



**EXPRESSION OF INTEREST - PROVISION OF HOSPITALITY SERVICES ( TEA SERVICES)**

**Document Release Date :** 19<sup>th</sup> July 2017

**Last Date for Receipt of Proposals :** 2<sup>nd</sup> August 2017

## 1. INTRODUCTION

Safaricom Limited is a leading telecommunications company offering a comprehensive range of integrated telecommunication services, including mobile and fixed Voice, SMS, Data, Internet and Mobile money (M-PESA) to over 25 million subscribers. Safaricom currently holds a market share of 69% and commands the widest mobile network coverage enabling it to maintain its position as the region's mobile market leader. 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.

As an employer of choice, Safaricom believes it is at its best when its employees are at theirs. Safaricom therefore strives to provide an exceptional and meaningful working environment by removing barriers so that employees can focus on the things they love, both inside and outside of work. Some of such benefits include the Provision of Catering Services to staff.

This document constitutes the formal Request for Expressions of Interest (EOI) for provision Hospitality services (Tea Services) at our regional facilities (Shops, Switches, Data centre and Regional Offices) across the country.

## 2. BACKGROUND

Safaricom has 6 office blocks, 11 switches, 45 retail shops and 5 regional offices. All these facilities are located across five regions- Nairobi East, Nairobi West, Mt. Kenya, Western/Nyanza, Coast and Rift Valley. We are therefore seeking to identify suitable vendors with the relevant capacity to meet current Safaricom need for Hospitality services at the 11 switches, 45 retail shops and 5 regional offices.

This Expression of Interest (EOI) document is intended to lead to the identification of suppliers that can demonstrate that they have sufficient capacity to provide these services at our regional facilities (Shops, Switches, Data centre and Regional Offices) across the country in the best possible way and in a manner that enables Safaricom to meet its expectations.

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

- The profile of the company detailing the Years of experience as prime service providers of hospitality services
- Current list of clients where similar services have been carried out country wide, the number and size of facilities being handled for each client and the number of people served in each of the outlets. Provide recommendation letters from the clients and contacts.
- Provide evidence of compliance to NHIF, NSSF and WIBA
- Vendor partnership if any i.e Raw material suppliers, banks etc

## 3. SCOPE OF SERVICES

The Hospitality services process includes but not limited to ;

- Preparation of tea
- Daily milk delivery reports
- Weekly tea/Coffee/Drinking chocolate schedule reports
- Daily cleaning of the milk urns, cutlery and crockery
- Daily cleaning of the kitchenettes and stores
- Regular cleaning of the service area's
- Regular wiping of microwaves, fridges and water dispensers

- Collection and disposal of garbage
- General cleaning of the kitchenettes
- Stocking of milk, consumables, cutlery and crockery
- Maintenance and repair of milk urn's and trolleys
- Inspection and reporting on the status of the kitchenette equipment and facility

**A. The requirements for provision of Hospitality services include;**

- Valid medical certificates for all staff engaged at the kitchen
- Certificate of good conduct for all employees

**B. Responsibilities for suppliers;**

The supplier will provide the following ;

- Tea Flasks
- Dish cloths and sponage
- Serving trolleys and serving trays
- Washing pastes (Axion), detergents (Jik), Scouring agents,
- Serviettes
- Kitchen cutlery and crockery
- Uniform for their staff-Hair nets, Closed shoes, Name tags, Blouse/shirt/skirt/trouser, Gumboots for cleaning stewards
- Waste bins and waste collection bags
- Cleaning Buckets and mops

**C. Responsibilities of Safaricom Limited**

Safaricom will cater for:

- Water
- Electricity
- Milk Urns
- Kitchenettts

**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 [TMuchiri@Safaricom.co.ke](mailto:TMuchiri@Safaricom.co.ke) and copied to [bids@safaricom.co.ke](mailto:bids@safaricom.co.ke) **no later than 2<sup>nd</sup> August 2017 at 5:00 PM.**

**NEST STEPS**

- Review of submitted Expressions of Interest
- Prequalification of shortlisted suppliers
- Issuing of tender to prequalified suppliers

**NOTE:**

- 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