

KENYA NATIONAL BUREAU OF STATISTICS

EXPRESSION OF INTEREST

CUSTOMER, EMPLOYEE SATISFACTION, CORRUPTION PERCEPTION, IT AUTOMATION BASELINE AND COMPETENCY BASELINE SURVEYS

The Kenya National Bureau of Statistics (KNBS or the Bureau) is a Semi Autonomous Government Agency established under the Statistics Act 2006 to collect, compile, analyze, and disseminate socio-economic statistics needed for planning and policy formulation in Kenya. The Bureau intends to engage a consultant to conduct a Customer, Employee Satisfaction and Corruption Perception Surveys so as to ensure that its customers are satisfied with service delivery and its employees are also satisfied with organization's work environment. At the same time, the consultant selected will be expected to conduct an IT Automation and Competency Assessment baseline surveys.

Objective of the Assignment

The objective of this assignment will be:

- To establish customer satisfaction since the 2010/2011 exit survey.
- Establish employee satisfaction and assess employee work environment since the 2010/2011 exit survey.
- To establish the levels of corruption since the last baseline survey.
- To establish the current level of IT automation at the Bureau
- To establish the current organizational and individual competency levels.

Specific Terms of Reference for the Consultancy

The assignments will cover samples of full time employees of the KNBS both at headquarters and field operations across the country and a selected sample of customers from all sectors of the economy.

Expected Outputs

Separate assessment reports with recommendations on the objectives of the assignment will be expected at the end of the exercise.

Qualifications of Professional Staff

The assignment requires the services of a consultancy firm with a mix of skills in Human Resource Management, Customer Care, Research, Data Analysis, Governance and ICT. Specifically the Lead Consultants in each of the areas must be holders of Masters Degrees from recognized universities with at least eight years relevant working experience in the specified area

Interested consulting firms with the relevant qualifications and experience in conducting similar surveys are hereby invited to submit their Expression of Interest

(EOI). A Request for Proposal (RFP) document will be issued to short listed consultants based on this Expression of Interest.

Consultants should also provide the following information:

- Relevant experience related to the assignment, track record and financial capability
- Evidence of related jobs undertaken in the last three years
- Qualifications and competence of key staff proposed for the assignment
- Experience of key staff related to the assignment

Interested consulting firms may write in confidence, giving the profiles of their firms' staff, evidence of experience and other relevant documents, in a plain sealed envelope clearly marked;

“Expression of Interest for Conducting Customer, Employee Satisfaction, Corruption Perception, IT Automation and Competency Baseline Surveys.” Kenya National Bureau of Statistics and should be delivered/addressed to;

The Director General,
Kenya National Bureau of Statistics,
P O Box 30266-00100
NAIROBI,
KENYA.
Tel: 317622/23 Fax: 315977

Or deposited in tender the box at Herufi House 1st Floor. Receiving and opening of EOI documents will take place at the Conference Room 1st floor, Herufi House in the presence of consultants who choose to attend on 6th March, 2012 at 10.30hrs.

F.M.K.Ayiera
For: Director General