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EXPRESSION OF INTEREST

Supply Of Secure Prepaid Vouchers & Other Materials

Document Release Date: Friday, 23rd June 2023

Last Date for Receipt of EOI: Noon (Kenyan Time), Friday 30th June 2023



1.1. Introduction

Safaricom Plc is the leading integrated communication and financial services provider in Kenya, with a steadily growing subscriber base. The company is continuously expanding and reviewing its business, to meet the changing competitive landscapes, needs, and profiles of its customers.

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.

To this end, Safaricom Plc intends to engage services of reputable suppliers for the production and supply of **Secure Prepaid Vouchers and Other materials** which includes vouchers and tickets which are printed with security features. Safaricom is therefore soliciting Expressions of Interest (EOI) from interested qualified providers.

1.2. Background and EOI Requirements

Use of airtime vouchers as a top-up method continues to be a critical part of Safaricom business, accounting for around 19.17 % of the total top-ups.

Safaricom relies on contracted service providers who are engaged on a fixed term contract. The scope of the service offering is:

1. Security-This covers both physical & Information security which includes Data transfer and storage, Data decryption, Production and Packaging controls.
2. Manufacturing of vouchers and other materials. This covers production, packaging, storage and supply.
3. Customer Support
4. Risk Management
5. Waste management
6. Enabled sustainability in the supply chain- (People, Planet, Profits)

This EOI is intended to lead to the identification of suppliers that can demonstrate having enough capability to produce and supply secure prepaid vouchers and other materials in the best possible way and in a manner that enables Safaricom meet its expectations.

1.3. Submission of Responses

The Expression of Interest proposal should be submitted in the format below:



	Requirement	Response	Comments & Attachments
1	Technology a) Technology in use b) List the product form factors (production designs) in place		
2	Production capacity per day		
3	Delivery Lead times		
4	Packaging capacity per day		
5	State the warehouse capacity available- (In sq. Ft)		
6	State the location of warehouse & production facilities		
7	State availability of client support capability in place-i.e. (VPN, SFTP, Emails etc.)		
8	State if you have Operational & Documented processes in Place- (Yes/No with comments)		
9	Waste Management a. State the process & methodology in place. b. Disposal capacity c. Indicate if you own it (Inhouse) or are in Partnership with a service provider		
10	State if you have a well-defined and structured management system in place-(Yes/No) a. If Yes-Attach organogram		
11	State the number of years of experience as a provider of these services		
13	List the countries where the company provides the services if any		
14	List of clients where the services have been offered in the past five years with reference contact details.		
15	Three years audited accounts. Attach three separate files for each year		
16	State if you intend to submit this bid as a joint venture/consortium or any other joint format		

Note: Please provide any other additional information that Safaricom should be aware of.



1.4. Next Steps

- a. Evaluation of the Expression of Interest submission
- b. Shortlisting of Vendors
- c. Prequalification of shortlisted Vendors (where applicable)
- d. Issue Request for Proposal tender document

Responses

Vendors are advised to submit their responses via return email by **4:00 pm (EAT) on Friday 30th June 2023** to Pmokaya@safaricom.co.ke;

NOTE:

NOTE:

- This is not tender.
- Only the suppliers 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.