

REPUBLIC OF KENYA



COUNTY GOVERNMENT OF NYERI

COUNTY PUBLIC SERVICE BOARD

**REQUEST FOR PROPOSAL
FOR
CONSULTANCY SERVICES ON BASELINE SURVEY**

Ref No CGN/CPSB/EOI/1/2017-2018

SECTION I-

LETTER OF INVITATION

To: [*name and address of consultant*]

Date: 9th May, 2018

Dear Sir/Madam,

1.1 The Nyeri County Government invites proposals for the following Consultancy services – **PROVISION OF CUSTOMER SATISFACTION, EMPLOYEE SATISFACTION AND WORK ENVIRONMENT SERVICES, VALUES & PRINCIPLES OF PUBLIC SERVICE COMPLIANCE BASE LINE SURVEYS**

More details of the services are provided in the Terms of Reference herein.

1.2 The Request for Proposal (RFP) includes the following documents;

Section I - Letter of Invitation

Section II - Information to Consultants

Appendix to Consultants Information Section III - Terms of Reference

Section IV - Technical Proposal

Section V - Financial Proposal Section VI - Standard Forms

1.3 Completed proposal documents are to be enclosed in plain sealed envelopes marked with tender reference number **CGN/CPSB/EOI/1/2017-2018** and be addressed to the County Secretary, County Government of Nyeri or be deposited in the Tender Box situated at the Governor's Office ground floor so as to be received on or before **16TH May 2018 at 11:00 a.m.**

1.4 Prices quoted should be net inclusive of all taxes and delivery must be in Kenya Shillings and shall remain valid for 120 days from the closing date of the tender.

1.5 Technical proposals will be opened immediately thereafter in the presence of the Candidates or their representatives who choose to attend at the Boardroom on **16TH May 2018 at 11:00 a.m.**

COUNTY SECRETARY

SECTION II – INFORMATION TO CONSULTANTS (ITC)

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SECTION II: - INFORMATION TO CONSULTANTS (ITC)

2.1 Introduction

2.1.1 The Client named in the Appendix to “ITC” will select a firm among those invited to submit a proposal, in accordance with the method of selection detailed here in. The method of selection shall be as indicated by the procuring entity in the Appendix.

2.1.2 The consultants are invited to submit a Technical Proposal and a Financial Proposal.

2.1.3 The consultants must familiarize themselves with local conditions and take them into account in preparing their proposals. To obtain firsthand 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 Please note that (i) the costs of preparing the proposal and of negotiating the Contract, including any visit to the Client are not reimbursable as a direct cost of the assignment; and (ii) the Client is not bound to accept any of the proposals submitted.

2.1.5 The procuring entity’s employees, committee members, board members and their relative (spouse and children) are not eligible to participate.

2.1.6 The Tender document is free

2.1.7 The procuring entity shall allow the tenderer to review the tender document free of charge before purchase.

2.2 Clarification and Amendment of RFP Documents

2.2.1 Consultants may request a clarification of any of the RFP documents only up to seven [7] days before the proposal submission date. Any request for clarification must be sent in writing by paper mail, cable, telex, facsimile or electronic mail to the Client’s address indicated in the Appendix “ITC”. The Client will respond by cable, telex, facsimile or electronic mail 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 invited consultants who intend to submit proposals.

2.2.2 At any time before the submission of proposals, the Client may for any reason, whether at his own initiative or in response to a clarification requested by an invited firm, amend the RFP. Any amendment shall be issued in writing through addenda. Addenda shall be sent by mail, cable, telex or facsimile to all invited consultants and will be binding on them. The Client may at his discretion extend the deadline for the submission of proposals.

2.3 Preparation of Technical Proposal

2.3.1 The Consultant's proposal shall be written in the English Language

2.3.2 In preparing the Technical Proposal, consultants are expected to examine the documents constituting this RFP in detail.

2.3.3 The Technical Proposal shall provide the following information using the attached Standard Forms;

A brief description of the firm's organization and an outline of experience on assignments of a similar nature. For each assignment the outline should indicate *inter alia*, the profiles of the staff proposed, duration of the assignment, contract amount and firm's involvement.

(i) Any comments or suggestions on the Terms of Reference, a list of services and facilities to be provided by the Client.

(ii) A description of the methodology and work plan for performing the assignment.

(iii) CVs for proposed professional staff

2.3.4 The Technical Proposal shall not include any financial information.

2.4 Preparation of Financial Proposal

2.4.1 In preparing the Financial Proposal, consultants are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow Standard Forms (Section IV). It lists all costs associated with the assignment including; (a) remuneration for staff (in the field and at headquarters), and; (b) reimbursable expenses such as subsistence (per diem, housing), transportation (international and local, for mobilization and demobilization), services and equipment (vehicles, office equipment, furniture, and supplies), office rent, insurance, printing of documents, surveys, and training, if it is a major component of the assignment. If appropriate, these costs should be broken down by activity.

2.4.2 The Financial Proposal should clearly identify as a separate amount, the local taxes, duties, fees, levies and other charges imposed under the law on the consultants, the sub-consultants and their personnel, unless Appendix ITC specifies otherwise.

2.4.3 Consultants shall express the price of their services in Kenya Shillings.

2.4.4 The Proposal must remain valid for 120 days after the submission date. During this period, the consultant is expected to keep available, at his own cost, the professional staff proposed for the assignment. The Client will make his best effort to complete negotiations within this period. If the Client wishes to extend the validity period of the proposals, the consultants shall agree to the extension

2.5 Submission, Receipt, and Opening of Proposals

2.5.1 The original proposal (Technical Proposal and, if required, Financial Proposal; see paragraph 1.2) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialed by the persons or person authorized to sign the proposals.

2.5.2 For each proposal, the consultants shall prepare the number of copies indicated in Appendix ITC. 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 clearly marked “**FINANCIAL PROPOSAL**” and warning: “**DO NOT OPEN WITH THE TECHNICAL PROPOSAL**”. Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Appendix “ITC” and be clearly marked, “**DO NOT OPEN, EXCEPT IN PRESENCE OF THE OPENING COMMITTEE.**”

2.5.4 The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in the Appendix “ITC”. Any proposal received after the closing time for submission of proposals shall be returned to the respective consultant unopened.

2.5.5 After the deadline for submission of proposals, the Technical Proposal shall be opened immediately by the opening committee. The Financial Proposal shall remain sealed and deposited with a responsible officer of the client department up to the time for public opening of financial proposals.

2.6 Proposal Evaluation General

2.6.1 From the time the bids are opened to the time the Contract is awarded, if any consultant wishes to contact the Client on any matter related to his proposal, he should do so in writing at the address indicated in the Appendix “ITC”. Any effort by the firm to influence the Client in the proposal evaluation, proposal comparison or Contract award decisions may result in the rejection of the consultant’s proposal.

2.6.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

2.7 Evaluation of Technical Proposal

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

	Criterion	Points
(i)	Experience of the firm & Relevance to the Assignment	15
(ii)	Adequacy of the Proposed Methodology and Work Plan in responding to the Terms of Reference:	
a)	Technical Approach and Methodology	15
b)	Work Plan	15
(iii)	Key professional staff qualifications and competence for the assignment:	
a)	Team Leader	15
b)	Other Team members	10
d)	Public Sector Experience	10

Each responsive proposal will be given a technical score (S_t). A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Appendix “ITC”.

2.8 Public Opening and Evaluation of Financial Proposal

2.8.1 After Technical Proposal evaluation, the Client shall notify those consultants whose proposals did not meet the minimum qualifying mark or were considered non-responsive to the RFP and Terms of Reference, indicating that their Financial Proposals will be returned after completing the selection process. The Client shall

simultaneously notify the consultants who have secured the minimum qualifying mark, indicating the date and time set for opening the Financial Proposals and stating that the opening ceremony is open to those consultants who choose to attend. The opening date shall not be sooner than seven (7) days after the notification date. The notification may be sent by registered letter, cable, telex, facsimile or electronic mail.

2.8.2 The Financial Proposals shall be opened publicly in the presence of the consultants' representatives who choose to attend. The name of the consultant, the technical scores and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened. The Client shall prepare minutes of the public opening.

2.8.3 The evaluation committee will determine whether the financial proposals are complete (i.e. Whether the consultant has costed all the items of the corresponding Technical Proposal and corrects any computational errors. The cost of any unpriced items shall be assumed to be included in other costs in the proposal. In all cases, the total price of the Financial Proposal as submitted shall prevail.

2.8.4 While comparing proposal prices between local and foreign firms participating in a selection process in financial evaluation of Proposals, firms incorporated in Kenya where indigenous Kenyans own 51% or more of the share capital shall be allowed a 10% preferential bias in proposal prices. However, there shall be no such preference in the technical evaluation of the tenders. Proof of local incorporation and citizenship shall be required before the provisions of this sub-clause are applied. Details of such proof shall be attached by the Consultant in the financial proposal.

2.8.5 The formulae for determining the Financial Score (S_f) shall, unless an alternative formulae is indicated in the Appendix "ITC", be as follows:-

$S_f = 0.2 \times \frac{F_m}{F}$ where S_f is the financial score; F_m is the lowest priced financial proposal and F is the price of the proposal under consideration. Proposals will be ranked according to their combined technical (S_t) and financial (S_f) scores using the weights (T =the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; $T + P = 1$) indicated in the Appendix. The combined technical and financial score, S , is calculated as follows:- $S = S_t \times T \% + S_f \times P \%$. The firm achieving the highest combined technical and financial score will be invited for negotiations.

2.8.6 The tender evaluation committee shall evaluate the tender within 30 days from the date of opening the tender.

2.8.7 Contract price variations shall not be allowed for contracts not exceeding one year (12 months).

2.8.8 Where contract price variation is allowed, the variation shall not exceed 10% of the original contract price.

2.8.9 Price variation requests shall be processed by the procuring entity within 30 days of receiving the request.

2.9 Negotiations

2.9.1 Negotiations will be held at the same address as “address to send information to the Client” indicated in the Appendix “ITC”. The aim is to reach agreement on all points and sign contract.

2.9.2 Negotiations will include a discussion of the Technical Proposal, the proposed methodology (and work plan), staffing and any suggestions made by the firm to improve the Terms of Reference. The Client and firm will then work out final Terms of Reference, staffing and bar charts indicating activities, staff periods in the field and in the head office, staff-months, logistics and reporting. The agreed work plan and final Terms of Reference will then be incorporated in the “Description of Services” and form part of the Contract. Special attention will be paid to getting the most the firm can offer within the available budget and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the assignment.

2.9.3 Unless there are exceptional reasons, the financial negotiations will not involve the remuneration rates for staff (no breakdown coffees).

2.9.4 Having selected the firm on the basis of, among other things, an evaluation of proposed key professional staff, the Client expects to negotiate a contract on the basis of the experts named in the proposal. Before contract negotiations, the Client will require assurances that the experts will be actually available. The Client will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or that such changes are critical to meet the objectives of the assignment. If this is not the case and if it is established that key staff were offered in the proposal without confirming their availability, the firm may be disqualified.

2.9.5 The negotiations will conclude with a review of the draft form of the Contract. To complete negotiations the Client and the selected firm will initial the agreed Contract. If negotiations fail, the Client will invite the firm whose proposal received the second highest score to negotiate contract.

2.9.6 The procuring entity shall appoint a team for the purpose of the negotiations.

2.10 Award of Contract

2.10.1 The Contract will be awarded following negotiations. After negotiations are completed, the Client will promptly notify other consultants on the shortlist that they were unsuccessful and return the Financial Proposals of those consultants who did not pass the technical evaluation.

2.10.2 The selected firm is expected to commence the assignment on the date and at the location specified in Appendixes.

2.10.3 The parties to the contract shall have it signed within 30 days from the date of notification of contract award unless there is an administrative review request.

2.10.4 The procuring entity may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.

2.10.5 The procuring entity shall give prompt notice of the termination to the tenderers and on request give its reasons for termination within 14 days of receiving the request from any tenderer.

2.10.6 To qualify for contract awards, the tenderer shall have the following:

- (a) Necessary qualifications, capability experience, services, equipment and facilities to provide what is being procured.
- (b) Legal capacity to enter into a contract for procurement
- (c) Shall not be insolvent, in receivership, bankrupt or in the process of being wound up and is not the subject of legal proceedings relating to the foregoing.
- (d) Shall not be debarred from participating in public procurement.

2.11 Confidentiality

2.11.1 Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the consultants who submitted the proposals or to other persons not officially concerned with the process, until the winning firm has been notified that it has been awarded the Contract.

2.12 Corrupt or Fraudulent Practices

2.12.1 The procuring entity requires that the consultants observe the highest standards of ethics during the selection and award of the consultancy contract and also during the performance of the assignment. The tenderer shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.

2.12.2 The procuring entity will reject a proposal for award if it determines that the consultant recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

2.12.3 Further a consultant who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in public procurement in Kenya.

Appendix to Information to Consultants (ITC)

The following information for procurement of consultancy services and selection of consultants shall complement or amend the provisions of the information to consultants, wherever there is a conflict between the provisions of the information to consultants and the provisions of the appendix, the provisions of the appendix herein shall prevail over those of the information to consultants.

Clause Reference

The name of the Clients:

NYERI COUNTY GOVERNMENT

P.O. BOX 1112-10100

Nyeri, Kenya.

2.1.1 The method of selections:

COMPETITIVE BIDDING BASED ON QUALIFICATIONS AND COST

2.1.2 Separate Technical and Financial Proposals are requested:

YES √

The name, objectives, and description of the assignment are: **PROVISION OF CUSTOMER SATISFACTION, EMPLOYEE SATISFACTION AND WORK**

ENVIRONMENT, VALUES & PRINCIPLES OF GOVERNANCE COMPLIANCE BASE LINE SURVEYS.

The Client will provide the following inputs:

- All data statistics and information required for the assignment
- Printing of documents

2.1.3

(a). The estimated number of professional staff months required for the assignment is one (1) month.

(b). The minimum required experience of proposed professional staff is:
FIVE YEARS

(c). Training is a specific component of this assignment:

Yes **NO**

(d). Additional information in the Technical Proposal includes: **NONE**

2.1.4 Consultants shall express the price of their services in **KENYA SHILLINGS (KSHS)**.

2.1.5 The proposal validity period shall be 120 days from the date of opening of the tender.

2.5.2 Consultants must submit an original and **ONE** additional copy of each proposal. A **SOFT COPY** of the proposal in a readily readable format and media must also be included.

2.5.3 The proposal submission addresses:

**COUNTY SECRETARY
NYERI COUNTY GOVERNMENT
P.O. BOX 1112-10100
NYERI, KENYA.**

Information on the outer envelope should also include:

“CGN/CPSB/EOI/1/2017-2018:

PROVISION OF CUSTOMER SATISFACTION, EMPLOYEE SATISFACTION AND WORK ENVIRONMENT SERVICES, VALUES & PRINCIPLES OF PUBLIC SERVICE COMPLIANCE BASE LINE SURVEYS

2.5.4 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 the:

2.6 “REQUEST FOR PROPOSAL FOR PROVISION OF CUSTOMER SATISFACTION, EMPLOYEE SATISFACTION AND WORK ENVIRONMENT SERVICES, VALUES & PRINCIPLES OF PUBLIC SERVICE COMPLIANCE BASE LINE SURVEYS and clearly marked “DO NOT OPEN BEFORE 16TH MAY 2018 AT 11:00A.M.”

2.6.1 The address to send information to the Clients:

**COUNTY SECRETARY
NYERI COUNTY GOVERNMENT
P.O. BOX 1112-10100
NYERI, KENYA.**

2.6.2 The minimum technical score required to pass is: **70%**

2.6.3 Alternative formulae for determining the financial scores is the following:

NONE

The weights given to the Technical (T) and Financial (P) Proposals are:

T = 0.80

P = 0.20

2.6.4 The assignment is expected to commence on: **END-MAY 2018**

SECTION III: - TECHNICAL PROPOSAL

Notes on the preparation of the Technical Proposals

3.1 In preparing the technical proposals the consultant is expected to examine all terms and information included in the RFP. Failure to provide all requested information shall be at the consultants own risk and may result in rejection of the consultant's proposal.

3.2 The technical proposal shall provide all required information and any necessary additional information and shall be prepared using the standard forms provided in this Section.

3.3 The Technical proposal shall not include any financial information unless it is allowed in the Appendix to information to the consultants or the Special Conditions of contract.

3.4 The technical proposal shall contain the following:-

- i. Submission letter
- ii. Particulars of the consultant firm or consultant including Curriculum vitae(CV)
- iii. Description of the methodology and work plan for performing the assignment
- iv. Consultancy services activities times 'schedule.
- v. Certificate of incorporation/registration
- vi. Valid Tax Compliance Certificate (Mandatory)

SECTION III - TECHNICAL PROPOSAL

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1. TECHNICAL PROPOSAL SUBMISSIONFORM

[_____Date] To:_____ [Name
and address of Client)

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for

_____ [Title of consulting services] in accordance
with your Request for Proposal dated
_____ [Date] and our Proposal.

We are hereby submitting our Proposal, which includes this Technical Proposal and a
Financial Proposal sealed under a separate envelope.

We understand you are not bound to accept any Proposal that you receive. We
remain,

Yours sincerely,

_____ [Authorized Signature]:

_____ [Name and Title of Signatory]

:

_____ [Name of Firm]

:

_____ [Address:]

2.

FIRM'S REFERENCES

Relevant Services Carried Out That Best Illustrate Qualifications

Using the format below, provide information on each assignment for which your firm either individually, as a corporate entity or in association, was legally contracted.

Assignment Name:		Country:
Location within Country:		Professional Staff provided by Your Firm/Entity(profiles):
Name of Client:		Clients contact person for the assignment:
Address:		No of Staff-Months; Duration of Assignment:
Start Date (Month/Year)	Completion Date (Month/Year)	Approx. Value of Services (US\$)

Name of Associated Consultants. If any:	No of Months of Professional
	Staff provided by Associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:	
Narrative Description of project:	
Description of Actual Services Provided by Your Staff:	

Firm's Name: _____

Name and Title of Signatory; _____

3. COMMENTS AND SUGGESTIONS OF CONSULTANTS ON THE TERMS OF REFERENCE ON DATA, SERVICES AND FACILITIES TO BE PROVIDED BY THE CLIENT (SECTION V).

Responses/Comments should be given in the same order as contained under Section V (Terms of Reference), using the same sub-headings:

- 3.1 Background Information
- 3.2 Key Objectives
- 3.3 Scope of the Services
 - 3.3.1 Required Services.
 - 3.3.2 Required Skills.
- 3.4 Service Requirements
 - 3.4.1 Proposed Methodology and Tools
 - 3.4.2 Reporting
 - 3.4.3 Duration of the Project
 - 3.4.4 Project Plan
 - 3.4.5 Potential Issues/Risks
 - 3.4.6 Terms of Payment

4.0 DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

5.0 CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

SECTION IV: - FINANCIAL PROPOSAL

Notes on preparation of Financial Proposal

The Financial proposal prepared by the consultant should list the costs associated with the assignment. These costs normally cover remuneration for staff, subsistence, transportation, services and equipment, printing of documents, surveys etc., as may be applicable.

The financial proposal shall be in Kenya Shillings as specified in the request for proposal. The financial proposal should be prepared using the Standard forms provided in this part.

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1.

FINANCIAL PROPOSAL SUBMISSION FORM

_____ [Date]

To:

[Name and address of Client]

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for
(_____) *[Title of consulting services]* in accordance with your Request for
Proposal dated (_____) *[Date]* and our Proposal. Our attached Financial Proposal is for the
sum of

(_____)
) *[Amount in words and figures]* inclusive of the taxes.

We remain,

Yours sincerely,

_____ *[Authorized Signature]*

:

_____ *[Name and Title of Signatory]:*

_____ *[Name of Firm]*

_____ *[Address]*

1.5.1 SUMMARY OF COSTS

Costs	Currency(ies)	Amount(s)
Subtotal Taxes		
Total Amount of Financial Proposal		<hr/>

1.5.2 BREAKDOWN OF COSTS

1.5.3 BREAKDOWN OF REIMBURSUBLES

1.5.4

MISCELLANEOUSEXPENSES

No.	Description	Unit	Quantity	Unit Price	Total Amount
1.	Communication costs____ <hr/> (telephone, telegram, telex)				
2.	Drafting, reproduction of reports				
3.	Equipment: computers etc.				
4.	Software				
	Grand Total				<hr/>

**SECTION V: NYERI COUNTY GOVERNMENT TERMS OF REFERENCE
FOR CONSULTANCY SERVICES FOR UNDERTAKING BASELINE SURVEY
ON EMPLOYEE SATISFACTION, WORK ENVIRONMENT, CUSTOMER
SATISFACTION AND VALUES AND PRINCIPLES OF
GORVERNANCECOMPLIANCE**

The County Government of Nyeri believes in maintaining a motivated workforce to attain the aspirations of the County Integrated Development Plan which contains the aspirations of the people of Nyeri. The County intends to engage a firm with expertise to undertake a baseline survey on the above subject. The broad objective of this survey is to measure the Level of Employee satisfaction, the work they do and the work environment .The survey will also seek to establish the level of Consumer satisfaction on the services that the county provides and further establish level of compliance with values and principles of governance.

Terms of Reference are the initial statement to the Consultants of the services to be performed and contain the following sections:

5.1. Background Information

1.0 INTRODUCTION

The County Government of Nyeri, (CGN) was established by the current Constitution of Kenya which created 47 counties as part of the devolved government structure. The constitution provided for the counties to become fully operational after the 2013 general elections. The CGN government derives its mandate from Chapter 11 of the Constitution of Kenya, and its functions are further elaborated by the County Government Act 2012. The County’s core mandate is to provide and manage basic social and physical infrastructure services to the residents of Nyeri.

The development of each of the country’s newly formed Counties is also guided by the national development goals and aspirations, foremost of which is embodied in Kenya Vision 2030.

5.2 The Organizational Governance and Management

The Board of Directors (BOD) is the governing body of NYERI COUNTY GOVERNMENT as set out in the NYERI COUNTY GOVERNMENT

Despite its considerable achievements in minimizing customer compliance cost over the time, there is need for NYERI COUNTY GOVERNMENT to continue enhancing its service levels.

5.3 Scope and Coverage of the Survey

The Customer Satisfaction survey will cover the entire NYERI COUNTY GOVERNMENT region including internal and external customers among others. The

employee satisfaction, work environment and national values & principles of governance compliance survey will cover staff in all grades, departments, regions /stations.

5.4 Expected Output /Deliverables:

The main objective of the survey will be to assess the level of Nyeri County Government Employee satisfaction; perception of the organization; More specifically, the survey will seek to achieve the following respective objectives but not limited to:

5.4.1 Employee Satisfaction Survey

- To develop an index to measure to employee satisfaction
- To determine the level of employee satisfaction with various work related attributes including team working and supervision
- To establish employees perception on organizational policies and strategies
- To make recommendations to enhance the employee satisfaction levels

5.4.2 Work Environment Survey

- To develop a composite measure to work environment and use it to determine the overall rating
- To determine the perception of employees on the general work environment
- To find out the perception of staff on workplace health, safety and availability of working tools and equipment
- Gauge the level of implementation of safety policies and measures put in place to guard against workplace risks.
- Establish if safety audits conducted and other environment enhancement recommendations have contributed towards better work environment
- To make recommendations to enhance work satisfaction

5.4.3 Customer Satisfaction Survey

- To develop a composite measure to measure customer satisfaction level and use it to determine the overall rating
- To determine the perception of customers approach used by the County in offering products/services
- To find out obtain customers views on how the county could enhance service delivery and product offering.
- To make recommendations to enhance customer satisfaction

5.4.4 Values & Principles of Governance of Public Service Compliance

Under Article 132 (1), the Constitution of Kenya, 2010 requires that the President shall once every year, report in an address to the nation, on all the measures taken and the progress achieved in the realization of the national values, referred to in Article 10. The President is further required to publish in the Kenya Gazette the details of the report. Article 234 (h) requires the Public Service Commission to evaluate and report to the President and Parliament the extent to which the values and principles referred to in Articles 10 and 232 are complied with in the public service; Article 249 (1) (b) requires all constitutional commissions and independent offices to secure the observance of democratic values and principles by all State organs. Therefore, all public institutions and officers are required to play a primary role in the operationalization of national values and principles of governance

It is on the basis of the above constitutional provisions and Government commitments that the baseline survey will be conducted to establish the status of national values and principles of governance in the county. Specifically the survey will establish;

- The Level of awareness on national values
- Prioritization of values and degree of Compliance with legal provisions
- The Enforcement Mechanism in place
- The national values and principles of governance reporting status
- The impact of the reports and measures taken
- Progress Achieved in the Realization of National Values and Principles of Governance

The baseline study will provide useful insight for the successful promotion and realization of national values and principle of governance

5.4.5 Deliverables

Prepare and deliver a comprehensive report on baseline survey reports

6.0 EVALUATION

The evaluation of the proposals will be done as follows:

6.1.1 Evaluation of the Technical Proposal based on a set out criteria.

6.1.2 Evaluation of the Financial Proposal.

The weight for financial proposal is 20% while the weight for technical proposal is 80%.

6.2 Clarification

Should there be any clarification regarding this tender, Consultants may, in writing (by electronic mail), seek such clarification from the Accounting officer Public Service Board, quoting the Reference Number of this tender.

