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**EXPRESSION OF INTEREST – EOI FOR THE PROVISION OF DIGITAL PR AND
COMMUNICATIONS SERVICES FOR SAFARICOM PLC**

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1. INTRODUCTION

Safaricom PLC (the company) is the leading technology company & integrated communication services provider in Kenya and has a steadily growing subscriber base. Safaricom is continuously expanding and upgrading its systems and processes to meet the changing needs of its customers. In line with this objective, Safaricom partners with various suppliers (local and international) for supply of goods and services.

Our efforts are geared towards positively impacting and transforming the lives of those in the communities around us and thus we strive to change the present to improve the future. Safaricom remains focused on offering the best customer experience with products and services that differentiate us from competition and this has led to the expansion of our services across the country.

In 2019 we made a commitment to our customers and partners to being **Simple** in how we reach out to you, **Transparent** in how we deliver to you and **Honest** in what we say to you, every day, everywhere, doing what we do **FOR YOU**. And it is this commitment that we deliberately and continuously seek to partner with competent suppliers and providers to partner with in the supply of various goods and services across the company.

The company has a vision of transforming into a technology company by 2025 through provision of a wide range of services and solutions including mobile voice, messaging, data, financial and converged services, and digital services that enable commercial and personal platforms as well as ecosystem partnerships that are centered around 4 pillars outlined below:

- 1) Strengthening our core
 - Defending voice through use of Customer Value Management (CVM) platforms
 - Democratizing data through devices, network coverage and use cases
 - Expanding our enterprise portfolio: Internet of things (IoT); Information and communication technology (ICT); Fiber to the home (FTTH); Fiber to the building (FTTB)
 - Winning in FTTH/FTTB as a converged business
 - Creating a FinTech anchored platform of choice for empowerment of SMEs/MSMEs
 - Expanding the core financial services into new geographies
- 2) To be a financial services provider
 - Next financial services: Wealth management, savings, insurance, credit
 - Smart lifestyle channel: M-PESA super app
 - Integrated business solution: Business App and payment aggregation platform
- 3) Accelerate new growth areas
 - Leverage technology to embed purpose through sustainable initiatives, strategic CSR and partnerships
 - Deliver digital-first customer experiences

- Create a turbo-charged financial services ecosystem
 - Grow our customer base with effective connectivity and experience
 - Aim to be the trusted partner of choice for technology and financial solutions for SME, large enterprises, and the public sector
- 4) Achieve cost leadership
- Drive cost optimization to fuel growth in new areas

Safaricom intends to seek the services of a reputable Digital PR and Communications Agency to offer Digital PR and Communications Services, which include Social Media Management, Internal Communication and Websites development and maintenance.

The agency will be able to provide a solution(s) for overall development and management of digital communications strategy by utilizing the best creative resources available to deliver effective Digital communications and PR consultancy advice as required, digital strategy and leadership across all engagement points both external and internal and in synergy with traditional creative and media agencies.

Consequently, we will be examining how well the prospective agency partner will operate within Safaricom's market structure and be able to demonstrate a combination of international and locally based expertise available at the agency to the benefit of Safaricom.

The main scope/ work to be covered includes: -

1. Overall Digital Strategy, creative, content marketing
2. Technology leadership, strategy and guidance- Search Optimization, Websites and microsites development and maintenance.
3. Strategic monitoring and managing Safaricom's online reputation and crisis management through Digital PR and Influencer engagement initiatives
4. Influencer, blogger and publisher management
5. Staff engagement and internal communication strategy that enhances information sharing and collaboration amongst Safaricom employees

2. AIMS AND OBJECTIVES

The main aim of this EOI is to shortlist the best-in-class Digital PR agencies who are keen to undergo the RFP/Tender/Bidding process and demonstrate having the right levels of skill capacity and capability to undertake these services in line with the scope requirements.

We plan to have the appointed firm supported by specialized technologies/tools and capabilities necessary for servicing the Safaricom account, to handle the whole portfolio of services, coupled with an intimate knowledge of the operating environment.

The RFP will thereafter result into the establishment of a commercial framework to engage the successful company(ies).

If interested in participating in this process, please see below details on how to respond to this call for Expression of interest.

3. EOI CONTENT

Your firm's EOI response should contain the following information: -

- a) Page One – Expression of Interest Letter duly dated signed and stamped indicating your company's Specific Point of Contact (SPOC) for this process and their contact details
- b) Page Two – Your company's registration certificate
- c) Page Three – Your company's most updated CR12 form
- d) Page Four & Five – A summary page of your company's audited accounts for the last two years.
- e) Page Six to Eight – Testimonials /Recommendations from at least 3 of your previous/current corporate clients, etc. for similar services
- f) Pages 9 to End – A proposal indicating the following: -
 - ✓ Years of operations locally
 - ✓ The experience of senior staff to handle the Safaricom Plc account with at least 8 years of experience in Digital PR, social media and digital marketing, marketing, advertising, and communications related experience and a track record in the industry.
 - ✓ The senior digital team should have at least 5 years' experience in the digital space.
 - ✓ A current list of clients where similar services have been carried out and confirm the specific brand(s) and/or portfolio(s) managed for the organization(s) in the last 2 years.
 - ✓ A portfolio of different campaigns carried out in the past 2 years. (At least 3 campaigns)
 - ✓ Attach supporting documentation of the agency's accreditation to the Association of Practitioners in Advertising (APA) or any equivalent association, locally or internationally.
 - ✓ Name the international agency affiliation where applicable.
 - ✓ A written declaration if the agency represents any competing telecommunication company or mobile money service provider locally or internationally.
(N.B For the purpose of clarification, Safaricom Plc competitors mean a person, organization or entity selling products or services that compete with the products or services offered by Safaricom from time to time).
 - ✓ Confirm if the agency shall work as a single entity or as a consortium/partnership.
 - ✓ If working as a consortium, please provide the entity names of the partners.

The scope and RFP requirements shall be expounded further in the RFP for the shortlisted firms.

4. RESPONSES

Please submit your responses by End of Day, **Wednesday, 25th January 2023** by email to pkiiru@safaricom.co.ke.

Maintain the subject on the email as; **EXPRESSION OF INTEREST FOR THE PROVISION OF DIGITAL PR AND COMMUNICATIONS SERVICES FOR SAFARICOM PLC**

EOI – Provision of Digital PR and Communication Services for Safaricom PLC

5. NEXT STEPS

Shortlisted firms will undergo Safaricom prequalification process and if successful, proceed to the next bidding phase i.e., the RFP (Request for Proposal).

Only shortlisted agencies will be considered for further discussions beyond this EOI. They will be exposed to the full RFP complete with details of the scope, pitch brief and requirements.

6. NOTE

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 in, other than for informing the bidders of the outcome of the process.

“THE END”