Expression of Interest: Provision of Dress Code and Personal Grooming Guidelines Training

Document Release Date : 29th July 2019

Closing Date for Receipt of EOI: 1st August, 2019

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 Limited is seeking Expressions of Interest (EOI) from qualified and reputable vendors on Dress code and Personal Grooming guidelines for the Regional operations Team.

2. AIMS AND OBJECTIVES

Safaricom PLC (the company) continually seeks to partner with various competent suppliers (local and international) for the supply of goods and provision of services to enable it meet its current and future needs and obligations.

This EOI is intended to lead to the identification of duly registered and reputable firm(s) with the capacity to provide Dress code and personal grooming guidelines training for Safaricom Retail operations team in various regions within the country. This training entails equipping the Retail staff with skills, knowledge and attitudes necessary to serve customers effectively. Participants will be expected to learn and apply on a daily basis the various contents delivered during the training sessions both for personal and stakeholders benefit.

Importance of training to the participants:

- To understand the principle of personal branding.
- To understand the principle of personal branding and success.
- Enable the retail staff feel good on the way they look hence positive impression to the customers.
- Enables conveyance of confidence and a positive attitude
- Promotes the company brand positioning for competitiveness.
- Promotes general hygiene for the retail staff.

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

Further, the EOI Response should contain the following information.

EOI- Provision of Dress Code and Personal Grooming Guidelines Training: 2019

Page 1 of 2
a. **Demonstrate capacity to undertake the above listed services** – Your Company should have existed for at least 2 years and carried out the mentioned training. Provide Company profile.

b. **Provision of recent client referrals/referral letters** where similar services have been carried out and number of staff trained providing contact address, scope of works and duration. Please attach the references.

**Note: Only the above requested information should be provided. Prices should not be provided.**

3. **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 lowegi@safaricom.co.ke and copied to sowuor@safaricom.co.ke on or before 1st August, 2019 at 5PM (Kenyan time)

4. **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
- 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 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