



Central Office – P.O. Box 30099, Nairobi, Kenya
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StimaPlaza, Kolobot Road
Nairobi, Kenya

Our Ref: KP1/9A.2/OT/017/CS/24-25/JM/mn

Friday, February 7, 2025

TO: ALL PROSPECTIVE BIDDERS

Dear Sirs/ Madams:

RE: ADDENDUM NO. 1 TO THE TENDER NO. KP1/9A.2/OT/017/CS/24-25 FOR PROVISION OF CUSTOMER SATISFACTION SURVEY SERVICES

The following clarifications 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. CLARIFICATION

| No | Bidders request for clarifications | Our Responsive |
|----|---|--|
| 1. | Where can we get password reset? | Send your Email to our Supply systems team on email available on the system and on Tender Document indicated on Tender Data Sheet. TDS |
| 2. | Tender Security | The original Tender Security should be kept in an envelope clearly labelled with the Tender number & name and shall be deposited in the Tender Security Box on 3rd Floor Supply Chain Reception at Stima Plaza, Kolobot Road, on or before the opening date. The deadline for tender submission is as indicated on the E -PROCUREMENT PORTAL |
| 3. | Can the Tender Closing Date be extended in light of the clarifications made in the Pre-Bid meeting. | Yes. Has been extended to 18Th February, 2025 at 10.30 Am. See on E procurement portal. |

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| 4. | Tender document not available on E- procurement portal | You are advised to refresh the portal to update. |
| 5. | Contract term | Two (2) years . |
| 6. | Performance Bond . | Shall be 10% of the Contract Value. |
| | The Tender Document mentions that “Computer Aided Telephonic Interviews (CATI) can be used to establish County Satisfaction Index”. Is the expectation that only CATI will be used for data collection? Will the data collection team be required to go on the ground at any point of the surveys? | <i>Two tools available for Mystery shopper; i) for visits to Banking Halls or commercial officers and ii) for mystery calling</i> |
| 7. | The Mystery Shopper survey will seek to evaluate KPLC branches on calls, email, live chat, SMS. How many surveys are expected for the Mystery Shopper Surveys? | <i>Two tools available for Mystery shopper; i) for visits to Banking Halls or commercial officers and ii) for mystery calling</i> |

NOTE

- a) The Survey is being conducted country-wide to establish Customer Satisfaction Index for
 - i) Overall Kenya Power.
 - ii) Ten (10) Kenya Power Regions.
 - iii) Forty nine (49) Kenya Power Counties. *(Regional Details in the Tender Document)*
- b) The report is to be presented to all ten (10) KPLC Regional Headquarters in the country.
- c) Mystery shopper to cover all branches in number across the country *(List of Offices indicated)*.
- d) Crucial requirement to adhere to delivery timelines. The final report is expected in about 6 weeks after contracting.
- e) This Brief Schedule of Service covers the full scope of the survey. However, all will be discussed in detail upon award.

Bidders are advised to clearly label their documents while uploading on the portal.

3.CHANGE OF CLOSING DATE

The tender closing date has been extended from 12Th February, 2025 to **18Th February, 2025 at 10.30 Am.**

All other terms and conditions remains as per the Principal Tender Document (PTD)

Yours faithfully,

For: **THE KENYA POWER & LIGHTING COMPANY PLC**



DR. JOHN NGENO, OGW
GENERAL MANAGER, SUPPLY CHAIN AND LOGISTICS