



**OFFICE OF THE DEPUTY VICE CHANCELLOR  
(Administration & Finance)**

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**INTERNAL ADVERTISEMENT**

**14<sup>TH</sup> APRIL, 2021**

**CALL FOR EXPRESSION OF INTEREST (EOI) 2020-2021**

**Consultancy Services for Customer, Employee Satisfaction and work environment  
Survey for the University of Eldoret**

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**1.0 Background Information**

The University of Eldoret has implemented its second Strategic Plan for the period 2019 – 2024. The Key Objective of the Administration Division as outlined in the Strategic plan is to improve governance and corporate image and to attract and retain competent human resource. To be able to achieve this objectives, the Division, in Liaison with the Directorate of Strategic Planning and Performance Contract wishes to carry out Customer, Employee Satisfaction and Work Environment Survey. The terms of reference for the Survey are outlined in the Sections below.

**2.0 Terms of Reference for Customer, Employee Satisfaction and Work Environment Survey**

**a) Objectives**

In accordance with its strategic plan 2019 – 2024, the University Council is seeking to engage consultancy services to carry out a transparent and objective customer satisfaction survey to determine the Council’s execution of its mandate and to determine levels of customer satisfaction.

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*University of Eldoret is ISO 9001:2015 Certified*



## **b) Scope and Coverage of the Survey**

The survey will cover all university students, university staff members and stakeholders of the UOE such as suppliers, industry, Government Ministries and Agencies, the operating environment at Main Campus, Town Campus and the Nairobi Liaison Office.

## **c) Terms of Reference**

- Discuss the assignment in detail. The discussions will include a review and update of the TOR and reporting mechanisms.
- Clarify perceptions of the scope and underlying issues of this assignment and stakeholders' expectations.
- Identify key players who need to be interviewed.
- Identify information that needs to be gathered quickly.
- Deal with any logistical issues that arise including identification of contact points in various departments, timings and access to information etc and the key issues that will need to be discussed during the assignments
- Identify potential pitfalls and decide on a strategy for dealing with them.
- Agree the scheduling of the timetable for deliverables.
- Such other reports that the UOE may require from time to time.

## **d) Expected Outputs/Deliverables**

The main objective of the survey is to assess the UOE's customers' perception of the level and quality of service delivery and whether their service expectations are being met by UOE. Specifically, the survey should:

- Determine the quality of service delivery, customer satisfaction, employee satisfaction and work environment of the University of Eldoret.
- Develop a composite measure of customer and employee satisfaction and use it to determine the overall rating of the current level of satisfaction;



- Develop a composite measure for the work environment and use it to determine the overall rating of the current level of satisfaction with the work environment in the University;
- Establish the extent, to which UOE is adhering to its strategic plan as to customer, employee and work environment satisfaction;
- Identify gaps in service delivery at the University;
- Identify the sources and frequency of customer and employee complaints in regard to service delivery and work environment;
- Determining the impact of University of Eldoret reforms on service delivery;
- Establish the effectiveness of dispute resolution and the current mechanism of addressing customer and employee satisfaction and work environment complaints;
- Determining the level of professionalism, integrity, and fairness being espoused by University of Eldoret staff in the course of discharge of their duties and responsibilities;
- Evaluate the level of staff satisfaction with remuneration, staff benefits and other staff welfare matters.
- Determine the level of staff motivation, morale and recognition by management,
- Find out the perceived level of job satisfaction and staff perception of the Working Environment;
- Determine the effectiveness of supervision, evaluation and appraisal of staff and opportunities for training and career advancement and progression
- Establish the staff intentions to seek other employment opportunities and what drives such intentions.
- Evaluate the effectiveness of communication within University of Eldoret and the ability of UoE to offer excellent services;



- Determine the staff's understanding of the UOE's vision, mission, Quality objectives and the Strategic Plan 2019-2024;
- Identify specific areas that require improvement in customer, employee and work environment satisfaction in University of Eldoret;
- Propose and recommend service improvement measures that can be adopted by the University to improve customer and employee satisfaction levels and enhance conducive work environment; and
- Prepare and deliver three (3) comprehensive reports detailing the methodology, findings & recommendations on customer satisfaction, Employee satisfaction and Work Environment Survey within the timelines specified in the request for expression of interest documents.

**e) Required Expertise**

The Consultancy will involve a team of consultants from within the University, comprised of individuals possessing at least the following skills and experiences: -  
 Demonstrated knowledge and at least 2 years of previous experience in the execution of customer and staff satisfaction Surveys for medium and large-scale organizations.

**e) Estimated Time**

The Employee satisfaction survey is to be conducted before the end of Quarter four (4) FY 2020/2021.

**f) Technical Specifications (TS) Criteria**

S/No	Criteria	Score (Marks)
<b>1. Experience of the team</b>		
	i. Provide a comprehensive description of the consultant team (Profile) (10 mks).  ii. Provide details of at least two (2) consultancy services undertaken on work environment survey and customer satisfaction surveys. The details should include a summary of services rendered, value of contracts and	30 marks



	contact persons address and telephone numbers (8 mks).  iii. Provide Award Letters/Reference letters/Contracts from three organizations where services have been rendered (12 mks).	
<b>2. Adequacy of the proposed Work plan and Methodology</b>		
	i. Comments on the Terms of Reference (10 mks) ii. Responsiveness to the Terms of Reference (5 mks) iii. A Proposed methodology, Work Plan and schedule of activities with clear timelines (10 mks)	25 Marks
<b>3. Human Resource Requirements</b>		
	Provide the Qualifications and Competence of the key staff for the assignment.	30 Marks
<b>4. Financial Capability</b>		
	The Consultant team must demonstrate financial capability in providing the Consultancy Services.	15 marks
	<b>Total</b>	<b>100 marks</b>

**g) Financial proposal**

- i) The financial proposal shall take into account the time required in completing the assignment as outlined in the request for expression of interest documents. The financial proposal will therefore be quoted in fees per day or month and may also include other costs as necessary.
- ii) The Financial proposal should include the payable taxes, and the fees shall be expressed in Kenya Shillings.
- iii) The Financial proposal must remain valid for 90 days after the submission date, the period during which the consultant team is expected to keep available at his own cost any staff proposed for the assignment.



- iv) The client, University of Eldoret, will make best efforts to complete negotiations within this period.
- v) However, if the client wishes to extend the validity period of the proposals, the consultants who do not agree, shall have the right not to extend the validity of their proposals.

The financial proposal shall contain the following key elements as a guide to preparation.

1. A cover letter indicating total fees for the consultancy assignment
2. A summary of costs of the consultancy
3. An analysis of fees per activity to be carried out
4. Reimbursable costs/expenses per activity if any
5. Miscellaneous expenses (if any)

#### **h) Evaluation of the Financial Proposal**

The financial proposals shall be opened in the presence of the individual consultant teams who choose to attend the opening, where the name of the individual consultant, the technical score and the proposed fees shall be read out aloud and recorded by the Ad - hoc tender opening committee.

#### **i) Formula for financial evaluation**

The financial score (FS) shall be determined as follows:

$$FS = 100 \times FL/F$$

Where; FS is the financial score, FL is the lowest fees quoted and F is the fees of the proposal under consideration.

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

The proposals will be ranked according to their combined technical score (TS) and financial score (FS) using the following formulae

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

Where; CS, is the combined scores of technical and financial scores, TS is the technical score, FS is the financial score, T is the weight given to the technical proposal (70%) and P is the weight given to the financial proposal (30%).

Note P + T will be equal to 100%.

The individual consultant team achieving the highest combined technical and financial score will be awarded the contract and invited for negotiations where necessary and signing of the contract.

### **3.0 Application Procedure**

Applications can be done by teams or by individual consultants. Complete Proposal applications to be sent to The Deputy Vice Chancellor (Administration and Finance) P.O.Box 1125-30100 to be received on or before **5<sup>th</sup> May, 2021 at 5.00pm** in plain sealed envelopes marked 'Expression of Interest for Consultancy Services for Employee Satisfaction and Work Environment Survey'.

### **4.0 Selection Criteria**

The applications/proposal will be reviewed competitively by a committee setup by the University management. The committee shall assess the proposals not only on the basis of the survey framework but also the cost effectiveness. The application results will be communicated to successful applicants.

