

SAFARICOM PLC
P.O. BOX 66827-00800 WESTLANDS
NAIROBI, KENYA
TEL +254 722 000000
FAX +254 722 00 4202

EXPRESSION OF INTEREST

PROVISION OF SPARE PARTS MANAGEMENT SERVICES

Document Release Date : Monday, 30th March 2020

Last Date for Receipt of EOI : Monday, 6th April 2020 Noon (Kenyan time)

1.1. Introduction

Safaricom is the leading integrated communication services provider in Kenya and has a steadily growing subscriber base of subscribers and enterprise clients. 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 various goods and services.

To this end, Safaricom intends to engage services of reputable suppliers for the provision of **Spare Parts Management Services (SPMS)** for its network. Safaricom is therefore soliciting for Expressions of Interest (EOI) from interested qualified providers.

We had issued this same document in December 2019. If you had responded to that request, you don't need to respond again.

1.2. Background and EOI Requirements

Safaricom is keen on effective, efficient and cost-effective Spares Part Management and Logistics Services in reference to the replacement of Active and Passive spares parts recovered from the network by Safaricom Technical Staff or Safaricom Appointed Agents as faulty and the subsequent facilitation of working replacement spares, either repaired and tested or new. To achieve this, Safaricom relies on contracted service providers who are engaged on a fixed term contract.

The scope of the service offering is:

1. Spares Dimensioning and Order Processing.
2. Warehousing and Distribution(Logistics)
3. Testing, Repair and Return.
4. Warranty Administration.
5. Stock Control and Accounting.
6. Master Data Maintenance.
7. Reporting.

This EOI is intended to lead to the identification of suppliers that can demonstrate having sufficient capability to provide these services in the best possible way and in a manner that enables Safaricom meet its expectations. The identified suppliers will be invited for a competitive tendering process from which the suppliers to be engaged will be identified.

Safaricom is therefore soliciting for Expressions of Interest from interested companies clearly showing the following:

- Years of experience as a provider of these services.
- The principal place of business.
- Countries where the company provides the services.

- List of clients where the services has been offered in the past five years with reference contact details. This should include the scope of service offering and client/customer.
- Three years audited financial statements.
- Details of Kenyan presence or partnerships and plans of setting up in Kenya.
- Any additional information that supports your capabilities in this scope.

1.3. Submission of Responses

Interested suppliers should submit their responses to this EOI in soft copy addressed to FKithinji@safaricom.co.ke and PGathura@safaricom.co.ke and copied to LGachuhi@safaricom.co.ke not later than **Monday, 6th April 2020 at Noon (E.A.T)**.

Prospective suppliers should attach a separate excel document with specific responses to each of the requirements above in the format below:

	Requirement	Comments & Attachments
1	Years of experience as a provider of these services	
2	The principal place of business.	
3	Countries where the company provides the services	
4	List of clients where the services have been offered in the past five years with reference contact details. This should include the scope of service offering and client/customer. Attach a separate excel document with the details in the format below	
5	Three years audited financial statements. Attach 3 separate files for each year	
6	Details of Kenyan presence or partnerships and plans of setting up in Kenya.	
7	State if you intend to submit this bid as a joint venture/consortium or any other joint format	
8	Any additional information that Safaricom should be aware of.	

For item 4, attach a document with the details in the format below:

Country	Year/Period	Name of client	Brief description of deliverables/project scope	Supporting Documentation e.g. LPO(s), contract(s)	Additional comments

1.4. Next Steps

- Review of submitted Expressions of Interest.

- Prequalification of shortlisted suppliers.
- Issuing of tender to prequalified suppliers.
- Award to successful bidders.

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.

CONFIDENTIAL