



EXPRESSION OF INTEREST- PROVISION OF SOFT SERVICES (CLEANING, LANSCAPING/GARDENING ,HOSPITALITY, FUMIGATION, INTERGRATED WASTE MANAGEMENT AND AQUARIUM)

Document Release Date : 20th February 2023

Last Date for Receipt of Proposals : 10th March 2023 at 6:00 PM (Kenyan Time)

1. INTRODUCTION

Safaricom PLC is a leading telecommunications company offering a comprehensive range of integrated telecommunication services, including mobile and fixed Voice, SMS, Data, Internet, Mobile Money (M-PESA) and e-Commerce to over 30 million subscribers.

Our efforts are geared towards positively impacting the lives of those in the communities around us and thus we strive to change the present to improve the future.

2. BACKGROUND

Safaricom has 7 main office blocks, 2 Regional Offices, 13 switches and 51 retail shops which are located across Nairobi, Mt. Kenya, Western/Nyanza, Coast and Rift Valley. Safaricom has contracted several vendors to provide Soft facilities Services (Cleaning, Gardening/Landscaping, Hospitality, Fumigation, Intergrated waste Management and Aquarium). There is an opportunity to converge this services.

As a technology based company with a global mindset and outlook, we believe that there is need and opportunity to streamline operations and create greater efficiency and effectiveness in Soft Facilities Services (Cleaning, Gardening/Landscaping, Hospitality, Fumigation, Waste Management and Aquarium). Safaricom is therefore seeking to identify suppliers with the capacity and experience to provide Soft Facilities Services as an integrated model.

3. OBJECTIVES

This Expression of Interest (EOI) is intended to lead to the identification of suppliers that can demonstrable having sufficient capacity to provide these services in the best possible way and in a manner that enables Safaricom to meets its expectations.

Safaricom is therefore soliciting from interested companies an Expression of Interest clearly showing the following:

- A company profile detailing the years of experience in the provision of these services and other Related Services
- Scope of services provided by your company in an Integrated soft services model
- Valid Compliance certificates and Licenses; waste disposal license from nema, NHIF, NSFF and TAX
- Current list of clients where Integrated Soft Services have been provided (at least 5 clients). The details to be provided as below;

Name of Clients	Scopes of soft Service Integrated	No. Years Service been Provided	Location Where Service is provided

- Geographical presence i.e. the regions that the vendor has offices/Presence
- Note: Please provide any other additional information that Safaricom should be aware of.

4. SCOPE OF WORK

The general scope for provision of integrated soft Services shall include but shall not be limited to:

1. Cleaning services
2. Gardening and landscaping
3. Intergrated waste management at all shops, Regional offices and MSRs
4. Hospitality Services (Preparation of Tea)
5. Fumigation Services
6. Aquarium

5. **RESPONSIBILITIES**

- It is the responsibility of the Supplier to show commitment to providing consistent high-quality services from the very first contact.
- Compliance with industry standards, best practice , regulations and procedures.
- Compliance with guidelines as shared by the Ministry of Health, Directorate of Occupational Safety and Health Services, WHO and local authorities
- Tracking and status updates – provide 24/7 access to information on soft services
- Compliance with the sustainable waste management Act 2022
- Compliance to annual environmental audit requirement

6. **SUBMISSION OF RESPONSES**

Interested suppliers should submit their response to this EOI in soft copy addressed to the attention of the Senior Manager Purchasing. The EOI should be emailed to to bids@safaricom.co.ke and Ckiteme@safaricom.co.ke **no later than 10th March 2023 at 6:00 PM (Kenyan Time)**

7. **NEXT STEPS**

- Review and Evaluation of submitted Expressions of Interest
- Shortlisting of Vendors
- Prequalification of shortlisted suppliers
- Issuing of tender to prequalified suppliers

NOTE:

- This is not a tender
- Only the suppliers who provide the required 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