SAFARICOM PLC
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EXPRESSION OF INTEREST – PROVISION OF BUSINESS DOCUMENTS KYC VALIDATION PLATFORM

Document Release Date: 10th June 2024

Last Date for Receipt of Proposals: 24th June 2024

ACCRONYMS

EOI   -   Expression of Interest

SLA   -   Service Level Agreement

TCO   -   Total Cost of Ownership

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1.0 INTRODUCTION

Safaricom is a leading Technology, Telecommunications, and financial services provider in Kenya and has a steadily growing subscriber base. The company is continuously evolving as we seek to cater to our expanding customer base and roll out innovative products and services. Innovation remains at the heart of what we do, both in the way we deploy technology and the offerings we give to our customers. We have a rich ecosystem of partners whom we work with in setting up the fit-for-purpose IT stack. We are also increasingly growing our software & system engineering capacity as we aim to be more agile, innovative, and cost-optimal.

This bid seeks, to transform the process of doing document validation for businesses, to drive faster and efficient customer onboarding, reduce SLA and achieve compliance with regulatory and AML requirements. This will ensure our mobile money payment solutions are safe and secure.

Safaricom PLC is therefore seeking Expressions of Interest (EOI) from experienced and reputable solution providers with a document verification platform that will integrate to various government APIs and validate KYC that is not limited to:

1. Business registration
2. Form CR12
3. National identification
4. KRA PIN

2.0 AIMS AND OBJECTIVES

This Expression of Interest (EOI) is intended to identify experienced and reputable service providers who will be invited to help Safaricom PLC with its Financial Inclusion ambition. The service provider will provide a platform with below capabilities:

A. Integration to government services via APIs.
B. Verify authenticity and validity of KYC documents.
C. Expose capability internal systems for document verification via APIs.
D. Reports and analytics.
E. Platform support.

Overview

The interested companies who express interest to provide document verification platform MUST have demonstrable solution that has integrated to the government APIs for document verification not limited to Business registration, Form CR12, National identification, KRA PIN, etc.

3.0 SUBMISSION OF ENQUIRIES AND RESPONSES

All enquiries relating to this EOI and the final responses should be addressed to; JOMARI@Safaricom.co.ke ; copy to pkyengo@Safaricom.co.ke on or before 24th June 2024.

Requirements relating to this Expression of Interest are accessible via the below link. Kindly review all instructions on this document before proceeding to the requirements.

View [RFI 1623](#)

Important Instructions

a)   All new and participating suppliers for this EOI will be expected to register as new suppliers via the below link to be able to access the EOI. Please use this link to register [Supplier Registration (oraclecloud.com)](#) if you aren't registered with Safaricom already.   Eric Kiamba ([ekiamba@safaricom.co.ke](#)) will review your registration and feedback.

b)   Once registered Please log into the portal via the link below;
[https://egjd.fa.us6.oraclecloud.com/supplierPortal/faces/FndOverview?fndGlobalItemNodeId=itemNode_supplier_portal_supplier_portal](#) and submit your proposal only via the portal for consideration.

c)   Kindly review all instructions on this document before proceeding to the requirements.

d)   NOTE that the responses to this EOI are to be submitted via the Safaricom i-Sourcing portal and e-mail responses will not be considered.

e)   For any support on this EOI, kindly send an email to [JOMARI@Safaricom.co.ke](#) copying [pkyengo@Safaricom.co.ke](#)

4.0   EOI Requirements for the bidders

Category	Requirement	Criteria
A. Company Information	Please Share	Overall Company profile indicating the business focus areas. • Certificate of Incorporation. • Valid Tax Compliance certificate. • Address of the physical premises and contact details. • Audited Financial accounts for the past 3 years with. • Share name, contact details and position of the person primarily responsible. • A list of branch locations
B. Accreditations	The solution provider shall share any accreditations	
C. Firms Experience	Please Share	• Integration to the government APIs for document verification not limited to Business registration, Form CR12, National identification, KRA PIN, etc.
E. Local Support	The solution provider shall share information about local support	• Explain in great detail the operations and support of 24x7x365 technical support, Support Levels available.

G. Registration with relevant regulatory bodies in Kenya	The solution provider shall share accreditations if any	• Compliant with the Kenya data privacy Act and should be registered with the Kenya Data Protection Commission Office
H. Best practice culture	ISO and other certifications in possession	• Indicate any industry best practices adopted by your organization. • Outline any industry best practices and trends that your organization may consider relevant for Safaricom's consideration.
I. Technical capability	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	• The services offered and length of time the company has been in that business • The departments and operating structure • The specific details on technical capability and reference projects handled related to document verification • Demonstration of a support and response structure for technical support
J. Existing partnerships	Please provide details of existing partnerships relevant to the scope of this EOI	• Provide certified technical teams and demonstrate competency for deployment and support.
K. Project Plan	Please provide a sample project plan and detailed steps that would be undertaken	• Sample project plan that would be undertaken, including timelines, expected resources from both sides and the deliverables.
L. Costing Structure	Please provide details of the proposed cost structure	• The costing structure i.e. one off licence or per document verified. Actual figures not necessary at this point.

5.0 INSTRUCTIONS TO RESPONDENTS

Below are instructions that responses to this EOI MUST adhered to;

1. Please provide all responses in standard file formats i.e. XLSs, DOC(X) and PDF.

2. Please NOTE that the receipt of a response shall not bind Safaricom into any contractual agreements with the vendor responding to this EOI. 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.

3. Please NOTE that any costs associated with the preparation and submission of the response to the EOI shall be borne by the vendor.

4. Please indicate if you intend to submit this bid as a joint venture/consortium or any other joint format and state the partner in this case.
5. Please submit your organization and staff experience information in the format provided in appendix 1 (Information on staff and organization experience) of this document.

6. Please share accompanying links to demos/documentation on the necessary technical descriptions of previous work undertaken of a similar nature.

6.0 NEXT 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 and 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 will 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 Aims and Objectives section will be shortlisted following successful presentation of their offering/solution proposal
- Successful potential partner(s) will be notified accordingly.

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

NOTE; These durations are tentative and any changes that deviate from the below will be communicated.

No.	Activity	Approximate Duration
1.	EOI sent out	10th June 2024
2.	EOI receipt	1 week
3.	EOI responses review and evaluation	1 week
4.	EOI Presentations and Demo (clarifications and further discussions on partnership)	1 week
7.	Tender Process	1 Month
9.	Evaluation, Award and Contracting	1 Month

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.

Appendix 1: Information on staff and organization experience

Table 1: Please provide a list of your company's Key Technical Staff who will be on this project

Name	Current Position	Professional Skills / Certifications	Years of Professional Experience

Table 2: Please provide a list of your company's Relevant Project experience in the last two (2) years

Project Description	Year of Project Delivery	Client	Project Outcome