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EXPRESSION OF INTEREST FOR SUPPLY OF A LOGISTICS MONITORING SOLUTION

Document Release Date: 7th April 2025

Last Date for Receipt of Proposals: 21st April 2025

ACCRONYMS

EOI   - Expression of Interest
COC   - Certificate of Conformity
IDF   - Import Declaration Form
ICMS   - Integrated Customs Management System
KEBS   - Kenya Bureau of Standards
3PL   - Third Party Logistics provider
AD   - Active Directory
MFA   - Multi-factor Authentication
MBS   - Minimum Baseline Security
AI   - Artificial Intelligence

1.   Introduction

Safaricom PLC is a leading telecommunications company in Kenya offering a comprehensive range of integrated telecommunication services, including mobile and fixed Voice, SMS, Data, Internet, and Mobile money (M-PESA) to over 30 million subscribers. Safaricom currently holds a market share of 69% and commands the widest mobile network coverage enabling it to maintain its position as the region's mobile market leader. To support the wide customer base, Safaricom imports approx. 95% of its network infrastructure and distributes its products to its retail outlets located across the country.

This Expression of Interest (EOI) is intended to lead the identification of experienced suppliers that can deliver a modern logistics monitoring solution that offers real-time tracking and visibility to both imports and local distribution. The solution should leverage technologies such as Artificial Intelligence (AI) and analytics, reduce operational costs as well as support sustainability goals.

2.   Scope

The general scope for provision of logistics monitoring solution shall include but shall not be limited to:

1. Real-time tracking and communication of consignments on sea, air, rail and road transport.
2. Route planning to optimize on load, time and cost
3. Automated advance notifications for incoming shipments
4. Real-time localization (geographical position) and tracking of shipments from origin port to destination
5. Smart alerts on exceptions, delays, early arrivals, route change during transportation
6. Support data management and analysis – have centralized data storage, customized reports and dashboards for all milestone during shipping/transportation
7. Support billing, payments and resource panning – provide view for order processing for clients, allow resource allocation based on availability, geography performance and shipping cost
8. Address and partner management – allow default and manual input of shipping address, partner work allocation based on geographical location and performance
9. Performance analysis – provide performance of 3PL, shipping lines, airlines and ports.
10. Multiple access channels including web and mobile app.
11. Support integration with third party APIs- with shipping lines/airlines, freight forwarders system, Order management systems, government agencies e.g Kenya Ports Authority, Kenya Revenue Authority, ICMS, KEBS
12. Management of documents generated along the shipping process (shipping manifest, COC, IDF, commercial invoice, Airway bill, Bill of lading, shipping line release order, delivery notes etc.)
13. Real time tracking of carbon emission during shipping/transportation
14. Achieve 99.9999% availability
15. Should be cloud native solution
16. Compliance to minimum baseline security (MBS), AD integration and MFA capabilities

Bidders are expected to share detailed responses showcasing the firm's capacity and experience in offering shipment tracking with the capabilities detailed in the EOI document.

3. Submission of Enquiries and Responses

All enquiries relating to this EOI, and the final responses should be addressed to the attention of the Category Manger, Jose Nyambura, JMbugua5@safaricom.co.ke not later than 14th April 2025.

The deadline for submission of responses is **21st April 2025.**

4. Requirements for the bidders

Interested firms must provide information on the following:

Category	Requirement	Criteria	Max Score	Evaluation Criteria	Bidder to Indicate Compliance (Fully Compliant/ Partially Compliant/ Non-Compliant)
Company Information	Supplier Information	The supplier should provide the following information:	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	Bidder to provide supporting documentation
		*Overall, Company profile clearly indicating business focus areas.	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	
		*Certificate of incorporation/Registration certificate.	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	
		*List of Key Technical Staff and experience	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	
Logistics Monitoring Solution scope	Simplicity and Automation	*Real-time tracking and communication of consignments on sea, air, rail and road transport.	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	Bidder to provide supporting documentation
		*Route planning to optimize on load, time and cost	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	
		*Smart alerts on exceptions, delays, early arrivals, route change during transportation	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	
		*Performance analysis – provide performance of 3PL,	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	

		shipping lines, airlines and ports.			
		*Support integration with third party APIs- with shipping lines/airlines, freight forwarders system, Order management systems, government agencies e.g Kenya Ports Authority, Kenya Revenue Authority, ICMS, KEBS	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	
		*Multiple access channels including web and mobile app.	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	
		*Address and partner management – allow default and manual input of shipping address, partner work allocation based on geographical location and performance	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	
		*Achieve 99.9999% availability	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	
		*Should be cloud native solution	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	
		*Real time tracking of carbon emission during shipping/transportatio n	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	
		*Management of documents generated along the shipping process (shipping manifest, COC, IDF, commercial invoice, Airway bill, Bill of lading, shipping line release order, delivery notes etc.)	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	
		*Support billing, payments and resource panning – provide view for order processing for clients,	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	

		allow resource allocation based on availability, geography performance and shipping cost			
		*Support data management and analysis – have centralized data storage, customized reports and dashboards for all milestone during shipping/transportation	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	
		*Compliance to minimum baseline security (MBS), AD integration and MFA capabilities	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	
		*Real-time localization (geographical position) and tracking of shipments from origin port to destination	5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	
References - Customer	Provide at least 3 reference users of the solution		5	Fully Compliant: 5, Partially Compliant: 3, Not Compliant: 0	Bidder to provide supporting documentation
Total Score			**100**		

5. IMPORTANT INSTRUCTIONS ON ENQUIRIES AND SUBMISSION OF RESPONSES

a) The responses to this EOI are to be submitted via the Safaricom i-sourcing portal and email responses WILL NOT BE CONSIDERED.

b) All suppliers not registered/Prequalified with Safaricom and would like to participate in this EOI will be expected to register as new suppliers via the below link to be able to access the EOI:
https://egjd.fa.us6.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification?id=Y3QK6WkvK4KjAQt0ynz0qFUqqDI5qOUn9TC%2BdeE%2Foho6erYZdOS5sUX0pA%3D%3D

c) All registered suppliers who would like to participate in this EOI can access the EOI through below link:
Edit Negotiation: RFI 2021 - Negotiations - Oracle Fusion Cloud Applications

d) For any support/enquiries relating to this EOI, please use the messaging tool in the portal

e) Once logged in, all interested suppliers can access the EOI by following below steps:

Supplier Portal>>Negotiations>>View Negotiations>>*Invitation Received (pick NO)>> Search.

f) The EOI response should not include pricing/commercial proposal.

g) All responses should be provided in standard file formats i.e., XLSs, DOC(X) and PDF. Any link submitted together with the documentation should lead to an MS OneDrive folder and not Google Drive or WeTransfer. Submissions with links to platforms other than MS OneDrive will not be accessible on our end and will not be considered.

h) Any costs associated with the preparation and submission of the response to the EOI shall be borne by the vendor.

6.   EVALUATION PROCESS

a) Once Safaricom PLC receives responses to this EOI on the closure date indicated, the evaluator shall evaluate all the responses to the EOI including all supporting documents & documentary evidence. Please NOTE that failure to submit requisite supporting documents or documentary evidence, may lead to rejection of the EOI response.

b) The Evaluation Committee may seek additional documents as it deems necessary, at its discretion as part of the evaluation exercise that will be undertaken.

c) EOI respondents who meet the minimum requirements may be called for a detailed presentation for further evaluation of their technical capability, product quality, Quality Analysis procedure, etc. as part of the EOI evaluation.

d) Only those EOI respondents that meet the minimum requirements indicated in the EOI requirements section will be shortlisted following successful evaluation of their offering/solution proposal.

7.   NEXT STEPS

a) Evaluation of submitted Expressions of Interest
b) Shortlisting of companies
c) Prequalification of shortlisted suppliers
d) Issuing of RFP to prequalified suppliers.

NOTE:

- This is not a 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 into, other than for the purpose of informing the bidders of the outcome of the process.