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**EXPRESSION OF INTEREST FOR SUPPLY, SUPPORT AND MAINTENANCE OF A CLOUD MANAGEMENT
PLATFORM**

Document Release Date: 10th April 2025

Last Date for Receipt of Proposals: 18th April 2025

ACCRONYMS

CMP – Cloud Management Platform

EOI- Expression of Interest

E2E – End to end

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1.0 Introduction

Safaricom Business strives to be a technology-driven, insights-led company that enhances supply chain efficiency through strategic platform integration and ecosystem partnerships. By leveraging advanced contracting mechanisms, it enables seamless collaboration, real-time data accuracy, and process optimization across diverse partners and their systems.

This Expression of Interest (EOI) is intended to lead to the identification of suppliers that can demonstrate having a cloud management platform that will enable seamless integration of on-premises, private, and public cloud environments. The objective is to establish **a unified cloud platform** that enhances automation, scalability, and security while ensuring cost efficiency.

Currently, we operate diverse virtualized environments utilizing VMware, Red Hat OpenShift, Huawei OpenStack, and KVM. These infrastructures support various workloads, including general IT, Telco Network Function Virtualization (NFV), cloud-native applications, big data, and AI. Additionally, workloads exist across AWS, OCI, and GCP. The goal is to consolidate these environments into a single hybrid cloud platform (unified cloud) that abstracts underlying infrastructure, optimizes resource utilization, multi-tenancy, and enables seamless workload migration across on-prem and public clouds.

2.0 Scope

The general scope for provision of a cloud management platform shall include but shall not be limited to:

- **Assessment & Planning:** Understanding our existing cloud/infrastructure landscape and defining the transition strategy.
- **Solution Design & Architecture:** Designing a hybrid cloud architecture that supports **multi-cloud integration and automation**.
- **Implementation & Integration:** Deploying the cloud management platform, integrating with **existing infrastructure and public cloud providers**.
- **Automation & Orchestration:** Leveraging Terraform, Ansible, or equivalent tools for **Infrastructure-as-Code (IaC)**.
- **Security & Compliance:** Implementing **role-based access control (RBAC), encryption, auditing, and compliance frameworks**.
- **Training & Knowledge Transfer:** Ensuring our engineering teams are fully equipped to manage and support the platform.

Bidders are expected to share detailed responses showcasing the firm's capacity and experience in offering Contract management system with the capabilities detailed in the EOI document.

3.0 Submission of Enquiries and Responses

All enquiries relating to this EOI, and the final responses should be addressed to

pmokaya@safaricom.co.ke

The deadline for submission of responses is **18th April 20225, 17:00PM, EAT**

4.0 Requirements for the bidders

Interested firms must provide below information.

| Category | Requirement | Criteria | Weight (%) |
|---------------------------|--|---|------------|
| Company Information | Supplier Information | The supplier should provide the following information. 1. Overall, Company profile clearly indicating business focus areas. 2. Certificate of incorporation/Registration certificate. 3. Audited financial accounts for the past 2 years. | 3% |
| | Industry Certifications | The supplier shall demonstrate having obtained the following certifications: 1. ISO 9001 certified. The supplier should provide additional information about other relevant certifications obtained. | 3% |
| Cloud Management Platform | Proven expertise in multi-cloud and hybrid cloud environments. | Evidence of prior deployments in hybrid and multi-cloud setups (AWS, Azure, GCP, Private Cloud). | 10% |
| | Detailed architecture | Provide a detailed architecture of the proposed solution, stating whether it's an on-prem or SaaS deployment. | 10% |
| | Experience with KVM, XCP-ng, VMware, OpenStack, OpenShift, AWS, GCP, and OCI. | Demonstrated technical knowledge and implementation experience with listed platforms. | 10% |
| | Ability to Select various compute types, i.e. Physical Compute Mappings to Labels | Use of Labels, Tags to identify various Instance /compute types - Example, comp-ai1 should be a compute instance deployed on an AI Compute cluster | 10% |
| | Ability to provide end-to-end automation and orchestration. | Use of Terraform, Ansible, Helm , or similar tools for Infrastructure as Code (IaC). | 10% |

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| | Strong security capabilities, including zero-trust architectures and compliance frameworks. | Compliance with ISO 27001, SOC 2, NIST, GDPR , and ability to implement RBAC, IAM, encryption. | 5% |
| | A track record of successful large-scale cloud transformations. | Case studies, references, and proof of successful large-scale implementations. | 10% |
| | Training, support and SLA | Ability to provide training, Share detailed architecture and Service Level Agreement (SLA) | 5% |
| | Integration with SDN (Software-Defined Networking). | Capability to integrate with Cisco ACI, VMware NSX, Open vSwitch for SDN-based automation. | 5% |
| | Multi-Tenancy & Virtual Data Center Support. | Support for logical segmentation of customers/business units via multi-tenancy & VDCs. | 5% |
| Technical documentation | Technical literature | The supplier shall provide the below technical literature: 1. Technical Manuals 2. online labs | 4% |
| Technical Demo on Cloud Management Platform | Live demonstration of Cloud Management Platform | The supplier shall demonstrate the capabilities and functions of interest to Safaricom, | 10% |

5.0 Instructions to Respondents

- a) The EOI response should not include pricing/commercial proposal.
- b) All responses should be provided in standard file formats i.e. XLSs, DOC(X) and PDF.
- c) 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.
- d) Any costs associated with the preparation and submission of the response to the EOI shall be borne by the vendor.
- e) State if you intend to submit this bid as a joint venture/consortium or any other joint format
- f) Organization and staff experience information to be submitted in the format provided in appendix 1 (Information on staff and organization experience)
- g) Share accompanying link to demos/documentation on the necessary technical descriptions.

6.0 Evaluation Process and Follow-On 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 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 may 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 EOI requirements section will be shortlisted following successful evaluation of their offering/solution proposal
- Only shortlisted partners shall be invited for Request for Proposal evaluation.

Below is a summary of activities from when the EOI will be sent out to closure/contracting.

| No. | Activity |
|-----|--|
| 1. | EOI sent out |
| 2. | EOI responses receipt |
| 3. | EOI responses review and evaluation |
| 4 | Clarifications and further discussions with partners if required |
| 5. | EOI Presentations and Demo if deemed necessary |
| 6. | Tender Process |
| 7. | Evaluation, Award and Contracting |

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 in, other than to inform the bidders of the outcome of the process.

8.0 Important Instructions on Enquiries and Submission of Responses

- a) The responses to this EOI are to be submitted via the Safaricom i-sourcing portal and email responses WILL NOT BE CONSIDERED.
- b) All suppliers not **registered/Prequalified** with Safaricom and would like to participate in this EOI will be expected to register as new suppliers via the below link to be able to access the EOI.

<https://egid.fa.us6.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification?id=Y3QK6WkvK4KjAQ0ynz0qFUqqDI5qOU9n9TC%2BdeE%2Foho6erYZdOS5sUX0pA%3D%3D>

- c) All registered suppliers who would like to participate in this EOI can access the EOI through below link. [Edit Negotiation: RFI 2029 - Negotiations - Oracle Fusion Cloud Applications](#)
- d) For any support/enquiries relating to this EOI, kindly send an email to pmokaya@safaricom.co.ke. Once logged in, all interested suppliers can access the EOI by following below steps: Supplier Portal>>Negotiations>>View Negotiations>>*Invitation Received (pick NO)>> Search. f) The EOI response should not include pricing/commercial proposal.
- e) All responses should be provided in standard file formats i.e., XLSs, DOC(X) and PDF. Any link submitted together with the documentation should lead to an MS OneDrive folder and not Google Drive or WeTransfer. Submissions with links to platforms other than MS OneDrive will not be accessible on our end and will not be considered.
- f) h) Any costs associated with the preparation and submission of the response to the EOI shall be borne by the vendor.

4. EVALUATION PROCESS

- a) Once Safaricom PLC receives responses to this EOI on the closure date indicated, the evaluator shall evaluate all the responses to the EOI including all supporting documents & documentary evidence. Please NOTE that failure to submit requisite supporting documents or documentary evidence, may lead to rejection of the EOI response.
- b) The Evaluation Committee may seek additional documents as it deems necessary, at its discretion as part of the evaluation exercise that will be undertaken.
- c) EOI respondents who meet the minimum requirements may 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.
- d) Only those EOI respondents that meet the minimum requirements indicated in the EOI requirements section will be shortlisted following successful evaluation of their offering/solution proposal.

5. NEXT STEPS

- Review of submitted Expressions of Interest
- Prequalification of shortlisted suppliers
- Issuing of RFP to prequalified suppliers.

NOTE:

- This is not a tender.
- Only the suppliers who provide the requested details will be considered for further discussions.
- No prices should be provided with this EOI.
- Safaricom 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 the purpose of 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 |
|------|------------------|----------------------------------|
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Table 2: List of Firms Relevant Project Experience

| Project Description | Year of Project Delivery | Client | Project Value (USD) |
|---------------------|--------------------------|--------|---------------------|
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