

REQUEST FOR EXPRESSION OF INTEREST

PROVISION OF AN END-TO-END SOLUTION FOR
FACILITATION OF ADVANCE AIRTIME SERVICES

INTRODUCTION

This Expression of interest (EOI) is intended to lead to identification and shortlisting of a reputable firm/s to provide Safaricom Ethiopia, with Advance Credit services which will allow customers to borrow airtime, voice and data bundles which will enable access to service in emergencies, when running low on airtime or when customers do not have access to airtime.

We therefore seek to engage suitable partners who can provide innovative and competitive technology-based end to end solutions to facilitate Safaricom Ethiopia's advance airtime and bundle services in Ethiopia while giving excellent user experience to customers of the service.

OBJECTIVES

- i. To allow subscribers to access airtime advance, advanced data bundles and or advanced minutes
- ii. To provide eligibility engine which performs transparent customer profiling with simple and clear eligibility rules.
- iii. Support various access channels to the service and offer a superior customer experience e.g., USSD, SMS, App and Web.
- iv. Provide an end-to-end technology solution which will integrate with Safaricom platforms to provide advance airtime and advance products and services.

EOI REQUIREMENTS

Please submit your Expression of Interest providing below:

- At least two suitable client references (preferable telecommunication or bank clients) for the provision of technology-based customer credit rating services with a view to facilitating Safaricom Ethiopia's Advance Credit Services in predominantly prepaid markets.
- Preferred commercial model for the Advance Credit Services system (no prices should be submitted, only a preferred model/matrix).
- Confirmation whether direct contracting with supplier or indirect (fulfilment partner contract) will be followed, If the latter option, please share the recommended partner(s).
- Proof that you have the necessary regulatory approvals to provide such services in Ethiopia market.
- Duly Completed statement of compliance (fully compliant/partially compliant and non-compliance) to each of the below listed requirements.

STATEMENT OF COMPLIANCE		
	Item Description	Supplier to provide compliance statement (Fully Compliant/ Partially Compliant/Non-Compliant)
A	Perform eligibility based on simple ruled based and complex big data driven rules. Transparency of eligibility to customers and to Safaricom.	
B	Ability to trigger loan requests (single and multiple) and transaction completion.	
C	Support different access channels such as SMS, USSD, App, IVR and Web.	
D	Supports multiple languages (Amharic, Tigrinya, Oromia, Somali, English).	
E	Ability to query and provide clear and simple loans statement.	
F	Support immediate Loan repayment (Full Repayment or Partial Repayment) upon top up by self from buy for a friend or mobile money.	
G	Mechanism to manage collections and non-performing loans including repayment reminders.	
H	Provides eligibility reports, uptake and performance reports, financial and loan book reports etc.	
I	All-inclusive and innovative lending product mix that caters to all religious segments e.g. Christians, Islam etc.	
J	Integrates to Safaricom's existing customer support tools, provide simple and clear notifications at different milestones.	
K	Ability to secure bank guarantee to support service at scale.	

SUBMISSION OF RESPONSES

Interested suppliers should submit their response to the following **email addresses:**
ConsumerProducts.Bids@safaricom.et cc **bids@safaricom.et** no later than **20th November 2021 at 5:00pm (GMT+3)**

*All submissions to email should be less than 20MB, and if larger, submission should be shared on a google drive, and a link sent to the email address provided.