**Procurement Plan**

**Project:** Cloud Migration – Telco Environment  
**Project Manager:** [Your Name]  
**Version:** 1.0  
**Date:** May 2025

**1. Purpose**

This procurement plan outlines the strategy and approach for acquiring the necessary products, services, licenses, and vendor support to ensure successful cloud migration of telco systems such as OSS/BSS, CRM, and mobile money integrations (e.g., M-PESA).

**2. Procurement Objectives**

Ensure timely acquisition of cloud infrastructure and services.

Engagew qualified vendors and tools for OSS/BSS and CRM migration.

Secure vendor SLAs for availability, support, and compliance.

Optimize cost while ensuring performance and reliability.

**3. What Will Be Procured**

| **Item/Service** | **Details** | **Justification** |
| --- | --- | --- |
| Cloud Services | AWS, Azure, or GCP resources | Infrastructure hosting, scalability |
| CRM Licenses | Zoho, Salesforce, or Telco-specific CRM | Customer support, sales integration |
| OSS/BSS Tools | Amdocs, Huawei U2000, Netcracker | Core telco operations |
| M-PESA API Access | Safaricom Developer Account | Payment integration |
| Migration Tools | CloudEndure, Velostrata, Azure Migrate | Server/data migration |
| Security Solutions | IAM, KMS, firewalls, antivirus | Secure access, encryption |
| DevOps Tooling | GitLab CI/CD, Terraform, Ansible | Automation, repeatability |
| Professional Services | Cloud consultants, vendor engineers | Technical expertise for complex integrations |
| Training | Cloud certifications, OSS/NMS training | Upskill internal staff |

**4. Vendor Evaluation Criteria**

| **Criteria** | **Weight (%)** |
| --- | --- |
| Compliance with Telco Standards (e.g., ISO 27001, GDPR) | 20% |
| Technical Compatibility (OSS/CRM APIs, network latency) | 20% |
| SLA Terms (Uptime, Support Response) | 20% |
| Total Cost of Ownership | 15% |
| Implementation Support & Training | 15% |
| Reputation and Past Performance | 10% |

**5. Procurement Process**

| **Step** | **Description** | **Owner** |
| --- | --- | --- |
| Needs Identification | Gather requirements from technical leads & users | Project Manager |
| RFP/RFQ Preparation | Draft scope, timeline, technical needs | Procurement Officer |
| Vendor Shortlisting | Evaluate vendors using criteria matrix | PM + Technical Team |
| Vendor Engagement | Request demos, clarify terms | PM + Legal |
| Contracting & SLA Signing | Finalize agreements with selected vendor(s) | Legal, Procurement |
| Purchase & Delivery | Order placement and provisioning | Procurement Team |
| Onboarding & Integration | Configure and integrate tools/services | DevOps, Cloud Engineers |

**6. Procurement Timeline**

| **Milestone** | **Start Date** | **End Date** |
| --- | --- | --- |
| Vendor Research | Week 1 | Week 2 |
| RFP Issuance | Week 2 | Week 3 |
| Vendor Evaluation | Week 3 | Week 4 |
| Contract Negotiation | Week 4 | Week 5 |
| Procurement & Setup | Week 5 | Week 6 |

**7. Budget Allocation (Sample)**

| **Item** | **Estimated Cost (USD)** |
| --- | --- |
| Cloud IaaS (VMs, Storage, Bandwidth) | 25,000 |
| OSS/BSS License Upgrades | 15,000 |
| CRM Subscription (Annual) | 12,000 |
| Security Tools | 8,000 |
| Migration Tools & Professional Services | 10,000 |
| Training & Certification | 5,000 |
| **Total Estimate** | **75,000** |

**8. Contract Management**

All contracts will include:

SLA clauses for uptime, support, maintenance.

Exit terms and renewal policies.

Data protection agreements (DPA) as per GDPR and Kenya Data Protection Act.

Contracts will be stored and version-controlled in a secured document management system (e.g., SharePoint, Google Drive with restricted access).

**9. Risks & Mitigations**

| **Risk** | **Impact** | **Mitigation** |
| --- | --- | --- |
| Vendor delay in service delivery | Project timeline impact | Include delivery milestones in contract |
| Cost overruns | Budget blowout | Fixed-price contracts, buffer margin |
| Incompatibility with existing OSS | Integration failure | Pilot phase testing |
| Licensing issues | System inoperability | Legal review, compliance mapping |

**10. Success Metrics**

| **Metric** | **Target** |
| --- | --- |
| % of vendors delivering on time | ≥ 95% |
| % of contracts with clear SLAs | 100% |
| Procurement cycle duration | ≤ 4 weeks |
| Number of post-purchase issues | < 5% |

**11. Version Control**

| **Version** | **Date** | **Changes** | **Author** |
| --- | --- | --- | --- |
| 1.0 | [Insert Date] | Initial Draft | [Your Name] |