

**SAFARICOM PLC**

**EXPRESSION OF INTEREST (EOI) –PROVISION OF LOCAL COURIER, MAILROOM MANAGEMENT, OFFICE AND HOUSEHOLD RELOCATION SERVICES**

**Document Release Date: 20<sup>th</sup> September 2023**

**Last Date for Receipt of Proposals: By 5:00pm on Tuesday 3<sup>rd</sup> October 2023 (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 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 five major regions in the country. The regions include Nairobi Metropolitan, 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 Courier, Mailroom management, office and local relocation 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:

- A company profile detailing the years of experience as prime service providers of local courier, mailroom management and experience as prime service providers of Relocation Services.
- Permits /authority from relevant bodies to offer such courier and relocation services. Submit a valid CAK
- Financial capability – submit 2 years audited account.
- 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 (Dedicated Mailroom, courier and local relocation (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

Provision of Local Courier, Mailroom Management, Office and Household Relocations Services

- 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 Courier, office and household Relocations services shall include but shall not be limited to:

- Provision of Courier services (both parcels and letter/mail bag services) countrywide i.e. within Nairobi and in the upcountry regions/towns
- Provision of mailroom management services (will involve receipt and dispatch of mails and parcels to Safaricom staff within the Safaricom administration blocks and call centre as well as to the destinations they are intended) for the company's mailroom facilities at: Jambo Call Centre-Mlolongo and Safaricom HQ – Westlands STAFF
- Movement of office furniture, fixtures and fittings where appropriate.
- Carry out a pre-move assessment – This is to confirm the quantity of the household goods to be moved, the packaging required and vehicle tonnage.
- Offer packing for all the household goods according to the type of household item, ensuring their safety by use of the best packing materials available in the market.
- Transport in covered, lockable and clean trucks. Use of furniture protection equipment, wrapping with special microfiber mover blankets for maximum protection, fridge carriers and sofa wrappers.
- Applied care when arranging items in the moving truck to ensure they are not damaged on transit.
- At the destination house, unpack, reassemble and arrange furniture, place kitchenware, arrange bedroom contents, reconnect washing machines, cookers, home entertainment equipment.
- Provide specialized services including: Moving pianos, antiques, fine art & items of sentimental value.
- Assembly/Disassembly - Disassembly of furniture, swing sets, etc. prior to movement and re-assembly upon arrival at the new residence.
- Crating - High-value items such as artwork, electronic equipment or delicate collectibles that need some added attention. Consider custom crating to protect fragile or non-standard sized belongings.
- Unpacking - Boxes are opened and contents are removed and placed on a flat surface. If desired, provide any further placement needs. Boxes and packing material removal is included within this optional service.
- After delivery service - Ensure tenacious follow-ups of staff concerns.
- Carry out a post-relocation report
- Complaints management and resolutions as per Service Level Agreements (SLAs)
- Insurance compensation for damaged and/or lost item(s)

#### 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 supplier must ensure;

- Compliance with industry standards and procedures. The work processes and packing materials that comply with FIDI/FAIM 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 relocation at each stage of the removal process and reporting. A company which understands that the information flow during a removal is as critical as the goods flow in order to ensure a successful relocation.
- 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.

#### 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](mailto:ckiteme@safaricom.co.ke) by **5:00pm on Tuesday 3rd October 2023.**

#### 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.

Provision of Local Courier, Mailroom Management, Office and Household Relocations Services