



KENYA ELECTRICITY GENERATING COMPANY PLC

KGN-COMM-006-2024

RFx: 5000015241

TENDER FOR PROVISION OF CONSULTANCY SERVICES FOR CUSTOMER & STAKEHOLDER SATISFACTION SURVEY (CITIZEN CONTRACTORS)

Date: 23rd May, 2024

Clarification No. 1

In accordance with the **Tender for Provision of Consultancy Services for Customer & Stakeholder Satisfaction Survey (Citizen Contractors)**

KenGen issues Clarification No. 1 as follows:

NO.	CLARIFICATION SOUGHT	KENGEN'S RESPONSE
1.	There is no requirement to separate the Technical and Financial Proposal. Do we submit the proposal as one, including both Financial and technical aspects?	No separation is required. Please submit your response as one document.
2.	There is a requirement for listing key equipment on FORM EQU. Is this mandatory for the tender considering that we are applying for consultancy services?	This is a standard form in the tender document but is not a mandatory requirement for this tender.
3.	The number of years required for the financial statements has not been specified?	Please provide financial statements for the Financial years 2020, 2021 and 2022
4.	The Sample size for the various stakeholders has already been specified on the TORs. However, the sample size for domestic electricity consumers has been set at 10, which might a bit low considering the total number of households connected to electricity. Do we have the liberty to propose different sample sizes for the various categories?	You have the flexibility to optimize the sampling strategy within the confines of maintaining methodological integrity.
5.	There is a requirement to have a Market Research Association Membership. Can this be substituted by other industry memberships such as Marketing Society of Kenya (MSK) or ESOMAR.	It is a mandatory requirement that the Consultant must be a current member of Market Research Association or National Commission for Science & Innovation

NO.	CLARIFICATION SOUGHT	KENGEN'S RESPONSE
		(NACOSTI) or has acquired a research license from NACOSTI.
6.	Given that surveys apply similar methodologies, would any other type of survey suffice in fulfilling this requirement outlined in page 32 section Technical Evaluation (i) (a) "Specific experience on execution of Stakeholder Survey contracts covering investors, customers, employees, communities, etc"	Yes, any other surveys covering the mentioned stakeholder categories will suffice.
7.	Please clarify if the Social Science and market research qualifications outlined in page 32 section Technical Evaluation (iv) refer to education qualification in social sciences and experience in market research so as to be consistent with the professional/technical staff requirements outlined on page 83. If not, would personnel holding a postgraduate degree be considered to have met the research qualification criteria? The clause on page 32 reads as follows:- Qualifications and competence of Key Professional staff for the assignment: Provide Curriculum Vitae (CVs) of at least five (5) key staff with relevant Social Science and market research qualifications.	The Social Science and market research qualifications outlined in page 32 section Technical Evaluation (iv) refers to education qualification in social sciences and experience in market research. Postgraduate qualifications will be considered but without discounting the requirement on experience.
8.	Clause (c) on page 83 under Technical Specifications reads that The Consultant must have undertaken a minimum of five similar tasks successfully and submit evidence of timely completion. In this case, does the word "Consultant" refer to the firm or the individual professional/technical staff?	The word "Consultant" refers to the firm bidding for this tender.
9.	Do the critical requirements outlined on page 85 apply to this tender? The section reads as: CRITICAL REQUIREMENTS OF THE CLIENT 1. Job Descriptions: Provision of the detailed job descriptions. 2. Venue and other resources: Provision of the suitable venue to complete the assignment and other resources as may be required.	This is a standard information in the tender document but is not applicable to this tender.
10.	Additionally, please clarify under technical specifications on page 83 of the tender document: - Certificates of incorporation under the	A certificate of incorporation in line with the Companies Act will suffice.

NO.	CLARIFICATION SOUGHT	KENGEN'S RESPONSE
	<p>Companies Act do not indicate the type of business conducted by the organization. The requirement reads as follows: "2. Registration as a Research Company under Companies Act and Certificate of Incorporation. The Consultant should be a registered limited liability company. Attach a copy of the certificate of incorporation as Appendix A1. " How should we proceed?</p>	<p>Please attach a copy of the certificate of incorporation as Appendix A1.</p>
11.	<p>Is the membership to the Market Research Association and NACOSTI a mandatory requirement for participation in this tender as it is a limiting factor? The requirement reads as follows: " Consultant must be a current member of Market Research Association and National Commission for Science & Innovation (NACOSTI.) Attach certified copies of current membership certificates as AppendixA2."</p> <p>Please note that Appendix A1 and A2 referred to above are not available in the tender document.</p>	<p>It is a mandatory requirement that the Consultant must be a current member of Market Research Association or National Commission for Science & Innovation (NACOSTI) or has acquired a research license from NACOSTI.</p> <p>Attach certified copies of current membership certificates or a research license from NACOSTI as Appendix A2.</p> <p>You are required to attach a copy of the certificate of incorporation as Appendix A1 and certified copies of current membership to NACOSTI or a research license from NACOSTI as Appendix A2</p>

SUPPLIER ACKNOWLEDGEMENT OF CLARIFICATION No.1

We, the undersigned hereby certify that the clarification is an integral part of the document and the alterations set out in the clarification have been incorporated in the tender document.

Signed.....

Tenderer.....

Date.....