



SAFARICOM PLC

**EXPRESSION OF INTEREST- PROVISION OF HEATING, VENTILLATION AND AIR
CONDITIONING SYSTEMS**

Document Release Date : **4th October 2023**

Last Date for Receipt of Proposals : **10th October 2023 at 1600 hrs(E.A.T)**



1. INTRODUCTION

Safaricom Plc is the leading integrated communication services provider in Kenya and has a steadily growing subscriber base. The company is continuously expanding and upgrading its systems and processes to meet the changing needs of its customers. Safaricom believes that our success is dependent on that of the Kenyan people. We use our technology with impactful social investment to enhance the prosperity and dignity of every Kenyan.

Heating, ventilation and air conditioning (HVAC) is the technology of indoor environmental comfort. Its goal is to provide thermal comfort and acceptable indoor air quality. HVAC is an important part of office buildings where safe and healthy building conditions are regulated with respect to temperature and humidity, using fresh air from outdoors.

Safaricom has several HVAC systems installed in our current facilities (i.e., Office blocks, Retail shops, and MSRs) countrywide. These systems require regular service, maintenance, and repairs where necessary and therefore Safaricom contracts third party specialist contractors for the provision of the services, with the key objectives of:

1. **Maximizing uptime:** by anticipating breakdowns and providing 24/7 urgent interventions
2. **Safety:** by ensuring compliance with regulations regarding the installations and enforcing the stipulated manufacturer maintenance schedules for critical equipment.

The different levels of maintenance under these agreements are outlined below:

- I. **Preventive Maintenance:** A fixed list of inspections and part replacements following a predefined schedule.
- II. **Predictive Maintenance:** Scheduled based on diagnostic evaluations-based equipment age, environmental stresses, criticality of equipment etc.
- III. **Curative Maintenance:** Repair work conducted after a failure or breakdown whereby the contractor:
 - Provides a 24/7 Hotline in case of problem on equipment covered by contract and have 24/7 available experts for support and pre-qualification of issue.
 - Provides emergency On-Site intervention (Diagnose problems, evaluate a solution, and prepare the fixing) in line with agreed response times as per stipulated SLAs.
 - Spare Parts Delivery: Stock spare parts in line with manufacturer recommendations for equipment's under contract with agreed lead times.

The current models we have in-house are McQuay ; Airedale ; Daikin ; Toshiba and Dewpoint.

The effective provision of these services ensures that all HVAC systems Installed are repaired and maintained to meet all standards of building codes and safety, with the overall benefits to the company objectives.

Safaricom is therefore soliciting from interested companies the following.

- Expression of Interest letter duly dated signed and stamped.
- Proposal clearly shows the following: -



- Please attach the necessary NCA certificates authorizing your company to carry out the HVAC fit out and maintenance. Mandatory
- Attach the Manufacturers Authorization Letters for handling the scope of services. Mandatory
- Regulatory compliance – Insurances WIBA, NSSF, NHIF, Tax compliance- vendor to submit evidence. Mandatory
- Current list of corporate clients where similar services is carried out. Provide contract or award/ recommendation letters from the clients and contacts (Maximum 5).

Name of Corporate Client	Annual contract amount	No. Years' Service been Provided	Location of the corporate client

- Details of how you intend to support this account & project- Manpower, Resources and tools etc. clear organogram, logbooks, proof of ownership of equipment's.
- CV for safety manager attach testimonials.
- Company's workplace registration by Directorate of Occupational Safety and Health Services (DOSHS).
- Company's Health and Safety policy
- CV of Key staff and experience in maintenance of HVAC systems – CV must be recently signed (tender period) and testimonials.

2. NEXT STEPS

- Only the vendors that meet our minimum requirements will be considered for RFP and subjected to the prequalification process.

RESPONSES

Please submit your responses via email to by Peter Michieka Mokaya <PMokaya@Safaricom.co.ke> Friday **10th October 2023** at 4:00 pm

NOTE: -

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.