



KENYATTA UNIVERSITY

TENDER NO.: KU/RFP/S/153/CSS/2017-2018

**REQUEST FOR PROPOSAL FOR
CUSTOMER SATISFACTION SURVEY**

OPEN TO THE GENERAL PUBLIC

CLOSING DATE: FRIDAY 16TH FEBRUARY 2018 AT 10:00AM

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SECTION I- REQUEST FOR PROPOSAL

PROPOSAL NO: KU/RFP/S/153/CSS/2017-2018

PROPOSAL NAME: REQUEST FOR PROPOSAL FOR CUSTOMER SATISFACTION SURVEY

- 1.1 **Kenyatta University** invites sealed proposals clearly marked: **Customer satisfaction survey for the year 2018.**
- 1.2 A complete set of proposal documents may be obtained from Procurement Department upon payment of a non-refundable fee of **(One thousand shillings only) Ksh.1,000/=** to be deposited in:-
Bank Name: National Bank of Kenya
Branch: Ruiru
Account Name: Kenyatta University
Account Number: 0100359150800

OR

Download free of charge at www.ku.ac.ke

Bidders who opt to download MUST send their contacts details to procurement@ku.ac.ke

- 1.3 Those who buy the tenders are advised to take the banking slip to **Kenyatta University (Finance – Cash Office)** for an official receipt thereafter you can collect the tender documents from Procurement Office, Central Administration Complex Room 05.
- 1.4 Completed proposals are to be enclosed in plain sealed envelopes, clearly indicating the proposal number and name and be deposited in the Tender Box at **Kenyatta University – Procurement Department Reception, Central Administration Complex-Ground Floor** so as to be received on or before **Friday 16th February 2018 at 10:00am.**
- 1.5 Proposals will be opened immediately thereafter in the presence of the candidates representatives who choose to attend at **(Kenyatta University – Boardroom).**

DEPUTY VICE – CHANCELLOR (FINANCE AND DEVELOPMENT)
KENYATTA UNIVERSITY

SECTION II

- INFORMATION TO CONSULTANTS

2.1 Introduction

- 2.1.1 Kenyatta University will select an individual consultant among those invited to submit proposals or those who respond to the invitation for proposals in accordance with the method of selection detailed under this section and consistent with the regulations.
- 2.1.2 The consultants are invited to submit a technical proposal and a financial proposal for consulting services required for the assignment stated in the letter of invitation (Section I)
- 2.1.3 The consultants must familiarize themselves with local conditions as regards the assignment and take them into account in preparing their proposals. To obtain adequate information on the assignment and on the local conditions, consultants are encouraged to liaise with the Client regarding any information that they may require before submitting a proposal.
- 2.1.4 Kenyatta University will provide the inputs and services specified in the special conditions of contract needed to assist the consultant to carry out the assignment.
- 2.1.5 The cost of preparing the proposal and negotiating the contract including any visit to the site are not reimbursable as a direct cost of the assignment. The client is not bound to accept any of the proposals submitted.
- 2.1.6 Kenyatta University's employees, committee members, board members and their relative (spouse and children) are not eligible to participate in the tender.

2.2 Clarification and amendment to the RFP documents

- 2.2.1 Individual consultant may request clarification of any of the RFP documents not later than Seven (7) days before the deadline for the submission of the proposals. Any request for clarification must be sent in writing by post, fax or email to the Procurement Manager, Kenyatta University address indicated in the special conditions of contract. The client will respond by post, fax or email to such requests and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all consultants invited to submit proposals.
- 2.2.2 At any time before the deadline for submission of the proposals, the client may for any reason, either at its own initiative or in response to a clarification requested by an intended individual consultant amend the RFP. Any amendment shall be issued in writing, fax or email to all invited individual consultants and will be binding on them. The client may at their discretion extend the deadline for the submission of the proposals.

2.2.3 Clarification of tenders shall be requested by the tenderer to be received by Kenyatta University not later than 7 days prior to the deadline for submission of tenders.

2.2.4 The client shall reply to and clarifications sought by the tenderer within 3 days of receiving the request to enable the tenderer to make timely submission of its tender.

2.3 Preparation of proposals

2.3.1 The consultant's proposal shall be written in English language.

2.3.2 In preparing the Technical proposal, the individual consultants are expected to examine the documents consisting the RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.

2.3.3 While preparing the Technical proposal, the individual consultant must give particular attention to the following:

- (a) If an individual consultant considers that he/she does not have all the expertise required for the assignment he/she may suggest in the proposals other individual(s) who will assist in the assignment but they will not be party to the contract for the purpose of the performance of the assignment. An individual consultant will not propose other individual consultants invited to submit proposals for the assignment. Any individual consultant in contravention of this requirement shall automatically be disqualified.
- (b) For all the staff who will be involved in the exercise of the proposals to consultant must indicate their responsibility in the assignment and also the staff time as necessary.
- (c) The curriculum vitae (CVs) of the staff proposed must be submitted with the proposal.

2.3.4 The Technical proposal shall provide the following information;

- (a) The individual consultants CVs and a brief of recent experience in assignments of a similar nature. For each assignment the brief should indicate the profiles of staff involved, contract amount and the individual consultant's involvement.
- (b) Any comments or suggestions on the Terms of Reference and a list of service and facilities requested to be provided by the client.
- (c) A description of the methodology and work plan for performing the proposed assignment.
- (d) Any additional information requested is in the evaluation criteria.

2.3.5 The **Technical proposal** shall be separate from the **financial proposal** and shall not include any financial information.

2.4 **Financial proposal**

2.4.1 In preparing the financial proposal, the individual consultants are expected to take into account the time required in completing the assignment.

2.4.2 The Financial proposal should include the payable taxes.

2.4.3 The fees shall be expressed in Kenya Shillings.

2.4.4 The Financial proposal must remain valid for **90** days after the submission date. During this period the individual consultant is expected to keep available at his own cost any staff proposed for the assignment. The University will make best efforts to complete negotiations within this period. If the University wishes to extend the validity period of the proposals, the consultants who do not agree, have the right not to extend the validity of their proposals.

2.5 **Submission, Receipt and opening of proposals**

2.5.1 The technical proposal and the financial proposal shall be prepared in indelible ink. They shall contain no interlineations or overwriting, except as necessary to correct errors made by the individual consultants. Any such corrections must be initialed by the individual consultant.

2.5.2 For each proposal the individual consultants shall prepare the proposals in two number of copies. Each Technical proposal and financial proposal shall be marked “ORIGINAL” or “COPY” as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original shall govern.

2.5.3 The original and all copies of the Technical proposal shall be placed in a sealed envelope clearly marked “TECHNICAL PROPOSAL”, and the original and all copies of the financial proposal in a sealed envelope duly marked “FINANCIAL PROPOSAL”. Both envelopes shall be placed in an outer envelope and sealed. This outer envelope shall bear Kenyatta University address and other information indicated in the section I invitation for proposal and clearly marked “DO NOT OPEN before **Friday 16th February 2018 at 10:00am**”

2.5.4 The completed Technical and Financial proposals must be delivered at the submission address on or before the time and date of the submission of the proposals indicated in section 1. Any proposals received later than the closing date for submission of proposals shall be rejected and returned to the consultant unopened. For this purpose the inner envelope containing the technical and financial proposals will bear the address of the individual consultant submitting the proposals.

2.5.5 After the deadline for submission of proposals the outer envelope and the technical proposals shall be opened immediately by the opening committee. The financial proposals shall be marked with the individual consultants number allocated at the time of opening the outer envelope and the technical proposals but shall remain sealed and in the custody of a responsible procurement officer of Kenyatta University up to the time set for opening them.

2.6 Evaluation of the Proposal (General)

2.6.1 From the time the proposals are opened to the time of the contract award, if any individual consultant wishes to contact Kenyatta University on any matter relating to his/her proposal, he/ she should do so in writing at the address indicated in section 1. Any effort by an individual consultant to influence Kenyatta University staff in the evaluation of proposals companion proposals or awards of contract may result in the rejection of the individual consultant proposal.

2.6.2 The proposal evaluation committee shall have no access to the Financial Proposal, which in any case will remain sealed, until the technical evaluation is concluded or finalized.

2.7 Evaluation of Technical Proposals

2.7.1 The evaluation committee appointed by Kenyatta University to evaluate the proposals shall carry out the evaluation of technical proposals following the criteria set out in the terms of reference based on the following criteria:-

**EVALUATION CRITERIA FOR CUSTOMER SURVEY SERVICES AT
KENYATTA UNIVERSITY MAIN AND SETTILITE CAMPUSES**

A	Mandatory Requirements	Score
A1.	Provide copy of Business registration Certificate of the Company or certificate of Incorporation	√
A2.	Provide copy of valid Tax Compliance certificate from Kenya Revenue Authority.	√
A3.	Provide copy of professional Indemnity Insurance cover.	√
A4.	Provide current professional practicing licence (s)	√
A5	Submit two copies of the Technical proposal clearly marked “Original” and “Copy”. One copy of the Financial Proposal	√
B.	Technical Requirements	
B1.	Company experience in related assignments supported by award letters / letters of reference contracts and other relevant documents. <ul style="list-style-type: none"> • 1 year – 6 points • 2 years – 12 points • 3 years – 18 points • 4 years – 24 points • 5 years and above – 30 points 	30
B2.	Qualifications and competence of key staff for this assignment - attach curriculum vitae, academic certificates-At least five pax.	25
B3	Proposed work programme Methodology of work plan timelines (20 points);- 1) Above six weeks - (5 points) 2) Within six weeks (30 points)	30
B4	Litigation history- Does your company have litigation history? Yes () No()	5
B5	Document presentation. -Bound (10) -Not Bound (0)	10
Total		100

Note: Pass mark for the technical is 70%

All pages of Proposal Documents **MUST** be serialized. The university will not be liable for missing documents.

2.7.2 Any proposal which will be examined and found not to comply with all the requirements for submission of the proposals will be declared non-responsive. All the proposals found to have complied with all the requirements for submission of proposal shall be declared responsive by the evaluation committee

2.7.3 Each responsive proposal will be given a technical score (TS). Any technical proposal which fails to achieve the total minimum score indicated in the appendix to the information to tenderers shall be rejected at this stage and will not proceed to the next stage of evaluation. The respective financial proposal will be returned to the individual consultant unopened.

2.8 Opening and Evaluation of Financial Proposals

2.8.1 After completion of the evaluation of Technical proposals, Kenyatta University shall notify the individual consultants whose proposal did not meet the minimum technical score or were declared non-responsive to the RFP and terms of reference. The notification will indicate that their financial proposals shall not be opened and will be returned to them un-opened after the completion of the selection process and contract award. At the same time, Kenyatta University shall simultaneously notify the consultants who have secured the minimum technical score that they have passed the technical qualifications.

2.8.2 The formulae for determining the financial score (FS) to tenderers shall be as follows:

$$fs = 100 \times \frac{fm}{f} \text{ where}$$

fs is the financial score
fm is the lowest fees quoted and
F is the fees of the proposal under consideration.

The lowest fees quoted will be allocated the maximum score of 100

2.8.4 The individual consultants proposals will be ranked according to their combined technical score (ts) and financial score (fs) using the weights shall be as follows;

$$S = TS \times T\% + FS \times P\%$$

Where

S, is the total combined scores of technical and financial scores

ts is the technical score

fs is the financial score

T is the weight given to the technical proposal and

P is the weight given to the financial proposal

Note P + T will be equal to 100%

The individual consultant achieving the highest combined technical and financial score will be invited for negotiations.

2.9 Negotiations

2.9.1 Negotiations will be held at the same address indicated in section 1. The purpose of the negotiations is for Kenyatta University and the individual consultant to reach agreements on all points regarding the assignment and sign a contract.

2.9.2 The negotiations will include a discussion on the technical proposals, the proposed methodology and work plan, staff and any suggestions made by the

individual consultant to improve the Terms of reference. The agreed work plan and Terms of reference will be incorporated in the description of the service or assignment and form part of the contract.

- 2.9.3 The negotiations will be concluded with a review of the draft contract. If negotiations fail, the client will invite the individual consultant whose proposal achieved the second highest score to negotiate a contract.

2.10 Award of Contract

- 2.10.1 The letter of award will be issued to the successful bidder. After negotiations are completed successfully and contract signed the Kenyatta University will promptly communicate to the unsuccessful bidders and return their financial proposal bids that did not pass technical evaluation.

The selected individual consultant will be expected to commence the assignment on the date agreed with Kenyatta University after the award. The successful bidder shall be awarded a **six (6) weeks** contract to perform the survey in all the listed campuses above.

2.10.2

2.11 Confidentiality

- 2.11.1 Information relating to evaluation of proposals and recommendations of contract award shall not be disclosed to the consultants who submitted the proposal or to other persons not officially concerned with the process, until the winning consultant has been notified that he/she has been awarded the contract.

SECTION III - TERMS OF REFERENCE (TOR)

a) Background information

Customer satisfaction survey measures and evaluates the attitudes, opinions and satisfaction levels of customers. Students as the primary customers to Kenyatta University provide an adequate representation of the satisfaction level.

Customer satisfaction survey in Kenya is an aspect that has been emphasized for over a decade through the Public Sector Reforms Program. Customer Satisfaction index provides an indicator that can be measured over time to evaluate the performance of an institution over a given period of time. It is an initiative that was undertaken by the Government since the year 2003 to support Kenya's Vision 2030 development goals.

The Customer Satisfaction Survey is therefore part of the Performance Contract requirement; notably to assess existing circumstances and to put into place required

interventions to improve on those areas that are of concern to the customers, with a view to develop optimum organizational and management system. On this basis, the survey will focus on Kenyatta University's Service Delivery Charter as the Key Performance Indicators.

The survey will serve the Institution to understand the expectations of the customers, determine whether the customers believe the Institution is meeting those expectations, identify new customer requirements and determine what areas of service delivery need improvement. Further, by effectively acting upon the results, the university will be in a position to respond to their customer/students' needs in ways that improved customer satisfaction and loyalty.

b) Objectives of the assignment

Specifically, the survey is intended to assess the following;

- 1) **Mode of accessing Information:** Frequency on the use of KU website, campus vue/students' portal, social media, phone calls and emails, circulars, print media, electronic media, seminars.
- 2) **Customer focus and continued improvement:** continuous embracement of modern technology, modern facilities and customer needs driven, priority of quality customer service.
- 3) **Registration:** organization of registration process, fee payment, document verification, unit registration, hostel allocation, Student ID issuance, friendly and supportive staff
- 4) **Orientation:** organization of the orientation programme, adequacy and clarity of information offered, adequacy of time allocated for the activities and matriculation ceremony.
- 5) **Teaching/Tuition:** appropriateness of learning and teaching methods, the contents of units covered to the academic level, promptness of teaching in the beginning of the semester.
- 6) **Assessment:** mode of assessment, prompt feedback on assignments, clear information on grading, well planned examination with the timetable released in good time and covering course contents, examinations results released in time.
- 7) **Library and other learning resources:** adequate resources and services and ICT structure, provision of information literacy skills, conducive environment and politeness of staff.
- 8) **Academic support:** sufficient support, advice and supervision, ease of access to academic staff

- 9) **Programme organization and management:** adequate semester duration and academic activities, efficient, well planned timetable released in good time, adherence of teaching timetable by lecturers, smooth running of the programme.
- 10) **Learning community:** ability to explore ideas confidently and academic interest with other students, feeling part of the academic community and group of students committed to learning.
- 11) **The physical environment:** provision of appropriate physical learning environment, adequacy of recreational facilities and user friendliness of the facilities to students with special needs.
- 12) **Chaplaincy services:** provision of appropriate spiritual environment, adequacy of worship facilities, friendliness of the staff.
- 13) **Catering and accommodation services:** affordable food prices, variety of food of good quality and adequate quantity, fast and prompt services, good hygiene and friendliness of staff, fairness and transparency of allocation of rooms, cleanliness of inside and around the hostels, security
- 14) **Transport services:** safe and comfortable transport made available as per schedule, courteousness of the drivers, adequacy of transport arrangements for academic purposes
- 15) **ICT services:** accessibility of ICT facilities and services, internet speed and promptness of handling ICT related concerns.
- 16) **Health services:** prompt provision of health services, effective ambulance services, adequate health facilities
- 17) **Security services:** security concerns are dealt with promptly and exhaustively, satisfactory security on campus, security staff inspire confidence

c) **Scope of survey**

The project scope shall comprise visiting the following campus to undertake the survey:-

1. Main Campus
2. Ruiru
3. Nyeri
4. Kitui
5. Mombasa
6. City

7. Nakuru
8. Embu
9. Parklands
10. Garissa
11. Kakamega
12. Kericho
13. Kisumu
14. Marsabit
15. Daadab

d) Time schedule

The schedule of the assignment to be submitted by the bidder shall form part of evaluation and contract.

e) Terms of payment

These shall be captured in the bid and shall form part of the contract.

SECTION IV - TECHNICAL PROPOSAL (TP)

The technical proposal shall be prepared and submitted by the consultants. It shall contain the following:-

- (a) Submission letter.
- (b) Particulars of the consultant including Curriculum vitae (CV).
- (c) Comments and suggestions of the consultant on the terms of reference, personnel, facility and other requirements to be provided by the procuring entity.
- (d) Description of the methodology and work plan for performing the assignment.
- (e) Any proposed staff to assist in the assignment.
- (f) Consultancy services activities time schedule.

SECTION V- FINANCIAL PROPOSAL (FP)

The financial proposal shall be prepared and submitted by the consultants. It shall contain the following.

- (a) Submission letter indicating total fees
- (b) Summary of costs
- (c) Breakdown of fees per activity

SECTION VI - STANDARD CONTRACT FORM

INDIVIDUAL PROFESSIONAL CONSULTANTS

The contract document shall be prepared by Kenyatta University after the award and negotiation of the contract terms. It will be signed by both parties pursuant to the information to consultant's clause 2.10.2

SECTION VI -STANDARD CONTRACT FORM

1. STANDARD CONTRACT FORM

INDIVIDUAL PROFESSIONAL CONSULTANTS (lump-sum payments)

This Agreement, [hereinafter called “the Contract”) is entered into this _____ [insert starting date of assignment], by and between.

_____ [insert Client’s name] of [or whose registered office is situated at] _____ [insert Client’s address] (hereinafter called “the Client”) of the one part AND

_____ [insert Consultant’s name] of [or whose registered office is situated at] _____ [insert Consultants address] (hereinafter called “the Consultant”) of the other part.

WHEREAS the Client wishes to have the Consultant perform the services [hereinafter referred to as “the Services”, and

WHEREAS the Consultant is willing to perform the said Services,

NOW THEREFORE THE PARTIES hereby agree as follows:-

1. Services

(i) The Consultant shall perform the Services specified in Appendix A, “Terms of Reference and Scope of Service, “which is made an integral part _____ Of this Contract.

(ii) The Consultant shall provide the personnel listed Appendix B, “Consultant’s Personnel,” to perform the Services.

(iii) The Consultant shall submit to the Client the reports in the form and within the time periods specified in Appendix C, “Consultant’s Reporting Obligations.”

(Appendices A, B, and C to be prepared as appropriate)

2. Term

The Consultant shall perform the Services during the period commencing on _____ [insert starting date] and through to _____ [insert completion date], or any other period(s) as may be subsequently agreed by the parties in writing.

3. Payment

A. Ceiling

For Services rendered pursuant to Appendix A, the Client shall pay the Consultant an amount not to Exceed _____ [insert amount]. This amount has been established based on the understanding that it includes all the Consultant’s costs and profits as well as any tax obligation that may be imposed on the Consultant.

B. Schedule of Payments

The schedule of payments is specified below (Modify in order to reflect the output required as described in Appendix C.)

Kshs. _____ upon the Client's receipt of the Kshs. _____ upon the Client's receipt of the Final report, acceptable to the Client. Kshs. _____ Total

C. Payment Conditions

Payment shall be made in Kenya Shillings unless otherwise specified not later than thirty (30) days following submission by the Consultant of invoices in duplicate to the Coordinator designated in Clause 4 here below. If the Client has delayed payments beyond thirty (30) days after the due date hereof, simple interest shall be paid to the Consultant for each day of delay at a rate three Percentage points above the prevailing Central Bank of Kenya's average rate for base lending.

4. Project Administration

A. Coordinator

The Client designates _____ [insert name] as Client's Coordinator; the Coordinator will be responsible for the Coordination of activities under this Contract, for acceptance and approval of the reports and of other deliverables, by the Client and for receiving and approving invoices for payment.

B. Reports

The reports listed in Appendix C, "Consultant's Reporting Obligations," shall be submitted in the Course of the assignment and will constitute the basis for the payments to be made under paragraph

5 Performance Standards

The Consultant undertakes to perform the Services with the highest standards of professional and ethical competence and integrity. The Consultant shall promptly replace any employees assigned under this Contract that the Client considers unsatisfactory.

6. Confidentiality

The Consultant shall not, during the term of this Contract and within two years after its expiration Information relating to the Services, this Contract Or the Client's business or operations without the Prior written consent of the Client.

7. Ownership of Material

Any studies, reports or other material, graphic, software or otherwise prepared by the Consultant for the Client under the Contract shall belong to and remain the property of the Client. The Consultant may retain a copy of such documents and software.

8. Consultant not to be Engaged in certain Activities

The Consultant agrees that during the term of this Contract and after its termination the Consultant and any entity affiliated with the Consultant shall be disqualified from providing goods, works or services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

9. Insurance

The Consultant will be responsible for taking out any appropriate insurance coverage.

10. Assignment

The Consultant shall not assign this Contract or sub-contract any portion of it without the Client’s prior written consent.

11. Law Governing Contract and Language

The Contract shall be governed by the laws of Kenya and the language of the Contract shall be English language

12. Dispute Resolution

Any dispute arising out of the Contract which cannot be amicably settled between the parties shall be referred by either party to the arbitration and final decision of a person to be agreed between the parties. Failing agreement to concur in the appointment of an Arbitrator, the Arbitrator shall be appointed by the chairman of the Chartered Institute of Arbitrators, Kenya branch, on the request of the applying party.

For the Client

For the Consultant

Full name _____

Full name _____

Title _____

Title _____

Signature _____

Signature _____

Date _____

Date _____