SAFARICOM PLC
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EXPRESSION OF INTEREST – PROVISION OF BEST-IN-CLASS CONFERENCING SOLUTION

Document Release Date: 29th Nov 2021

Last Date for Receipt of Proposals: 08th Dec 2021 15:00PM EAT
I.

III.   ACCRONYMS

SLA   -   Service Level Agreement

EOI   -   Expression of Interest

IV.   Table of Contents

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 expanding and upgrading its systems and processes to meet new identified needs of its customers. In line with Covid-19 Dynamics and company policy that supports a digital workspace, the company is seeking a video conferencing solution that will allow collaborative working for staff working in various locations and tools.

The conferencing solution is expected to enable a Digital workforce through simplified management and usability, rally communication and culture that brings remote workers face-to-face with their in-office colleagues, enhance communication reliability that enhances enterprise-class collaboration for improved value and reduced redundancy.

Safaricom PLC is therefore seeking Expressions of Interest (EOI) from experienced and reputable conferencing solution vendor-agnostic providers interested in doing an independent review of our solution on premise with a view to provide improvement propositions.

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 install conferencing solution against "Best-In-Class" practices. The selected partner will not only conduct the Infrastructure Review but also assist in implementing proposed solutions.

The interested companies who express interest to this infrastructure review MUST have demonstrable capacity and experience in the designing, supplying, installing, testing, commissioning, supporting & maintaining conferencing solution, they MUST demonstrate the following general capabilities for boardroom and meeting rooms hardware and software requirement.

2.1 General Capabilities.

1) Minimum 5 years' experience in design, installation, integration, operation, and maintenance of conferencing solution.
2) Ability to Review technical and architectural designs, support operations and enhance our conferencing solution with alignment to known best practices.
3) Ability to provide cyber security related review and configuration services on conferencing solution.
4) Availability of a qualified technical team that can configure and support conferencing solution.
5) Work with the facilities management to ensure the rooms achieve the best conferencing conditions (lighting, acoustics etc.)

6) Ability to support the setup of centralized and in-depth health monitoring across all components.
7) Always ON System accessibility
8) Access via One Touch Interface or Boardroom Guest Access
9) Single Sign On – Account automatic login to applications via Single Sign-on to Corresponding Active Directory Account.
10) Application launch on Main Collaboration Screen or User device
11) Tracking Audio and Video Solution with Background noise Cancellation
12) A unified collaboration tool easy to integrate into daily workflow and allow meeting via audio conferencing, video conferencing, screen sharing and real-time instant messaging.
13) Consolidated online meeting solution with a simple UI that is centrally managed.
14) Ability to share and edit live documents by several users.

2.2 Boardroom hardware

1) Boardroom hardware Full HD Screen (different Sizes)
2) Std Rack mountable and Stand Mountable
3) Inbuilt HD Camera with tracking capabilities.
4) Surround Audio Solution/Microphones
5) Full HD Desktop touch Screen with integrated Camera and Speakers.
6) Wireless screen sharing /Wi-fi Network capabilities
7) Incorporate wall board features with Digital sticky notes and stencils, and handwriting recognition and ability to save the desired work. The infinite canvas should enable teams to brainstorm, organize and restructure - even when physically apart.
8) Markers to allow multiple people to sketch or mark presentations on screen from divers devices.

2.3 Boardroom Software

1) Smart Management software that integrates all hardware devices centrally and Collaboration Apps – Zoom, Cisco, MS Teams, Blue jeans ETC
2) Account automatic login to applications via Single Sign-on to corresponding identity management tools.
3) Cloud-Based hosting.
4) Calendar App with booking Status/integration to address book

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 ; LAMBANI@Safaricom.co.ke copy to bids@Safaricom.co.ke
on or before **08th Nov 2021**

4.0 EOI Requirements for the bidders

Category	Mandatory Requirements	Detailed Information
Company Information	Please share detailed information about your company	• 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	• 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 Microservices or Cloud implementations • Demonstration of a support and response structure for technical support
Existing partnerships	Please provide details of existing partnerships relevant to the scope of this EOI	• Provide manufacturer's authorization or dealer agreement • Provide certified technical teams and demonstrate competency for deployment and support.

5.0 INSTRUCTIONS TO RESPONDENTS

Below are instructions that responses to this EOI MUST adhered 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 dates are tentative and any changes that deviate from the below will be communicated.

No.	Activity	Approximate Dates
1.	EOI sent out	29th Nov 2021
2.	EOI receipt	8th Dec 2021
3.	EOI responses review and evaluation	9th Dec 2021 - 17th Dec 2021
4.	EOI Presentations and Demo (clarifications and further discussions on partnership)	18th Dec 2021 - 19th Dec 2021
7.	Tender Process	Jan 2022
9.	Evaluation, Award and Contracting	Mar 2022

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.

8.0 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