



SAFARICOM PLC
P. O. Box 66827 – 00800 Westlands
Nairobi, Kenya

**REQUEST FOR INFORMATION – SUPPLY OF CASH DEPOSIT MACHINE & CIT
SERVICES 2024**

Document Release Date: Wednesday 31st January 2024

Last Date for Receipt of Proposals: Tuesday, 13th February 2024, 1700Hrs



1) INTRODUCTION

Safaricom PLC is the leading integrated communication services provider in Kenya and has a steadily growing subscriber base. Safaricom PLC is continuously expanding and upgrading its systems and processes to meet the changing needs of its customers including mobile and fixed Voice, SMS, Data, Internet, and Mobile money (M-PESA) to over 31 million subscribers. Our efforts are geared towards positively impacting and transforming the lives of those in the communities around us and thus we strive to change the present to improve the future. Safaricom remains focused on offering the best customer experience with products and services that differentiate us from competition and this has led to the expansion of our services to the regions, and this is also aimed at engaging our customers from the grassroots.

At present, we have forty-eight (48) operating retail stores across the country and growing into the foreseeable future. We are therefore looking for a suitable and interested vendor for the Supply and Installation of Cash Deposit Machines for these retail stores which are our main cash collection points. Safaricom has been managing banking of cash and cheques collected in various retail centres through a local Agency and CIT provider. The banking of cash and checks has been carried out on daily basis from all retail's shops across the country, where the cash collected in each day is delivered and banked in the following day by the CIT provider.

To increase our efficiency, we seek to automate and simplify the cash collection process to address some of the above inefficiencies and at the same time reduce our monthly CIT cost significantly. Safaricom would like to introduce automated banking machines in its cash collection and delivery process.

2) AIMS AND OBJECTIVES

The aim of this EOI is to identify a reputable vendor to supply and install cash deposit machines in a bid to address opportunities in improving our cash management process and reduce some inefficiencies in the process and at the same time reduce monthly CIT cost significantly.

3) EXPECTATIONS

Safaricom Plc is soliciting from interested companies the following mandatory requirements: -

- I. **A detailed proposal duly dated signed and stamped on your company letter head.** The letter should state the following: -



- ✓ Specific solutions that would solve our Cash deposit Machines requirements across all our shops.
 - ✓ Product Information: specifications of the Cash Deposit Machines you offer, information on the technology used, capacity, security features & measures, any additional unique functionalities.
 - ✓ Outline any customization options available to meet specific requirements.
 - ✓ Detailed security features implemented in your Cash Deposit Machines to ensure the safety of transactions and customer data.
 - ✓ Integration and Compatibility: Details on compatibility with different banking software and protocols and with Safaricom core-banking and ERP system.
 - ✓ Maintenance and Support: Share details on maintenance requirements for the CDMs including information on the warranty and support services offered Post implementation.
 - ✓ Key contact person in this process of the RFI and their contract details.
- II. **Supplier reference checks from 3 of your biggest clients** – provide contact information for at least three references from clients who have implemented your Cash Deposit Machines
- III. **Proof of supply capacity** via online /e-catalogues e.g., proof of partnerships with original global/local manufacturers, distributors licenses, contracts, etc. in the case that you are not the original manufacturer.
- IV. **Proof of financial capacity** – Last FY annual turnover, on a one pager
- V. **Current tax compliance certificate**
- VI. Confirm Willingness for Proof of Concept
- VII. Confirm CIT partner if a contracted service.
- VIII. **Costs and Pricing Structure if applicable:** Outline the pricing structure e.g.,
- a) Costing per CDM, per license or per lease, include associated costs such as installation, training, and service support post implementation.
 - b) Confirm if you can offer the services for free on an interest split or no split approach with end-to-end banking and account maintenance.**

4) NEXT STEPS

Only the vendors that meet our minimum requirements will be considered for the next stage of the bidding process. **The Safaricom team may conduct site visits for all bidders who respond to this RFI.**



5) RESPONSES TIMELINES

Please submit your RFI responses by **Tuesday, 13th February 2024** at **1700hrs** via response on our I-sourcing platform. Subject Reference "**REQUEST FOR INFORMATION SAFARICOM CASH DEPOSIT MACHINE & CIT SERVICES**"

If your company is prequalified to be a supplier with Safaricom PLC, log in to this site to respond to the bid.

https://egjd.fa.us6.oraclecloud.com/supplierPortal/faces/FndOverview?fndGlobalItemNodeld=itemNode_supplier_portal_supplier_portal

If you are a new supplier, follow this link to register your company for prequalification.

https://shub.safaricom.co.ke/OA_HTML/OA.jsp?page=/oracle/apps/pos/onboard/webui/ProspRegPG&OAHP=POS_GUEST_REG_HP&OASF=POS_SUPPREG_REGISTER&OAPB=POS_ISP_BRAND&oid=BDB7AF1018A39E4A then use previous link to respond to the RFI.

All attachments should be clearly labelled to match the requirement being responded to and should be attached in the attachment section corresponding to the attachments.

All attachments should be in standard formats (i.e., word, excel, PDF) and attached to your repose on i-sourcing portal.

Clarifications can be sent to sarodi@Safaricom.co.ke by **Tuesday, 6th February 2024**.

NOTE:

- 1) Estimated annual deposit is over KES. Eight (8) Billion and Safaricom is open to discuss interest rates for the deposit in view of free services.
- 2) 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.