



EXPRESSION OF INTEREST

PROVISION OF SIGN LANGUAGE INTERPRETATION SERVICES

EOI Release Date : Friday 14th October 2022

**Last Date for Receipt of EOI : Friday 21st October 2022
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 25 million subscribers. Our efforts are geared towards positively impacting the lives of our colleagues, customers and the communities around us and thus we strive to change the present to improve the future.

As a purpose driven organisation that is very intentional in putting people before its profits, the focus on people has led the company to pursue different ways to embed the Diversity and Inclusion DNA within the organisation and its ecosystem making Safaricom a trail blazer in adopting an inclusive workplace culture. At Safaricom, we therefore continue to transform lives and believe that a commitment to Diversity and Inclusion is not only a good to have but a business imperative that demonstrates that we are a responsible company. This has continued to enable us to demonstrate excellence in operations by attracting, retaining and growing the best talent in the market. As such, through its Diversity and Inclusion arm, Safaricom endeavours to embed inclusive communication across all its touch points to satisfy the needs of our diverse customers in line with being reflective of the communities we serve.

This is therefore a request for Expression of Interest (EOI) from reputable firms/ individuals for the Provision of Sign Language Interpretation services.

2. OBJECTIVES

This Expression of Interest (EOI) document is intended to lead to the identification of suppliers that can demonstrate having sufficient capacity and experience in provision of Sign Language Interpretation Services to meet Safaricom's expectations.

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

- i. A company profile detailing the years of experience in the provision of Sign Language Interpretation services and other Related Services
 - ii. Approval or License from relevant authorities to offer Sign Language Interpretation services (Provide evidence of compliance with statutory requirements, certification and all other relevant licenses).
 - iii. Current list of clients and partners where similar services have been carried out. Provide Name of Client, Scope on contract, Number of Sign Language Interpreters, services staff, Start date of the contract, (at least 5 clients)
 - iv. 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.

3. SCOPE OF SERVICES

The broad scope of services which shall be provided by Selected Supplier(s) might include but not limited to the following:-

- i. The Vendor shall ensure that the Sign Language Interpretation Services are of a consistently high quality and maintain high standards of professionalism that meet the requirements of Safaricom PLC
- ii. Collaboratively identify areas of operation in line with inclusive communication to ensure equal access to information in Safaricom's products, processes and procedures
- iii. Act as an interpreter between hearing individuals and individuals who are deaf or hard of hearing, as required by Safaricom PLC. The Contractor shall interpret from voice to sign and vice versa or voice to text.
- iv. Provide Sign Language Interpretation Services for the hearing impaired/deaf members of Safaricom PLC ecosystem during any workshops/trainings and meetings as requested
- v. When required submit translation in word processed documents, incorporating any suggested changes as may be recommended as well as voicing signed communication by customers
- vi. Interpret facilitators and participants' comments, questions, tasks, etc. to deaf participants voice to sign.
- vii. Interpret deaf participants' comments, questions and responses to the facilitator and participants sign to voice.
- viii. Interpret for deaf participants during plenary sessions and group tasks at Safaricom events.
- ix. Provide translation service during virtual meetings
 - x. Translate/interpret communication products or any other material in sign language for market communication as needed by the business
 - xi. Mobilize and coordinate additional interpreters (if need be) to avoid missed translations or poor interpretation quality
- xii. At the conclusion of each event/meeting, provide a brief report (two pages maximum) giving a broad overview of the service provider's participation in the event, any challenges/issues encountered during the service provision, and recommendations for future events.
- xiii. Share written reports of translation/interpretation activities with Safaricom via email
- xiv. Complete the work within the agreed timeline and submit the final translation in soft copy.
- xv. Review, recommend and assist in the delivery of Sign Language training and related materials like video clips etc.

4. 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 CKiteme@Safaricom.co.ke **not later than Friday 21st October 2022; 6:00 PM (Kenyan Time)**

5. NEXT STEPS

- Review and Evaluation of submitted Expressions of Interest
- Shortlisting of Vendors
- Prequalification of shortlisted suppliers (where applicable)
- Issuing of tender to qualifying suppliers

NOTE:

- This is not a tender
- Only the suppliers who meet our minimum requirements 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.