIOSK RESPONSES

4.1 General Solutions Requirement

- Please provide a detailed description of the proposed solution (architecture, modularity, communication flows between components, numbers of

components, etc.) supported by a high-level block diagram and highlighting the key features that make the solution superior/unique compared to other competing solutions and clearly state the unique capabilities offered.

- Having shared Safaricom envisaged system architecture, state how your proposed solution will fit and integrate with our architecture.
- Please also provide detailed technical specifications inclusive of itemized Bill of Materials (BoM) of all software and hardware components required.

Provide your response

4.2 Functional Requirements

- Clearly describe in detail the overall capabilities on your Self Service Kiosk engine. These functional requirements have been broken down into the functional broad areas in section 2.
- The vendor is requested to clearly and vividly address these areas in detail on how the system is going to undertake the aforementioned functions.

Provide your response

4.3 Non-functional requirements

Clearly describe in detail the overall technical requirement and capability on your proposed Biometrics system engine. These technical requirements have been broken down into seven functional broad areas and specific information will be essential in this RFI. The vendor is requested to clearly and vividly address these areas in detail on how the system can go about addressing the below technical areas:

1. **ICT Architecture** – We have shared our own environment at 2.2.3
2. **Interoperability** – ability to integrate through various technologies
3. **Data storage** – optimization, sharing and updating and Collaboration
4. **Data migration** – Import export capabilities of the system.
5. **IT Security** – Cybersecurity, Encryption standards, access control, MFA and tokenization etc
6. **BCP** – backup plan, disaster management, connectivity standards.
7. **Universality** – Ability to rollout widely without hiccups
8. **Uniqueness** – The difference between yours and others

9. **Constancy** – the feature does not change significantly in the course of time.
10. **Scalability** – Ability to extend functionality over time in modular fashion.
11. **Collectability** – the feature must be measurable or collectable.
12. **Performance** – The feature that allows quantitative measure on identification accuracy, speed, memory as well as robustness in the face of system related factors.
13. **Acceptability** – of the system in practical application, fake resistance ability and operation within acceptable levels of identification.
14. **Utility rating** – Power usage, Connectivity rates etc.
15. **Customization** – Ability to customize the system functionality and code.

Provide your response

4.4 Scanning

1. Clearly state the scanning mechanisms available
2. Describe each scanning process

Provide your response

4.5 Cash Dispensing and Cash Validation

1. Clearly describe your dispenser mechanism
2. Clearly describe your deposit mechanism for cash and cheques as well as the validation process for cash

Provide your response

4.6 Biometrics Authentication

1. Clearly describe the types of biometrics features offered
2. Clearly describe your biometrics input and authentication process for each type of biometric functionality offered

Provide your response

4.7 Data Confidentiality

Clearly state how your organization handles and stores customer data and compliance to various data protection laws.

Provide your response

4.8 Payment mechanism

1. Indicate the payment methods offered on your device
2. Clearly describe your transaction processing via each payment method listed
3. Clearly state the remedial process in place where transactions are declined.

Provide your response

4.9 Settlement, Dispute Handling and Processing

1. Clearly state your transaction reconciliation process
2. Clearly state your dispute handling process.

Provide your response

4.10 Integration

1. Clearly state if your self service kiosk platform is able to integrate to third party systems, and for which services
2. Clearly state to what levels of modularity your platform support; this is to allow for configuring/implementing additional product features.
3. Clearly state which functionalities are availed through the API
4. Clearly state the messaging formats used for the API integration
5. Clearly state the certifications attained.

Provide your response

4.11 Security

1. Clearly state the authentication and encryption mechanisms supported by your platform, including your portal and API interactions.
2. Describe how passwords are stored and transmitted
3. Clearly state what security policies are supported by your platform. How it handles data at rest, on transit and messaging.
4. Clearly indicate how the system handles audit trail

Provide your response

4.12 User Account Management

1. Clearly state how user access is managed on your platform.
2. Clearly state whether your platform will provide capabilities for system users to be able to perform account management tasks in form of a Do It Yourself.

Provide your response

4.13 Customer Support

1. State how customer queries will be supported and the system available to aid in customer issue resolution. What is the average wait time for your customer service?
2. Clearly state if you have a customer self-service interface (Web and API based).
3. Clearly state what customer management tools are available for operation teams – Customer Service & Back Office Operations.
4. Clearly state whether the platform can integrate with 3rd party customer relationship management system or chatbots. You can advise on 3rd party customer support systems you have integrated with
5. Kindly provide your escalation matrix

Provide your response

4.14 Self Service Kiosk Transactional/Activity Statements

1. Clearly define how you will provide transactional statement history, detailed/summary of all the transactions by date/time ever recorded.
2. Clearly state if users can generate statements based on services provided, by customer, by date

Provide your response

4.15 Risk & Fraud Mitigation

1. Clearly state the risk management process in place.
2. Clearly state how algorithms are implemented.
3. Clearly state how the platform handles transactional patterns.
4. Clearly state how the platform handles access behaviours
5. Clearly state if risk and fraud management parameters are configurable per client.

Provide your response

4.16 Reporting & Analytics

1. Clearly state if your solution is able to provide dashboards for reporting from all modules that it has.
2. Clearly state if your solution is able to integrate to other reporting platforms.
3. Clearly state if your solution is able to allow for predefinition of scripts, jobs and web services for data retrieval, migration and backup.
4. Clearly state if your solution has a large variety of out-of-the-box reports. A list of the reports MUST be provided.
5. The solutions reports must be exportable in at least THREE file formats and must include at least PDF, XML and CSV
6. Reports must be able to be transmitted via direct download from console and via email. Reports shall be able to be auto-sent after the completion of a scan.
7. The solution must provide for customization of reports to allow inclusion/exclusion of some results, removal of unnecessary details, inclusion of custom logo and custom text in headers, titles and footers

Provide your response

4.17 High availability & Disaster Recovery

1. Clearly state how the platform achieves High availability to ensure system reliability in times of system instability in part or as a whole
2. Clearly state the turn-around time taken to fail over in the event the primary site is affected

Provide your response

4.18 System Alarm & Monitoring Capabilities

- Elaborate clearly how system issues are alerted for an action to be taken by the necessary support teams.
- Clearly state which monitoring systems you use and if it's possible to integrate to 3rd party monitoring applications
- Clearly state how configurable the monitoring capabilities are and the ease of setting monitoring rules and threshold on the system
- Does the solution provide a Graphical User Interface (GUI) view for monitoring system performance, capacity and resources utilization

Provide your response

4.19 Service Agreements (SLA)

- Clearly state the maximum capacity of transactions throughput (TPS).
- Clearly state if in event the volumes and transactions increase, what is the regeneration plan to mitigate the new TPS or are new build transaction fees based on the new plan.
- Clearly indicate the escalation matrix

Provide your response

4.20 Business Continuity

1. Clearly describe your Business Continuity Plan (BCP) that is in place.
2. Clearly indicate any disaster management plan and policies.

Provide your response

4.21 ISO Compliance

Clearly state which ISO certifications your organization has attained. You will be required to provide supporting documentation

Provide your response

4.22 IEC JTC Compliance

Clearly state whether your organization is biometrics Security application compliant. You will be required to provide supporting documentation

Provide your response

4.23 Fees and Charges

Clearly state if you charge:

1. Issuing fees
2. Authorization fees
3. Gateway fees
4. Statement fees
5. Chargeback fees
6. Return fees
7. PCI-DSS Compliance fees
8. 3D Secure fees
9. Batch fees
10. Early termination fees
11. International Biometrics fees
12. Implementation fees
13. Non-qualified fees

In addition, on average, how much do those fees add up to in a month?

Provide your response

5.0 Environment

Self Service Kiosk Backend

1. Cloud native application / On premise application
2. Software licenses required and licensing model
3. Support for Peripherals e.g. biometric devices, printers, scanners, PDQs, etc.

Integrations

The RFI should clearly state whether the vendor has flexible architecture to allow for easy integrations to the below.

4. Oracle ERP integration for inventory management, ordering and financials.
5. Siebel CRM integration for customer data service requests, etc.
6. Oracle BI reports
7. Billing platform for voucher activations.
8. MPESA integration
9. Pinless vouchers.
10. High level of security/ roles separation/ granular access matrix
11. Single sign on
12. Multifactor Authentication

6.0 RFI Response Process

6.1 Response Format

The prospective partner shall respond to the requirements outlined above as well as submitting a partnership proposal titled - **Safaricom Self Service Kiosk** RFI in MS Office Word/PDF format that provides response to Safaricom requirements. The document should further provide the following information about the prospective partner.

1. Company corporate information
2. Partner's strategy & level of participation in BID ecosystem.
3. high level cellular based services architecture
4. List of previous Self Service kiosk projects undertaken
5. Possible commercial models in the partnership
6. Statement of key differentiators

6.2 Engagement Process & Rules

1. Safaricom shall use the prospective partner's response in building a robust document that will lead to formal issuance of Request for proposal (RFP). Such engagements may include solution presentation to Safaricom for evaluation.
2. Based on the response submitted in the RFI, Only partners whose products will meet our minimum criteria shall be invited for Request for Proposal
3. In cases where the prospective customer does not have all the sought capabilities thus seek to partner with 3rd party suppliers to complement its proposal, such partners shall be the single point of contact within the contract which shall include management and enforcement of SLAs to 3rd party as well as legal framework to use 3rd party software licenses.