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**EXPRESSION OF INTEREST FOR  
SUPPLY AND INTEGRATION OF LOGISTICS INFORMATION TOWER**

**Document Release Date: 7<sup>th</sup> April 2022**

**Last Date for Receipt of Proposals: 22<sup>nd</sup> April 2022**

## **ACCRONYMS**

ERP – Enterprise resource planning

3PL - Third-party logistics

PO- Purchase Order

WMS- Warehouse Management System

EOI- Expression of Interest

ISO- International Organization for Standardization

KEBS- Kenya Bureau of Standards

TMS- Transport Management System

OTIF- Orders Delivered On-time, in-full

LIT - Logistic Information Tower

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## 1.0 Introduction

Safaricom Business aims to be an insights-led technology that enables platforms and ecosystem partnering in supply chain through logistic transformation to rapidly achieve accurate real-time information, optimization, and collaboration across a diverse set of partners and their systems.

This Expression of Interest (EOI) is intended to lead to the identification of suppliers that can demonstrate having capacity to supply and integrate Logistic Information Tower which will lead to provision of end-to-end supply chain visibility and control by integrating and extending existing ERP, WMS, and Track and Trace systems with suppliers, manufacturers, 3PLs, and other partners, thus optimizing fulfillment lead times, reduce inventory costs, mitigate exceptions in real-time and increase the percent of orders delivered on-time, in-full (OTIF).

## 2.0 Scope

The general scope for provision of Logistic Information Tower shall include but shall not be limited to:

- Connects all parties seamlessly with a robust permissions framework to protect all parties' confidential data.
- Establish the order-to-shipment relationship across the value-chain.
- Aggregate Safaricom specific data from multiple data sources into a single data warehouse
- Exploit the latest technologies such as artificial intelligence to optimize and secure the supply chain process.
- Include advanced analytics capabilities to detect and predict issues where focus is on effectively managing the exceptions.
- Provide well defined Performance Dashboards
- Serve as a system of engagement and an operational system of record with a rich and accurate representation of internal and external supply chain activities.
- Providing proper notifications, alerts and exceptions based on thresholds timely
- Control performance and Orders issuance
- Cost Optimization

Bidders are expected to share detailed responses showcasing the firm's capacity and experience in offering Logistics Information Tower 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

[aongayo@safaricom.co.ke](mailto:aongayo@safaricom.co.ke) and [lambani@safaricom.co.ke](mailto:lambani@safaricom.co.ke)

The deadline for submission of responses is **22<sup>nd</sup> April 2022**

#### 4.0 Requirements for the bidders

Interested firms must provide below information;

Category	Requirement	Criteria
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> </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>✓ Type approval certificate (either according to EN ISO 4064 from 2005 or 2014, or OIML R49 from 2003 or 2013) for each smart water meter model.</li> </ul> <p>The supplier should provide additional information about other relevant certifications obtained.</p>
Logistic Tower Information Technical Specifications	Technology needed	<p>The supplier shall demonstrate that the Logistic Information Tower has below capabilities:</p> <ul style="list-style-type: none"> <li>✓ System Integration capability <ul style="list-style-type: none"> <li>i. On Premise</li> <li>ii. Cloud solution</li> </ul> </li> <li>✓ Mobile phone App capability</li> <li>✓ Data warehouse</li> </ul>
	Real-time data	<p>The supplier shall demonstrate that the logistic Information Tower is able to provide:</p> <ul style="list-style-type: none"> <li>✓ Real-time data visibility and information to act faster and make more-informed decisions</li> <li>✓ Predictive and prescriptive data analysis and advanced data</li> </ul>

		analytics to avoid or mitigate disruption
	Integrate data from multiple sources	<p>The supplier shall demonstrate that the Logistic Tower has capability of integrating with below data sources</p> <ul style="list-style-type: none"> <li>✓ ERP – Oracle on Prem / on cloud ( Inventory and Order Management Data, Demand and Supply planning, PO, &amp; Sales Data )</li> <li>✓ Contract Management System</li> <li>✓ WMS - Warehouse Management System</li> <li>✓ Universal Voucher Management system</li> <li>✓ Clearance &amp; Forwarding Data – 3PL</li> <li>✓ Container / Vessel Tracking – Online</li> <li>✓ Local Custom clearance Data</li> <li>✓ Outbound Handling Data</li> </ul>
	Notifications, Alerts & Exception	The Logistic Information Tower should provide timely and proper notifications, alerts and exceptions based on thresholds
	Logistic Information Tower expected Outcome	<p>The supplier shall demonstrate that the Logistic Information Tower can meet the following expected outcomes:</p> <ul style="list-style-type: none"> <li>✓ End to end visibility</li> <li>✓ Proactive event management</li> <li>✓ Notifications, Alerts &amp; Exception</li> <li>✓ Task Management / responsibility matrix's</li> <li>✓ Realtime traceability</li> <li>✓ Enablement for decision-making</li> <li>✓ Single source of information</li> <li>✓ Ability to track SLAs and KPIs</li> </ul>
	Tamper Protection and detection	The supplier shall explain tamper events that can be detected by the Logistic Information Tower and provisions to safeguard against tampering.
	Collaboration throughout the chain	The supplier shall demonstrate capability to enable cross-function and cross-organization collaboration

Technical documentation	Technical literature	The supplier shall provide the below technical literature: <ul style="list-style-type: none"> <li>✓ Technical Manuals</li> <li>✓ Protocol documents</li> <li>✓ Data Format description document</li> </ul>
References	Reference Customers	The supplier shall provide list of clients where the Logistic Information Tower in scope of the EOI have been supplied before.

**5.0 Instructions to Respondents**

- a) The EOI response should not include pricing/commercial proposal.
- b) All responses should be provided in standard file formats i.e. XLSs, DOC(X) and PDF.
- c) 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.
- d) Any costs associated with the preparation and submission of the response to the EOI shall be borne by the vendor.
- e) State if you intend to submit this bid as a joint venture/consortium or any other joint format
- f) Organization and staff experience information to be submitted in the format provided in appendix 1 (Information on staff and organization experience)
- g) Share accompanying link to demos/documentation on the necessary technical descriptions.

**6.0 Evaluation Process and Follow-On 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 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 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
- Only shortlisted partners shall be invited for Request for Proposal evaluation.

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

No.	Activity
1.	EOI sent out
2.	EOI responses receipt
3.	EOI responses review and evaluation
4	Clarifications and further discussions with partners if required
5.	EOI Presentations and Demo if deemed necessary
6.	Tender Process
7.	Evaluation, Award and Contracting

### 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: 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)
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