



# Kenya Power

*The Kenya Power & Lighting Co. Ltd.  
Central Office – P.O. Box 30099, Nairobi, Kenya  
Telephone – 254-02-3201000  
Fax No. 254-02-3201889  
Stima Plaza, Kolobot Road*

*Our Ref:*

*20<sup>th</sup> March, 2017*

M/s .....

Dear Sir,

**RE: ADDENDUM NO. 1 TO THE TENDER NO. KP1/9AA-2/OT/52/CS/16-17 FOR PROVISION OF CUSTOMER SATISFACTION SURVEY SERVICES**

The following amendments are made to the specified provisions of the Tender document.

**1. RELATIONSHIP WITH THE PRINCIPAL TENDER DOCUMENT**

Save where expressly amended by the terms of this Addendum, the Principal Tender Document shall continue to be in full force and effect.

The provisions of this Addendum shall be deemed to have been incorporated in and shall be read as part of the Principal Tender Document.

**2. Clarifications made to the interested bidders.**

- Please see attached Minutes of 16<sup>th</sup> March, 2017

**1. DEADLINE FOR SUBMISSION OF TENDER**


The tender shall be closed on **Thursday, 30<sup>th</sup> March, 2017 at 10.00am**. Tender opening shall be done on the same day at 10:30 am at Stima Plaza, Auditorium.

All the other terms and conditions remain as per the tender document.

Yours faithfully,

**For: KENYA POWER & LIGHTING COMPANY LIMITED.**

**JOYCE OCHIENG  
MANAGER, SUPPLY CHAIN (PROCUREMENT)**

 <b>Kenya Power</b>	<b>File Ref:</b>	KPI/10C.3/3/2
	<b>Date of Meeting</b>	16 <sup>th</sup> March, 2017
	<b>Venue of Meeting</b>	Stima Plaza, Auditorium
	<b>Page No.</b>	1 of 2
	<b>PRE-BID MEETING FOR SUPPLY OF CUSTOMER SATISFACTION SURVEY SERVICES TENDER NO. KPI/9AA-2/OT/52/CS/16-17</b>	
<b>In Attendance</b>	<p><b>KPLC PRESENT</b></p> <ol style="list-style-type: none"> <li>1. Waceke Mbugua</li> <li>2. Bernard Muturi</li> <li>3. Christine Tum</li> </ol> <p><b>SUPPLIERS PRESENT</b></p> <ol style="list-style-type: none"> <li>1. Silas Nyaga- Multimedia Consultancy Ltd</li> <li>2. Norman Mwangi- VAS Consultants Ltd</li> <li>3. Christopher Maina- GFK</li> <li>4. Richard Wanjohi- GFK</li> <li>5. Stanley Nyoro – PARS Research</li> <li>6. Elijah Makau- PARS Research</li> <li>7. Elizabeth Njoki- PARS Research</li> <li>8. Simon Mwaniki- Intex Management Inst</li> <li>9. Newton Njau- ConsumerPro</li> <li>10. Mike Gachui- Wayo Company</li> <li>11. Justin Kinoti- TKM Maestro</li> <li>12. Gideon &amp; Nicholas- IntraSpace Market Consultancy</li> <li>13. George- Consumer Options</li> <li>14. Samuel- Elikim Tech</li> <li>15. Begi Cliff- Sigmund PEAK</li> <li>16. Airo Mmata- Global Search Solutions</li> <li>17. F. Mayaka- Mayaka Management Training</li> <li>18. Martin Wangui- Emerens Ltd</li> <li>19. Alexander Kranie- Geopoll Ltd</li> <li>20. Justina Muthama- International Renaissance Centre</li> <li>21. Mary Majuma- Consumer Options</li> <li>22. Brenda Kiogora- Longate Investments Ltd</li> <li>23. Karii Solutions</li> <li>24. Mike Gachui- Wayo/Grass Company</li> <li>25. Emily Were- IPSOS Ltd</li> </ol>	

	26. Brigid Matheka- Bethel Global Investments 27. Danroo Enterprises 28. Samuel Mwangi
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1. Introduction 2. Steps for Online Supplier Registration 3. Clarifications of tender Document Items	
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	<b>Key Take Outs</b>
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<p><b>Min 1</b></p> <p><b>Online New Supplier Registration</b></p>	<ul style="list-style-type: none"> <li>- All new suppliers are required to register online at <a href="http://www.kplc.co.ke">www.kplc.co.ke</a> in order to participate and submit the tender documents online through E-Procurement.</li> <li>- The registration manual is available on the website under Public Information.</li> </ul> <pre> graph TD     A[Access self-Registration URL from KPLC portal] --&gt; B[Fill the registration form with company and contact details]     B --&gt; C[Add product category as requested. Mandatory fields are marked with red asterisk *]     C --&gt; D[Read and accept the Data Privacy statement and click [Send] To complete the self-registration]     D --&gt; E[Complete registration form]     E --&gt; F[Use the URL and User credentials received via Email to update further information]     F --&gt; G[Update User ID and password for future login]     G --&gt; H[Read and accept Data Privacy statement. Click create to update the new user ID and password]     H --&gt; I[Login with the new user ID and Password]   </pre>
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<p><b>Min 2</b></p> <p><b>Clarification of Tender Document Items</b></p>	<ol style="list-style-type: none"> <li>1. Clarification on the Instructions to Tenderers super cede the General Tender Conditions.</li> <li>2. Clarification on Tender Security; it is Ksh. 70,000</li> <li>3. Clarification on the Evaluation Criteria:       <ul style="list-style-type: none"> <li>- Team Leaders should be permanent employees with appointment letters who will be based in the regions to supervise the data collection.</li> </ul> </li> </ol>
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- Documentary evidence should be appointment letters.
- Evidence of Statistical Analysis tools can be dummy data on the system, screen-shots from eth system or other relevant proof will be accepted.
- Timelines is 6 weeks to get the final report, does not include the timeline for making presentations in the regions.

4. Forms provided to Tenderers including those forwarded to Banks should not be reformatted or any wordings changed.

5. Membership to ESOMAR or MSRA is a requisite.

NAME:

B. ntwi

SIGNATURE



DATE

16/3/2017