



**SAFARICOM PLC  
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**EXPRESSION OF INTEREST (EOI) – PROVISION OF MULTI-VENDOR SUPPORT SERVICES**

**Document Release Date: 15<sup>th</sup> Jul 2022**

**Last Date for Receipt of Proposals: 21<sup>st</sup> Jul 2022 15:00PM EAT**

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## 1.0 INTRODUCTION

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Safaricom is a leading Technology and Telecommunications services provider in Kenya and has a steadily growing subscriber base. The company is continuously expanding and upgrading its systems and processes to meet new identified needs of its customers.

Safaricom is in the process of consolidating all our support contracts based on a Multi-vendor approach across different OEM solutions on servers Support Services on both legacy and non-legacy platforms which will in turn reduce our OPEX spend on annual support and maintenance. The Vendor should be able to offer a more flexible and cost-effective support and maintenance service while being able to provide Multivendor support solutions across different OEM solutions being IBM/Lenovo, DELL and HPE with an aim of significantly reducing the cost currently incurred on annual support and maintenance directly with the operators (OEMs) and their partners on both HW and SW Support Services on legacy and non-legacy platforms.

The identified vendor should have expertise in offering the following services both onsite and/or remotely as required, with provision of two (2) onsite resources for the duration of the contract;

- Preventive and Corrective System Maintenance Services
- Multi-Vendor Remote & Onsite Technical Support Services
- Network Swap and Expansion projects
- Upgrades and Updates Implementation
- Professional Services
- Training of Network elements of multiple levels (Basic, advanced, troubleshooting)
- New features implementations in different network equipment
- Integration and Optimization Services
- Telecoms and Technology Recruitment Services
- HW Repair and Replacement
- SFP and Optical equipment Supply

Safaricom PLC is therefore seeking Expressions of Interest (EOI) from experienced and reputable Vendors with requisite competency levels and capacity to provide back to back support for the servers with the different OEM's and two onsite resources with a view to reduce our overall opex cost.

## 2.0 AIMS AND OBJECTIVES

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This Expression of Interest (EOI) is intended to identify experienced and reputable service providers who will be able to provide multi-vendor support on HPE, IBM and Dell servers and in turn help Safaricom PLC reduce its opex cost on annual support and maintenance on the selected install base.

The companies who express interest to this requirement MUST have demonstrable capacity and experience in supporting & maintaining multi-vendor hardware and software, they MUST demonstrate the following general capabilities;

## 2.1 General Capabilities.

- 1) Minimum 5 years' experience in providing multivendor support for servers and storage systems not limited to IBM, HPE, DellEMC.
- 2) Access to inventory and firmware updates for the multivendor systems.
- 3) Ability to provide cyber security related review and configuration services on the systems.
- 4) Availability of a qualified technical team that can configure and support the systems.
- 5) Ability to provide and support a heterogeneous monitoring system for all the systems.
- 6) Always ON System availability
- 7) Proactive Remote System Monitoring
- 8) Access to Remote Technical Expertise
- 9) Defective Material Retention
- 10) Quarterly Service Review
- 11) 24 Hours a Day, 7 Days a Week, 365 Days a Year with a 4-Hour Response and 6-Hour Call to Repair with Spare Parts.
- 12) Onsite Engineers

## 3.0 SUBMISSION OF ENQUIRIES AND RESPONSES

All enquiries relating to this EOI and the final responses should be addressed to; [RAMAYO@Safaricom.co.ke](mailto:RAMAYO@Safaricom.co.ke) ; copy to [bids@Safaricom.co.ke](mailto:bids@Safaricom.co.ke) on or before **21<sup>st</sup> Jul 2022**

## 4.0 EOI Requirements for the bidders

Category	Mandatory Requirements	Detailed Information
Company Information	Please share detailed information about your company	<ul style="list-style-type: none"> <li>• Overall Company profile clearly indicating business focus areas</li> <li>• Certificate of incorporation/Registration certificate</li> <li>• A list of branch locations</li> </ul>
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	<ul style="list-style-type: none"> <li>• The services offered and length of time the company has been in that business</li> <li>• The departments and operating structure</li> <li>• The specific details on technical capability and relevant reference projects handled</li> <li>• Demonstration of a support and response structure for multi-vendor support &amp; maintenance</li> </ul>
Existing partnerships	Please provide details of existing partnerships relevant to the scope of this EOI	<ul style="list-style-type: none"> <li>• Provide manufacturer's authorization or dealer agreement</li> <li>• Provide certified technical teams and demonstrate competency for deployment and support.</li> </ul>

## 5.0 INSTRUCTIONS TO RESPONDENTS

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Below are instructions that responses to this EOI MUST adhere 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 documentation on the necessary technical descriptions of previous work undertaken of a similar nature.

## 6.0 NEXT STEPS

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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 dates are tentative and any changes that deviate from the below will be communicated.

<b>No.</b>	<b>Activity</b>	<b>Approximate Dates</b>
1.	EOI sent out	15 <sup>th</sup> Jul 2022
2.	EOI receipt	21 <sup>st</sup> Jul 2022
3.	EOI responses review, clarifications and evaluation	22 <sup>nd</sup> Jul 2022 - 27 <sup>th</sup> Jul 2022
4.	Prequalification and Tendering Process	Aug 2022
5.	Evaluation, Award and Contracting	Sep 2022

## **7.0 NOTE**

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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.

**8.0 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	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