



**SAFARICOM PLC  
P.O. BOX 66827-00800 WESTLANDS  
NAIROBI, KENYA  
TEL +254 722 000000**

**EXPRESSION OF INTEREST – Technology Partner to Sell, Co-create and Value Addition for IOT &  
ICT Services**

**Document Release Date: 15<sup>th</sup> May 2023**

**Last Date for Receipt of Proposals: 29<sup>th</sup> May 2023**

## Acronyms

IoT – Internet of Things

ICT – Information Communication Technology

### Includes:

<b>Managed Security &amp; Services</b>	<b>Cloud &amp; Collocation</b>	<b>Digital Capabilities</b>	<b>IOT</b>
Vulnerability Assessment	Virtual Data Center	Bespoke Solutions	Telematics
Penetration Testing	Cloud Storage as a Service	USSD+ Custom Integration	Smart Meter
Architecture Audit	Domains	Bulk SMS+ Custom Integration	Cold Chain
Compliance Audit	Shared Hosting	Transactional SMS + Custom Integration	Smart Factory
Awareness Training	Backup as a Service (BaaS)	Custom Software development	
Anti- Ddos	Disaster Recovery as a Service (DRaaS)	Digital Product Design	
Hosted UTM	Bespoke solution (Description to be made mandatory)	DevOps	
SDWAN	Google Workspace	IT advisory/consulting	
Firewall Solutions	Microsoft 365	IT Systems Sourcing & Selection	
Managed WAF	Cloud Migrations	IT Strategy development	
Email Security Solutions	Cloud Optimization/ Configuration	Quality Assurance	
Mobile Security Solutions	Cloud Trainings	IT Project Management	
Endpoint Security Solutions/ EDR			
WAF Solutions			
SOC Services			
SOC Advisory Services			
Business Surveillance			
Turnkey Deployments/ Solutions			

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## **1.0 Introduction**

Safaricom Business aims to be an insights-led technology solutions organization and the leading Technology solutions provider in Kenya through the creation of relevant solutions (for Large Enterprises, Public Sector Enterprises and Medium Enterprises) to enable and transform businesses. To scale and accelerate the acquisition for IOT and ICT offerings, Safaricom Enterprise would like to partner with Technology Firms with similar ambitions leveraging on the power of collaboration & partnership to enhance scope, skills and reach.

## **2.0 Background**

Safaricom shall engage selected partners to;

- ✓ Co – create bespoke Technology Solutions with Safaricom PLC
- ✓ Layer +1/+2 ICT Solutions on existing customer base to offer more value.
- ✓ Value addition on Safaricom’s ICT Offerings and Resell

to various Enterprise Customer Segments i.e. Large Enterprises, Public Sector Enterprises and Medium Enterprises.

## **3.0 Scope**

The scope of this Eol will include;

- Value added re-sell
- Co-create
- Install
- Off the shelf sale
- Integrate
- Support first line

## **4.0 Requirements for the bidders**

Interested firms are requested to submit the following documentation as part of their response to this Expression of Interest (EOI):

Category	Requirement	Criteria
Company Information	Company details	<ul style="list-style-type: none"> <li>i. Overall Company profile clearly indicating business focus areas.</li> <li>ii. Certificate of Incorporation</li> <li>iii. Tax Compliance.</li> <li>iv. Address of the physical premises and contact details.</li> <li>v. CR 12 (not more than 3 months old)</li> <li>vi. Business Permit</li> <li>vii. PIN</li> <li>viii. NHIF</li> <li>ix. NSSF Certificates</li> </ul>
Financials	Financial Statements	Audited financial statements for the last two (2) years.
Accreditations	Partnership accreditations & Relevant authorities	<p>Accurate and verifiable information on ICT (Cloud, Security, IOT &amp; Digital Capabilities).</p> <p><b>i) The Information and Communication Technology (ICT) Authority</b></p> <ul style="list-style-type: none"> <li>1. End User Computing Devices</li> <li>2. ICT Networks</li> <li>3. Data Centre</li> <li>4. Systems and Applications</li> <li>5. Information Security</li> <li>6. Electronic Record Management</li> <li>7. ICT Consultancy</li> <li>8. Cloud computing</li> <li>9. ICT human capacity development</li> </ul> <p><i>Will be an added advantage.</i></p> <p><b>ii) National Construction Authority certification</b> (Registered with practicing Licenses) (... ,4,5,6,7, and 8) (<i>optional</i>)</p>

Category	Requirement	Criteria
		iii) <b>Structured Cabling</b> – Alcatel, Simon certifications iv) <b>PABX/ Unified Communication</b> – Panasonic Systems, Siemen, Cisco, or equivalent certifications ( <i>Added Advantage</i> )
Overall firms' experience	Experience and staff	i. Demonstrate firm's capacity and experience in ICT. ii. List of clients whom the company has provided similar solution(s) with reference contact details. This should include a brief description of deliverables/project scope and reference letters (where possible) from the clients served in the past to be captured in Table 1 in the appendix section. iii. Details of staff experience appear in the appendix section.
Best practice culture	ISO and other certifications in possession	i. Indicate any industry best practices adopted by your organization for Security, Quality Management, ICT ii. Outline any industry best practices and trends that your organization may consider relevant for Safaricom's considerations.
Regulatory Requirements	Valid Licenses by Communication Authority ( <i>the</i>	1. Network facilities Provider Tier Two (2) 2. Network facilities Provider Tier Two (3)

Category	Requirement	Criteria
	<p><i>one fit for the purpose by the Tech. Firm)</i></p>	<ol style="list-style-type: none"> <li>3. Content Service Providers</li> <li>4. Electronic Certification Service Providers</li> <li>5. Business Process Outsourcing</li> <li>6. Telecommunications Contractor</li> <li>7. Telecommunications Technical Personnel</li> <li>8. Telecommunication Equipment Vendors</li> <li>9. Dot KE sub-domain name registrar Services Provider</li> </ol>
<p>General Technical Requirements</p>	<p>For Government engagement only (technical expertise, government-specific knowledge, and a collaborative approach)</p>	<ul style="list-style-type: none"> <li>• Expertise in government technology: Government technology/solutions are often complex and specialized, so the proposed tech companies to work with government agencies must have expertise in the identified area. They must understand the unique needs of government agencies and have experience working with government-specific software, hardware, and systems.</li> <li>• Experience with government procurement- Government procurement is a complex process that requires a deep understanding of government regulations and procedures. Proposed Tech companies that we propose to work with must have experience with</li> </ul>

Category	Requirement	Criteria
		<p>government procurement and be able to navigate the complex rules and regulations involved.</p> <ul style="list-style-type: none"> <li>• Government agencies want to work with tech companies that have a strong track record of success. Hence must be able to demonstrate their ability to deliver high-quality solutions that meet the needs of government agencies.</li> <li>• Proposed Tech companies must be willing to collaborate closely with their clients' procuring entities. <ul style="list-style-type: none"> <li>a. Technical Personal Competencies – <i>Will Depend on the areas of interest – PM, Cisco, security, cloud certifications.</i></li> <li>b. Provide Similar projects undertaken with evidential documentation.</li> <li>c. Must have a Risk and Governance structure.</li> <li>d. E-waste management policy</li> <li>e. Security and compliance: Government agencies deal with sensitive data, and they need to ensure that their information is protected. Tech companies must have robust security protocols in place to</li> </ul> </li> </ul>



Category	Requirement	Criteria
		ensure that their systems are secure and compliant with government regulations.

**5.0 Instructions to Respondents**

- a) This is not a tender.
- b) Build a detailed response showcasing your firm’s capacity and experience in partnering with Safaricom to offer technology solutions as described in this Expression of Interest (EOI) document.
- c) The EOI response should not include pricing/commercial proposal.
- d) All responses should be provided in standard file formats i.e., XLSs, DOC(X) and PDF and should be shared in One Drive. The e-mails to be allowed access to One Drive are [BOdhiambo1@Safaricom.co.ke](mailto:BOdhiambo1@Safaricom.co.ke) and [AJOchieng@Safaricom.co.ke](mailto:AJOchieng@Safaricom.co.ke).
- e) 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.
- f) Any costs associated with the preparation and submission of the response to the EOI shall be borne by the partner.
- g) State if you intend to submit this Eoi as a joint venture/consortium or any other joint format.
- h) Share accompanying link to demos/documentation on the necessary technical descriptions.

**6.0 Next Steps**

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 requirement.

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 partners who are not currently in our supplier database.

3. Issuing of Tender to selected prequalified suppliers.

#### **7.0 Submission of Enquiries and Responses**

All enquiries relating to this EOI and the final responses should be addressed to [BOdhiambo1@Safaricom.co.ke](mailto:BOdhiambo1@Safaricom.co.ke), and a copy to [AJOchieng@Safaricom.co.ke](mailto:AJOchieng@Safaricom.co.ke) on or before **29<sup>th</sup> May 2023 at 1700Hrs (EAT)**.

**Appendix 1: Information on staff and organization experience**

**Table 1: List of Firms Relevant Project Experience**

<b>Project Description</b>	<b>Year of Project Delivery</b>	<b>Country</b>	<b>Client</b>	<b>Project Value (Kshs)</b>	<b>Project description include number of Access Points supplied, software capabilities and all other relevant information</b>

**CV of Solution Architects/Technical Sales Team**

**Qualifications**

- Degree in Electrical Engineering/Computer Science/Information Technology/Telecommunications
- Must have Network Connectivity Certifications on professional level i.e., CCIP, CCNP, CCVP, CCSP HCNP, HCIP, CWNP and above.
- Certifications in Microsoft Windows and Linux/Unix Operating Systems
- Strong understanding of emerging digital technologies: SDWAN, IoT, Managed Security Services (Cisco ASA/Fortinet/Cyberoam/SOPHOS), AWS, Microsoft Azure, VMware, IoT,
- Certifications in IOT - Telematics, RPA. Certifications and practical hands-on experience on the same are an added advantage.
- Certifications in ICT, Security appliances OEM e.g., Fortinet, Juniper, Palo Alto, Sophos
- Basic knowledge in Python, Java, Kubernetes. Certification on the same is an added advantage.
- Strong knowledge of microwave and fiber transmission and access technologies i.e., TDM, SDH plus experience with vendors like Rad

- Certifications in the use and administration of security tools e.g., Firewalls/IDS/Content Filters/Antivirus/Ethical Hacking tools
- Knowledge of data networking and networking protocols in reference to the WAN and LAN environments
- Certifications in virtualization technologies: VMware, HyperV, Open Stack
- Cloud Certifications like AWS, MS Azure, VWARE
- Minimum 3 years' Experience in a busy ISP/Telco in managing large IP & Transport networks.

### **Skills and Experience**

- Experience in Cyber Security Systems – e.g., Firewalls, IDS/IPS, VPN, Content Filters, Security Hacking tools, Antivirus, Encryption etc...
- Experience in IT Networks and Systems Administration e.g., Cisco, Huawei, Windows, Linux, Unix etc...
- Working knowledge of web technologies e.g., cPanel, ModSecurity, Apache, PHP, Joomla, Wordpress and ASP
- Working knowledge of databases e.g., Oracle, MSSQL, MySQL, Postgress SQL
- Working knowledge of Virtualization Technologies e.g., VmWare, HyperV, Open Stack
- Working knowledge and experience in DevOps and Microservices technologies i.e., Docker, Kubernetes, Jenkins, Gitlab/Github etc...
- Working knowledge of Mobile and GSM technologies e.g., Android, IOS, 2G, 3G, LTE, USSD, SS7 etc...
- Working knowledge of encryption technologies e.g., PKI, HSM, PGP
- Excellent project management skills and proven task execution (getting things done).
- Very analytical and logical thinking
- Customer focused.