



## **TENDER ADVERTISEMENT NATIONAL OPEN TENDER**

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**TENDER NO: KTNA/RFP/02/2024-2025**

**REQUEST FOR PROPOSALS - CUSTOMER SATISFACTION SURVEY AND  
CUSTOMER JOURNEY MAPPING SERVICES**

To: All Eligible Consultancy Firms

1. The Kenya Trade Network Agency (KenTrade) has set aside funds in its budget from GOK toward the cost of the above subject consulting services.
2. KenTrade now invites proposals to provide Customer Satisfaction survey and Customer Journey mapping services (here in after called "the services") for the period specified in the terms of reference. More details on the services are provided in section 5 of this document.
3. This Request for Proposals (RFP) has been addressed to ALL eligible consulting firms pursuant to the provisions of Section 118 (1) (a) of the Public Procurement and Disposal Act ,2015.
4. Consultants may associate with other firms to enhance their qualifications but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.
5. A consultant will be selected under Quality and Cost Based Selection Method (QCBS) method and in a format as described in this RFP, in accordance with the Public Procurement and Asset Disposal Act 2015 and Regulations 2020, copies of which are found at the following website: [www.ppra.go.ke](http://www.ppra.go.ke).
6. Eligible and interested bidders may obtain further information and inspect the bidding documents at Supply Chain Management Office at the Kenya Trade Network Agency (KenTrade) Headquarters on 1<sup>st</sup> Floor, Embankment Plaza, Upper Hill between 8.00am and 5.00pm Kenyan Time, Monday to Friday except lunch time between 1.00pm to 2.00pm and on public holidays.

7. A complete set of tender documents may be obtained by interested candidates upon payment of a non-refundable fee of Kshs. 1,000/= (One thousand shillings only) deposited in KenTrade's Co-operative Bank Account no. 01141162178000, Account Name: Kenya Trade Network Agency, Upper Hill Branch.
8. The tender document may also be downloaded free of charge from the Public Procurement Information Portal [www.tenders.go.ke](http://www.tenders.go.ke) and/or the Kenya Trade Network Agency website at the following link; <http://www.kentrade.go.ke/index.php/procurement/tenders>.
9. Bidders who download the tender document from the government portal must register with KenTrade, giving full details of the company name, postal, physical, email and telephone addresses through the email address; [procurement@kentrade.go.ke](mailto:procurement@kentrade.go.ke) for the purposes of receiving any future communication.
10. Completed tenders must be submitted to the address below in two separate envelopes marked "Technical Proposal" and "Financial Proposal" on or before **Friday, February 07, 2025, at 10:00am.**

**Chief Executive Officer  
Kenya Trade Network Agency  
1<sup>st</sup> Floor, Embankment Plaza, Upper Hill  
P O Box 36943-00200  
Nairobi.**

11. Electronic tenders will not be permitted.
12. Tenders will be opened immediately after the deadline date and time specified above or any deadline date and time specified late in the presence of the Tenderers' designated representatives who choose to attend.
13. Late tenders will be rejected.

**Chief Executive Officer**