



**SAFARICOM LIMITED
P.O. BOX 66827-00800
WESTLANDS
NAIROBI, KENYA
TEL +254 722 000000
FAX +254 722 00 4202**

EXPRESSION OF INTEREST – Enterprise Services provider

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Table of Contents

Table of Contents	2
1.0 Introduction	3
2.0 Scope.....	3
3.0 EOI requirement for the bidders	3
4.0 Instructions to Respondents	4
5.0 Next Steps.....	4
6.0 Responses.....	4
7.0 Note.....	4

1.0 Introduction

Safaricom PLC is the leading mobile services provider in Kenya and has a steadily growing subscriber 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 partner with competent suppliers and service providers on various requirements.

Safaricom PLC now intends to engage the services of competent and reputable firms to provide Enterprise connectivity services in Survey, Installation, Integration, Maintenance, Support and Recovery for purposes of seamless delivery and support of enterprise solutions at customer premises.

2.0 Scope

The selected firms will offer end to end Sale, Survey, Design, Installation, Integration, Maintenance, Support and Recovery and Documenting of Enterprise Connectivity Services at customer premises. These services include but are not limited to:

- Fiber services
- Wireless solutions (Microwave, WIFI, LTE,5G)
- Managed Security
- SDWAN
- Enterprise IOT services
- Enterprise voice solutions (E1, SIP, etc)
- Managed NOC services

3.0 EOI Requirements for the bidders

Interested firms must provide information to show their suitability for the roles including:

	Requirement	Comments & Attachments
3.1	Legal company registration in Kenya (Show Stopper)	
3.2	Registration with relevant regulatory bodies Kenya e.g. ERC, NCA, CA, ERB	
3.3	A minimum of 3 years of experience in offering Enterprise Connectivity Services with reputable organization.	
3.4	Accreditation with relevant international bodies PMP, PRINCE 2, PRINCE 2 AGILE, ISO	
3.5	Accreditation with OEMs e.g. Cisco, Fortinet, AWS, Azure, Huawei, Checkpoint, Sophos, Imperva, ARBOR, Rad, Radwin,Nokia,Ericksson.	
3.6	General experience for the firm (Value of projects undertaken in the last 3 years)	
3.7	Telecom and Enterprise services experience for the firm	
3.8	Experience of the core team and Valid practicing license of key staff	
3.9	Tools and other institutional capacity to deliver on Services	
4.0	Details of the Bidder's physical premises within Kenya and contact details	

4.1	Three years audited accounts.	
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4.0 Instructions to Respondents

- 4.1 Build a detailed response showcasing the firm's capacity and experience in offering Enterprise Connectivity Services in the fields described in this EOI document.
- 4.2 Detail any other services that your organization deals with that may be related to Installation, Integration, Maintenance, Support and Recovery of Enterprise Connectivity Services at customer premises.
- 4.3 Outline any industry best practices and trends that your organization may consider relevant for Safaricom's considerations.
- 4.4 The EOI response must not include any pricing/commercial proposal.
- 4.5 All responses should be provided in standard file formats i.e. XLSs, DOC(X) and PDF.
- 4.6 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.
- 4.7 Any costs associated with the preparation and submission of the response to the EOI shall be borne by the vendor.
- 4.8 State if you intend to submit this bid as a joint venture/consortium or any other joint format
- 4.9 Experience and staff information to be submitted in the format provided in appendix 1 (Information on staff and organization experience)

5.0 Next Steps

- 5.1 Institutions 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, subject to the provision of required documentation and demonstrated ability to deliver the trainings.
- 5.2 Only those institutions that meet the minimum evaluation and pre-qualification criteria will be considered for further discussion on the tender process.

6.0 Responses

All responses should be provided in electronic format only i.e. emailed to hongira@safaricom.co.ke and lgachuhi@safaricom.co.ke

7.0 Note

Safaricom Limited 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: List of Key Technical Staff

Name	Current Position	Years of Professional Experience

Table 2: List of Firms Relevant Project Experience

Project Description	Year of Project Delivery	Client	Project Value (Kshs)

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)		

Certification:

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

Date: _____

Signature of Staff Member

Day/Month/Year