

SAFARICOM PLC

EXPRESSION OF INTEREST (EOI) - PROVISION OF APP HAILING TAXI SERVICES

Document Release Date:

01st November 2023

Last Date for Receipt of Proposals:

07th November 2023 6:00 PM (Kenyan Time)

1. INTRODUCTION

Safaricom is the leading integrated communication services provider in Kenya and has a steadily growing subscriber base. The company is continuously expanding and upgrading its systems and processes to meet the changing needs of its customers. To meet this objective Safaricom continuously seeks to partner with competent suppliers and service providers for supply of services.

Safaricom Limited is seeking Expressions of Interest (EOI) from qualified and reputable vendors for the Provision of Taxi Services.

2. AIMS AND OBJECTIVES

Safaricom Limited offers car Taxi Services to staff on a need basis across the country. The vendor will be expected to offer Taxi Services to Safaricom staff across the country. The vendor will also be required to provide Taxi Services for Staff events such as Team buildings and Staff parties countrywide as and when required.

This Expression of Interest (EOI) document is intended to lead to the identification of suppliers that can demonstrate that they have enough capacity to provide these services in the best possible way and in a manner that enables Safaricom to meet its expectations.

Safaricom is therefore soliciting from interested companies an Expression of Interest clearly showing the following;

- Years of experience as a provider of App Based Car Taxi Services.
- The principal place of business.
- Number of Saloons and Vans e.g., Noah, Voxy, or equivalent (indicate capacity).
- Current list of corporate clients where similar services has been carried out.
- Demo access to Customer account and Admin account.
- Features of admin account.
- Regional presence in Kenya. The vendor /Supplier are required to have adequate base areas that are positioned in strategic location across the country.

3. SCOPE

- To facilitate efficient service delivery in consultation with the Fleet and Transport Management Team.
- Adherence to the Safaricom Absolute Safety Rules and all other statutory Traffic laws as stipulated by the law.
- Offer roadworthy vehicles with no exceptions
- Monitor and track all hired vehicles
- Provide licensed and well-trained drivers.
- Vehicles availed for hire to be road worthy and well maintained.

4. RESPONSIBILITIES

- It is the responsibility of the contractor to show commitment to providing consistent high-quality services from the very first contact.
- Compliance with industry standards, regulations and procedures. Work processes and legal compliance as proof of ability to attain high levels of service delivery
- Tracking and status updates – provide 24/7 access to information on location of hired vehicles
- Ensure that drivers have the necessary licenses to operate the vehicles and that they always maintain a service-centric attitude in the performance of the duties

5. SUBMISSION OF RESPONSES

Interested suppliers should submitted their response to this EOI in soft copy addressed to the attention of the Category Manager Purchasing. The EOI should be emailed to CKiteme@Safaricom.co.ke **7th November 2023 6:00 PM (Kenyan Time)**.

6. NEXT STEPS

- Review of submitted Expressions of Interests
- 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
- 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.
- Safaricom 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