



SAFARICOM PLC

Expression of Interest (EOI) - Provision of Car Hire and Shuttle Services

Document Release Date : 8th July 2020

Closing Date for Receipt of EOI: 21st July 2020

1. INTRODUCTION

Safaricom Plc 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 Plc continuously seeks to partner with competent suppliers and service providers for supply of services.

Safaricom Plc 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 Plc 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 Plc 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 Plc to meet its expectations.

Safaricom Plc is therefore soliciting from interested companies an Expression of Interest clearly showing the following;

- Years of experience as a provider of Car Hire and Shuttle Services
- The principal place of business
- Number of Saloons, SUVs, and Vans and Shuttle buses available (indicate capacity)
- Current list of corporate clients where similar services have been carried out.

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 Plc 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 Plc 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

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 fmangala@safaricom.co.ke and copied to tmuchiri@safaricom.co.ke on or before **21st July 2020**.

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 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.
- Safaricom Plc 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