



**EXPRESSION OF INTEREST FOR THE PROVISION OF
CONSULTANCY SERVICES FOR
CUSTOMER SATISFACTION
SURVEY**

EOI REFERENCE NO. CAK/EOI/002/2022-2023

**Competition Authority of Kenya,
P. O. Box 36265-00200 NAIROBI**

CLOSING DATE: 5th APRIL, 2023 AT 12:00 P.M

TENDER NOTICE FOR EXPRESSION OF INTEREST

The Competition Authority of Kenya (CAK) intends to register interested and eligible service providers for the provision of consultancy services for customer satisfaction survey through the expression of interest;

No.	EOI Reference No.	EOI Description /Name
1.	CAK/EOI/002/2022-2023	Expression of interest for the provision of consultancy services for customer satisfaction survey

Interested service providers may download the expression of interest document containing the terms of reference from the Authority's website; www.cak.go.ke or from the Public Procurement Information portal, www.tenders.go.ke free of charge. consultants who download the document must arrange to register with the Authority their contact details at scm@cak.go.ke for the purposes of receiving any further tender clarifications and/ or addendum if need be.

Completed expression of interest document enclosed in plain sealed envelope, marked with the tender number and name be deposited in the tender box at Ground floor, Kenya Railway's Building, Block D or be addressed to:

**Ag. Director General,
Competition Authority of Kenya,
P. O. Box 36265-00200
NAIROBI**

So as to be received on or before **Wednesday, 5th April 2023 at 12.00pm** Kenyan time.

The expression of interests will be opened immediately thereafter the closing time in the presence of service providers or their representatives who choose to attend at Competition Authority of Kenya, Headquarters, Railways building, Block D Haile Selassie Avenue, Nairobi.

Ag. Director-General

TERMS OF REFERENCE

EXPRESSION OF INTEREST FOR THE PROVISION OF CONSULTANCY SERVICES FOR CUSTOMER SATISFACTION SURVEY

1. INTRODUCTION

1. The Competition Authority of Kenya (“the Authority”) is a Government agency established by section 7 of the Competition Act of 2010, whose responsibility is to enforce compliance with the Act. The Authority is mandated to promote and safeguard competition in the national economy and to protect consumers from unfair and misleading market conduct in order to:
 - i. Increase efficiency in the production, distribution and supply of goods and services;
 - ii. Promote innovation;
 - iii. Maximize the efficient allocation of resources;
 - iv. Protect consumers;
 - v. Create an environment conducive for both foreign and local investment;
 - vi. Capture national obligations in competition matters with respect to regional integration initiatives;
 - vii. Bring national competition law, policy and practice in line with the best international practices; and,
 - viii. Promote the competitiveness of national undertakings in world markets.
2. The Authority continuously seeks to improve the level of service delivery to its stakeholders as envisioned in the Citizens Service Charter, a commitment to provide quality and efficient service to its customers. The Authority serves both internal and external stakeholders. External stakeholders include members of the public, sector regulators, suppliers, Parliament, development partners, media, County Government, legal fraternity Consumer bodies, the Competition Tribunal, among others. Internal stakeholders comprise the members of staff.
3. The Authority’s last Customer Satisfaction Survey (FY 2018/ 2019), assessed its responsiveness to customers, adherence to the Service Charter, stakeholder awareness of the Act, mandate and role of the Authority, their awareness of communication channels, among others.
4. The survey sample of 3,000 respondents were drawn from: Nairobi, Kisumu, Eldoret, Nakuru, Thika, Kakamega, Nyeri, Kajiado, Machakos, Garissa, Kisii, Kitui, Kericho, Kutus, Kiambu, Meru, Nandi, Narok, Isiolo and Chuka. The **Customer Satisfaction Index** from the Survey was **67.8%**.

2. OBJECTIVE

The objective of this Expression of Interest (**EOI**) is for The Competition Authority of Kenya (CAK) to receive information from experienced Service providers that demonstrate capability and experience to provide high quality customer satisfaction survey services.

- i. Establish the level of awareness of the Competition Act as well as the Authority's mandate and activities;
- ii. Establish stakeholder perceptions on the Authority's responsiveness to customers;
- iii. Assess the Authority's level of achievement of Service Charter commitments;
- iv. Assess stakeholder sentiment regarding transparency and predictability of the Authority's decision making process;
- v. Determine the effectiveness of customer feedback mechanisms;
- vi. Determine awareness levels and usage of the Authority's service delivery channels, including telephone, email, social media platforms, mobile application, public portal;
- vii. Establish the level of satisfaction with the Authority's awareness creation initiatives;
- viii. Determine the adequacy, relevance and access to information provided by the Authority through website, telephone, social media platforms and Emails;
- ix. Determine the CAK members of staffs' satisfaction level with the Authority's procedures and culture with respect to, among others, teamwork, working environment, service delivery and accessibility of information;
- x. Establish opportunities for improvement to improve service delivery & grow the Authority's brand; and
- xi. Establish the customer satisfaction index.

3. BIDDING TIMELINE

This Expression of interest will result in short listing of interested service providers who will be invited to submit financial bids. Eligibility to participate in the bid process will be determined on the basis of submission of the minimum required documents stated in this Expression of Interest. After the deadline for submission of responses, Evaluation process will be conducted to determine responsive bids as per the evaluation criteria provided in the Expression of Interest document. The bidders who participate will be notified of the outcome of the evaluation.

4. EVALUATION CRITERIA

The Expression on Interest received will be evaluated in accordance with the set criteria in the provided Table as follows:

Table A: Mandatory Requirements for Evaluation

No.	Criteria	Requirement Yes/No
1.	Valid Tax Compliance Certificate from Kenya Revenue Authority	
2.	Certificate of Incorporation/ Business Registration	
3.	CR12 for Limited companies issued within the last one year	
4.	Duly filled, signed and stamped Self- Declaration letter that the firm has not been debarred from participating in Public Procurement and Asset Disposal Act,2015- SD 1	
5.	Duly filled, signed and stamped Self- Declaration that the firm/tenderer will not engage in any corrupt or fraudulent practice- SD 2	
6.	Company Profile of the firm indicating the contact details including physical address, telephone number, email and contact person on behalf of the bidder	
7.	Duly filled, signed and stamped Declaration and commitment to the code of ethics	
8.	Provide brief description of customer satisfaction survey services offered.	
9.	Provide proof of customer satisfaction survey services offered to	
10.	Provide One original and One copy of tender document properly bound and sequentially serialized/paginated in the form of i.e. 1, 2, 3, 4....on each page including all the attachments	

Note; Service providers have to meet all the mandatory requirements to proceed for Registration in the category of provision of customer satisfaction survey services.

SUPPLIER REGISTRATION FORM- CONFIDENTIAL BUSINESS QUESTIONNAIRE

a) Instruction to Tenderer

Tenderer is instructed to complete the particulars required in this Form, one form for each entity if Tender is a JV. Tenderer is further reminded that it is an offence to give false information on this Form.

A. Tenderer's details

	ITEM	DESCRIPTION
1	Name of the Procuring Entity	
2	Name of the Tenderer	
3	Full Address and Contact Details of the Tenderer.	1. Country 2. City 3. Location 4. Building 5. Floor 6. Postal Address 7. Name and email of contact person.
4	Reference Number of the Tender	
5	Date and Time of Tender Opening	
6	Current Trade License No and Expiring date	
7	Maximum value of business which the Tenderer handles.	

General and Specific Details

b) Sole Proprietor to provide the following details.

Name in full _____

Age _____ Nationality _____



Country of Origin _____ Citizenship _____

c) Partnership to provide the following details.

	Names of Partners	Nationality	Citizenship	% Shares owned
1				
2				
3				

(d) Registered Company to provide the following details.

i) Private or public Company _____

ii) State the nominal and issued capital of the Company-

Nominal Kenya Shillings (Equivalent)

Issued Kenya Shillings (Equivalent)

iii) Give details of Directors as follows.

No.	Names of Director	Nationality	Citizenship	% Shares owned
1				
2				
3				

(e) DISCLOSURE OF INTEREST- Interest of the Firm in the Procuring Entity.

(i) Are there any person/persons in (Name of



Procuring Entity) who has an interest or relationship in this firm?
 Yes/No.....

If yes, provide details as follows.

No.	Names of Person	Designation in the Procuring Entity	Interest Relationship or with Tenderer
1			
2			
3			

(ii) Conflict of interest disclosure

No	Type of Conflict	Disclosure YES OR NO	If YES provide details of the relationship with Tenderer
1	Tenderer is directly or indirectly controlled by or is under common control with another tenderer.		
2	Tenderer receives or has received any direct or indirect subsidy from another tenderer.		
3	Tenderer has the same legal representative as another tenderer		

4	Tender has a relationship with another tenderer, directly or through common third parties that put it in a position to influence the tender of another tenderer, or influence the decisions of the Procuring Entity regarding this tendering process.		
5	Any of the Tenderer's affiliates participated as a service provider/consultant in the preparation of the design or technical specifications of the works that are the subject of the tender.		
6	Tenderer would be providing goods, works, non-consulting services or consulting services during implementation of the contract specified in this Tender Document.		
7	Tenderer has a close business or family relationship with a professional staff of the Procuring Entity who are directly or indirectly		
No	Type of Conflict	Disclosure YES OR NO	If YES provide details of the relationship with Tenderer
	involved in the preparation of the Tender document or specifications of the Contract, and/or the Tender evaluation process of such contract.		
8	Tenderer has a close business or family relationship with a professional staff of the Procuring Entity who would be involved in the implementation or supervision of the Contract.		

9	Has the conflict stemming from such relationship stated in item 7 and 8 above been resolved in a manner acceptable to the Procuring Entity throughout the tendering process and execution of the Contract?		
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(f) Certification

On behalf of the Tenderer, I certify that the information given above is correct.

Full Name _____

Title or Designation _____

(Signature) _____ (Date) _____



SELF-DECLARATION FORMS

FORM SD1

SELF DECLARATION THAT THE PERSON/TENDERER IS NOT DEBARRED IN THE MATTER OF THE PUBLIC PROCUREMENT AND ASSET DISPOSAL ACT 2015.

I of Post Office Box.....being a resident of in the Republic of.....do hereby make a statement as follows:-

1. THAT I am the Company Secretary/Chief Executive/Managing Director/Principal Officer/Director of(insert name of the Company) who is a Bidder in respect of **Tender No.**..... for.....(insert tender title/description) for.....(insert name of the Procuring entity) and duly authorized and competent to make this statement.
2. THAT the aforesaid Bidder, its Directors and subcontractors have not been debarred from participating in procurement proceeding under Part IV of the Act.
3. THAT what is deponed to herein above is true to the best of my knowledge, information and belief.

..... (Title) (Date) (Signature)

Bidder Official Stamp.....



FORM SD2

SELF DECLARATION THAT THE PERSON/TENDERER WILL NOT ENGAGE IN ANY CORRUPT OR FRAUDULENT PRACTICE

I, of P.O. Box.....being a resident of..... in the Republic of do hereby make a statement as follows:-

1. THAT I am the Chief Executive/Managing Director/Principal Officer/Director of..... (insert name of the Company) who is a Bidder in respect of **Tender No.** for..... (Insert tender title/description) for..... (insert name of the Procuring entity) and duly authorized and competent to make this statement.
2. THAT the aforesaid Bidder, its servants and/or agents /subcontractors will not engage in any corrupt or fraudulent practice and has not been requested to pay any inducement to any member of the Board, Management, Staff and/or employees and/or agents of(insert name of the Procuring entity) which is the procuring entity.
3. THAT the aforesaid Bidder, its servants and/or agents /subcontractors have not offered any inducement to any member of the Board, Management, Staff and/or employees and/or agents of(name of the procuring entity).
4. THAT the aforesaid Bidder will not engage/has not engaged in any corrosive practice with other bidders participating in the subject tender.
5. THAT what is deponed to herein above is true to the best of my knowledge information and belief.

.....
(Title)

.....
(Signature)

.....
(Date)



Bidder's Official Stamp.....



DECLARATION AND COMMITMENT TO THE CODE OF ETHICS

I.....(Person on behalf of (**Name of the Business/Company/**

Firm).....declare that I have read and fully understood the contents of the Public Procurement & Asset Disposal Act, 2015, Regulations and the Code of Ethics for persons participating in Public Procurement and Asset Disposal and my responsibilities under the Code.

I do hereby commit to abide by the provisions of the Code of Ethics for persons participating in Public Procurement and Asset Disposal.

Name of Authorized.....
.....

signatory.....

Sign.....

Position.....

Office address.....
.....

Telephone.....

Email.....

Name of the Firm/Company.....

Date.....

(Company Seal/ Rubber Stamp where applicable)



Witness

Name.....

Sign.....

Date.....

