

EXPRESSION OF INTEREST (EOI) FOR CONSULTANCY SERVICES FOR CUSTOMER AND STAKEHOLDERS SATISFACTION SURVEY.

(TENDER REF: KGN-REG-01-2019)

1. Background

Kenya Electricity Generating Company PLC (KenGen) is a limited liability company, 70% owned by the Government of the Republic of Kenya. It is the leading electric power generation company in Kenya, producing about 80% of the electricity used in the Country. It has a total installed capacity of 1631MW with power plants located at different parts of the country.

KenGen has a single customer – Kenya Power and a number of stakeholders including the government of Kenya, energy sector institutions, shareholders, communities, among others within and around its areas of operations.

Consistent with its vision to be the market leader in the provision of reliable, safe, quality and competitively priced electric energy in the Eastern Africa region, the Company intends to procure a consultancy firms to carrying stakeholders satisfaction survey as part of acquiring feedback from the customer and stakeholders on its performance and also to gauge stakeholder perception of the company. This is also a requirement of the Government of Kenya and in-line with International Best Practices.

2. Objectives

The purpose of this notice is to seek for expression of interest from suitable firm(s) with proven track records in conducting customer/ stakeholder satisfaction surveys. The aim of this will be as follows:

- To get feedback or clear indication of how KenGen is performing in regards to customer or stakeholder satisfaction,
- Understand what works well or does not work well for the customers and stakeholders.
- Capture accurate stakeholder/ customer information which can inform future decision-making.
- Track changes in service quality over time.
- Find and fix service problems.
- Understands stakeholders view about KenGen's Branding and brand perception
- Assess the company's Investor relations and gauge investor expectations preparing

3. Scope of service will consist but not limited to:

The scope of works is to conduct Qualitative and Quantitative Research. The survey will be focused on, but not limited to, key areas including:

- i. Pricing and Power Purchase Agreements effects to the stakeholder
- ii. Operational effects of KenGen on communities
- iii. Company responses to queries/issues
- iv. Branding and brand perception
- v. Investor relations/ expectations

4. Eligibility

The expression of interest must be accompanied by the consultant's qualifications, professional capabilities and details of past experience in customer satisfaction and stakeholder surveys. Such information may include references, sample reports, description of similar assignments, experience in similar conditions, and availability of appropriate skills among staff with their most recent profiles showing their experience, qualifications, capabilities, referees and details of past experience especially in their areas of expertise. The consultant shall bid for the assignment individually or in association with other firms.

The interested firms shall provide the following specific information as well as any other relevant information;

- Name of firm who will participate in undertaking the consulting services and their role in all aspects of the consultancy service. To be submitted also are name(s) and position(s) of authorized representatives.
- Firms that bid jointly should submit consortium agreements between the parties, with the roles of each party clearly defined.
- The consulting firm must have at least five (5) years relevant experience
- Attach at least three recommendations from your major recent clients in similar assignment (KenGen excluded)
- Description of management/ organization structure, list of key staff and their qualification relevant to the assignment and their Curriculum Vitae inclusive of staff who will monitor and give backup services.
- Composition of the proposed key staff must have qualification and skills in expertise in power plants , Engineering ,Marketing and Branding, Economics, Community Issues and other relevant skills
- Evidence of Incorporation/Registration in Kenya.
- Annual Accounts and Reports of Audited by a reputable firm for the last two years.
- Information regarding any current litigation involving the consulting firm certified by a reputable law firm.

5. Clarifications

The interested parties may request for clarifications on this prequalification for up to five (5) days before the submission date. Any request for clarification must be sent in writing by paper mail, facsimile, or electronic mail to:

Communication Manager
Kenya Electricity Generating Company PLC
RBS Pension Plaza 2, Kolobot Road,
P.O.BOX 47936, 00100 GPO Nairobi, Kenya
Tel 254 02 366 6710
Email: tenders@kengen.co.ke
Cc: gchepkwony@kengen.co.ke; fochieng@kengen.co.ke.

6. EOI Submission

The submission of the prequalification documents made in English must be received in a plain sealed envelope and delivered or registered to:

The Company Secretary/Legal Affairs Director
Kenya Electricity Generating Company PLC
10th Floor, KenGen Pension Phase II, Kolobot Road,
P.O. Box 47936, 00100 GPO Nairobi, Kenya

The submission must be dropped in Tender Box located at Ground Floor near Security Desk or on 10th floor KenGen Pension Plaza II in the Company secretary's Office.

Bidders should submit one original and two (2) copies of the EOI on before or Not later than by **1400 hrs (Kenya Time) by 28th January 2019** and clearly marked "**Expression of Interest for Customer and Stakeholder Survey Consultancy Services for Kenya Electricity Generating Company Limited (KenGen)**". The EOI will be opened at **1430hrs 28th January 2019** in presence of bidder representatives who choose to attend at the Tender Opening Room, Ground Floor in the presence of bidders representative who choose to attend

The Expression of Interest can also be viewed and downloaded from our website www.kengen.co.ke. Bidders are advised to be checking the websites from time to time up to five (5) days before submission date for any uploaded information through clarification/addendum.

Only individuals pre-qualified under this procedure will be invited to submit their Technical and financial proposals under the Request for Proposals (RFP).

SUPPLY CHAIN DIRECTOR