Request for Information

IOT Devices, Solution Execution and Consulting Services

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1. Introduction

Safaricom PLC is a leading telco company in Kenya serving different customer segments anchored on the vision to transform lives. As a way to fulfill this vision we seek to grow our product portfolio to include adjacent services to connectivity solutions such as Internet of things propositions and further professional and managed services. This is driven from the market insights where IOT play in the business process, automation is becoming key in Telematics, Cold-Chain, Smart Utility, Smart Factory, Smart-XXXX. A key gap in this transformation is the knowledge on how to deliver and support these new IOT solutions to meet the Enterprise Business outcomes. While Safaricom has a 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 Request for Information is to look for credible firm(s) that can partner with Safaricom Plc to provide professionals and managed services in IOT full stack opportunities and Sim connectivity management services. These services will be in delivered in conjunction with our technology and account management teams. Account management teams consult for end 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.

Scope

This Request for Information (RFI) seeks to get experienced and knowledgeable partner(s) that can provide IOT consulting services, platforms, deployment and support services. Some of the solutions that we would like to offer our customers on IOT are

1.1. IOT Design

Designs based on-prem infrastructure and or Cloud architecture frameworks including but not limited to:

- Tech stack selection
- Architecture design,
  - ◆ Well Architecture Framework
  - ◆ Platform as a Service (PaaS)
  - ◆ Software Application as a Service (SaaS)
  - ◆ Infrastructure as Service
  - ◆ Edge Computing
  - ◆ Public or Private API integration to and or from 3rd party platforms

1.2. Development

- IoT application development
- API deployment
- Hardware prototyping and design
- Sensor Integration
- Embedded and firmware systems
- Cross-platform and native mobile apps
- Data collection, ingestion, processing & analysis, storage and visualization
- 3rd-party integration
- IoT Device / Sensor gateway
- OEM Device Manufacturers
- Network Connectivity

1.3. Deployment

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

- Application Integration
- Data Platform
- Data Analytic
- Provisioning platforms
- Workforce management
- Project management and documentation
- Plug and play capabilities/zero-touch deployment
- Bulk provisioning
- SIM connectivity management

- Roaming
- Devices/ Sensor Management (Supply, installation and Support)
- Messaging (Emails, SMS and WhatsApp)
- DevOps
- Project and Portfolio Management
- Device firmware updates

1.4. Operations and Support
Including but not limited to:

- 24x7x365 Managed Technical Support
- Incident Management & Escalation
- Service Portal Management
- Preventive maintenance
- Operational excellence
- Device management tools
- Diagnostics and notifications
- Self-service
- Service-assurance tools
- Training and knowledge transfer
- On-Demand Services
- Monitoring & Alerting
- Patching & Backups
- Access Management
- Unified Security Management

1.5. IOT data visualization and Analytics
Including but not limited to:

- Data collection, ingestion, processing & analysis, storage and visualization
- Leverage Machine learning and AI
- Predictive and descriptive analytics (Prescriptive analysis)
- Data governance, security, and privacy
- Streaming analytics
- Time-series analytics
- Spatial analytics
- Data insights
- Business intelligence
- Real-time, interactive graphs and charts
- Interactive maps
- Multisource dashboards
- Cross filtering

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

2. Devices.

- Supply of devices
- Integration of the devices to IOT platforms
- Device drivers'/software development
- Device Installation
- Support and warranty of the devices
- Device security
- Local partners/distributorship for devices
- Device specification

3. Key components of the offering

3.1. SIM management

3.2. Platforms and systems

3.3. Supply chain management

3.4. Field and survey operations management

3.5. Meter data management

3.6. IOT operations center

4. Financing

Partners looking at finance IOT projects in different industries. The models of such partnerships will be further discussed on a win partnership between Safaricom and the financier, client and financier or a tripartite agreement between Safaricom, financier and customer.

5. RFI Requirements

Interested prospective suppliers are requested to submit the following documents
as part of their response to this Request for Information (RFI):

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

6. 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 RFI 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 Request for Information (RFI) scope.

- Outline any industry best practices and trends that your firm may consider relevant for Safaricom's RFI scope and considerations.

- The RFI 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 RFI 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.

7. Request for Information (RFI) Process

Organizations that express interest to participate in the provision of the above-mentioned service, and meet our requirements, shall be ore-qualified 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 Request for Information (RFI).
2. Pre-qualification of shortlisted suppliers who are not currently in our supplier database.
3. Issuing of Tender to selected pre-qualified 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 RFI. 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.

8. Submissions of Enquiries and Responses

Interested prospective partners, should submit their queries not later than 8th of April 2022 5PM East African Tine and responses to in soft copy no later than Wednesday the 15th of April 2022 at 5:00PM East African Time. All correspondence to be addressed to COkumu1@Safaricom.co.ke

9. 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