Expression of Interest (EOI) - Provision of Day Care and Crèche Management Services

Document Release Date: 9th January 2017

Last Date for Receipt of Proposals: 23rd January 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 67% 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.

Safaricom requires the services of a reputable firm to provide Day Care and Crèche Management Services. The successful supplier will be required to provide these services at Safaricom Headquarters (HQ) and Jambo Contact Centre (JCC).

2. AIMS AND OBJECTIVES

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

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

- A profile of the company detailing the years of experience as prime service providers of day care services
- The location of the day care facility and authority from relevant authorities to offer the service
- CV’s of key staff that are directly contracted by the company to run the day care services
- Company Health and Safety policy, processes and procedures

3. SCOPE OF SERVICE

The supplier will be expected to carry out the following services;

- Running of the crèche on a day to day basis both at the Safaricom Headquarters as well as the Jambo Call Centre (JCC), the day to day activities will included but not limited to;
  - Provision of Laundry Services
  - Provision of Cleaning Services (Cleaning supplies and labour)
  - Provision of day care services
- Ensuring that all crèche staff work effectively and professionally under their guidance and supervision, and in accordance with the crèches policies and procedures.
- Ensuring that there are sufficient caregivers/Nannies and Staff at the crèche at all times.
- Providing well trained, well-qualified and appropriately oriented staff, who will undergo regular skills upgrading under experienced professional personnel to ensure acceptable performance
• Ensuring that confidentiality is fully observed by all care givers/nannies in relation to any personal details regarding the children and staff
• Advice Safaricom on how to improve the service provision at the crèche and make it more attractive to staff and improve the numbers.
• Overall safety and welfare of the children while at the crèche
• Providing a safe, stimulating and child centered environment to ensure that all children’s developmental needs are being meet while at the crèche
• Provide reports as agreed with Safaricom

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 bids@safaricom.co.ke on or before 23rd January 2017.

NEXT 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.
• 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