



**KENYA NATIONAL BUREAU OF STATISTICS
P.O.BOX 30266-00100
NAIROBI**

TENDER NO. KNBS/ KNBS/EOI/08/2019-2020

EXPRESSION OF INTEREST

FOR

**CONSULTANCY SERVICES TO UNDERTAKE CUSTOMER
SATISFACTION, EMPLOYEE SATISFACTION AND WORK
ENVIRONMENT SURVEY**

CLOSING DATE: 26TH NOVEMBER, 2019 AT 10.00 AM

Date: ~ 12th November, 2019

TERMS OF REFERENCE FOR A CONSULTANCY SERVICES TO UNDERTAKE CUSTOMER SATISFACTION, EMPLOYEE SATISFACTION AND WORK ENVIRONMENT SURVEY

1. INTRODUCTION

The Kenya National Bureau of Statistics (KNBS) is a 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 Statistics Act 2006 specifically mandates KNBS to:

- Be the principal agency of the government for collecting, analyzing and disseminating statistical data in Kenya
- Be the custodian of official statistics.
- Conduct the Population and Housing Census every ten years, and such other censuses and surveys as the Board may determine;
- Maintain a comprehensive and reliable national socio-economic database
- Establish standards and promote the use of best practices and methods in the production and dissemination of statistical information across the National Statistical System (NSS); and
- Plan, authorize, coordinate and supervise all official statistical programmes undertaken within the NSS.

The Bureau intends to engage a consultant to conduct Customer Satisfaction, Employee Satisfaction and Work Environment surveys, on its behalf. The main objectives of these surveys are to ensure that KNBS employees are satisfied with organization's work environment and also enhance service delivery to Bureau's customers.

2. OBJECTIVES OF THE ASSIGNMENT

- (i) To evaluate the extent to which customers are satisfied with Bureau's service delivery index
- (ii) To evaluate the extent to which employees are satisfied with respect to their duties, and work environment
- (iii) Assess the extent to which work environment is conducive to ensure optimal performance

- (iv) Identify gaps that limits 100% satisfaction levels
- (v) Provide recommendations with clear actions to address the gaps in (iv)

3. SPECIFIC TERMS OF REFERENCE FOR CONSULTANCY

The assignment will cover samples of full time KNBS employees, at the headquarters and field offices across the country and a selected sample covering data users, data producers and data suppliers from all sectors of the economy.

Specifically the consultant will carry out:

- a. Employee Satisfaction Survey to assess:**
 - (i) Management responsiveness toward their work needs and orientation on problem solving.
 - (ii) Training and utilization of acquired skills
 - (iii) General work environment
 - (iv) Opportunities for professional growth
 - (v) Effectiveness of communication among the staff
 - (vi) Clarity of job descriptions within the organization.
 - (vii) Job security
 - (viii) Perception of the employees on workload
 - (ix) On the job training
 - (x) Qualification
 - (xi) Impediments at work
- b. Customer Satisfaction Survey to:**
 - (i) investigate the quality levels of services and products provided by KNBS;
 - (ii) examine the service delivery systems;
 - (iii) identify constraints and propose recommendations for improvement;
 - (iv) establish the progress in accessing information from the Bureau;
 - (v) establish the progress in accessing efficient and quality public service from the Bureau.
- c. Work Environment Survey to assess:-**
 - (i) Safety at the work place
 - (ii) Comfort at the work place
 - (iii) Appropriate use of technology and work efficiency
 - (iv) Physical working conditions

(vii) Necessary working materials

(xi) Adequacy of safety training

4. EXPECTED OUTPUTS

Two separate assessment reports with recommendations will be expected at the end of the assignment. The reports shall be in two formats:

- i. A combined Final Report on Customer, Work Environment and Employee Work Environment Survey.
- ii. A final report on progress in accessing information.

5. REPORTING

The consultant will be responsible to the Director General through the Communications Manager at the KNBS. The consultant will be responsible for the accuracy and timely delivery of required outputs as well as preparing and presenting reports on the progress to the Director General.

6. DURATION OF THE ASSIGNMENT

The exercise is expected to be completed within a period of approximately two months.

7. FACILITIES TO BE PROVIDED BY THE CLIENT

The Bureau will provide the following facilities:

- (i) Office space
- (ii) Counterpart staff
- (iii) Documents that will be required for the assignment

8. QUALIFICATIONS OF PROFESSIONAL STAFF

The minimum required qualifications and experience of professional staff is:

(i) Lead Consultant

- a) A Master Degree in Statistics, Business Administration, Economics and Social Sciences from a recognized university.
- b) At least ten (10) years' experience in conducting surveys/research is required.

(ii) Research Consultant

- a) A Master's Degree in Statistics, Business Administration, Economics and Social Sciences from a recognized university.
- b) At least five (5) years working experience in data collection, analysis and interpretation.

(iii) Data Analyst

- a) A Bachelor's Degree in Statistics, Business Administration, Economics and Social Sciences from a recognized university
- b) At least five (5) years working experience as a data analysis. Must also be conversant with various statistical computer packages.

9. EVALUATION OF TECHNICAL PROPOSAL

The evaluation committee appointed by the Director General shall evaluate the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria as follows:

TABLE 9.1: STAGE 1:- PRE/LIMINARY/MANDATORY REQUIREMENTS

NO	REQUIREMENTS	REMARKS (Y/N)
1	Valid Tax Compliance Certificates from Kenya Revenue Authority (KRA)	
2	Certificate of Registration and /or Incorporation which should be certified by commissioner of oaths and/or Advocate.	
3	Trade license and/or Single Business permit issued by relevant government agency and should be certified by commissioner of oaths and/or Advocate.	
4	Valid Financial Audited statements for the last three years i.e. 2016, 2017 and 2018.	
5	Declaration stating that the firm has NOT been debarred by Public Procurement Regulatory Authority (PPRA).	
6	Submit a Signed Declaration statement that the firm will not be involved in corrupt or fraudulent practices.	
7	Properly <u>Filled</u> , <u>Signed</u> and <u>Stamped</u> Confidential Business Questionnaire. (Attach Copies of the firm Directors ID and	

NO	REQUIREMENTS	REMARKS (Y/N)
	CR12- where applicable, certified by Commissioner for Oaths/ Advocate)	
8	Provide ONE ORIGINAL and ONE COPY of tender document properly bound and paginated/serialized/numbered in a sequential manner on all pages and all attachments. All pages of the tender shall be initialed by the person or persons signing the tender.	
	OVERALL REMARKS	

NB: Please note that all the above requirements shall all be treated as Mandatory which will form part of the Tender Responsiveness. Only bidders who meet the above shall proceed to the technical evaluation stage for further evaluation.

TECHNICAL REQUIREMENTS

TABLE 9.2: STAGE 2:- TECHNICAL REQUIREMENTS

NO.	CRITERIA	POINTS	TOTAL
1	Specific experience of the organization in similar assignments		30
a	A minimum of five (5) years' experience in conducting Surveys/research.	10	
b	Provide five (5) recommendation letters from reputable organizations/clients	10	
c	Provide evidence of undertaking at least five (5) related assignments in the last five (5) years. Provide recent LSOs/Contract Documents as evidence.	10	
2	Technical approach		30
2.1	Methodology and Understanding /interpretation of the Terms of Reference (TORs)		
a	Demonstration of clear understanding of the Terms of reference and Methodology.		20
	i. Understanding of the TORs.	10	
	ii. Methodology	10	
b	Description of the techniques for stakeholders engagements	5	10
2.2	Detailed Work Plan to guide the undertaking of the assignment	5	
3	Qualification and competence of key staff		40
3.1	Lead Consultant	15	

NO.	CRITERIA	POINTS	TOTAL
a	A Master Degree in Statistics, Business Administration, Economics and Social Sciences from a recognized university		9
b	At least ten (10) years' experience in conducting surveys/research		5
c	Member of a relevant professional body		1
3.2	Research Consultants	15	
a	Degree in Statistics, Business Administration, Economics and Social Sciences from a recognized university		9
b	Minimum of five (5) years' experience in in data collection, analysis and interpretation		5
c	Member of a relevant professional body		1
3.3	Data Analysis	10	
a	Bachelor's Degree in Statistics, Business Administration, Economics and Social Sciences , from a recognized university		5
b	At least five (5) years working experience in data analysis		4
c	Statistical computer packages		1
	TOTAL		100

NB: ~ Pass mark=80% and above.

EOIs will be assessed against the firm's capability as per the above evaluation criteria

NB: This is **NOT** a Request for Proposal. After a review of the EOI Proposals, shortlisting will be done and the most responsive firms will be invited to submit their combined Technical and Financial Proposals through a Request for Proposal document. Only Expression of Interest (EOI) Proposals meeting **a minimum technical score of 80 points and above** will be invited to participate in the Request for Proposal.

Complete EOI documents submitted in two copies **“ORIGINAL”** and **“COPY”** and placed in plain sealed envelopes clearly marked the tender reference and name should be addressed to: ~

The Director General
Kenya National Bureau of Statistics
P.O Box 30266-00100
NAIROBI

The EOI document should be deposited in the Tender Box situated at Herufi House, 1st Floor and to be received **on or before 26th November, 2019 at 10.00 am at 10:00 a.m.** Bulky E O I documents which will not fit in the tender box shall be

delivered and received at the Senior Manager, Procurement office, 2nd Floor Herufi House.

EOI documents will be opened immediately thereafter in the presence of the bidders' representatives who choose to attend the opening at the KNBS Board room located on 1st floor Herufi House.

Canvassing will lead to automatic disqualification.

DIRECTOR GENERAL
KENYA NATIONAL BUREAU OF STATISTICS