



## **SAFARICOM PLC**

### **EXPRESSION OF INTEREST –PROVISION OF RIDER SERVICES**

**Document Release Date: 17<sup>th</sup> May 2022**

**Last Date for Receipt of Proposals: 31<sup>st</sup> May 2022**

## 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, Mobile Money (M-PESA) and e-Commerce to over 30 million subscribers.

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.

## 2. BACKGROUND

Safaricom Plc operates within six major regions in the country. The regions include Nairobi East, Nairobi West, Mt. Kenya, Western/Nyanza, Rift Valley and Coast.

This Expression of Interest (EOI) document is intended to lead to the identification of suppliers that can demonstrate having sufficient capacity to provide intra- town Rider Services in the best possible way and in a manner that enables Safaricom to meet its expectations.

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

- A company profile detailing the years of experience as prime service providers of rider services
- The principal place of business
- Permits from relevant authorities to offer such rider services (Provide evidence of compliance with statutory requirements, certificate of registration, professional membership all other relevant licenses).
- Current list of corporate clients where similar services is carried out. Provide contract or award/ recommendation letters from the clients and contacts (Maximum 5).

Name of Corporate Client	No. Years' Service been Provided	Type of service ( dedicated rider or on demand)

- Number of bikes available on your platform and number of operating licences available to operate within CBDs
- The current rider services geographical coverage and the zonal boundaries
- Available rider services web/app platform- Provide web application details
- Alternative app/platform that substitutes or acts as a backup the major web/platform.
- Reporting and monitoring tools available (shipment tracking). share sample reports.
- Escalation procedure – share escalation matrix and a proof of a call centre for speedy complain resolution
- Company's Health and safety policy
- Insurances – proof of goods on transit cover, third party liability & personal injury

### **3. Project Deliverables**

The general scope for provision of Rider Services shall include but shall not be limited to:

- Provision of Rider services (both parcels and letter/mail services) in Nairobi, Mombasa and Kisumu.
- Provision of dedicated riders to a few departments depending on the demand and sensitivity of documents
- Adherence to the Safaricom Absolute Safety Rules and all other statutory Traffic laws as stipulated by the law.
- Offer roadworthy bikes with no exceptions
- Risk treatment and assessment preparation and reviews.
- Monitor and track all bikes

### **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 the riders.
- Ensure that riders have the necessary licenses to operate the bikes and that they always maintain a service-centric attitude in the performance of the duties
- Reporting and incident management.
- Invoicing and reconciliation

### **5. SUBMISSION OF RESPONSES**

Interested suppliers should submit their response to this RFI in soft copy addressed to the attention of the Category Sourcing Manager. The EOI should be emailed to [FMangala@safaricom.co.ke](mailto:FMangala@safaricom.co.ke) by **12:00 noon on Tuesday 31<sup>st</sup> May 2020 (Kenyan Time)**

### **6. NEXT STEPS**

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

#### **NOTE:**

- This is not a tender
- Only the suppliers who provide the required details 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