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EXPRESSION OF INTEREST

Supply of Retail Uniforms & Accessories

Document Release Date: Saturday, 1st July 2023

Last Date for Receipt of EOI: Noon (East African Time), Saturday 8th July 2023

1.1. Introduction

Safaricom Plc is the leading integrated communication and financial services provider in Kenya, with a steadily growing subscriber base. The company is continuously expanding and reviewing its business, to meet the changing competitive landscapes, needs, and profiles of its customers.

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.

To this end, Safaricom Plc intends to engage the services of reputable supplier(s) for the **Supply of Retail Uniforms & Accessories**. Safaricom is therefore soliciting Expressions of Interest (EOI) from interested qualified providers.



1.2. Background and EOI Requirements

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 uniforms 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 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 uniforms 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.

1.3. Submission of Responses

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: -
 - a. Capacity-Daily run-rate
 - b. References/List of clients' companies where uniform (Top to Bottom) has been provided for upwards of 4000 items for a single client.
 - c. Quality control procedures that are ISO certified
 - d. Indicate if based within Kenya. If not locally based, detail how you intend to conduct the assignment.
 - e. Indicate presence outside of Nairobi for support to regional shop staff.
 - f. Provide physical samples of uniforms, one unit each of: Male-Shirt, trouser, sweater & Female-Trouser, skirt, blouse, sweater.
 - g. Any value adding service that may enhance the overall customer's experience.

1.4. Next Steps

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

Responses

Vendors are advised to submit their responses via return email by **Noon (East African Time)** on **Saturday, 8th July 2023** to Pmokaya@safaricom.co.ke;

NOTE:

- This is not tender.
- Only the suppliers who provide the requested details 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 in, other than for the purpose of informing the bidders of the outcome of the process.