



SAFARICOM PLC

EXPRESSION OF INTEREST- PROVISION OF ISO TRAINING

Document Release Date : **6th June 2023**
Last Date for Receipt of Proposals : **12th June 2023 at 1600 hrs**

1. INTRODUCTION

Safaricom Plc 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 Plc continuously seeks to partner with competent suppliers and service providers for supply of various goods and services.

Safaricom Plc intends to seek for the services of training institution that will be able to provide ISO and other training aligned to certification Safaricom holds. This will ensure teams are competent to support the ISO standards that have been implemented thus attaining the strategies put in place by the organization.

The main scope of work to be covered includes training Safaricom employees in a wide range of ISO standards including:

Training Details
BCMS
22301 Requirements
22301 Implementer
22301 Lead implementer
22301 Lead auditor
PIMS
ISO 27701 Lead implementor
SMS
ISO 20000-1:2018 Requirements
ISO 20000-1:2018 Internal Auditor
OHS
ISO 45001 Lead Auditor
ISO 45001 requirements
ISO 45001 Internal Auditor
ISO 45001 Lead Implementor
EMS
ISO 14001 Lead Auditor
ISO 14001 requirements
ISO 14001 Internal auditor training
ISO 14001 Implementer training
CSR
ISO 26000 Lead Auditor
ISO 26000 requirements

ISO 26000 Implementer
QMS
ISO 9001 – Lead Auditor
ISO 9001 requirements
ISO 9001 – Internal Auditor
PAS99
PASS 99 Implementer
PASS 99 Auditor
EnMS
ISO 50001 Lead Auditor
IS 50001 Requirement
ISO 50001 Lead Implementer

2. AIMS AND OBJECTIVES

We are looking to partner with a training organization/institution that is mandated to undertake training by bringing alive the practical benefits that standards offer and make a permanent difference to how Safaricom works. The institution must have been assessed against internationally recognized standards and operate to the highest levels of quality and service. Evidence is required.

The Expression of Interest (EOI) document is intended to lead to the identification of a training institution that has demonstrable capacity to provide the stated trainings in the best possible way and in a manner that enables Safaricom Plc meet its customer expectations and deliver on the company's strategic objectives.

The Expression of Interest should include the following documents:

1. Expression of Interest letter duly dated signed and stamped.
2. A proposal clearly indicating the following: -
 - When the organization was set up and how many years, they have been operating in delivering ISO training with a minimum of 2 years operations.
 - The experience of trainers lined up to handle the Safaricom Plc account with at least 3 years' training experience (where applicable) in the listed ISO standards; include track record in the industry.
 - A current list of clients where similar services has been carried out and confirm the specific brand(s) and/or portfolio(s) managed for the organization(s) in the last 2 years.
 - Proof that the company is certified to issue globally recognized training certifications. Attach supporting documentation of the organization's accreditation or any equivalent association, locally or internationally.

- Confirm if the organization shall work as a single entity or as a consortium/ partnership, if working as a consortium please provide entity names of the partners.

3. NEXT STEPS

The next steps will be as below: -

- a) Evaluation of the Expression of Interest submission
- b) Shortlisting of companies/training institutions
- c) Prequalification of shortlisted companies (where applicable)
- d) Issue Request for Proposal tender document

4. RESPONSES

Organizations are advised to submit their responses via return email by **4:00 pm (EAT) on Monday 12th June 2023** via email to FMangala@Safaricom.co.ke

NOTE: -

Safaricom Plc 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.