

## EXPRESSION OF INTEREST (EOI) PROVISION OF INCIDENT MANAGEMENT DESK SERVICES

### INTRODUCTION

We are seeking to engage suitable partners who can provide **Incident Management Desk Services as listed here below:**

- **Front Desk Services Staff**
- **Operation and CCTV monitoring Services Staff**
- **Paramedics and Emergency Medical Technicians Staff**

### EOI REQUIREMENTS

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

- Your company's documents (if you are a company) – Business License, Business Registration, TIN certification and Memorandum of Association
- Copies of client recommendations or references with their contact details. These are clients for whom you have provided such services for in the past

### SUBMISSION OF RESPONSES

Interested suppliers should submit their response to the following email address: [myworkplaceservices@safaricom.et](mailto:myworkplaceservices@safaricom.et) **no later than Monday February 7th, 2022 at 5pm (GMT +3)**

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 link**
- **If the file is below 20MB, you can attach the details in the email response.**

### NEXT STEPS

Once the responses are received the further process will follow the steps below:

- Review of submitted Expressions of Interest Submissions.
- Prequalification of shortlisted suppliers
- Issuing of tender to prequalified suppliers

### NOTE

- Only the suppliers who meet our minimum requirements will be considered for further discussions.
- 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.