

Safaricom Supplier Portal

Frequently Asked Questions

Supplier Registration

1. How do I become a Safaricom supplier?

One can express interest to become a Safaricom supplier by registering with us and passing our prequalification process.

2. How do I register/express interest to become a Safaricom supplier?

- Registration can be done through our Prospective Supplier Registration Portal available on our website: <http://www.safaricom.co.ke/about-us/suppliers/how-to-become-a-safaricom-supplier>
- The registration will be reviewed and your company will be advised on the way forward

3. What information is required during registration?

During registration you will be requested to provide your company's registration and tax information, contact details, directorship, references, products and services and to attach your company profile and registration certificates, and to express interest in specific category(ies) of supply.



Supplier Registration

4. How long will it take for me to get feedback on my registration request?

Feedback on the registration requests will usually be provided within 5 working days upon receipt of the registration request.

5. What is the next action after a successful registration?

The submitted documents will be reviewed and the registration will either be approved or rejected.

If the Approved RFQ suppliers will receive supplier's prequalification questionnaire which they will be required to respond to within the stipulated time.

Suppliers in below categories: sponsorship, statutory bodies and schools are registered for payment purposes and hence once their registration is approved they are not subject to prequalification.

The evaluation once completed, the outcome of either success or failure for prequalification is communicated to supplier, users and the category manager.

6. What aspects are considered by Safaricom for Prequalification?

The prequalification covers the following areas: Financial Capacity, Health and Safety, Licensing; Partnerships and Accreditations, Insurance, Management Policies, Business experience for the relevant supply category, Probity and Litigations, and any Conflicts of Interest.



Supplier Registration

7. How long does the prequalification process take?

The pre-qualification process takes 10 working days. This however varies depending on the quality of submission received from the supplier. Where information is missing or not adequately provided by the supplier, the period of pre-qualification may be extended to allow the supplier to submit or re-submit the relevant information before the pre-qualification is finalized.

8. Will I get feedback on my prequalification status?

Yes. Safaricom will evaluate your response and provide feedback through the contact particulars provided at the time of registration.

9. Are there manuals or guide that can assist on how to go about the registration and prequalification?

Yes. The manuals and guides are available in our company website:

<http://www.safaricom.co.ke/about-us/suppliers/supplier-tools-and-support>

Supplier Registration

10. Will my company get business from Safaricom once it has passed the prequalification process?

The purpose of our supplier registration and prequalification process is to identify and evaluate potential suppliers who may subsequently be invited to tender for specific goods and services should a requirement arise in the specific category. There's therefore no guarantee that a pre-qualified supplier will be invited for a tender within any specific time frame as a requirement may not necessarily arise in the category of pre-qualification during that time frame.

Supplier Registration

11. Does a supplier need to know or pay someone to get prequalified with Safaricom?

No. Our prequalification process is free, fair and transparent and a potential supplier does not need to know anyone in Safaricom to be prequalified. Safaricom maintains strict ethics guidelines which are to be adhered to by all partners and staff. The supplier code of conduct can be accessed through the following address:

<http://www.safaricom.co.ke/about-us/suppliers/safaricom-policies-and-procedures>

12. Where or who do I contact for assistance?

You can get assistance on any aspect of the supplier registration and prequalification process through the below contacts:

E-mail: SupplierHelpDesk@safaricom.co.ke



Password

13. How do I reset My password?

- Password reset is available on <https://shub.safaricom.co.ke>
- Login to the page and click **Login Assistance**
- Enter your username and click forgot password
- You will receive an email to reset password and by using the prompt you can enter new credentials

14. What Happens when I cannot access the portal?

- Go to internet explorer
- Clear browsing history, cache and saved passwords
- Allow pop ups and accept web certificates
- Access the link again <https://shub.safaricom.co.ke>

15. What comprises a strong password?

A strong Password should be:

- Case sensitive
- At least 8 characters
- Alpha Numeric
- Changed after 45 days

Email Notifications

16. When do I expect to receive an email notification?

- Notifications will be sent to notify you of any of the following:
 - ✓ Sourcing events that you have been invited to participate in
 - ✓ Supplier qualifications

NB: Emails will be generated from SHUB Workflow Mailer

17. What happens when I get an email notification?

You can access full content of the email by logging in to the portal and checking the notifications panel for appropriate action.

18. How can I get help if I don't understand the email notification?

Forward the email to: SupplierHelpDesk@Safaricom.co.ke

Tenders –RFQ/RFP

19. How do I access my open tenders?

- You will receive an email notification informing you of the tender you are expected to participate in.
- Login to the portal, go the sourcing home page and check on your company's open invitations.

20. Can I seek clarifications on tenders?

- **Yes.** You can send any clarifications to Safaricom on a specific tender by clicking on actions >> Online discussion
- Safaricom will also respond to clarifications through the online discussion portal

NB: Email or phone calls are not allowed for clarifications.

21. How do I view RFx before quoting?

- Click on sourcing home page
- Click on negotiation number
- You can view and print entire RFx by clicking supplier printer view on the action menu. This will generate a PDF extract

Tenders –RFQ/RFP

22. How do I create a quote?

To create a quote select from the actions drop down tab and click on Create response/Create bid/ create quote

23. How do I respond to the questions?

- You need to fill up all the questions on the headers and lines tabs
- After filling up all information click continue then Submit

24. How do I attach supporting documents?

- All attachments supporting technical submissions should be attached under category From Supplier: Technical
- All attachments supporting commercial submissions should be attached under category From Supplier: Commercial

25. How do I confirm that I have successfully submitted the bid?

- You will receive a notification that bid has been successfully submitted
- You can view your bid by going to actions>> supplier printable view and download a PDF of your actual bid

Tenders –RFQ/RFP

26. How do I know bid has been opened?

- The bid can only be opened after close date.
- You will receive an email notification once the bid has been opened.

27. How do I Know the results of the tender?

- Tender results will be communicated via the portal
- The bid status will either show awarded or not awarded.

28. Can I deliver goods and services after award?

You should only deliver goods/services after you receive of a Purchase order.

Purchase orders

29. How do I view my received PO's?

- Go to receiving
- Click on the receipts tab and query using any of your preferred search criteria

30. What can I see from my I supplier full access?

- All open and closed Purchase Orders
- Receipts and delivery schedule
- Invoices and payments

NB: Closed PO's (which were already paid) before Aug 2014 will not appear

31. Can I download a PO?

Yes. You can download any PO by going to the Orders tab>> actions menu >> VIEW PDF then download assigned PDF copy of the PO

Receipting and Invoicing

32. Can I invoice what has not been receipted?

- **No.** You cannot invoice what has not been receipted
- The system will allow you to invoice only what has been receipted but not invoice

33. I cannot view my PO's in the invoicing menu?

- This could be because the PO has either been invoiced before or not receipted

To confirm the above:

- Go to iSupplier home page
- Search for the PO number under search page and on the extreme left check out PO total, Receipt Total and Invoice Total to confirm status

34. Where should I escalate issues encountered on the portal for technical Assistance?

Write an email to: SupplierHelpDesk@Safaricom.co.ke

