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EXPRESSION OF INTEREST FOR THE PROVISION OF MANAGED SASE “ADVANCED SDWAN” SOLUTION

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MANAGED SASE EOI

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1.0 Introduction

Safaricom PLC, the leading mobile services provider in Kenya, boasts a steadily growing subscriber base. The company is consistently expanding and upgrading its systems and processes to align with the evolving needs of its customers. In pursuit of this objective, Safaricom continually seeks partnerships with competent and reputable suppliers and service providers to fulfill various requirements.

Safaricom PLC is expanding its suite of world class ICT Services offering to include **Secure Access Service Edge (SASE) herein after called “Advanced SDWAN services”** and is looking for suitable partners herein after called **“SASE Partners”** with relevant expertise and experience in designing, supply, testing, installation, commissioning & support of such solutions.

This Expression of Interest (EOI) serves as a preliminary step to identify vendors with the necessary expertise and capabilities to provide comprehensive SASE solutions to businesses in East Africa.

Through this Safaricom PLC intends to identify experienced and reputable vendors who will be invited to partner with on a Managed Services Provider basis in implementing Secure Access Service Edge (SASE) solutions to businesses.

2.0 Scope

The selected supplier **MUST** have demonstratable capacity and experience in the design, supply, installation, testing, commissioning, support & maintenance of SASE solutions **for a service provider**. Additionally, the vendor should have commercially viable models for partnership with service provider to monetize and ensure SASE solutions profitability.

Safaricom PLC is therefore soliciting from interested companies an Expression of Interest clearly demonstrating the following general capabilities.

1. Supply and Implementation:
 - a. Procurement, delivery, and installation of all necessary hardware and software components of the SASE platform.
 - b. Configuration and integration of the SASE platform with Safaricom’s existing network infrastructure Operational Support Systems and Business Support Systems.
 - c. Comprehensive testing and commissioning of the SASE platform to ensure optimal performance and security.
2. Technical and Sales Enablement:
 - a. Technical Training: Comprehensive training programs for our technical teams on the SASE platform, including installation, configuration, troubleshooting, and support.
 - b. Sales Enablement: Training programs for our sales teams on the SASE solution, including product positioning, value proposition, and competitive differentiation.
 - c. Sales & Marketing Support: Joint go-to-market initiatives, including marketing materials, sales collateral, and lead generation programs.
3. Support and Maintenance:
 - a. 24/7/365 Technical Support: Dedicated support channels for our technical teams and customers.
 - b. Proactive Monitoring and Maintenance: Regular system health checks, proactive issue resolution, and performance optimization.
 - c. Software Upgrades and Patches: Timely delivery and implementation of software updates, patches, and security enhancements.
 - d. Escalation Procedures: Clearly defined escalation paths for critical issues.

3.0 EOI Requirements for the bidders

The bidder should demonstrate the capability of having deployed a similar system and is therefore expected to share detailed responses showcasing the firm's capacity and experience in offering the solution as per the scope highlighted in 2.0 above.

Please see the breakdown of the information to be submitted:

Category	Mandatory Requirements	Detailed Information
Company Information	<p>Please share</p> <ul style="list-style-type: none"> Detailed company profile Company registration certificate. Valid Tax certificate. Audited financial statements for 3 years. Valid Manufacturer authorization form (MAF) from the OEM 	<ul style="list-style-type: none"> Company profile highlights the background, experience, and expertise in delivering Managed SASE solutions. Relevant certifications and industry recognitions. Financial stability and market reputation.
Market Positioning	<p>Please provide information on the various market segments your solution is currently deployed in together with the number of companies.</p> <ul style="list-style-type: none"> Share supporting document where necessary. 	<ul style="list-style-type: none"> First Table: Segments Served (small, medium, large enterprises) Second Table: Verticals served (eg. Hospitality, financial services, manufacturing, etc.)
Technical capability	<p>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</p> <ul style="list-style-type: none"> Supporting Documents -, contract(s), Purchase Orders, reference letters, etc. 	<ul style="list-style-type: none"> Description of your SASE platform and its key features and functionalities in a Managed Services Provider context. Experience in integrating with existing network infrastructures. Technical support and maintenance capabilities.
Project Approach	<p>Please provide details of your company's approach to delivering SASE solutions.</p> <ul style="list-style-type: none"> For OEMs: Local presence partnership for support. 	<ul style="list-style-type: none"> Available deployment options for a Managed Services Provider together with commercial models Proposed approach to delivering and supporting the Managed SASE solution. Preliminary timeline and project milestones.

4.0 **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 **e-mail responses WILL NOT BE CONSIDERED.**
- b) All suppliers not registered 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://egjd.fa.us6.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000002465003>
- c) All registered suppliers who would like to participate in this EOI can access the EOI through below link.
[Negotiation 1958 \(EOI FOR THE PROVISION OF MANAGED SASE "ADVANCED SDWAN" SOLUTION\) Is Open for Responding](#)
- d) For any support/enquiries relating to this EOI, kindly send an email to fkithinji@Safaricom.co.ke.
- e) 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.
- g) 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.
- h) Any costs associated with the preparation and submission of the response to the EOI shall be borne by the vendor.

5.0 **Evaluation Process**

- 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.
- 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.

6.0 **Next Steps**

- Suppliers that express interest to participate in the provision of the above-mentioned scopes and meet our requirements, shall be prequalified in their area(s) of expertise, subject to the provision of required documentation.

- Suppliers that meet the minimum evaluation in the EOI and pre-qualification criteria will be considered for further discussion on the tender process.

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.
- 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.

**Appendix 1:
List of Relevant Projects/Experience format**

Table 1: Please provide a list of your company’s deployed Managed SASE Project experience in the last three (3) years.

Project Description	Year of Project Delivery	Client	Project Value

Appendix 2: Information on market positioning

Table 1: Please provide a tally of the number of active end users where your solution has been deployed as of December 2024.

Segment Served	Description	Number of Clients	Number of Sites
Small & Micro Enterprise	Up to 49 users		
Medium Enterprise	Between 50 and 500 users		
Large Enterprise	500+ users		

Table 2: Please provide a tally of the number of active end users served per vertical where your solution has been deployed as of December 2024.

Vertical Served	Number of Clients	Number of Sites
Retail		
Wholesale		
Manufacturing		
Healthcare		
Hospitality		
Services		
Banking & Financial Services		
Government		
Non-Governmental Organizations		
Energy		
Transport & Logistics		
Media & Entertainment		
Others (Please Indicate)		