

# EXPRESSION OF INTEREST FOR THE PROVISION OF THE DIGITAL STORAGE, RETRIEVAL AND SCANNING OF DOCUMENTS

Safaricom Ethiopia is seeking the services of a supplier who will be able to deliver and provide support in terms of a digital document management system. This would entail the digital storage, retrieval, and scanning of documents generated and required e.g. in the entire life cycle of a company asset. The Document Management System prescribed by the supplier should have the capability to manage both the hard copy and electronic repositories of documents, historical information, and should provide a consistent approach to the creation, update and format of documents. A brief outline of the elements of the digital document management system services required by suitable partners whom we wish to engage with, are as follows:

## BRIEF OUTLINE OF SERVICES REQUIRED:

- The Suppliers' digital document management system must provide the ability to fulfill the following requirements:
  - Document scanning
  - Document Indexing.
  - Document Search.
  - Document Processing.
  - Workflow Automation.
  - Document Security.
  - User Dashboard
  - Customization
- The Digital Document Management System must provide:
  - Ease of Use
  - Common Sense Organization
  - Internal Communication
  - Versioning
  - Backup and Security
  - Mobile Compatibility
  - Workflow and Project Management
- The following compliance requirements are essential to the service delivered:
  - The Digital Document System must meet all IT compliance protocols of Safaricom Ethiopia
  - The Supplier must also provide an undertaking that it will not digitally store nor convert any documentation and or other items that of which may be held or could be held to be contrary to any legislation, authority, by- law, common law, regulations, etc. In the event that the Supplier should learn that such items or documents digitally stored by the customer are unlawful, or may become unlawful, the Supplier shall then be entitled to take all reasonable measures and steps that may be necessary to comply with any such aforementioned laws
  - The Supplier must undertake that it will abide by all reasonable procedures, requirements and stipulations of the Supplier relating to the digital storage, packing, depositing and retrieving of any manual documents and or electronic media stored
  - Where applicable, the Supplier must ensure that all manual documents, boxes and other items supplied by the customer to be stored at the suppliers' premises are reasonably protected against the risk of fire and damage by any other means and take reasonable precautions against the damage and destruction of the documents
- The Digital Document Management System proposed by the supplier must outline the creation, storage, categorizing, metadata tagging, delivery or sharing, repurposing, review and reporting, archiving and / or destruction of all digitally stored documents. Where applicable this should also entail the management of manual documents stored by the Supplier.**

## EOI REQUIREMENTS

Interested and capable service providers may submit their Expression of Interest providing the information and documents as listed below:

- At least two suitable client references (preferable telecommunication) for the provision of similar services in the Ethiopian Market

- Confirmation whether contracting partner will provide the services directly or will work with sub-contractors, If the latter option, please share the details of the sub-contractors you will work with
- Proof that you have the necessary regulatory approvals to provide such services in Ethiopia
- Duly Completed statement of compliance (fully compliant/ partially compliant and non-compliance) to each of the below listed requirements.
- Provide a company profile outlining your capabilities and services you deliver

## STATEMENT OF COMPLIANCE

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#	Item Description
A	Legal company Registration In Ethiopia
B	Registration with relevant authorities to deliver the service
C	A minimum of 3 -5 years' experience in delivering the services required
D	Demonstrate the experience of the CORE team delivering the services required
E	Demonstrate the relevant experience in the services required and also the value of current contracts and with whom
F	Details of the location of your premises within Ethiopia and also contact details
G	Past consecutive 3 years audited financial statements
H	A Company Profile outlining the Directors names and Identity numbers in order to do a Due Diligence check on the Directors

## SUBMISSION OF RESPONSES

- Interested suppliers should submit their response to the following email addresses: ebt.bids@safaricom.et no later than Friday, March 4, 2022 at 5:00pm (GMT+3)**
- All submissions to email should be less than 20MB, and if larger should be shared on a google drive link.**

## NEXT STEPS

- Once the responses are received the further process will follow the steps below
- Review of submitted Expressions of Interest
- Prequalification of shortlisted suppliers
- Issuing of tender to prequalified suppliers

## NOTE:

- Only the suppliers who meet our minimum requirements will be considered for further discussions.
- No prices should be provided with this EOI.
- The receipt of a response shall not bind Safaricom to any contractual agreements with the prospective bidder. Such arrangements shall only come in place once a tender process has been completed and an award issued to a successful bidder after technical and commercial evaluation.
- Any costs associated with the preparation and submission of the response to the EOI shall be borne by the EOI respondent.

## NOTE:

- Safaricom Ethiopia 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.
- Safaricom Ethiopia and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the documents and information submitted in connection with this application.