



SAFARICOM PLC

EXPRESSION OF INTEREST- RETAIL UNIFORMS

Document Release Date: 26th July 2021

Last Date for Receipt of EOI : 29th July 2021 at 5:00 pm (Kenyan Time)

1. INTRODUCTION

Safaricom PLC is a converged communication solutions provider committed to offering the best customer experience to all subscribers. As part of the experience offered at our face to face channel, uniform is an integral part of the customer's experience, and builds confidence in the Safaricom brand every time a customer interacts with our agents. The Retail Strategy team wishes to engage a firm with the relevant experience that can provide the current uniform on time and without compromise on quality.

The beginning of our engagement with this firm will be the reproduction of the current uniform for replenishing to staff, with a few tweaks which will be communicated.

As time progresses the firm will be tasked with the sourcing / production of a new look uniform for customer facing staff.

It is expected that the supplier/ firm is well aware of current international trends across the telecommunications Retail industry and is willing to demonstrate innovation which will put the Retail team ahead of competition and offer staff comfort as well as function in their uniform regardless of workstation location.

Objectives

The assignment and the achievements expected include:

- Replenish the current uniform for all Retail channel staff across the country in the correct sizes.
- Provide a means to return and replace uniform within 72hrs where needed.
- Be capable of production of uniforms for 4000 staff at one go effortlessly.
- Be able to provide Cotton Shirts and blouses and Khaki/ chino pants and or skirts made to fit, Leather belts and high-quality Polo shirts.
- Be able to source & provide name tags/ window badges.
- Provide a process map or Gantt chart showing process flow for production.
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The Expression of interest (EOI) is intended to lead to identification and shortlisting of a reputable firm/s to provide Safaricom Retail Staff with uniform.

Safaricom is therefore soliciting the following documents from interested companies;

- Expression of Interest letter duly dated signed and stamped.
- A proposal clearly showing the following: -

- Current list of clients' companies where uniform has been provided for upwards of 4000 items for a single client.
- Reporting; Please include sample reports that are shared with clients.
- Quality control procedures that are ISO certified
- Indicate if based within Kenya. If not locally based, detail how you intend to conduct the assignment.
- Indicate presence outside of Nairobi for support to regional shop staff
- Any value adding service that may enhance the overall customer's experience.

2. NEXT STEPS

- Firms that show an interest to participate shall be taken through the Safaricom prequalification and only those who provide full documentation and meet our minimum criteria shall proceed to the next phase- RFP process.
- The shortlisted firms will be exposed to the full RFP- Provision of Retail Staff Uniform complete with details on, scope of work.
- Only the firms that meet our minimum requirements and meet our prequalification requirements will be considered for RFP

RESPONSES

Please submit your responses by **5.00 pm EAT on or before Thursday 29th July 2021** to sowuor@safaricom.co.ke; cachieng@safaricom.co.ke

NOTE:-

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.