



**SAFARICOM PLC  
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**EXPRESSION OF INTEREST -SUPPORT AND MAINTENANCE OF STATE-OF-THE-ART COMPUTE  
INFRASTRUCTURE**

**Document Release Date: 10<sup>th</sup> December 2024.**

**Last Date for Receipt of Proposals: 17<sup>th</sup> December 2024.**

## **ACCRONYMS**

ERP – Enterprise resource planning

EOI- Expression of Interest

E2E – End to end

**Table of Contents**

**ACCRONYMS .....2**

**1.0 Introduction.....4**

**2.0 Scope .....4**

**3.0 Submission of Enquiries and Responses .....5**

**4.0 Requirements for the bidders .....6**

**5.0 IMPORTANT INSTRUCTIONS ON ENQUIRIES AND SUBMISSION OF RESPONSES .....8**

**6.0 EVALUATION PROCESS.....9**

**7.0 NEXT STEPS.....9**

## 1.0 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 compute servers with the below functionalities.

- **High-Performance:** Advanced & reliable servers to power on critical applications including AI/ML workloads.
- **Cost-Effective servers:** Competitive pricing and efficient resource utilization to maximize our return on investment.
- **Security and Compliance:** Robust security measures and adherence to industry standards to safeguard our sensitive data.
- **Flexible Deployment Options:** Options for on-premises, cloud-based, or hybrid deployment models to meet our specific requirements.
- **Excellent customer support:** Timely and efficient technical assistance.

The servers should enhance Safaricom's competitiveness, leveraging technologies such as AI and Automation, reduce operational costs, provide high performance and adaptability, as well as support our sustainability goals.

## 2.0 Scope

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

### 1. Performance and Scalability:

- a) *Processor:* High-performance CPUs with multiple cores and threads for efficient multitasking.
- b) *Memory:* Ample RAM to handle demanding workloads and large datasets.
- c) *Storage:* High-speed SSDs for OS disk (2 xDisks with raid for redundancy) & HBA cards for SAN connectivity for storage access.
- d) *Network Connectivity:* Robust network interfaces with high bandwidth and low latency. Dual 10G network interface cards

## **2. Reliability and Uptime:**

- a) *Redundancy: Redundant power supplies, cooling systems, and network connections, HBA cards to ensure high availability.*
- b) *Fault Tolerance: Built-in fault tolerance mechanisms to minimize downtime.*
- c) *Remote Management: Remote monitoring and management tools for proactive maintenance. Out of band management.*

## **3. Security:**

- a) *Hardware Security: Secure boot, TPM modules, and other hardware-based security features.*
- b) *Software Security: Regular security updates and patches.*

## **4. Energy Efficiency:**

- a) *Power-Efficient Processors: Energy-efficient CPUs and power management features.*
- b) *Efficient Cooling Systems: Optimized cooling solutions to reduce energy consumption.*

## **5. Manageability:**

The servers should leverage a powerful AI-driven 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.

- a) *User-Friendly Interface: Intuitive management interfaces for easy configuration and monitoring.*
- b) *Automation: Automated maintenance tasks e.g. system patches.*
- c) *Integration: Compatibility with various virtualization, cloud, and orchestration technologies.*

## **6. Environmental Considerations:**

- a) *Energy Star Certification: Compliance with energy efficiency standards.*

## **7. Vendor Support:**

- a) *Comprehensive Support: 24/7 technical support and maintenance services.*
- b) *Proactive Monitoring: Automated system health checks and performance optimization.*
- c) *Rapid Response Times: Quick resolution of hardware and software issues.*

Bidders are expected to share detailed responses showcasing the firm's capacity and experience in offering Computing Servers 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](mailto:PMokaya@Safaricom.co.ke)

The deadline for submission of responses is **17<sup>th</sup> December 2024., EAT.**

#### 4.0 Requirements for the bidders

Interested firms must provide information on the following.

Category	Requirement	Criteria	Weight Out Of 100%
Company Information	Supplier Information	<p>The supplier should provide the following information.</p> <ul style="list-style-type: none"> <li>✓ Overall, Company profile clearly indicating business focus areas.</li> <li>✓ Certificate of incorporation/Registration certificate.</li> <li>✓ Audited financial accounts for the past 2 years.</li> <li>✓ List of Key Technical Staff</li> <li>✓ List of Firms Relevant Project Experience</li> </ul>	
	Industry Certifications	<p>The supplier shall demonstrate having obtained the following certifications.</p> <ul style="list-style-type: none"> <li>✓ ISO 9001 certified.</li> <li>✓ Vendor accreditation to resell or distribute compute equipment. The supplier should provide additional information about other relevant certifications obtained.</li> </ul>	
Computing Server Infrastructure scope	Simplicity and Automation	<ul style="list-style-type: none"> <li>- The server management solution should leverage a powerful AI-driven capacity 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.</li> <li>- The solution must feature a user-friendly interface and robust automation capabilities to minimize administrative overhead.</li> <li>- It should support automated provisioning and management to streamline operations and reduce manual intervention.</li> </ul>	
	Reduction of Cost	<ul style="list-style-type: none"> <li>- Demonstrate how the solution will reduce operational expenses through automation, efficiency, hardware re-use or upgrade and scalability.</li> </ul>	
	Support	<ul style="list-style-type: none"> <li>- Provide a 5-year Hardware support and maintenance</li> </ul>	

Category	Requirement	Criteria	Weight Out Of 100%
	Performance	<ul style="list-style-type: none"> <li>- The server, based on configuration should run on the latest generation of Intel processors and GPU Cards meeting the expected performance</li> </ul>	
	Agile provisioning	<ul style="list-style-type: none"> <li>- Ensure rapid provisioning and deployment capabilities with minimal downtime. All components should hot swappable</li> </ul>	
	Reliability, Availability, and Security	<ul style="list-style-type: none"> <li>- Achieve 99.9999% availability, including all software and hardware upgrades.</li> <li>- Maintain full performance under load during individual component failures.</li> </ul>	
	Sustainability	<ul style="list-style-type: none"> <li>- Design to minimize energy consumption and reduce the data center footprint.</li> <li>- Align with Safaricom's sustainability goals.</li> </ul>	
	Data Migration	<ul style="list-style-type: none"> <li>- Provide tools for efficient and non-disruptive data migration.</li> <li>- Include support services for the migration process with minimal operational impact.</li> </ul>	
	Partnerships and Integration	<ul style="list-style-type: none"> <li>- Commit to building long-term partnerships, including support, training, and future developments.</li> <li>- Ensure integration with existing technology ecosystems and future projects.</li> </ul>	
	Additional Technical Specifications	<ul style="list-style-type: none"> <li>- Different Processor types with multiple cores and multi-threading technology and multi-tasking/parallel processing</li> <li>- <b>Clock Speed:</b> 2.5 GHz or higher for efficient task execution.</li> <li>- <b>Cache Size:</b> Larger cache sizes (L2 and L3) for improved performance.</li> <li>- High Memory (RAM) Capacity of up to 1500 GB or more, depending on workload with DDR4 or DDR5 for fast data access.</li> <li>- <b>SSD:</b> For high server performance (e.g. OS disks)</li> <li>- <b>RAID Configuration:</b> RAID 1, RAID 5, RAID 10, or other RAID levels for redundancy and performance.</li> <li>- 15-minute response time for Severity 1 cases and 4 hours for major hardware failures.</li> </ul>	

Category	Requirement	Criteria	Weight Out Of 100%
	Technical literature	The supplier shall provide the below technical literature: <ul style="list-style-type: none"> <li>✓ Technical Manuals</li> <li>✓ Protocol documents</li> </ul>	
References	Reference Customers	The supplier shall provide list of clients and contact reference where compute infrastructure in scope of the EOI have been supplied before.	

**5.0 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://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. [Edit Negotiation: RFI 1892 - 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.



## **6.0 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.

## **7.0 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)