![Safaricom]

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EXPRESSION OF INTEREST

PROVISION OF EMERGENCY RESPONSE SYSTEM

Document Release Date: Wednesday, 30th October 2024

Last Date for Receipt of EOI: Noon (East African Time), Wednesday 6th November 2024

C1 - Public

1.1. Introduction

Safaricom Plc is the leading integrated communication and financial services provider in Kenya, with a steadily growing subscriber base. The company is continuously expanding and reviewing its business, to meet the changing competitive landscapes, needs, and profiles of its customers.

Our efforts are geared towards positively impacting the lives of those in the communities around us and thus we strive to change the present to improve the future.

This Expression of Interest (EOI) is intended to lead to the identification of the most suitable technology solution and vendor to facilitate the successful implementation of Emergency response system. Safaricom is therefore soliciting Expressions of Interest (EOI) from interested qualified providers in partnering with us in this endeavor.

1.2. Scope

The general scope for provision of National Emergency Response system shall include but shall not be limited to:

- **Centralized Emergency Call Center:**
    - o Implement a unified toll free emergency number
    - o Develop AI-assisted call triaging
    - o Establish multi-lingual support
    - o Shared incident management dashboards
    - o Secure messaging and video conferencing capabilities
- **Real-time Resource Management System:**
    - o Functionality to onboard and track availability and location of ambulances,
    - o Functionality to onboard and allocate emergency medical technicans and other critical personnel to specific emergency units and shifts with ability to monitor and event audit trail, and
    - o Functionality to determine the quantitity, status and availability of resuscitation medication and equipment e.g. (Automated external Defibrillator - AED).
- **Integrated Patient Information System**
    - o Access to relevant medical history during emergencies
    - o Real-time update of patient status and location
    - o Capability Integration to Hospital Management Systems and Telehealth Platforms
- **Data Analytics and Reporting Module**
    - o Generate insights on emergency patterns and response effectiveness
    - o Support continuous improvement initiatives
- **Platform utilization in the following areas:**
    - o Ambulance services

o Disaster management units
o Hospital emergency departments
o Poison control centers
o Mental health crisis service

Bidders are expected to share detailed responses showcasing the firm's capacity and experience in offering National Emergency Response Platform with the capabilities detailed in the EOI document.

1.3. Submission of Enquiries and Responses

All enquiries relating to this EOI, and the final responses should be addressed to

pmokaya@safaricom.co.ke

The deadline for submission of responses is 6th November 2024, 17:00PM, EAT

1.0 Requirements for the bidders
Interested firms must provide below information.

Category	Requirement	Criteria
Company Information	Supplier Information	The supplier should provide the following information. • Overall, Company profile clearly indicating business focus areas. • Certificate of incorporation/Registration certificate. • Audited financial accounts for the past 2 years. • Certification from the ODPC as a data controller and data processor
Emergency Response system scope	• Centralized Emergency Call Center • Real-time resource management • Data Analytics and Reporting Module	The supplier shall demonstrate that the Emergency Response System has below capabilities: • Appropriate alert and activation of call out teams from a centralized call center to the EMTs on ground. • To appropriately locate and resolve call out requests in an appropriate timely and well-coordinated fashion as defined by an agreed upon SLA. • To ensure emergency resource monitoring and alert notification when resources meet a specified defined threshold.

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Category	Requirement	Criteria
	Integrate data from multiple sources	The supplier shall demonstrate that the emergency response system has capability of integrating with Hospital Management Information System and Radiology Information System
	Notifications, Alerts & Exception	The emergency response system should provide timely and proper notifications, alerts to all relevant stakeholders participating in a call out.

	Emergency Response System expected Outcome.	The supplier shall demonstrate that the Emergency Response System can meet the following expected outcomes:
		
		a. End to end visibility of all key resources needed for a successful evacuation response which includes but not limited to:
		   o Emergency response vehicles
		   o Emergency response personnel
		   o Emergency response medication and equipment
		b. SLA defined response times to call outs which enhance coordinated seamless service provision during emergency response.

	Event and Documentation Audit trail	The Emergency Response platform should have an event and documentation audit trail highlighting the participants in the telemedicine service provision with visible timestamps which are tamper proof.
Technical documentation	Technical literature	The supplier shall provide the below technical literature: • Technical Manuals • Protocol documents. • Data Format description document
References	Reference Customers	The supplier shall provide list of clients where the Emergency Response System in scope of the EOI have been supplied before.

2.0 Instructions to Respondents
a) The EOI response should not include pricing/commercial proposal.

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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.

3.0 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

4.0 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)

2. **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?prcBuId=300000002465003

All registered suppliers who would like to participate in this EOI can access the EOI through below link. Edit Negotiation: RFI 1831 - Negotiations - Oracle Fusion Cloud Applications

c) 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.

d) 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.

e) h) Any costs associated with the preparation and submission of the response to the EOI shall be borne by the vendor.

3. 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.

4. NEXT STEPS

- Review of submitted Expressions of Interest
- POC where applicable
- Prequalification of shortlisted suppliers
- Issuing of RFP to prequalified suppliers.

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- 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.