



**SAFARICOM PLC
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**EXPRESSION OF INTEREST – PROVISION OF BEST-IN-CLASS DEPLOYMENT REVIEW (AUDIT) OF
SAFARICOM'S MICROSERVICES INFRASTRUCTURE ON KUBERNETES, OPENSIFT & AWS CLOUD**

Document Release Date: 12th Nov 2021

Last Date for Receipt of Proposals: 19th Nov 2021 15:00PM EAT

ACCRONYMS

- EKS - Elastic Kubernetes Service
- AWS - Amazon Web Services
- SLA - Service Level Agreement
- K8 - Kubernetes Cluster
- EOI - Expression of Interest

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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 expanding and upgrading its systems and processes to meet new identified needs of its customers. For purposes of modernizing its infrastructure, the company has invested in several variations of Microservices technology both on premise and on Public cloud.

Applications deployment as Microservices is becoming an increasingly popular choice for technology solutions deployment. Safaricom offers its developers and partners an option to deploy on-Premise in a native Kubernetes Cluster, on Red Hat OpenShift or on Public Cloud on AWS EKS Cluster. Deployment decisions are architectural in nature and are mostly dependent on proximity to certain services or accessibility by Customers for digital platforms

These Microservices deployments have had an accelerated growth now holding a significant portion of our production Systems. Best effort has been put in place to ensure standardized setup and configurations. We however recognize that with this kind of growth we could have missed out on certain “best-in-class” configurations, deployment standards or even day to day procedures

Safaricom PLC is therefore seeking Expressions of Interest (EOI) from experienced and reputable microservices technology vendor-agnostic providers interested in doing an independent review of our microservices deployment on premise and public cloud with a view to provide improvement propositions on Architecture, Monitoring, Health Checks and Logging, Developer Deployment standards, Storage Management, Backups, High Availability & BCP configurations.

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 Microservices Infrastructure review against “Best-In-Class” practices. The selected partner will not only conduct the Infrastructure Review but also assist in implementing proposed solutions with an option to insource some of its staff for a minimum period of 6 months during the implementation phase.

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 microservices infrastructure systems on native Kubernetes, AWS EKS, Red Hat OpenShift and or VMware Tanzu. In this regard, they MUST demonstrate the following general capabilities.

- 1) Minimum 5 years' experience in design, installation, integration, operation, and maintenance of container, microservice infrastructure services.

- 2) Demonstrable experience in configuring container infrastructure systems compute and storage systems both cloud-based and on-premise.
- 3) Ability to Review technical and architectural designs, support operations and enhance our container orchestration deployments on both Private and public clouds with alignment to known best practices
- 4) Ability to provide cyber security related review and configuration services on microservices infrastructure.
- 5) Availability of a qualified technical team that can configure the microservices & container infrastructure environment ground up if necessary.
- 6) Ability to support the setup of centralized and in-depth health monitoring across all microservice infrastructure environments
- 7) Ability to Augment support for the container operations team by deploying insource resources for a period of 6 months

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 **19th Nov 2021**

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 Microservices or Cloud implementations • 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 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 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 dates are tentative and any changes that deviate from the below will be communicated.

No.	Activity	Approximate Dates
1.	EOI sent out	12 th Nov 2021
2.	EOI receipt	19 th Nov 2021
3.	EOI responses review and evaluation	06 th Dec 2021
4.	EOI Presentations and Demo (clarifications and further discussions on partnership)	13 th Dec 2021
7.	Tender Process	10 th Jan 2022
9.	Evaluation, Award and Contracting	08 th 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.

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