



**SAFARICOM PLC
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EXPRESSION OF INTEREST – PROVISION OF A WORLD CLASS DEBT MANAGEMENT SOLUTION

Document Release Date: 31st October 2023

Last Date for Receipt of Proposals: 16th November 2023 15:00PM EAT

ACCRONYMS

- ERP - Oracle EBS
- CBS - Convergent Billing System
- EOI - Expression of Interest

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1.0 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.

The company has dynamic operations resulting in different types of debts such as digital lending, post paid billing debt as well as credit sales debt. Our debt is carried in different systems. To this end and as part of our commitment to effective credit and collections management, we are seeking a provider for a comprehensive and dynamic DEBT MANAGEMENT SYSTEM for our debt portfolios.

2.0 AIMS AND OBJECTIVES

This Expression of Interest (EOI) is intended to identify an experienced and reputable service provider who will supply Safaricom PLC conduct with a Debt Management Solution. The supplier will be tasked with solution design and planning, implementation, testing, technical support and user training.

The interested companies who express interest in providing this system MUST have demonstrable capacity and experience in the designing, supplying, installing, testing, commissioning, supporting & maintaining a dynamic and debt management system. In this regard, the system MUST have the capabilities as stated in the excel document.

3.0 SUBMISSION OF ENQUIRIES AND RESPONSES

All enquiries relating to this EOI and the final responses should be addressed to: cokumu1@Safaricom.co.ke ;; copy to bids@Safaricom.co.ke on or before **7th of November 2023**.

4.0 EOI Requirements for the bidders

	Requirement	Response	Comments & Attachments
1	<p>Company profile</p> <p>(Provide a brief overview of your company, including its background, organizational structure, key personnel and years of experience in implementing debt management systems. Highlight any relevant certifications, industry affiliations or awards that demonstrate your expertise in debt management systems. Describe your company's approach to debt management, unique strategies or technologies that set you apart.</p>		

	Provide your Certificate of incorporation/Registration certificate and list of your operation locations)		
2	Financial Capability (Audited Financial statements for the past three years.)		
3	Technical Expertise (Detail the tools, technologies and systems that your company uses for debt management including any data analytics capabilities. Provide examples of successful debt management system implementation projects you have undertaken, including details of strategies and methodologies employed. How does your company stay updated with the latest trends, regulations and best practices in debt management systems? Share the services offered and length of time the company has been in that business. Provide specific details on technical capability and reference projects handled for Microservices or Cloud implementations. Demonstrate your support and response structure for technical support)		
4	Legal Compliance (Confirm that your company operates in compliance with all applicable laws, regulations and industry standards including data privacy and consumer protection laws. Provide details of any licenses, certifications, or registrations required for operating as a debt collection service provider)		
5	Client References (Provide at least 3 references from your clients including their contact information along with a brief description of the debt collection services or projects provided to them. Share a list of your implementation partners if any. Provide certified technical teams and demonstrate competency for deployment and support.		
6	Valid Tax compliance certificate		
Note: Please provide any other additional information that Safaricom should be aware of.			

5.0 INSTRUCTIONS TO RESPONDENTS

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 demos/documentation on the necessary technical descriptions of previous work undertaken of a similar nature.

6.0 NEXT 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 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.

No.	Activity	Approximate Dates
1.	EOI sent out	31 st October 2023
2.	EOI receipt	16 th November 2023
3.	EOI responses review and evaluation	2 Weeks
4.	EOI Presentations and Demo (clarifications and further discussions on partnership)	2 Weeks
7.	Tender Process	4 Weeks
9.	Evaluation, Award and Contracting	8 Weeks

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: 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