



SAFARICOM LIMITED

Expression of Interest (EOI) - Provision of Relocation Assistance (Look and See)

Document Release Date : 9th January, 2017

Closing Date for Receipt of EOI: 23rd January, 2017

1. INTRODUCTION

Safaricom 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. To meet this objective Safaricom continuously seeks to partner with competent suppliers and service providers for supply of services.

Safaricom Limited is seeking Expressions of Interest (EOI) from qualified and reputable vendors for the Provision of **Provision of Relocation Assistance (Look and See)**. The successful supplier will be required to facilitate all professional packing and removal services for staff household goods and personal effects across the world.

2. AIMS AND OBJECTIVES

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 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;

- Years of experience as a providers of **Provision Of Relocation Assistance**
- The principal place of business
- Authority from relevant authorities to offer such services (Provide evidence of compliance with statutory requirements, certification and all other relevant licenses).
- Current list of clients where similar services have been carried out.

3. SCOPE

The services required in this scope will include but not limited to:

- Look-see visit which provides the expatriates and family with a general overview of life in Nairobi
- Area orientation - One day orientation tour of Nairobi i.e. Hospitals and other medical facilities, a selection of malls, churches, temples and leisure facilities
- Home/House finding/search programme & Settling in. This includes Temporary Living - sourcing high-quality temporary accommodation until a new home is found.
- School search assistance and advise
- Utilities management
- Legal documentation
- Cross cultural awareness
- After service tenacious follow-ups of expatriates concerns.
- Departure services - Repatriation services at end of contract

4. RESPONSIBILITIES

- It is the responsibility of the contractor to show commitment to providing consistent high quality services from the very first contact to departure services.
- Compliance with industry standards and procedures. Work processes and legal compliance as proof of ability to attain high levels of service delivery in local relocation services.
- Tracking and status updates - 24/7 access to information on relocation assistance at each stage. A company which understands that the information flow is as critical as the service provision in order to ensure a successful services.

5. SUBMISSION OF RESPONSES

Interested suppliers should submitted their response to this EOI in soft copy addressed to the attention of the Senior Manager Purchasing. The EOI should be emailed to bids@safaricom.co.ke **on or before 23rd January 2017.**

6. NEXT STEPS

- Review of submitted Expressions of Interests
- 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.
- Safaricom and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the documents and information submitted in connection with this application