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**EXPRESSION OF INTEREST – PROVISION OF BEST-IN-CLASS REVIEW OF SAFARICOM'S OPEN
SOURCE DEPLOYMENT AND SUPPORT**

Document Release Date: 21st Jul 2022

Last Date for Receipt of Proposals: 29th Jul 2022 15:00PM EAT

ACCRONYMS

EOI	-	Expression of Interest
SLA	-	Service Level Agreement
TCO	-	Total Cost of Ownership

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1.0 INTRODUCTION

Safaricom is a leading Technology and Telecommunications services provider in Kenya and has a steadily growing subscriber base. The company is continuously evolving as we seek to cater for our expanding customer base and roll out innovative products and services. Innovation remains at the heart of what we do, both in the way we deploy technology and the offerings we give to our customers. We have a rich ecosystem of partners whom we work with in setting up the fit for purpose IT stack. We are also increasingly growing our software engineering capacity as we aim to be more agile, innovative and cost optimal.

Growing the proportion of Open-Source technology in our IT Estate is a key initiative that will drive progress in executing our strategy. We are developing an IT ecosystem that will fully support an open-source first mindset in all that we do.

Safaricom PLC is therefore seeking Expressions of Interest (EOI) from experienced and reputable partners with advanced software and system engineering and integration skills to support the journey of adoption of open-source technologies. In the immediate horizon is a focus on migration to open-source alternatives for proprietary databases deployed in the IT environment from mostly Oracle and Microsoft.

2.0 AIMS AND OBJECTIVES

This Expression of Interest (EOI) is intended to identify experienced and reputable service providers who will be invited to help Safaricom PLC conduct a review our proprietary database ecosystem and recommend open source alternatives. Additionally, the selected partner will also assist in migrating the databases to the recommended open source database and offer post deployment support. The expected outcome is to lower TCO and increase agility and flexibility, while maintaining stability of our services. Our partner would work collaboratively with our teams, to undertake the following activities with the projected deliverables below. It is expected that knowledge transfer will happen at each stage of the process.

Activities	Typical High-Level Deliverables
<ul style="list-style-type: none">Analysis of all Oracle and Microsoft databases in the estate to understand their functionality and applications they support	<ol style="list-style-type: none">General best practice advice and how to incorporate it in a plan to meet objectives.Recommended alternatives for each database instanceEstimated license/cost avoidance/reduction.Knowledge management: the vendor will train the Safaricom team working on the infrastructure, applications and the databases.
<ul style="list-style-type: none">Calculate tentative migration effort and time	<ol style="list-style-type: none">Show tentative migration effort and time required.High-level deployment roadmap. Actionable plan

Implementation	
<ul style="list-style-type: none"> Migration support 	
<ul style="list-style-type: none"> Post deployment support 	<ol style="list-style-type: none"> Service Windows: <ul style="list-style-type: none"> Office hours: 8.00 AM – 5.00 PM Monday to Friday EAT Non-office hours: On-call Rota table to be shared on a weekly basis on the available engineers Proactive Support: Daily systems health check, Correction of configuration errors, Critical events check, patching Service review meetings: To be held at least quarterly or on a need basis Service Performance and Reporting: service availability, incidents and requests resolved within SLA, capacity management

Overview of Database Estate

- There are approximately 66 proprietary databases that support different services in the organization.
- Below table captures a few of the databases in each category with their respective capacity.

Database Information

	Domain	Sample databases	DB Vendor	Capacity Estimate
1.	Digital (Mobile and web apps customer channels)	Device manager	Oracle	0.5TB
		egain	Oracle	0.4TB
		Seed	Oracle	0.1TB
2.	BSS (Business support systems)	Financial Services (M-PESA)	Oracle	27TB
		Enterprise Integration (Tibco)	Oracle	18TB
		Contact Centre (Genesys)	Oracle	12TB
		VAS (Value Added Services)	Oracle	1.2TB
3.	Data Management	Warehouse database	Oracle	500TB
		Revenue Assurance	Oracle	96 TB; 81TB
		IFRS (International Financial Reporting Standards)	Oracle	19TB

The interested companies who express interest to this open source review and support MUST have demonstrable capacity and experience in the designing, supplying, installing, testing, commissioning, supporting & maintaining open source solutions especially databases. Therefore, they must demonstrate the following general capabilities.

- 1) Minimum 5 years' experience in design, installation, integration, operation, and maintenance of open source technologies.
- 2) Ability to Review technical and architectural designs, support operations and enhance our open source deployments on premise with alignment to known best practices
- 3) Ability to provide cyber security related review and configuration services on open source deployments.
- 4) Availability of a qualified technical team that can deploy and maintain open source technology.
- 5) Ability to setup centralized and in-depth health monitoring across the deployed databases.
- 6) Ability to Augment support for the open source database operations team.

3.0 SUBMISSION OF ENQUIRIES AND RESPONSES

All enquiries relating to this EOI and the final responses should be addressed to; RAMAYO@Safaricom.co.ke copy to bids@Safaricom.co.ke on or before **29th Jul 2022**

4.0 EOI Requirements for the bidders

Category	Mandatory Requirements	Detailed Information
Company Information	Please share detailed information about your company	<ul style="list-style-type: none"> Overall Company profile clearly indicating business focus areas Certificate of incorporation/Registration certificate A list of branch locations
Technical capability	Please provide details of your company's industry experience that demonstrate your company's depth and breadth of relevant industry experience operations to be provided	<ul style="list-style-type: none"> The services offered and length of time the company has been in that business The departments and operating structure The specific details on technical capability and reference projects handled for open source database migration, deployment or support Demonstration of a support and response structure for technical support

Category	Mandatory Requirements	Detailed Information
Existing partnerships	Please provide details of existing partnerships relevant to the scope of this EOI	<ul style="list-style-type: none"> Provide certified technical teams and demonstrate competency for deployment and support.
Project Plan	Please provide a sample project plan and detailed steps that would be undertaken	<ul style="list-style-type: none"> Sample project plan that would be undertaken, including timelines, expected resources from both sides and the deliverables.
Costing Structure	Please provide details of the proposed cost structure	<ul style="list-style-type: none"> The costing structure considering the deliverables indicated above as well as the payment milestones. The figures are not necessary at this stage.
Vendor request		<ul style="list-style-type: none"> The request/queries from the vendor based on the understanding from the scope detailed herein for each of the deliverables listed above.

5.0 INSTRUCTIONS TO RESPONDENTS

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

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

No.	Activity	Approximate Duration
1.	EOI sent out	21 st Jul 22
2.	EOI responses receipt	1 week
3.	EOI responses review and evaluation	2 weeks
4.	EOI Presentations and Demo (clarifications and further discussions on partnership)	1 week
7.	Tender Process	2 months
9.	Evaluation, Award and Contracting	1 month

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: Please provide a list of your company's Key Technical Staff who will be on this project**

Name	Current Position	Years of Professional Experience

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