

# TENDER NOTICE

## **REQUEST FOR PROPOSALS FOR CONSULTANCY TO CARRY OUT RESEARCH ON RECENT DEVELOPMENTS IN THE POSTAL AND COURIER MARKETS IN KENYA**

The Communications Commission of Kenya, the regulatory authority for the communications sector in Kenya, invites proposals for consultancy services to carry out a market research on recent developments in the postal and courier market in Kenya.

The Commission wishes to carry out a market research in the postal and courier sub-sector with the objective of identifying key factors influencing postal and courier developments in order to make necessary interventions in the sector.

### **The Terms of Reference for the consultancy include:**

- (i) Outlining the historical development of the postal and courier market in the country giving regional and global comparisons.
- (ii) Analysing the various market segments in the country, including competition mechanisms, cooperation and market share of various players
- (iii) Analysing the growth of the postal and courier services market in the last five years in terms of geographical spread, usage, sectoral absorption, revenue generated, employment creation, etc
- (iv) Analysing postal and courier service tariffs and other pricing mechanisms employed by operators and service providers since the advent of postal liberalization and suggest appropriate regulatory mechanisms.
- (v) Assessing consumer expectations and levels of satisfaction in postal and courier services
- (vi) Identifying and documenting factors that hinder growth of the postal and courier market development and propose initiatives to revitalize the sub-sector in the country.
- (vii) Forecasting the growth of the sub-sector in the next five years, including investment trend.
- (viii) Developing a postal and courier services database framework.
- (ix) Reviewing the existing postal and courier licensing and enforcement mechanisms (including fees and categories) and suggest ways of ensuring compliance and least cost intervention by the Commission.
- (x) Examining the characteristics, size and spread of postal financial services such as money transfers, among others currently being offered by various postal and courier operators.
- (xi) Analysing of the achievement of universal postal services, sustenance and financing including reserved service provisions and recommend any necessary modifications of the same so as to enhance the realization of the original objective of Universal Service Obligation (USO).
- (xii) Analysing the performance of the public postal licensee, the Postal Corporation of Kenya (PCK) with regard to quality of service standards of basic services offered and propose amendments for improvement.

To qualify for consideration for award of the tender, bidding firms must demonstrate relevant survey experience of not less than five years.

Detailed tender documents may be obtained from the Commission's Procurement Unit at the CCK Centre during working hours between **9.00 a.m - 12.00 noon** and from **2.00 p.m. to 4.00 p.m.** upon payment of a non-refundable fee of **Kshs. 1000 only**. Payments shall be made in cash, money orders or banker's cheque payable to the Commission.

Proposals in sealed envelopes clearly marked - **CCK/RF/65/2007 "Proposals for Research on recent developments in the postal and courier market in Kenya"** should be placed in the tender box situated on the ground floor of the CCK Centre or mailed to the address below on or before **14th March 2007 at 2.30 p.m.**

**The Secretary  
Tender committee  
Communications Commission of Kenya  
P.O. Box 14448  
Nairobi 00800  
Tel: +254 20 4242000  
Email: [info@cck.go.ke](mailto:info@cck.go.ke)  
Website: [www.cck.go.ke](http://www.cck.go.ke)**



Tenders will be opened immediately after at the CCK Centre in the presence of bidders or representatives who choose to attend.