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Dear Sir/Madam,

RE: INTRODUCTORY COVER LETTER – COURIER SERVICES

About Us

Vazguard Protection Services (VPS) Limited was established in 2011 and has forged its success on exceptional customer service delivery, across key corporations within a wide range of sectors, including, manufacturing, retail, hospitality, and private businesses.

At Vazguard protection services (VPS) Limited, we work in close co-operation with clients and their staff; allowing a professional service that best serves their unique and individual needs. Our company values, integrity, teamwork, commitment to excellence and continuous improvement, were carefully chosen from the framework for our commitment to outstanding customer service.

We have made significant investments in technology to ensure both our internal and external processes deliver outstanding customer service and real time information. VPS management maintains a hands-on approach, which is not only proactive but also effective.

Apart from Security services where we are licensed to carry on Courier services.

We are members of Protective Security Industry Associations (PSIA) which regulates security firms, same time also Licensed by Communication Authority of Kenya (CAK) to offer courier services nationwide.

At Vazguard protection services (VPS) Limited, we will add value to your company, by providing you more than a deterrent, we will provide that first impression and customer service, that will set you ahead of your competition.

Why Choose Us

The provision of cost-effective and reliable delivery services is where Vazguard Protection Services Limited (VPS) service starts.

We are deeply committed to rendering quality services to our clients with the following differentiators in our service offering:

Being a Security Service provider with over Eight (8) years in experience, we understand the need of protecting clients' properties, offering quality, efficient and reliable services not to talk of security guarantee through our insurance cover.

Passionate Speed Excellence

- We have dedicated couriers who are always available to do door to door pickups and deliveries.
- We have a committed customer care service team to attend to client issues always
- VPS has an in-depth coverage in Nairobi and Environs.
- We provide after delivery acknowledgements (delivery reports) with the time and persons who receive the packages directed through us.
- Strong management company structures and controls
- Effective and customized training for all staff from our in-house training
- Secure and reliable courier services
- ➤ High levels of customer relationship management
- Seamless and efficient coordination of collection, transportation and the delivery of items
- We are committed in building long term business relationships based on integrity, professionalism, timely and reliable delivery services.

We at Vazguard protection services (VPS) Limited are pleased to take this opportunity to introduce you to our full range of Courier services cutting across all market segments;

- > Delivering parcels, documents and packages
- Delivering time-sensitive and high-value-to-weight products
- Providing grocery delivery services (i.e. independent service from grocery stores)
- Delivering restaurant meal delivery services (i.e. independent delivery services)
- Delivering alcoholic beverage delivery services

Our Tariffs

Below tariff is billed in Kenya shillings (KES) Exclusive of VAT.

Note, pertaining to the pricing below, we are very flexible and listening to clients' needs and demands.

PARCELS SERVICES				
	SIZE	DISTANCE	AMOUNT	INSTANT
1.	SMALL (0-2KG)	5KM	250	350
2.	SMALL (0-2KG)	>5KM	350	450
3.	SMALL (0-2KG)	OUTSIDE NAIROBI	400	600
1.	LARGE (3-7KG)	5KM	500	600
2.	LARGE (3-7KG)	>5KM	700	800
3	LARGE (3-7KG)	OUTSIDE NAIROBI	500	700
	EVERY EXTRA KILO ABOVE 7 KG		30	30
)	E-COMMERCE BUSINESS	BASED ON THEIR CLASIFIC	CATION SMALL, MA	DEIUM AND LARGE.

CONTRACT SERVICES FOR MAIL DELIVARIES

1 ST CATEGORY 1-100 DELIVERIES PER MONTH				
1.	1-30 MAILS	PER MONTH 25,000		
2.	ABOVE 30 MAILS	PER MONTH 50,000		
2 ND CATEGORY OVER 100 DELIVERIES PER MONTH				
1.	PART TIME ATTENDANCE (TWICE A DAY)	PER MONTH 30,000		
2.	STAND BY MOTORBIKE FULL SERVICES, FUELLED AND A RIDER.	PERMONTH 50,000		

Amongst others Vazguard protection services (VPS) Limited also provide the following Security Services;

- Guards, Static and Access Control
- > Events Security (Fundraisers, Wedding/parties, corporate events, Exhibitions)
- Crowd Management
- > Alarm System Installation and Maintenance.
- Dog Handling Services

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