SAFARICOM PLC

P.O. BOX 66827-00800

WESTLANDS NAIROBI,

KENYA

EXPRESSION OF INTEREST

CLOUD COMPUTING SERVICES CONSULTING AND EXECUTION SERVICES.

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1. Table of Contents

1. Introduction

Safaricom PLC is a leading telco company in Kenya serving different customer segments anchored on the vision to transform lives. As way to fulfill this vision we seek to grow our product portfolio to include adjacent services to connectivity solutions such as cloud computing and further professional and managed services. This is driven from the market insights where a lot of our customers following the pandemic are shifting to operate their business online. A key gap in this transformation is the knowledge on how to do this and further skillset to execute this shift. Safaricom is today a certified reseller of the AWS, Azure and Google Cloud. While Safaricom has pool of certified technical professionals that can support our Enterprise Customer in this transformation, we seek to embrace partnerships to scale these services with other Enterprises that believe in our vision of transforming lives through transformation of the Kenyan Enterprises.

The purpose of this expression of interest is to look for credible firm(s) that can partner with Safaricom Plc to provide professionals and managed services on AWS, Google and Azure public clouds. These services will be in conjunction with our technology teams where we support our account management teams to consult with our customers for possible solutions to their business problems, provide support in the execution of the strategies drawn as we well as maintain and sustain the change. Some of the solutions that we would like to offer our customers on these clouds are professional services in productivity tools, execution and migration of data, migration of applications , databases and websites just to name a few.

2. Background

Safaricom PLC currently provides business solutions to over 300,000 Large, Micro, Small, and Medium businesses across various enterprise solution categories such as mobile (GSM), internet connectivity, M-PESA payments, communication, online presence, cloud services, cyber security services, Internet of Things (IoT) among others. Our ambition is to continue enabling these businesses to achieve better business outcomes in a digital world using our products and services.

 Having reviewed the market insights, we would like to ensure that our customers are able to make the right decisions in digitizing their operations with regards to operating safely on the cloud. Market Insights also show that there is a gap in knowhow and skillset within these organizations. The Enterprise customer is also lacking in the choice of credible and trustworthy partners to walk the transformation journey with them. Further, many of our Enterprise customers are using multiple clouds to support their various business activities. This has advised our multi-cloud strategy in serving our Enterprise customers.

Following these insights we would like to scale provision of professional and managed services through the use of partnerships with Firms that have the skillsets and accreditation to consult and execute cloud workloads in the top public clouds. This potential partner would work with our team of certified engineers to provide services to our customer base and beyond as we scale the service portfolio and customer base.

3. Scope

This Expression of Interest (EOI) seeks to get experienced and knowledgeable partner(s) that can provide Small office Home office (SoHo), Micro, Small, Medium and Large businesses the consulting and managed services, hence meet the following scope:

Collaborate with Safaricom to craft various business to provide consulting and professional services in the following areas:

3.1. Design and Consultation
Designs based on cloud architecture frameworks including but not limited to:

- Infrastructure as a Service (IaaS)
- Platform as a Service (PaaS)
- Software as a Service (SaaS)

3.2. Migrations
    a. Migration of data across collaboration tools

    b. Migration of data from lower version collaboration tools to higher version.

    c. Migration of data from on-premise collaboration tools setting to the cloud.

    d. Migration of websites from on premise to cloud.

    e. Migration of websites from one cloud to another

    f. Migration of applications from one cloud to another

    g. Migration of application from on prem to the cloud.

    h. Migration of databases from on prem to the cloud. Or one cloud to another.

3.3. Deployment
Deployment of new services for clients based on approved partnership levels including but not limited to:

- Application Development
- Application Integration
- Cloud Business Applications
- Cloud Platform
- Cloud Productivity
- Collaboration and Content

- Data Analytics
- Data Platform
- Datacenter
- DevOps
- Enterprise Mobility Management
- Enterprise Resource Planning
- Messaging
- Project and Portfolio Management
- Security
- Small and Midmarket Cloud Solutions
- Windows and Devices

3.4. Operations and Support

Including but not limited to:

- 24x7x365 Technical Support
- Incident Management & Escalation
- Service Portal
- On-Demand Services
- Monitoring & Alerting
- IaaS & PaaS Management
- Patching & Backups
- Access Management
- Unified Security Management

3.5. Security
- SIEM/SOC Services
- Governance and Enterprise Risk Management
- Audit Management
- Interoperability & Portability
- Security as a service
- Data protection
- Identity & access management
- Network & application Security
- Threat detection & continuous monitoring
- Compliance & data privacy

4. EOI Requirements

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

No.	Company Documents Required
1	Company Profile, list of relevant licenses and certifications. Include details of the company's physical premises and contact details
2	Company organogram, with CVs of key resource personnel.
3	General experience for the firm
4	Audited accounts for the past 2 years
5	List of past projects (not more than 3 years) of similar scope delivered to a telecommunication company or any other organization targeted to small business clients and pricing models (e.g. based on man-day rates/Cost Per service etc) used in these engagements.
6	Verifiable References from organizations that you have created business content for.
7	High Level proposal of the services to be offered, including the services support model, content management framework, local market research and insights strategy
8	Registration with relevant professional bodies to carry out professional business advisory and technical knowledge and support services in Kenya
9	A minimum of 3 years of experience in your area of expertise
10	Accreditation with relevant local and/or international business advisory bodies

5. Instructions to Respondents

- Build a detailed response showcasing your firm's capacity and experience in offering business knowledge and advisory services in the areas described in this EOI document. Use the format on Table 2:" List of firms relevant experience" described below
- Detail any other services that your organization deals with that may be related to the focus of this Expression of Interest (EOI) scope.
- Outline any industry best practices and trends that your firm may consider relevant for Safaricom's EOI scope and considerations.
- The EOI response must not include any pricing/commercial proposal.
- All responses should be provided in standard file formats i.e. PPTs, XLSs, DOC(X), PDF.

- 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.
- Any costs associated with the preparation and submission of the response to the EOI shall be borne by the vendor.
- State if you intend to submit this bid as a joint venture/consortium or any other joint format Information on key staff as concerns their designation and experience should submitted in the format provided in table 1 below. ((List of key technical staff) also use table 3 "Summary CV of key staff" to provide the capabilities of your key staff based on their resume.

6. Expression of Interest (EOI) Process

Organizations that express interest to participate in the provision of the above-mentioned service, and meet our requirements, shall be prequalified for the provision of this service in their area(s) of expertise, and invited to the tender subject to them providing required documentation and demonstrated ability to deliver the partnership competency.

Only those institutions that meet the minimum evaluation and pre-qualification criteria will be considered for further discussion on the tender process.

The formal next process will be as below:

1. Review of submitted Expressions of Interest (EOI).
2. Prequalification of shortlisted suppliers who are not currently in our supplier database.
3. Issuing of Tender to selected prequalified suppliers.

Note to respondents:

- 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
- Only the suppliers who meet our minimum requirements will be considered for further discussions.
- Cost of preparing this document will be borne by the supplier

- 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.

7. Submissions of Enquiries and Responses

Interested prospective partners, should submit their responses to this EOI in soft copy addressed to COkumu1@Safaricom.co.ke no later than Friday 21st of January 2022 at 5:00PM East African Time

8. Appendix

Information on staff and organization experience
Table 1: List of Key Technical Staff

	Staff – Full Names:	Current Designation/Role:	Years of Experience:

Table 2: List of Firms Relevant Project Experience

	Project Description:	Project Milestones Achieved:	Client Served:	Project Value (KES):

Table 3: CV Summary Template for Key Staff

Name of Staff:		
Profession:		
Years of Experience:		
Years with Firm:		
Membership in Professional Societies:		
Key Qualifications:		
Relevant Certifications:		
Employment Record (Firm & Year)		

CV Certification:

I, the undersigned, certify that to the best of my knowledge and belief, that this biodata correctly describe myself, my qualifications and my experience.

Date: _____

Signature of Staff Member   *Day/Month/Year*