

**SAFARICOM PLC****Expression of Interest (EOI) - Provision of Car Hire and Shuttle Services****Document Release Date** : **19<sup>th</sup> March 2024****Closing Date for Receipt of EOI:** **8<sup>th</sup> April 2024**

## 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 Car Hire and Shuttle Services.

## 2. AIMS AND OBJECTIVES

Safaricom Limited offers car hire services to staff on a need basis across the country. The vendor will be expected to offer Car Hire and Shuttle Services to Safaricom staff across the country. The vendor will also be required to provide Car Hire and Shuttle 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 sufficient 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;

1. The profile of the company detailing the years of experience as prime service provider of Car Hire and Shuttle Services; Certificate of incorporation, and organization structure and tax compliance.
2. Financial statements for the last 2 years audited by a licensed auditor
3. List of corporate clients where firm has offered similar services in the last 2 years - (Provide Contact Details, recommendation letter/ contracts).
4. Geographical Presence - Details of your presence across all regions in Kenya - head Offices, offices.
5. Number of Saloons, SUVs, and Vans and Shuttle buses available (indicate capacity)
6. Valid operating Permits and licenses - The firm's license from relevant and recognized licensing bodies to carry out Leasing of Motor Vehicles (attach supporting documents i.e., valid registration certificates/ valid licenses).
7. Signed Company health and safety policy, processes and procedures

## 3. SCOPE OF SERVICES

### a. Car Hire Services

- Provision of a variety of requisite Vehicles for hire.
- 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

### b. Shuttle Services

- Provision of a variety of requisite Vehicles to offer shuttle transport services to and from Safaricom's Jambo Contact Centre (Located in Mlolongo along Mombasa road), Safaricom Care Centre and Thika Call Centre to various stipulated points as and when required on a 24hr basis. The vendor will also be

required to provide shuttle buses for Staff events such as Team buildings and Staff parties countrywide as and when required.

- 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 shuttle vehicles
- Provide licensed and well trained drivers

#### 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

#### SUBMISSION OF RESPONSES

Interested suppliers should submitted their response to this via the portal. Any questions regarding the EOI should be emailed to [CKiteme@Safaricom.co.ke](mailto:CKiteme@Safaricom.co.ke) and copied to [ewere@safaricom.co.ke](mailto:ewere@safaricom.co.ke) on or before **8th April 2024**.

#### 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.
- 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.

Similar Requirements relating to this EOI are accessible via the below link. Kindly review all instructions on this document before proceeding to submit.

[RFI: 1489 - Negotiations - Oracle Fusion Cloud Applications \(oraclecloud.com\)](#)

### Important Instructions on Enquiries and submission of Responses

- a) All new and participating suppliers for this EOI will be expected to register as new suppliers via the below link;  
<https://egjd.fa.us6.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000002465003>
- b) All registered suppliers who would like to participate in this EOI can access the EOI through below link  
[RFI: 1489 - Negotiations - Oracle Fusion Cloud Applications \(oraclecloud.com\)](#)
- c) Note that the responses to this RFI are to be submitted via the Safaricom i-sourcing portal. **e-mail responses may not be considered.**
- d) Companies in the SIG categories are encouraged to apply
- e) The responses to this EOI are to be submitted via the Safaricom i-sourcing portal and e-mail responses WILL NOT BE CONSIDERED.
- d) Once logged in, all interested suppliers can access the EOI by following below steps:  
Supplier Portal>>Negotiations>>View Negotiations>>\*Invitation Received (pick number 1489)>> Search.
- e) The EOI response **should not** include pricing/commercial proposal
- f) All responses should be provided in standard file formats i.e., XLSs, DOC(X) and PDF.
- g) Any link submitted together with the documentation should lead to an MS OneDrive folder and not Google Drive or WeTransfer. Submissions with links to platforms other than MS OneDrive will not be accessible on our end and will not be considered.
- h) Any costs associated with the preparation and submission of the response to the EOI shall be borne by the vendor.