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EXPRESSION OF INTEREST

PROVISION OF DEBT COLLECTION SERVICES

Document Release Date: Thursday, 28th April 2023

Last Date for Receipt of EOI: Noon (East African Time), Thursday 4th May 2023

EOI- Provision of Debt Collection Services



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.

To this end and as part of our commitment to effective credit and collections management, we are seeking qualified and experienced **Debt Collection Service providers** to support our collection efforts for our Post Pay and digital debt services. Safaricom is therefore soliciting Expressions of Interest (EOI) from interested qualified providers in partnering with us in this endeavor.

1.2. Background and EOI Requirements

Safaricom offers a wide range of post-pay and digital debt services to our customers in Kenya. As a leading telecommunications company, we strive to ensure efficient and effective debt recovery processes while maintaining a customer centric approach.

Safaricom outsources Debt collection services from professional firm(s), who offer specialized services in line with the agreed terms of reference. Through this Expression of Interest (EOI), we aim to identify experienced and reputable debt collection partners who can work collaboratively with our internal teams and demonstrate expertise in handling debt collection for telecommunication services.

A summary the terms of reference for this requirement is summarized below:

- Supply of Debt Collection Services to Safaricom PLC



1.3. Submission of Responses

The Expression of Interest proposal should be submitted in the below format:

	Requirement	Response	Comments & Attachments
1	Company profile (Provide a brief overview of your company, including its background, organizational structure, key personnel and years of experience in providing debt collection services. Highlight any relevant certifications, industry affiliations or awards that demonstrate your expertise in debt recovery. Describe your company's approach to debt collection, unique strategies or technologies that set you apart)		
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 collection including any data analytics capabilities. Provide examples of successful debt collection 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 collection?)		
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.)		
6	Valid Tax compliance certificate		
Note: Please provide any other additional information that Safaricom should be aware of.			

1.4. Next Steps

- a. Evaluation of the Expression of Interest submission
- b. Shortlisting of Vendors
- c. Prequalification of shortlisted Vendors (where applicable)
- d. Issue Request for Proposal tender document



Responses

Vendors are advised to submit their responses via return email by **Noon (East African Time) on Thursday, 4th May 2023** to Pmokaya@safaricom.co.ke;

NOTE:

- This is not 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.