

TENDER NOTICE

REQUEST FOR PROPOSAL FOR CONSULTANCY TO CARRY OUT CUSTOMER SATISFACTION AND PERCEPTION SURVEYS.

The Communications Commission of Kenya (CCK) is the regulatory authority for the ICT industry in Kenya with responsibilities in telecommunications, broadcasting, e-transactions and postal services. CCK is also responsible for managing the country's numbering and frequency resources.

In executing its mandate, the Commission is committed to creating an environment that ensures fairplay among the various service providers and a clear understanding of its regulatory responsibilities. It is with this commitment in mind that the Commission seeks to carry out a customer satisfaction and perception survey.

CCK wishes to invite proposals for the above services to be carried out in the next three years: 2010/2011, 2011/2012 and 2012/2013. Bidding firms must demonstrate relevant survey experience of not less than three years among other mandatory criteria.

Eligible bidders may obtain detailed tender documents from the Procurement Unit at the CCK Centre along Waiyaki Way, Nairobi, on weekdays during working hours between 9.00a.m and 4.00 p.m. upon payment of non-refundable fee of Kenya shillings **Two Thousand (Kshs.2,000) only**. This amount is payable in cash or banker's cheque to the Communications Commission of Kenya.

Duly completed tender documents should be submitted in a plain, sealed envelope, marked **"CCK/RFP/02/2010-2011 Proposals for Customer Satisfaction and Perception Survey"**.

Tender documents should be deposited in the Tender Box on the ground floor of the CCK Centre or sent to the address given below, so as to reach on or before **24th November, 2010 at 2.30 p.m.**

Secretary

Tender Committee

Communications Commission of Kenya

P.O BOX 14448, Nairobi, 00800

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Website: www.cck.go.ke

Tenders shall be opened immediately after at the Commissions 1st Floor meeting room in the presence of bidder's representative(s) who choose to attend.



**Communications
Commission
of Kenya**