



EXPRESSION OF INTEREST: PANEL OF SOFT SKILLS TRAINING PROVIDERS (2026-2028)

Jamii Telecommunications Limited, a leading telecommunications company in Kenya, invites qualified training firms to express interest in joining its panel of soft skills training providers for a period of two (2) years. Panel members may be called upon to train staff in our retail shops, contact centres, sales and dealer channels, technical teams and head office.

Training areas

Firms may apply for one or more areas:

- Customer service and customer experience (including contact centre and retail shop settings)
- Communication skills
- Sales and negotiation (including B2B and enterprise sales)
- Emotional intelligence
- Teamwork and collaboration
- Time management and productivity
- Leadership and coaching
- Presentation skills
- Leading change

Mandatory requirements

- Certificate of incorporation or registration, with a valid business permit
- Valid KRA PIN and Tax Compliance Certificate
- Current registration with NITA as a training provider
- Evidence of at least three (3) corporate clients served in the last three (3) years (experience in telecom or ICT is an added advantage)
- Trainers with at least five (5) years' relevant training experience in the areas applied for.

- Capacity to deliver in person (Nairobi and regional locations) and virtually

What to submit (one PDF)

1. Company profile, including training areas applied for
2. Registration and compliance documents listed above
3. Trainer CVs, showing qualifications, certifications and years of experience
4. At least three client references with contact names, telephone numbers and emails
5. Indicative daily training rates in KES, exclusive of VAT, for in-person and virtual delivery, valid for the 24-month panel period.

How to apply

Email one PDF to rfp@jtl.co.ke with the subject "EOI – Soft Skills Training Panel – JTL" by 5:00 pm (EAT) on Monday, 26th October 2026. Clarification requests may be sent to the same address by 20th October 2026. Responses will be shared with all interested firms where relevant. Late or incomplete submissions will not be considered.

Terms

Joining the panel does not guarantee work. Assignments will be issued as needed through quotations or call-off orders, based on need, expertise and value for money. Jamii Telecommunications Limited may accept or reject any submission without giving reasons. All information submitted will be treated confidentially