



Expression of Interest - General Insurance Brokerage Services

Document Release Date: 19th June 2018

Last Date for Receipt of Proposals: 2nd July 2018 on or before 5:00 PM (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 and mobile money (M-PESA) to over 25 million subscribers. Safaricom currently holds a market share of 67% and commands the widest mobile network coverage enabling it to maintain its position as the region's mobile market leader. 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.

This document constitutes the formal Request for Expressions of Interest (EOI) for Provision of General Insurance Brokerage Services.

2. AIMS AND OBJECTIVES

This Expression of Interest (EOI) document is intended to lead to the identification of potential insurance brokers who can demonstrate having sufficient capacity and experience to provide General Insurance Brokerage Services in the best way possible and in a manner that enables Safaricom to meet its expectations.

Safaricom is therefore soliciting from interested companies an Expression of Interest (EOI) clearly demonstrating the following:

- Valid Registration or License from relevant authorities such as IRA,
- Number of years the firm has in handling General, Life and Medical Insurance,
- Current list of clients where similar services are being provided or have been provided, and
- Current Tax Compliance Certificate from Kenya Revenue Authority (KRA)

3. SCOPE OF SERVICES

The scope of this requirement is to provide insurance brokerage services to Safaricom PLC. Some of the key services will include:

- Insurance cover placement – Selection of insurance underwriters for specified risk covers through competitive quotations,
- Facilitate fronting of the global insurance and risk program,
- Valuations – To facilitate the valuation of all Safaricom assets,
- Insurance policy review – Review of insurance policies in place to ensure adequacy of cover, analysis of any change in Safaricom insurance needs and changes in the insurance market,
- Claims handling – Facilitating loss indemnity according to agreed SLA's,
- Loss analysis and control – Analysis of Safaricom claims experience and review of measures in place to reduce the frequency and/or severity of losses,
- Actuarial services – Periodic evaluation of the our insurance schemes to determine adequacy of the limits,
- Risk transfer consulting – Advice on self-insurance and alternative risk transfer options where this is more cost effective,
- Risk management services – Examination of risk exposures in Safaricom operations including business continuity plans and any control methods applied to confirm adequacy and/or plan for transfer,
- General advisory services – Timely advice on trends in the industry, changes in relevant laws and the likely impact,

- Onsite administration of the portfolio – Broker staff based permanently at Safaricom to provide assistance as per mutually agreed job description, and
- Any other value add insight not captured above

4. SUBMISSION OF RESPONSES

Interested suppliers should submit their response to this EOI to TMuchiri@safaricom.co.ke and copied to bids@safaricom.co.ke **no later than 2nd July 2018 at 5:00 PM.**

5. NEXT STEPS

- Review of submitted Expressions of Interest,
- Prequalification of shortlisted suppliers, and
- Issuing of tender to prequalified suppliers

NOTE:

- No prices should be provided with this Expression of Interest (EOI),
- 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, and
- 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 EOI