



SAFARICOM LIMITED

Expression of Interest (EOI) - Provision Of International Removals, Relocation Services

Document Release Date : 9th January, 2017

Closing Date for Receipt of EOI: 23rd January, 2017

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 **International Removals & Relocation Services**. The successful supplier will be required to facilitate all professional packing and removal services for staff household goods and personal effects across the world.

2. AIMS AND OBJECTIVES

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;

- Years of experience as prime service providers of International Relocation & Removal Services
- The principal place of business
- Authority from relevant authorities to offer such services (Provide evidence of compliance with statutory requirements, certification and all other relevant licenses).
- Current list of clients where similar services have been carried out.
- Company Health and Safety policy, processes and procedures clearly listing the personal protective equipment (PPE/c) used during the Relocation and moving exercises.
- Global Presence-Indicate the countries where your services are currently available.
- Partnerships with other moving and logistics providers

3. SCOPE

The scope of services includes but not limited to the following;-

- Carry out Free pre-move assessment survey.
- Assembly, Packing & loading ensuring safety by use of best packing materials available in the market.
- Transport in covered, lockable and clean trucks/containers.
- Cross border customs clearance
- Un-loading and un-packing/Disassembly
- Removal of debris at the time of delivery
- Provision of specialized services including: Moving pianos, antiques, fine art & items of sentimental value.
- After delivery service – Reporting & tenacious follow-up of staff concerns
- Carry out a post- relocation report

4. RESPONSIBILITIES

- It is the responsibility of the contractor to show commitment to providing consistent high quality services throughout its worldwide locations, from the very first contact to the delivery of the goods.
- Compliance with industry standards and procedures. Work processes and packing materials that comply with FIDI/FAIM standards, Certifications and accreditations including ISO 9001:2008 certification as proof of ability to attain high levels of service delivery in International moves.
- Tracking and status updates - 24/7 access to information on relocation at each stage of the removal and movement process. A company which understands that the information flow during removal and movement 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 submitted their response to this EOI in soft copy addressed to the attention of the Senior Manager Purchasing. The EOI should be emailed to bids@safaricom.co.ke **on or before 23rd January 2017.**

6. 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
- 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.
- 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