

SAFARICOM PLC

**EXPRESSION OF INTEREST (EOI) – PROVISION OF WAREHOUSING AND FULFILMENT SERVICES FOR
SAFARICOM'S E-COMMERCE PLATFORM MASOKO**

Document Release Date: 26th January 2024

Last Date for Receipt of Proposals: By 5:00pm on Friday 2nd February 2024 (Kenyan Time)

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 (Masoko) to over 30 million subscribers.

Masoko's mission is to enable customers shift to online retail by leveraging E-commerce in order to scale new business opportunities.

2. BACKGROUND

Masoko by Safaricom offers home delivery (NBI) & collection services of electronic devices and accessories across all major towns in Kenya.

This Expression of Interest (EOI) document is intended to lead to the identification of suppliers that can demonstrate having sufficient capacity to provide Warehousing & Fulfilment services in the best possible way and in a manner that enables Masoko to meet its expectations.

Safaricom 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 local warehousing & fulfilment services and experience as prime service providers of courier Services.
- Permits /authority from relevant bodies to offer such warehousing & fulfilment services. Submit a valid CAK.
- Financial capability – submit 2 years audited accounts.
- The principal place of business and warehouse facilities /service outlets/offices of the company country wide clearly indicating the exact locations. Vendor to submit support document for office ownership(lease) & county licences.
- Current list of corporate clients where similar services are carried out. Provide contract or award/ recommendation letters from the clients and contacts (Maximum 5).

Name of Corporate Client	Type of service (warehousing, fulfilment, courier (all scopes))	No. Years' Service been Provided	Location of the corporate client

- Number of fleet Pickups, trucks, and motor bike, submit copies of logbooks or lease contracts & NTSA annual vehicle road worthiness certificate.
- Fleet management system: vendor to submit proof.
- Vehicle Telematic System.
- 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.

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- Company's workplace registration by Directorate of Occupational Safety and Health Services (DOSHS).

3. Project Deliverables

The general scope for provision of Warehousing & Fulfilment services shall include but shall not be limited to:

- Provision of Warehousing services, including storage & inventory management.
- Collection from Masoko's partner merchants & Return to vendor (RTV) services.
- Offer Quality Control checks at all / major points in the inventory movement cycle.
- Warehouse Management System with capability of integration with Masoko's systems for the purposes of order & inventory management.
- Provision of Order processing services - pick & pack and dispatch.
- Offer packing services & packaging materials for all orders.
- Provision of Order fulfilment services, including last-mile deliveries, collection from vendor's hubs across the country, and reverse logistics.
- Fleet management / delivery system with Track & Trace capability.
- Insurance cover for inventory & in-transit liability.
- Transport in covered, lockable and clean trucks, vans, or motorbikes.
- Applied care when arranging items in the transport vehicle to ensure they are not damaged on transit.
- Reporting on order processing & delivery performance.
- Issue management and resolutions as per Service Level Agreements (SLAs)

4. RESPONSIBILITIES

It is the responsibility of the contractor to show commitment to providing consistent high-quality services throughout its countrywide locations, from the very first contact to the delivery of the goods.

The contractor must ensure;

- Compliance with industry standards and procedures. The work processes and packing materials that comply with internationally recognized standards.
- Provide certifications and accreditations including ISO 9001:2008 certification as proof of ability to attain high levels of service delivery in local moves.
- Have automated service for tracking, status updates - 24/7 access to information on inventory, and delivery statuses at each stage of the fulfilment journey. A company which understands that the information flow during the fulfilment journey is as critical as the goods flow in order to ensure a successful delivery.
- Environmental conservation - Preserving and caring for the environment as a moral imperative and part and parcel of sound business practices, developed and rolled out initiatives to minimize our business's environmental impact and promote environmental awareness.
- Health & Safety – Should be committed to ensuring the health and safety of all, by use of appropriate PPE & PPC.

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5. SUBMISSION OF RESPONSES

Interested suppliers should submit their response to this EOI in soft copy addressed to the attention of the Category Sourcing Manager. The EOI should be emailed to ckiteme@safaricom.co.ke by **5:00pm on Friday 2nd February 2024 (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 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