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RETIREMENT BENEFITS AUTHORITY
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**REQUEST FOR PROPOSALS
(RBA/RFP/CUSTOMERSAT/613/806/2018)**

TENDER NO:

**TENDER NAME: REQUEST FOR PROPOSAL FOR CUSTOMER SATISFACTION
SURVEY 2018/ 2019**

NOVEMBER 2018

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SECTION I - LETTER OF INVITATION

Date: 8th November, 2018

TENDER NO: RBA/RFP/CUSTOMERSAT/613/806/2018

PROVISION OF INTERIM ADMINISTRATION SERVICE

- 1.1 The RBA invites sealed bids from eligible consultants for the REQUEST FOR PROPOSAL FOR CUSTOMER SATISFACTION SURVEY 2018/2019.
- 1.2 Interested eligible candidates may obtain further information from Retirement Benefits Authority, Rahimtulla Towers, 13th Floor, Upper Hill Road, and P.O. Box 57733 - 00200 NAIROBI during official working hours between 8 a.m. – 5 p.m.
- 1.3 Completed tender documents are to be enclosed in plain sealed envelopes marked with tender reference number and name and be deposited in the Tender Box at **The Retirement Benefits Authority Office, Rahimtulla Towers, 14th Floor, Upper Hill Road, Nairobi** or be addressed and posted to the **Chief Executive Officer, Retirement Benefits Authority Rahimtulla Towers, 13th Floor, P.O. Box 57733 - 00200, NAIROBI** so as to be received on or before **22nd November, 2018 at 10:00 am**. Kindly refer to the bid data sheet for more submission and other requirements information.
- 1.4 The tender will close on or before **22nd November, 2018 at 10:00 am**
- 1.5 Prices quoted should be net inclusive of all taxes and delivery must be in Kenya Shillings and shall remain valid for **90 days** from the closing date of the tender.

*Chief Executive Officer
Retirement Benefits Authority*

SECTION II: - INFORMATION TO CONSULTANTS (ITC)

2.1 INTRODUCTION

- 2.1.1 The Retirement Benefits Authority (RBA) will select a firm among those invited to submit a proposal, in accordance with the method of selection detailed in the Data Sheet. The method of selection shall be as indicated by RBA in the Bid Data Sheet.
- 2.1.2 The consultants are invited to submit a Technical Proposal and a Financial Proposal, or a Technical Proposal only, as specified in the Data Sheet for consulting services required for the assignment named in the said Data Sheet. A Technical Proposal only may be submitted in assignments where RBA intends to apply standard conditions of engagement and scales of fees for professional services which are regulated as is the case with Building and Civil Engineering Consulting services. In such a case the highest ranked firm of the technical proposal shall be invited to negotiate a contract on the basis of scale fees. The proposal will be the basis for Contract negotiations and ultimately for a signed Contract with the selected firm.
- 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 RBA 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 RBA are not reimbursable as a direct cost of the assignment; and (ii) RBA is not bound to accept any of the proposals submitted.
- 2.1.5 RBA's employees, committee members, board members and their relative (spouse and children) are not eligible to participate.
- 2.1.6 The price to be charged for the tender document shall not exceed **Kshs.1,000/= if hard copy but free if downloaded from the RBA website.**
- 2.1.7 RBA 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, facsimile or electronic mail to RBA's address indicated in the Data Sheet. RBA will respond by paper mail, 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, RBA may for any reason, whether at its 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 paper mail, facsimile or e-mail to all invited consultants and will be binding on them. RBA may at its 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 English language
- 2.3.2 In preparing the Technical Proposal, consultants are expected to examine the documents constituting this 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, consultants must give particular attention to the following:
- (i) If a firm considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/ or other firms or entities in a joint venture or sub-consultancy as appropriate. Consultants shall not associate with the other consultants invited for this assignment. Any firms associating in contravention of this requirement shall automatically be disqualified.
 - (ii) For assignments on a staff-time basis, the estimated number of professional staff-time is given in the Data Sheet. The proposal shall however be based on the number of professional staff-time estimated by the firm.
 - (iii) It is desirable that the majority of the key professional staff proposed be permanent employees of the firm or has an extended and stable working relationship with it.
 - (iv) Proposed professional staff must as a minimum, have the experience indicated in the Data Sheet, preferably working under conditions similar to those prevailing in Kenya.
 - (v) Alternative professional staff shall not be proposed and only one Curriculum Vitae (CV) may be submitted for each position.

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

- (i) A brief description of the firm's organization and an outline of recent 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.
- (ii) Any comments or suggestions on the Terms of Reference, a list of services and facilities to be provided by RBA.
- (iii) A description of the methodology and work plan for performing the assignment.
- (iv) The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member and their timing.
- (v) CVs recently signed by the proposed professional staff and the authorized representative submitting the proposal. Key information should include number of years working for the firm/entity and degree of responsibility held in various assignments during the last ten (10) years.
- (vi) Estimates of the total staff input (professional and support staff staff-time) needed to carry out the assignment supported by bar chart diagrams showing the time proposed for each professional staff team member.
- (vii) A detailed description of the proposed methodology, staffing and monitoring of training, if the Data Sheet specifies training as a major component of the assignment.
- (viii) Any additional information requested in the Data Sheet.

2.3.5 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 the format set in 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 the Data Sheet specifies otherwise.

- 2.4.3 Consultants shall express the price of their services in Kenya Shillings.
- 2.4.4 Commissions and gratuities, if any, paid or to be paid by consultants and related to the assignment will be listed in the Financial Proposal submission Form.
- 2.4.5 The Proposal must remain valid for **90 (Ninety) 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. RBA will make its best effort to complete negotiations within this period. If RBA 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) 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 Data Sheet. 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 Data Sheet 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 Data Sheet. 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 RBA 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 RBA on any matter related to his proposal, he should do so in writing at

the address indicated in the Data Sheet. Any effort by the firm to influence RBA 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 RBA shall evaluate the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria indicated in **Article 2.7.1 of Bid Data Sheet**.

Each responsive proposal will be given a technical score (St). 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 Data Sheet.

2.8 PUBLIC OPENING AND EVALUATION OF FINANCIAL PROPOSAL

- 2.8.1 After Technical Proposal evaluation, RBA 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. RBA 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, 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. RBA 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 correct 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 (Sf) shall, unless an alternative formulae is indicated in the Data Sheet, be as follows:-
 $Sf = 100 \times F_m / F$ where Sf is the financial Score; Fm 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 (St) and financial (Sf) 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 Data Sheet. The combined technical and financial Score, S, is calculated as follows: - $S = St \times T \% + Sf \times P \%$. 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 21 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 RBA within 30 days of receiving the request.

2.9 NEGOTIATIONS

- 2.9.1 Negotiations will be held at the address indicated in the Data Sheet. The aim is to reach agreement on all points and sign a contract.
- 2.9.2 Negotiations will include a discussion of the Technical Proposal, the proposed methodology (work plan), staffing and any suggestions made by the firm to improve the Terms of Reference. RBA and the 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 RBA 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 of fees).
- 2.9.4 Having selected the firm on the basis of, among other things, an evaluation of proposed key professional staff, RBA expects to negotiate a contract on the basis of the experts named in the proposal. Before contract negotiations, RBA will require assurances that the experts will be actually available. RBA 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 RBA and the selected firm will initial the agreed Contract. If negotiations fail, RBA will invite the firm whose proposal received the second highest Score to negotiate a contract.

2.9.6 RBA 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, RBA 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 the Data Sheet.

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

2.10.5 RBA 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 RBA 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 RBA 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.

INFORMATION TO CONSULTANTS

Bid Data Sheet

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 and to consultants and the provisions of the Data Sheet, the provisions of the Data Sheet herein shall prevail over those of the information to consultants.

Reference Clause	
2.1	The name of the Client is: THE RETIREMENT BENEFITS AUTHORITY
2.1.1.	The method of selection is: QUALITY AND COST BASED SELECTION (QCBS)
2.1.2	<p>Technical and Financial Proposals are requested: Yes, in separate envelopes. Mixing the envelopes shall lead to automatic disqualification.</p> <p>Envelop 1. Technical Proposal</p> <p>Envelop 2. Financial Proposal</p> <p>The name, objectives, and description of the assignment are: Customer Satisfaction Survey 2018/ 2019.</p>
2.1.3	A pre-proposal conference will be held: NO
2.1.4	<p>RBA will provide the following inputs:</p> <p>RBA will facilitate and provide all the data and information required to facilitate the Customer Satisfaction Survey.</p>
2.2.1	<p>Clarifications may be requested 7 days before the Proposal closure date. The address for requesting clarifications is,</p> <p>The Chief Executive Officer Retirements Benefits Authority Rahimtulla Towers, 13th Floor P.O. BOX 57733-00200 NAIROBI. Email: info@rba.go.ke Fax: +254 2809000</p>

	Additional information in the technical proposal includes: (See terms of reference).
2.4.2	Taxes: All applicable taxes should be included in the financial proposal, as a separate amount.
	Bidders MUST submit one original and at least 2 copies (all block Bound)
2.5.4	<p>The proposal submission address is:</p> <p style="text-align: center;"> The Chief Executive Officer Retirements Benefits Authority Rahimtulla Towers, 13th Floor P.O. BOX 57733-00200 NAIROBI. Email: info@rba.go.ke, Fax: +254 2809000. Website: www.rba.go.ke </p> <p style="text-align: center;">Information on the outer envelope should also include: PROPOSAL NUMBER AND PROPOSAL NAME</p>
2.6.1	The Technical Proposal shall be submitted together with the Financial Proposal but in separate envelopes as described in 1.3.
	Proposals must be submitted no later than the following date and time: 22nd November, 2018 at 10:00 am. Any proposal that is submitted after this time will not be accepted.
	The consultants' fees shall be priced in Kenya Shillings
	The minimum technical score required to pass is 75/100 . The consultant must describe the methodology and program for carrying out the assignment.
2.7	<p>Mandatory Evaluation Criteria</p> <ol style="list-style-type: none"> i. Proof of Professional Indemnity cover (provide copy of policy) ii. Valid Tax Compliance Certificate iii. Valid Business License iv. Audited Financial Statement for the most recent three(3) years certified by reputable audit firm v. Fully Completed Confidential Information Forms vi. CV's of the proposed Staff vii. Evidence of Registration as a Research Company under Companies Act viii. Certificate of incorporation ix. Evidence of valid Membership with Marketing and Social Research Association

2.3.3.	<p>TECHNICAL EVALUATION CRITERIA</p> <ol style="list-style-type: none"> 1) The firm should have at least 5 reputable Institutions where similar work has been done in the past 3 years within Kenya. (Attach signed form of contract and a recommendation letter of successful completion of the work assigned. 2) The minimum total number of professional/technical staff (minimum qualifying being a University Degree from reputable institution and appropriate team experience) required on this assignment is as follows: <ul style="list-style-type: none"> • The Lead Consultant will be a Market Researcher Professional having worked in the private/public sector marketing research and customer service environment for a minimum of 10 years including 5 years as a team leader and who has gained at least 5 years of Customer Satisfaction Survey experience in the private/public sector. He/she shall possess a Master's Degree and professional qualification in marketing research and customer service and or has managed a marketing/ customer service unit. • The customer satisfaction deputy consultant will be a Market Researcher having worked in the private/public sector marketing and customer service environment for a minimum of 5 years, who has gained at least 3 years of customer service/ marketing experience in the private/public sector. He/she will possess a Bachelor's Degree and professional qualification in marketing. He/she will have relevant experience in customer satisfaction surveys/ consumer surveys. • Team members may only be replaced by people with similar qualifications as set out here, and with the approval of Retirement Benefits Authority <p>Additional information in the Technical proposal should include:</p> <p>A. <i>Agency introduction and specific experience of the agency related to the assignment</i></p> <ol style="list-style-type: none"> (i) General experience and understanding of the assignment. (ii) Experience and performance based on relevant other clients. (iii) Experience/knowledge of issues relevant to Retirement Benefits Authority (iv) Research consultancy management capacity

	<p>B. <i>Adequacy of proposed work plan and methodology</i></p> <p>(i) Ability to achieve tight deadlines and flexibility in meeting clients' needs should be demonstrated</p> <p>(ii) Major clients handled. Technical and Professional qualification of supervisory staff</p> <p>C. <i>General Technical qualifications and experience</i></p> <p>(i) Team leader's experience, seniority and qualifications</p> <p>(ii) Team's experience and qualifications</p> <p>D. <i>Technology in place</i></p> <p>(i) Hardware</p> <p>(ii) Software</p>
2.3.4	<p>(vii) Training is a specific component of this assignment: NO</p> <p>(viii) Additional information in the Technical Proposal includes: Resources Required from RBA.</p>
2.4.2	<p>2.4.2 Taxes: prices should be inclusive of all applicable taxes, properly itemized.</p> <p>2.4.3 Performance Security- Not required</p>
2.5.2	Consultants must submit an original and 2 copies additional copies of each proposal
2.5.3	The proposal submission address is: Retirement Benefits Authority, Rahimtulla Towers, 14th Floor, and Upper Hill Road, Nairobi. Information on the outer envelope should also include: Tender Number and Tender Name. And should be dropped in the Tender Box on the 14th floor, RBA Office, Rahimtulla Towers, Upper Hill Road.
2.5.4	Proposals must be submitted no later than the following date and time: 22nd November, 2018 at 10:00 am
2.6.1	<p>2.6.1 The address to send information to is:</p> <p>The Chief Executive Officer, Retirement Benefits Authority, Rahimtulla Towers, 13th Floor, P.O. Box 57733 00200, NAIROBI.</p>
2.6.3	The minimum technical score required to pass: 75 points

Criteria		
1.	Company's Experience	Marks
	<p>a) Company's experience in conducting customer satisfaction survey in the last 10 years – one mark for each two years of specific experience on customer survey for the last 10 years (5 marks)</p> <p>b) Attach at least 5 contracts/ LPOs/ LSOs and recommendation letters on surveys successfully completed on time and within budget within (attach completion certificates). (10 marks)</p> <p>c) Evidence of Membership in Marketing and Social Research Association (5 marks)</p>	20
2.	Adequacy and quality of the proposed methodology, and work plan in responding to the Terms of Reference (TORs	
	<p>a) Methodology:</p> <p>a. Technical approach and methodology (25 marks)</p> <p>b. A methodology for gathering information from trustees, suppliers, fund managers, custodians, administrators and other sources including meeting, surveys, research etc. (10 marks)</p> <p>c. Proposed format of the output including visual aids, numerical presentations and structure of the report (5 marks)</p> <p>b) Work-plan: (attach Gantt chart) 5 marks</p>	45
3.	Key Experts' qualifications and competence for the Assignment: (30 marks)	
	<p>Education:</p> <p>a) Lead Consultant:</p> <ul style="list-style-type: none"> • Masters and above in relevant field: 10 marks; • Undergraduate degree : 4 marks • Evidence of membership in Marketing and Social Research Association : 5 marks <p>b) Deputy Consultant :</p> <ul style="list-style-type: none"> • Masters and above in relevant field: 5 marks, • Undergraduate :3 marks; • Evidence of membership in Marketing and Social Research Association: 5 marks <p>c) Other staff members who will be assigned to the assignment:</p>	35

		<ul style="list-style-type: none"> • 5 staff members and above – 5 marks • Between 2 and 4 staff members - 3 marks <p>d) Attach proposed organogram: 5 marks.</p>	
		TOTAL MARKS	100
2.7.1	<p>The minimum technical score (St) required to pass is: 75 out of 100</p> <p>The lowest evaluated Financial Proposal (Fm) is given the maximum financial score (Sf) of 100.</p> <p>The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:</p> <p>$Sf = 100 \times Fm / F$, in which “Sf” is the financial score, “Fm” is the lowest price, and “F” the price of the proposal under consideration.</p> <p>The weights given to the Technical (T) and Financial (P) Proposals are: T = _____ 0.75 and P = _____ 0.25</p> <p>Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following: $S = St \times T\% + Sf \times P\%$.</p>		

SECTION III: GENERAL CONDITIONS OF CONTRACT

1. GENERAL PROVISIONS

1.1 Definitions Unless the context otherwise requires, the following terms whenever used in this Contract shall have the following meanings:

- (a) "Applicable Law" means the laws and any other instruments having the force of law in the Republic of Kenya as they may be issued and in force from time to time;
- (b) "Contract" means the Contract signed by the Parties, to which these General Conditions of Contract (GC) are attached together with all the documents listed in Clause 1 of such signed Contract;
- (c) "Contract Price" means the price to be paid for the performance of the Services in accordance with Clause 6 here below;
- (d) "Foreign Currency" means any currency other than the Kenya Shilling;
- (e) "GC" means these General Conditions of Contract;
- (f) "Government" means the Government of the Republic of Kenya;
- (g) "Local Currency" means the Kenya Shilling;
- (h) "Member", in case the Consultant consists of a joint venture of more than one entity, means any of these entities; "Members" means all these entities, and "Member in Charge" means the entity specified in the SC to act on their behalf in exercising all the Consultant's rights and obligations towards the Client under this Contract;
- (i) "Party" means the Client or the Consultant, as the case may be and "Parties" means both of them;
- (j) "Personnel" means persons hired by the Consultant or by any Subconsultant as employees and assigned to the performance of the Services or any part thereof;
- (k) "SC" means the Special Conditions of Contract by which the GC may be amended or supplemented;
- (l) "Services" means the work to be performed by the Consultant pursuant to this Contract, as described in Appendix A; and
- (m) "Sub consultant" means any entity to which the Consultant subcontracts any part of the Services in accordance with the provisions of Clauses 3 and 4.

- 1.2 Law Governing the Contract This Contract, its meaning and interpretation and the relationship between the Parties shall be governed by the Laws of Kenya.
- 1.3 Language This Contract has been executed in English language which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
- 1.4 Notices Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed or when sent by registered mail, telex, telegram or facsimile to such Party at the address specified in the SC.
- 1.5 Location The Services shall be performed at such locations as are specified in Appendix A and, where the location of a particular task is not so specified, at such locations, whether in the Republic of Kenya or elsewhere, as the Client may approve.
- 1.6 Authorized Representatives Any action required or permitted to be taken and any document required or permitted to be executed under this Contract by the Client or the Consultant may be taken or executed by the officials specified in the SC.
- 1.7 Taxes and personnel shall pay such taxes, duties, fees and other impositions as may be levied under the Laws Of Kenya, the amount of which is deemed to have been included in the Contract Price.

2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

- 2.1 Effectiveness of Contract This Contract shall come into effect on the date the Contract is signed by both Parties or such other later date as may be stated in the SC.
- 2.2 Commencement of Services The Consultant shall begin carrying out the Services thirty (30) days after the date the Contract becomes effective or at such other date as may be specified in the SC.
- 2.3 Expiration of Unless terminated earlier pursuant to Clause 2.6, this

Contract	Contract shall terminate at the end of such time period, after the Effective Date, as is specified in the SC.
2.4 Modification	Modification of the terms and Conditions of this Contract, including any modification of the scope of the Services or the Contract Price, may only be made by written agreement between the Parties.
2.5 Force Majeure	
2.5.1 Definition	For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
2.5.2 No Breach Of contract	<p>The failure of a Party to fulfill any of its obligations under the Contract shall not be considered to be a breach of, or</p> <p>default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.</p>
2.5.3 Extension Of Time	<p>Any period within which a Party shall, pursuant to this Contract complete any action or task shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.</p>
2.5.4 Payments	<p>During the period of his inability to perform the Services as a result of an event of Force Majeure, the Consultant shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by him during such period for the purposes of the Services and in reactivating the Service after the end of such period.</p>
2.6 Termination	
2.6.1 By the Consultant,	<p>The Client may terminate this Contract by not less than thirty (30) days' written notice of termination to the Client, to be given the occurrence of any Of the events specified in this Clause;</p> <p>(a) if the Consultant does not remedy a failure in the performance of his obligations under the Contract within thirty (30) days</p>

after being notified or within any further period as the Client may have subsequently approved in writing;

- (b) if the Consultant becomes insolvent or bankrupt;
- (c) if, as a result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- (d) if the Consultant, in the judgement of the Client, has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause;

“corrupt practice” means the offering, giving, receiving or soliciting of any thing of value to influence the action of a public official in the selection process or in Contract execution.

“fraudulent practice” means a misrepresentation of facts in order to influence a selection process or the execution of Contract to the detriment of the Client, and includes collusive practice among consultants (prior to or after submission of proposals) designed to establish prices at artificial non-competitive levels and to deprive the Client of the benefits of free and open competition.

- (e) if the Client in his sole discretion decides to terminate this Contract.

2.6.2 By the The Consultant may terminate this Contract Consultant by not less than thirty (30) days’ written notice to the Client, such notice to be given after the occurrence of any of the following events;

- (a) if the Client fails to pay any monies due to the Consultant pursuant to this Contract and not subject to dispute pursuant to Clause 7 within sixty (60) days after receiving written notice from the Consultant that such payment is overdue; or
- (b) if, as a result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

2 Payment Upon termination of this Contract pursuant to Termination clauses upon 2.6.1 or 2.6.2, the Client shall make the following payments to the Consultant:

- (e) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;

- (f) except in the case of termination pursuant to paragraphs (a) and (b) of Clause 2.6.1, reimbursement of any reasonable costs incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel and their eligible dependents.

3. OBLIGATIONS OF THE CONSULTANT

3.1 General The Consultant shall perform the Services and carry out his obligations with all due diligence, efficiency and economy in accordance with generally accepted professional techniques and practices and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Consultant shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Client and shall at all times support and safeguard the Client's legitimate interests in any dealing with Sub consultants or third parties.

1.2 Conflict of Interests

3.2.1 Consultant Not to benefit from commissions, discounts, Etc

- (i) The remuneration of the Consultant pursuant to Not to Clause 6 shall constitute

the Consultant's sole Benefit from remuneration in connection with this Contract or Commissions, the Services and the Consultant shall not accept Discounts, for his own benefit any trade commission,

discount or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of his obligations under the Contract and the Consultant shall use his best efforts to ensure that his personnel, any sub consultant[s] and agents of either of them similarly shall not receive any such additional remuneration.

- (ii) For a period of two years after the expiration of this Contract, the Consultant shall not engage and shall cause his personnel as well as his sub consultant[s] and his/their personnel not to engage in the activity of a purchaser (directly or indirectly) of the assets on which he advised the Client on this Contract nor shall he engage in the activity of an adviser (directly or indirectly) of potential purchasers of such assets.

procurement guidelines and shall at all times exercise such responsibility in the best interest of the Client. Any discounts or commissions obtained by the Consultant in the exercise of such procurement shall

be for the account of the Client.

- (iii) Where the Consultant as part of the Services has the responsibility of advising the Client on the procurement of goods, works or services, the Consultant will comply with any

3.2.2 Consultant
and
Affiliates
Not to be
Otherwise
Interested in
Project

The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and his affiliates, as well as any Subconsultant and any of his affiliates, 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.

3.2.3 Prohibition
of
Conflicting
Activities

Neither the Consultant nor his sub consultant[s] nor their personnel shall engage, either directly or indirectly in any of the following activities:

- (a) during the term of this Contract, any business or professional activities in the Republic of Kenya which would conflict with the activities assigned to them under this Contract; or
- (b) after the termination of this Contract, such other activities as may be specified in the SC.

3.3 Confidentiality

The Consultant, his sub consultant[s] and the personnel of either of them shall not, either during the term of this Contract or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract or the Client's business or operations without the prior written consent of the Client.

3.4 Insurance to be
Taken Out by the
and maintain, at his

The Consultant (a) shall take out and maintain and shall cause any sub consultant[s] to take out Consultant (or the sub consultants', as the case may be) own cost but on terms and conditions approved by the Client, insurance against the risks and for the coverage, as shall be specified in the SC; and (b) at the Client's request, shall provide evidence to the Client showing that such insurance has been taken out and maintained and that the current premiums have been paid

3.5 Consultant's Actions requiring prior Approval

The Consultant shall obtain the Client's prior approval in writing before taking any of the following actions;

- (a) entering into a subcontract for the performance of any part of the Services,
- (b) Appointing such members of the personnel not listed by name in Appendix C ("Key Personnel and Sub consultants").

3.6 Reporting Obligations

The Consultants shall submit to the Client the reports Obligations and documents specified in Appendix A in the form, in the numbers, and within the periods set forth in the said Appendix.

3.7 Documents prepared by the consultant to be the property of the client

All plans, drawings, specifications, designs, reports and other documents and software submitted by the Consultant in accordance with Clause 3.6 shall become and remain the property of the Client and the Consultant shall, not later than upon termination or expiration of this of the Client Contract, deliver all such documents and software to the Client together with a detailed inventory thereof. The Consultant may retain a copy of such documents and software. Neither Party shall use these documents for purposes unrelated to this Contract without the prior approval of the other Party.

4. CONSULTANT'S PERSONNEL

- | | |
|------------------------------|--|
| 4.1 Description of Personnel | The titles, agreed job descriptions, minimum qualifications and estimated periods of engagement in the carrying out of the Services of the Consultant's Key Personnel are described in Appendix C. The Key Personnel and Sub consultants listed by title as well as by name in Appendix C are hereby approved by the Client. |
|------------------------------|--|

- | | |
|---|--|
| 4.2 Removal and/or Replacement Of Personnel | (a) Except as the Client may otherwise agree, no changes shall be made in the Key Personnel. If for any reason beyond the reasonable control of the Consultant, it becomes necessary to replace any of the Key Personnel, the Consultant shall provide as a replacement a person of equivalent or better qualifications. |
|---|--|

- (b) If the Client finds that any of the Personnel have
 - (i) committed serious misconduct or have been charged with having committed a criminal action, or
 - (ii) the Client has reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Consultant shall, at the Client's written request specifying the grounds thereof, provide as a

replacement a person with qualifications and experience acceptable to the Client.

- (c) The Consultant shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

5. OBLIGATIONS OF THE CLIENT

- 5.1 Assistance and Exemptions The Client shall use his best efforts to ensure that he provides the Consultant such assistance and exemptions as may be necessary for due performance of this Contract.

- 5.2 Change in the If after the date of this Contract, there is any Applicable Law change in the Laws of Kenya with respect to

Taxes and duties which increases or decreases the cost of the Services rendered by the Consultant, then the remuneration and reimbursable expenses otherwise payable to the Consultant under this Contract shall be increased or decreased accordingly by agreement between the Parties and corresponding adjustments shall be made to the amounts referred to in Clause 6.2
(a) or (b), as the case may be.

- 5.3 Services and Facilities The Client shall make available to the Consultant the Services and Facilities listed under Appendix F.

6. PAYMENTS TO THE CONSULTANT

- 6.1 Lump-Sum Remuneration The Consultant's total remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all staff costs, Subconsultants' costs, printing, communications, travel, accommodation and the like and all other costs incurred by the Consultant in carrying out the assignment.
Services described in Appendix A. Except as provided in Clause 5.2, the Contract Price may only be increased above the amounts stated in Clause 6.2 if the Parties have agreed to additional payments in accordance with Clause 2.4.

- 6.2 Contract Price
 - (a) The price payable in Kenya Shillings foreign currency is set forth in the SC.
 - (b) The price payable in local currency is set forth in the SC. Where other currencies are used, RBA will convert these currencies to Kenya Shillings using the selling

exchange rate on the date of the tender closing provided by the Central Bank of Kenya.

6.3 Payment for Additional Services

For the purposes of determining the remuneration due for additional services as may be agreed under Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D and E.

6.4 Terms and Conditions of Payment

Payments will be made to the account of the Consultant and according to the payment schedule stated in the SC. Unless otherwise stated in the SC, the first payment shall be made against the provision by the Consultant of a bank guarantee for the same amount and shall be valid for the period stated in the SC. Any other payment shall be made after the conditions listed in the SC for such payment have been met and the Consultant has submitted an invoice to the Client specifying the amount due.

6.5 Interest on Delayed Payment

Payment shall be made within thirty (30) days of receipt of invoice and the relevant documents specified in Clause 6.4. 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 .

7. SETTLEMENT OF DISPUTES

7.1 Amicable Settlement The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

7.2 Dispute Settlement Any dispute between the Parties as to matters arising pursuant to this Contract that cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement may 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.

SECTION IV: SPECIAL CONDITIONS OF CONTRACT

5.1. Special Conditions of Contract (SCC) shall supplement the General Conditions of Contract (GCC). Whenever there is a conflict, between the GCC and the SCC, the provisions of the SCC herein shall prevail over these in the GCC.

5.2. Special conditions of contract as relates to the GCC:

REFERENCE GCC	OF SPECIAL CONDITIONS OF CONTRACT
1.1a	The Contract shall be interpreted in accordance with the laws of Kenya
1.1b	The following documents shall form the Contract and shall be interpreted in the following order of priority: (a) The Contract Agreement; (b) The Client's Notification of Award and Letter of Acceptance; € Special Conditions of Contract and Appendices; (d) General Conditions of Contract; € Client's Request for Proposal; and (f) Consultant's Proposal.
1.4	The Contract shall be written in English language. All correspondence and other documents pertaining to the Contract which are exchanged by the Parties shall be written in the English language.
2.1	The Effective Date shall be upon Signature of the Contract by the Parties
2.3	The Commencement Date shall be the Effective Date.
6.2 Tender Currencies	Prices shall be quoted in Kenya Shillings
6.4	Terms of payment: 100% on provision of the services and submission of final report.
7.2	Resolution of Disputes under Kenyan laws

SECTION V: - TERMS OF REFERENCE FOR CUSTOMER SATISFCATION SURVEY 2018/ 2019

5.1 Background Information

The Retirement Benefits Authority is a statutory body established in 1997 under the Retirement Benefits Act mandated to:

- 1) Regulate and supervise the establishment and management of retirement benefits schemes;
- 2) Protect the interest of members and sponsors of retirement benefits schemes;
- 3) Promote the development of the retirement benefits sector;
- 4) Advise the Minister for Finance on the national policy to be followed with regard to the retirement benefits sector;
- 5) To implement all government policies relating thereto.

RBA has been successful in meeting its mandate since its inception in the year 2000. Increased performance in the industry can be matched to improvements in customer service, primarily driven by service charter, quality management system, performance contract and high level of professionalism and integrity. RBA has in the past done customer satisfaction surveys with a view to gathering key information, putting in place measures to arrest unfavourable practices and institute measures to improve on these areas. The surveys have enabled us to identify important areas to our customers and also helped in gathering strategic and tactical advice from our customers.

5.2 Scope and Coverage of the Customer Satisfaction Survey

The survey will cover all our customers as listed below:

- Suppliers of Goods and Services to the Authority
- Members of schemes who have attended retirement planning seminars and other dissemination forums organised by the Authority
- Service providers in the Retirement Benefits Sector
- Schemes which have had AGMs in the current financial year.
- Complainants/Enquirers

5.3 The sample Universe

The population of customers that the Authority has dealt with in the current financial year is as follows:

No.	Names	2018/2019
1	Trustees/Members of schemes	2000
2	Suppliers	40
3	Members and trustees of Schemes who have attended retirement planning seminars	2000
4	Complainants	40
5	Custodians	11
6	Fund Managers	19
7	Administrators	29
8	Industry Associations	5
	TOTAL	4140

5.4 Objectives of the Survey

1. Establish a composite measure of the level of satisfaction of RBA's customers with its current service by specifically looking at :
 - Speed of delivery of service/product;
 - Quality of service/product;
 - Accessibility; this will include systems to enable persons with disabilities (PWDs), minorities, marginalized groups and illiterate citizens to access services. Web based enabled systems e.g. online applications systems, and holding open days;
 - Affordability;
 - Courtesy;
 - Adherence to the commitments set out in the service charters.
2. Establish the level of corruption in the Authority (use the EACC guidelines on how to calculate the level of corruption)
3. Identify other customer needs

5.5 Expected Output/Deliverable

The consultant will be required to carry out the survey based on the above objectives and provide the customer satisfaction index and appropriate recommendations in line with the findings.

5.6 Survey Design & analysis

The consultant shall clearly state how they will carry out the survey. The design to clearly included qualitative and quantitative data collection methods and should be able to state how the Satisfaction Index would be computed. A clear work plan on how the work will be undertaken and the deliverables at each stage.

Data Services, Personnel and Facilities to be provided by RBA

The Authority will provide:

- A team of staff members who will work with the Consultant towards the success of the project. The team will be available to handle any queries that the Consultant may raise, and review the presentations on the progress of the exercise.
- Details of the population and to be considered for the survey.
- The Service Charter, ISO certification details.
- The RBA shall avail all relevant past and current reports.

This should not take more than forty (40) working days.

SECTION VI: - TECHNICAL PROPOSAL

NOTES ON THE PREPARATION OF THE TECHNICAL PROPOSALS

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 consultant's own risk and may result in rejection of the consultant's proposal.

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.

The Technical proposal shall not include any financial information unless it is allowed in the Data Sheet to information to the consultants or the Special Conditions of Contract.

6.1 Technical Proposal Submission Form

[_____ *Date*]

The Chief Executive Officer
Retirements Benefits Authority
Rahimtulla Towers, 13th Floor
P.o. Box 57733 – 00200
Nairobi

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for **Customer Staff Satisfaction Survey 2018/ 2019** 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-*where applicable*].

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:*]

6.2 FIRM'S REFERENCES

Relevant Services Carried Out in the Last Five Years 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.

[Using the format below, please provide information on each assignment for which your firm or entity was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out consulting services similar to the ones requested under this assignment.]

Assignment name:	Approx. value of the contract (Ksh):
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total N ^o of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (Ksh):
Start date (month/year): Completion date (month/year):	N ^o of professional staff-months provided by associated Consultants:
Name of associated Consultants, if any:	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

Firm's Name: _____

Name and title of signatory; _____

(May be amended as necessary)

6.3 Comments and Suggestions of Consultants on the Terms of Reference and On Data, Services and Facilities to Be Provided By RBA.

On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.
- 5.

On the data, services and facilities to be provided by RBA:

- 1.
- 2.
- 3.
- 4.
- 5.

6.4 Description of the Methodology and Work Plan for Performing the Assignment

6.5 Team Composition and Task Assignments

1. Technical/Managerial Staff

Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

2. Professional Staff

Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

3. Support Staff

Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

6.6 Format Of Curriculum Vitae (Cv) For Proposed Professional Staff

Proposed Position: _____

Name of Firm: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____

Years with Firm: _____ Nationality: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

Key Qualifications:

[Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations].

Education:

[Summarize college/university and other specialized education of staff member, giving names of Schools, dates attended and degree[s] obtained.]

Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments.]

Certification:

I, the undersigned, certify that these data correctly describe me, my qualifications, and my experience.

_____ Date: _____
[Signature of staff member]

_____ Date: _____
[Signature of authorized representative of the firm]

Full name of staff member: _____

Full name of authorized representative: _____

6.7 Time Schedule For Professional Personnel

Name	Position	Reports Due/ Activities	1	2	3	4	5	6	7	8	9	10	11	12	Number of months

Months (in the Form of a Bar Chart)

Reports Due: _____

Activities Duration: _____

Signature: _____
(Authorized representative)

Full Name: _____

Title: _____

Address: _____

6.8 Activity (Work) Schedule

(a). Field Investigation and Study Items

[1st, 2nd, etc, are months from the start of assignment)

	1 st	2 nd	3 rd	4 th	5 th	6 th	7 th	8 th	9 th	10 th	11 th	12 th	
Activity (Work)													

(b). Completion and Submission of Reports

Reports	Date
1. Inception Report	
2. Interim Progress Report (a) First Status Report (b) Second Status Report	
3. Draft Report	
4. Final Report	

SECTION VII : - 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 costs should be broken down to be clearly understood by RBA.

The financial proposal shall be in Kenya Shillings or any other currency allowed in the request for proposal and shall take into account the tax liability and cost of insurances specified in the request for proposal.

The financial proposal should be prepared using the forms provided in this part.

7.1 FINANCIAL PROPOSAL SUBMISSION FORM

_____ [Date]

To:
The Chief Executive Officer
Retirements Benefits Authority
Rahimtulla Towers, 13th Floor
P. O. Box 57733 – 00200
Nairobi

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for (_____) **Customer Satisfaction Survey 2018/ 2019** 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]*

7.2 Summary Of Costs

Costs	Currency(ies)	Amount(s)
Subtotal		
Taxes		
Total Amount of Financial Proposal		_____

7.3 Breakdown Of Price Per Activity

Activity NO.: _____	Description:_____
Price Component	Amount(s)
Remuneration	
Reimbursables	
Miscellaneous Expenses	
Subtotal	_____

7.4 Breakdown Of Remuneration Per Activity

Activity No. _____ Name:_____				
Names	Position	Input (Staff months, days or hours as appropriate)	Remuneration rate	Amount
Regular Staff				
(i)				
(ii)				
Consultants				
(i)				
(ii)				
Grand Total				

7.5 Reimbursables Per Activity

Activity No: _____ Name: _____

No.	Description	Unit	Quantity	Unit Price	Total Amount
1.	Air travel	Trip			
2	Road travel	Kms			
3.	Rail travel	Kms			
4.	Subsistence Allowance	Day			_____
	Grand Total				

7.6 MISCELLANEOUS EXPENSES

Activity No. _____ Activity Name: _____

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

SECTION IX :



STANDARD FORM OF CONTRACT
FOR

CONSULTING SERVICES

Small Assignments
(Lump- Sum payment)

CONTRACT FOR CONSULTANT'S SERVICES

Small Assignments (Lump-Sum Payments)

between

The Retirement Benefits Authority

AND

[name of the Consultant]

Dated: _____

**SAMPLE CONTRACT FOR CONSULTING SERVICES
SMALL ASSIGNMENTS
LUMP-SUM PAYMENTS**

CONTRACT

This Agreement, [hereinafter called "the Contract"] is entered into this _____[*Insert starting date of assignment*], by and between The Retirements Benefits Authority whose registered office is situated Rahimtulla Towers, 13TH Floor, Upper Hill Road, P. O. Box 57733 00200 NAIROBI (hereinafter called "the procuring entity") of the one part AND

_____ [*Insert Consultant's name*] of [or whose registered office is situated at]_____ [*insert Consultant's address*](hereinafter called "the Consultant") of the other part.

WHEREAS the procuring entity 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 Services," which is made an integral part of this Contract.
 - (ii) The Consultant shall provide the personnel listed in Appendix B, "Consultant's Personnel," to perform the Services.
 - (iii) The Consultant shall submit to the procuring entity the reports in the form and within the time periods specified in Appendix C, "Consultant's Reporting Obligations."

2. Term

The Consultant shall perform the Services during the period commencing on _____ [*Insert starting date*] and continuing 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 procuring entity shall pay the Consultant an amount not to exceed _____ [*Insert amount*]. This amount has been established based on the understanding that it includes all of 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 procuring entity's receipt of a copy of this Contract signed by the Consultant;

Kshs_____ upon the procuring entity's receipt of the draft report, acceptable to the procuring entity; and

Kshs_____ upon the procuring entity's receipt of the final report, acceptable to the procuring entity.

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 procuring entity 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 procuring entity designates _____*[insert name]* as the procuring entity'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 procuring entity 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 3.

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 procuring entity considers unsatisfactory.
6. Confidentiality	The Consultant shall not, during the term of this Contract and within two years after its expiration, disclose any proprietary or confidential information relating to the Services, this Contract or the procuring entity's business or operations without the prior written consent of the procuring entity .
7. Ownership of Material	Any studies, reports or other material, graphic, software or otherwise prepared by the Consultant for the procuring entity under the Contract shall belong to and remain the property of the procuring entity. 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 procuring entity'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 PROCURING ENTITY

FOR THE CONSULTANT

Full name; _____ Full name; _____

Title: _____ Title: _____

Signature; _____ Signature; _____

Date; _____ Date; _____

LIST OF APPENDICES

APPENDIX A: Terms of Reference and Scope of Services

APPENDIX B: Consultant's Personnel

APPENDIX C: Consultant's Reporting Obligations

LETTER OF NOTIFICATION OF AWARD

The Chief Executive Officer
Retirements Benefits Authority
Rahimtulla Towers, 13th Floor
P.o. Box 57733 - 00200
Nairobi

To: _____

RE: Tender No. _____

Tender Name _____

1. This is to notify that the contract/s stated below under the above mentioned tender have been awarded to you.
2. Please acknowledge receipt of this letter of notification signifying your acceptance.
3. The contract/contracts shall be signed by the parties within 30 days of the date of this letter but not earlier than 14 days from the date of the letter.
4. You may contact the officer(s) whose particulars appear below on the subject matter of this letter of notification of award.

(FULL PARTICULARS) _____

SIGNED FOR CHIEF EXECUTIVE OFFICER