

**PROVISION OF TRADE DEVELOPMENT REPRESENTATIVES  
AND CUSTOMER SERVICE EXECUTIVES.**

The Expression of interest (EOI) is intended to lead to identification and shortlisting of a reputable HR Outsourcing Companies to provide Safaricom Ethiopia with the below scope of services: -

1. Trade Development representatives, warehouse administrator, Data analysts representatives
2. Customer Experience representatives- Retail Channel
3. Corporate sales Executives focusing on Large Enterprise and Small Medium Enterprise

**Safaricom is therefore soliciting the following documents from interested companies;**

1. Expression of Interest letter duly dated signed and stamped.
2. A proposal clearly showing the following: -
  - a. Current list of clients' companies where you have or is providing HR Outsourcing Services and scope of roles offered to each client listed
  - b. HR Policies and Processes in place
  - c. Employee retention capability
  - d. Range of Skills pipeline & capability (Sample CV's for various roles is an added advantage)
  - e. Reporting; Please include sample reports that are shared with clients.
  - f. Quality control procedures that are ISO certified
  - g. Indicate all the regions you provide these services
  - h. Indicate your physical presence outside of Addis Ababa for support to regional staff
  - i. Any value adding service that may enhance the overall customer's experience.

**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 Trade Development Representatives and Customer Experience Executives 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 **Friday 12th November, 2021** to **Trade.Marketing@safaricom.et**

\*All submissions to email should be less than 20MB, and if larger, submission should be shared on a google drive, and a link sent to the email address provided.

*Safaricom Telecommunications Ethiopia 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 done, other than informing the bidders of the outcome of the process. 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 a tender process has been completed and an award issued to a successful bidder after technical and commercial evaluation. Any costs associated with the preparation and submission of the response to the EOI shall be borne by the EOI respondent*