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**EXPRESSION OF INTEREST- PROVISION OF TRAVEL MANAGEMENT SERVICES FOR
SAFARICOM PLC**

Document Release Date: 27th June 2023

Last Date for Receipt of Proposals: 6th July at 6:00 pm EAT.

EOI – PROVISION OF TRAVEL MANAGEMENT SERVICES

1. INTRODUCTION

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

The Expression of Interest (EOI) intended to lead to identification of a reputable and qualified firm to provide Travel Management Services in the best possible way and in a manner that enables Safaricom to meet and surpass its corporate objectives of cost optimization and excellent customer service.

High- Level Scope Areas

This EOI will lead to identification of a travel agent to provide Strategic planning and sourcing by helping Safaricom manage the costs of travel and accommodation Services. The specific deliverables are as listed below:

- Ability to provide the best Local and international travel Management solution.
- Ability to handle large conferences and meetings.
- Ability to handle both local and international bookings.
- Ability to handle local and international accommodation.
- Ability to handle local and international transfer.
- Ability to offer a digital environment supported by online travel tool(s) to empower self-help/service.
- Ability to operate in an online environment with the support of Reservation tools - Mobile Apps/Software Apps i.e., for Transfers FTMS [Fleet Travel Management Systems; Flights (Amadeus/Galileo/Sabre); Accommodation (E-Tours) etc.
- Ability to bill online by use of PDF/SAM systems that enables the user to merge documents per service/partner i.e. [supplier invoice/cost sheet form from the system/voucher] then merged then uploaded to the share drive/point for back office to pick/verify and bill Safaricom.
- Other tools while on transit i.e., Tripsource: To enable the traveler to get the travel itinerary and real-time travel alerts at your fingertips.
- Ability to manage and offer online visa services.
- Ability to offer Chopper/Charter flights across the region.

Do you consider your firm up to this task?

Safaricom is therefore soliciting from interested companies the following.

- Expression of Interest letter duly dated signed and stamped.
- A **company Profile** detailing brief history of the organization.
- Vendor should indicate all **office locations countrywide and partners internationally.**
- The firm's **license from relevant and recognized licensing bodies** to carry out Travel services (attach supporting documents i.e., valid registration certificates/ valid licenses, including those of partners etc.).
- Financial statements for the last 3 years audited by a licensed auditor.
- **Most importantly, provide at least two current corporate accounts operating on 99% travel automation/ online-self-service by travelers. 1% is allowable for agent engagement on MICE and Visa processing.**

For each reference, please provide details using the format below.

Company Name:		Country:
No of Monthly Local flight transactions		No of Monthly International flight transactions
Monthly spend in Kes...		Monthly spend in Kes.
No of Monthly hotel bookings transactions		No of monthly international transfers
Monthly spend in Kes		Monthly spend in Kes.
No of monthly MICE transaction bookings		Number of Im-plant staff in clients office
Monthly spend in Kes.		
List Online tools incorporated to support the automation/self-service.		No of monthly visa transactions
No of monthly Chopper/Charter transactions		Others:
Monthly spend in Kes.		
Contract Start Date (Month/Year):	Contract end Date (Month/Year):	Commercial Models; Is it Retainer basis engagement /% transaction engagement?
Narrative Description of Contract.		
Level of Service/Travel Automation.		

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Description of Actual Services Provided by Your Staff:

2. NEXT STEPS

- Firms that show an interest and are up to this task by meeting the criteria set out above, shall proceed to the next phase Request for Proposal Process.
- The shortlisted firms will be invited to participate in Request for Proposal – Travel Management Services
- Only the firms that meet the minimum evaluation criteria will be considered for tender and further discussions beyond this.

RESPONSES

Please submit your responses by **6.00 pm (EAT) on Thursday 6th July** to Ckiteme@safaricom.co.ke

NOTE:

- This is not a tender.
- Only the firms who provide the requested details 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 in, other than for the purpose of informing the bidders of the outcome of the process.