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EXPRESSION OF INTEREST FOR SUPPLY, SUPPORT AND MAINTENANCE OF STATE-OF-THE-ART STORAGE INFRASTRUCTURE

Document Release Date: 10th December 2024.

Last Date for Receipt of Proposals: 17th December 2024.

ACCRONYMS

ERP – Enterprise resource planning
EOI- Expression of Interest
E2E – End to end

1. Introduction

SAFARICOM PLC is the leading integrated communication 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 her customers. To meet this objective Safaricom continuously seeks to collaborate with competent suppliers and service providers for supply of various goods and provision of various services.

This Expression of Interest (EOI) is intended to lead to the identification of experienced suppliers/ (or an authorized dealer or partner) that can deliver modern, all-flash, Backup, Archival, Hyper Converged and NAS storage solutions that address the current and future needs of Safaricom OneCloud. The solutions should enhance Safaricom's competitiveness, leverage technologies such as AI and Automation, reduce operational costs, provide high performance and adaptability, as well as support sustainability goals.

2. Scope

The general scope for provision of storage infrastructure shall include but shall not be limited to:

a) All-flash, Backup, Archival, Hyper Converged and NAS storage solutions.
b) Usable and Effective capacity, guaranteed in writing, based on deduplication and compression only (excluding snapshots, clones, or thin provisioning).
c) Capacity must be upgradable and expandable without downtime or data migration.
d) Provide tools for efficient and non-disruptive data migration.
e) Include all current and future features as per the vendor's roadmap without additional costs.
f) Provide a minimum of 5 years support with fixed maintenance prices, lifetime warranty on all media, non-return options for NVMe drives and controllers, and no EOL/EOSL dates with flat support prices.
g) Based on storage function, it must deliver high performance throughput.
h) The observability tool must be AI driven, provide proactive alerting whilst providing detailed metrics, including IOPS, bandwidth, and latency. The storage should also be API driven, able to connect to other observability tools.
i) Support dynamic scaling and provisioning to adapt to changing needs.
j) Ensure rapid deployment capabilities with minimal downtime.
k) Achieve 99.9999% availability, including all software and hardware upgrades.
l) Maintain full performance under load during controller and disk failures.
m) Ensure data integrity and availability during simultaneous dual Flash Drive failures.
n) Design to minimize energy consumption and reduce the data center footprint.
o) Ensure integration with existing technology ecosystems and future projects.
p) Support for block protocols NVMe-oF, NVMe-FC, FC, and iSCSI, as well as file protocols NFS and SMB/CiFS.
q) Support for native, space-efficient snapshots and clones without additional hardware or software.
r) Built-in asynchronous and near-synchronous remote replication without additional hardware or software.

s) True Active/Active cluster (Metro Cluster) for business continuity, supporting read and write operations at both sites.
t) Encryption at rest enabled by default without performance impact or additional hardware.
u) Support for mixing different sizes of NVMe Flash Drives and SCM drives within the same chassis.
v) Align with Safaricom's sustainability goals.
w) Offer ongoing support and maintenance services, including software updates, hardware repairs, and proactive monitoring to prevent issues before they impact operations.
x) Provide comprehensive training to Safaricom staff on the management and operation of the proposed storage solutions. This includes both initial training during the implementation phase and ongoing training as needed to keep staff up to date with the latest features and best practices.

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.   Submission of Enquiries and Responses

All enquiries relating to this EOI, and the final responses should be addressed to Peter Michieka Mokaya - pmokaya@safaricom.co.ke.

The deadline for submission of responses is **17th December 2024, 17:00PM, EAT**

4.   Requirements for the bidders

Interested firms must provide information on the following.

Category	Requirement	Criteria	Weight Out 0f 100%
Company Information	Supplier Information	The supplier should provide the following information. ✓ Overall, Company profile clearly indicating business focus areas. ✓ Certificate of incorporation/Registration certificate. ✓ Audited financial accounts for the past 2 years. ✓ List of Key Technical Staff ✓ List of Firms Relevant Project Experience	
	Industry Certifications	The supplier shall demonstrate having obtained the following certifications. ✓ ISO 9001 certified.	

		✓ Vendor accreditation to resell or distribute storage equipment. The supplier should provide additional information about other relevant certifications obtained.	
Storage Infrastructure scope	Simplicity and Automation	✓ The solution must feature a user-friendly interface and robust automation capabilities to minimize administrative overhead. ✓ It should support automated provisioning and management to streamline operations and reduce manual intervention. ✓ It should support quick, easy, and cost-efficient in scaling. ✓ The storage should leverage a powerful AI-driven storage management platform that will enable Safaricom plan for future performance and capacity needs, enable intelligent workload placement, enable fast Troubleshooting and Proactive Issue Mitigation, detailed observability platform whilst optimize energy efficiency, and secure critical data.	
	Technical Architecture	The proposal should highlight the different storage products that will support; Object, file, Backup and Archival needs to support critical, AI/ML/Backup, and archival needs. ✓ Indicate Usable and effective capacity, guaranteed in writing, based on deduplication and compression only (excluding snapshots, clones, or thin provisioning). ✓ Capacity must be upgradable and expandable without downtime or data migration (Data-in-Place). ✓ Include all current and future features as per the vendor's roadmap without additional costs. ✓ Built-in features to safeguard against ransomware attacks with fast recovery capabilities. ✓ Provide a minimum of 5 years support with fixed maintenance prices, lifetime warranty on all media, non-return	

		options for drives and controllers, and no EOL/EOSL dates announced.	

References	Reference Customers	The supplier shall provide list of clients where the storage infrastructure in scope of the EOI have been supplied before.	

5.   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://egjd.fa.us6.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuId=300000002465003

c) All registered suppliers who would like to participate in this EOI can access the EOI through below link. Edit Negotiation: RFI 1891 - 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.

6. 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.

7. 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

Table 2: List of Firms Relevant Project Experience

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