

# EXPRESSION OF INTEREST (EOI) FOR THE PROVISION OF COMPANY HEALTH ADVISOR SERVICES

## INTRODUCTION

We are seeking to appoint a suitable **Company Health Advisor** to provide leadership and strategic direction to the organization on behalf of the workforce and employer while generating a greater understanding of wellbeing initiatives to the health, wealth and wellbeing of employees and the organization at large. The advisor will act as the organization's primary spokesperson on matters relating to the control of disease and promotion of health in matters such as occupational issues, communicable diseases, food safety, ethics and public health emergencies.

### The scope shall be as below

The successful bidder will be expected to provide services as defined in the Service Level Agreement (schedule attached) for a proposed period of two years subject to quarterly performance reviews. Some of the functions of the Company Health Advisor will include, but are not limited to;

#### 1. Healthcare Leadership

- Provides leadership on the future direction of healthcare strategies and issues affecting the health of the workforce
- Conducts strategic health planning and monitoring progress toward strategic goals.
- Acts as the Chief Advisor where there is high medical spend on a case by case basis. Can query medical reports and request for a second opinion and/or give his opinion on matters affecting staff and the organization.
- Provides information and support to staff with health care concerns.
- Serves as primary spokesperson on health topics or identifies other subject matter experts for that role if appropriate for a particular topic. Develops strategies for regular and frequent health information dissemination to staff.
- Facilitates opportunities for collaboration between public, private and not-for-profit allied health service providers to ensure a balance between cost, benefit and quality of care.
- Provides advice to the company on matters relating to public health and wellbeing.
- Spearheads general health assessment of all staff in partnership with other stakeholders, e.g. hospitals and other health providers. Analyses existing or proposed health systems, strategies, services, and other related matters. Identifies needs for improvement and the methods and resources to accomplish such improvements.
- Leads and/or participates in operational or planning meetings, town halls/briefings, or other formal and informal settings to publicize the organization's health programs to Advisory Boards.

- Offer a multidisciplinary approach where need arises to work with other parties e.g. associated healthcare professionals, like in-house clinic staffs, ergonomists, hygienists, occupational health advisors, physiotherapists, psychiatrists, psychologists and therapists.

#### 2. Cost Optimization

- Find initiative ways to affect the healthcare providers in Safaricom Ethiopia's healthcare plan in managing costs.
- Offer market insights to the company in healthcare, medical plans that will inform the strategy of the company in related matters.
- Review and advise the company on most appropriate health plans and advise on least costly options/solutions.
- Identify opportunities to drive quality, productivity and efficiency.

#### 3. Medical Services Consultancy

- Advise on medical health and ill-health retirement.
- Identify and resolve healthcare challenges experienced by the company and individuals.
- Investigate causes of other diseases affecting staff, whether or not they are communicable.
- Investigate cases and outbreaks of communicable diseases and ensure that communicable disease control measures are given.
- Be the link between the company, the patient and the doctors/health institutions all over the country.
- Assess fitness for work among employees and advise the best way to rehabilitate those who have suffered injury or sickness back into work. Recommend appropriate adjustments in the workplace to help people stay in work.
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- Continuously monitor office health climate through surveys, focus groups and other media to assure a high level of staff morale and performance.
- Assist the company in managing health/medical related absence situations.
- Dissemination of information on health issues with the potential to affect health and safety. Information is provided via health alerts and health advisories, promotes the benefits of good health, and advises members about critical health matters.

#### 4. Occupational Health Services Consultancy

- Act as the company appointed Occupational Health and Safety specialist. The appointed partner will play a key role in ensuring the health and wellbeing

of the employees by preventing work-related ill health and providing specialist rehabilitation advice. They will provide independent, impartial advice to employers and employees on the effects of work on health and the effects of health on work.

- Offer intelligent, interactive and proactive health care and OSH advice to the company/ management.
- Advise on workplace safety, the prevention of occupational injuries and disease.
- Play a role in actions taken to suspend or revoke permits, such as a permit to operate the company restaurant, in-house clinic etc.

#### **5. Compliance & Risk Management**

- In collaboration with the Medical Scheme Providers/ Administrators, establishes systematic methods for program execution and advocacy that includes the identification of objectives, evaluation criteria, and legal and regulatory compliance requirements. Takes charge and audits the pre and post-employment checks to ensure compliance with the legal requirements and ensure compliance to Occupational Health and Safety regulations.
- Develop and maintain a risk registry of issues relating to medical /healthcare on behalf of the company.
- Ensure compliance with health and safety regulations including minimizing and eliminating workplace hazards.
- Work with the various professionals and stakeholders on key issues and provide channels for discussion and development of health & safety policy direction and initiatives.
- Draft and review company health regulations that address emerging health problems for adoption by management.
- Work with the company's Legal department on legal matters of occupational health/medical nature.
- Review and assess medical or OSH related complaints on behalf of the company. Intervene where need arises with the intention of arranging the best resolution.
- Champion health quality improvement processes and initiatives.
- Conduct due diligence, assessments and ensure regulatory compliance on behalf of the company in matters relating to health care and medicine. Consult on issues related to any matters of a medical and/or OHS nature and approvals regulatory authorities.

#### **6. Process Improvement**

Prepare and implement standard procedures pertaining to Occupational Health and Safety issues, incident/disaster management on matters where there may be health exposure to staff/company.

#### **7. Value Adds**

- Help the company access an array of innovative and affordable healthcare & OHS solutions that meet its unique needs.

- Find creative ways to building a culture of healthy lifestyle for the company in general e.g. innovative social projects, campaigns, etc.
- Assist the company in coming up with initiatives like Personal Health Programs targeted at individuals with congenital/lifestyle/chronic illnesses for better management of their conditions. Drive adoption of these campaigns targeted at promoting healthy lifestyles amongst 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 in the past.

#### **SUBMISSION OF RESPONSES**

Interested suppliers should submit their response to the following email address: [hswbids@safaricom.et](mailto:hswbids@safaricom.et), **no later than Monday December 27th, 2021 at 5:00 pm (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

#### **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 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.