

EXPRESSION OF INTEREST FOR THE PROVISION OF INCIDENT MANAGEMENT DESK SERVICES

INTRODUCTION

On 24 May 2021, the Global Partnership for Ethiopia, consisting of Safaricom PLC, Vodacom Group, Vodafone Group, Sumitomo Corporation and CDC Group, was awarded a license to operate Telecom services in Ethiopia. The partnership aspires to bring about transformational economic and social impact in Ethiopia and positively enhance the lives of its over 112 million+ people and provide quality and affordable mobile and internet connectivity to enable more Ethiopians to access quality telecom services.

Safaricom Telecommunication Ethiopia PLC will be launching its operations across the country and to achieve this, it will acquire resources both human and material through which its business objective will be achieved. These resources need to be secured against any potential harm, damage or loss.

It is in this regard that we would like to engage a suitable agency(ies) to provide **Incident Management Desk Services** (Security Control Room Services) that will ensure all the safety and security systems and processes that are adopted by the business are implemented, remain effective and relevant to the current trends in the security industry.

OBJECTIVES

The assignment and the achievements expected of the agency include:

- Provide qualified staff in Operation and monitoring of the following security equipment:
 - CCTV camera systems
 - Security Access Control Systems
 - Remote monitoring of facilities through application software
 - Fire Systems
- Staff assistance through journey management and vehicle tracking
- Paramedics and Emergency Medical Technicians Staff
- Front Desk Services
- Qualified staff in security situation analysis and reporting

The Expression of interest (EOI) is intended to lead to identification and shortlisting of a reputable firm/agency to provide Safaricom Telecommunication Ethiopia with Incident Management Desk Services

EOI REQUIREMENTS

If you are interested and capable to provide these services, please send your expression of interest with the following documents.

- Expression of Interest letter duly dated signed and stamped.
- The following company documents:
 - Business registration and Principal Registration Certificate. Renewed business license (2014 Ethiopian fiscal year). The license should have one of these: Security system and equipment importation and operation, ICT information communication technology consultancy
 - Business Registration,
 - TIN certification,
 - VAT certificate and
 - Memorandum of Association in English
- Copies of client recommendations or references with their contact details. These are clients for whom you have provided such services in the past
- Any value adding service that may enhance the overall customer's experience.

SUBMISSION OF RESPONSES

Interested suppliers should submit their response to the following email addresses: bids@safaricom.et and myworkplaceservices@safaricom.et **no later than Friday April 1st, 2022.**

All the details should be zipped and sent on email as guided below.

- **All submissions to email must be less than 20MB, and if larger should be shared on a google drive.**

NEXT STEPS

- Firms that show an interest to participate shall be taken through the Safaricom Telecommunication Ethiopia 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 Incident Desk Management Services 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

NOTE:

No prices should be provided with this EOI.

- The receipt of a response shall not bind Safaricom to any contractual agreements with the prospective bidder. Such arrangements shall only come in place once an award has been issued to a successful bidder after a tender process.
- Any costs associated with the preparation and submission of the response to the EOI shall be borne by the EOI respondent.

NOTE: -

Safaricom Telecommunications Ethiopia PLC reserves, at its sole discretion, the right to select or reject, either in totality or partially, any or all submissions made in the context of this EOI. Any such decisions made will be final and no correspondence will be engaged in, other than for informing the bidders of the outcome of the process.