

SAFARICOM PLC

EXPRESSION OF INTEREST – PROVISION OF RIDER SERVICES

Document Release Date: 4th October 2023

Last Date for Receipt of Proposals: 16th October 2023

1. INTRODUCTION

Safaricom PLC is a leading telecommunications company offering a comprehensive range of integrated telecommunication services, including mobile and fixed Voice, SMS, Data, Internet, Mobile Money (M-PESA) and e-Commerce to over 30 million subscribers.

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.

2. BACKGROUND

Safaricom PLC operates within six major regions in the country. The regions include Nairobi East, Nairobi West, Mt.Kenya, Western/Nyanza, Rift Valley and Coast.

This Expression of Interest (EOI) document is intended to lead to the identification of suppliers that can demonstrate having sufficient capacity to provide intra- town Rider Services in the best possible way and in a manner that enables Safaricom to meet its expectations.

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

- A company profile detailing the years of experience as prime service providers of rider services.
- Permits from relevant authorities to offer such rider services (Provide evidence of compliance with statutory requirements, Valid CAK certificate, certificate of registration, professional membership all other relevant licenses).
- Financial capability – submit 2 years audited account.
- The principal place of business and warehouse facilities /service outlets/offices clearly indicating the exact locations submit supporting documents for office ownership(lease) & county licences.
- Current list of corporate clients where similar services is carried out. Provide contract or award/

Name of Corporate Client	No. Years' Service been Provided	Type of service (dedicated rider or on demand)

recommendation letters from the clients and contacts (Maximum 5).

- List of bikes available on your platform and number of operating licences available to operate within CBDs submit copies of logbooks or lease contracts.
- Available rider services web/app platform- Provide web application details.
- Company's Health and Safety policy.
- Company Road Safety Policy.
- Insurances – proof of goods on transit cover, third party liability & personal injury and Work Injury Benefit (WIBA) Insurance.
- Company's workplace registration by Directorate of Occupational Safety and Health Services (DOSHS).

3. Project Deliverables

The general scope for provision of Rider Services shall include but shall not be limited to:

- Provision of Rider services (both parcels and letter/mail services) in Nairobi, Mombasa and Kisumu.
- Provision of dedicated riders to a few departments depending on the demand and sensitivity of documents
- Adherence to the Safaricom Absolute Safety Rules and all other statutory Traffic laws as stipulated by the law.
- Offer roadworthy bikes with no exceptions.
- Reporting, incident management, and documentation.
- Risk treatment and assessment preparation and reviews.
- Monitor and track all bikes.

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 the riders.
- Ensure that riders have the necessary licenses to operate the bikes and that they always maintain a service-centric attitude in the performance of the duties.
- Reporting and incident management.
- Invoicing and reconciliation.

5. SUBMISSION OF RESPONSES

Interested suppliers should submit their response to this RFI in soft copy addressed to the attention of the Category Sourcing Manager. The EOI should be emailed to ckiteme@safaricom.co.ke and Trezina Awino Egesa TEGESA@Safaricom.co.ke by **Noon on Monday 16th October 2023(Kenyan Time)**

6. NEXT STEPS

- Review of submitted Expressions of Interest
- Prequalification of shortlisted suppliers
- Issuing of tender to prequalified suppliers

NOTE:

- This is not a tender
- Only the suppliers who provide the required details will be considered for further discussions
- No prices should be provided with this EOI
- 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 the purpose of informing the bidders of the outcome of the process