



KENYA REVENUE AUTHORITY

ISO 9001:2015 CERTIFIED

23rd MAY, 2019

**TENDER NO: KRA / HQS / RFP-055/ 2018-2019: REQUEST FOR PROPOSALS (RFP)
SELECTION OF CONSULTANTS TO CONDUCT;**

- LOT 1: Dipstick survey services
- LOT 2: Mystery shop services

FOR A PERIOD OF THREE YEARS

**To all Bidders,
ADDENDUM/CLARIFICATIONS SET "1"**

(i) CLARIFICATION		
No	Bidder's Query	KRA Response
LOT 2: MYSTERY SHOP SERVICES		
1.	Objective: Evaluate the customer perception towards our service How is the consultant expected to carry this out?	<ul style="list-style-type: none"> • Since the consultant (bidder) will be the customer during the exercise, they should be able to evaluate and give their perception towards the service they will receive at the touch point. • They should be able to device a parameter/question that will enable them achieve this.
(ii) Addendum		
2.	Since the RFP for dipstick survey & mystery shopper survey has been split into 2 in the tender document (i.e. LOT 1 & LOT 2), when submitting our proposal, are we supposed to submit 2 proposals i.e. one for dipstick survey and another for mystery shopper? Kindly also clarify the same for the financials.	<ul style="list-style-type: none"> • The bidder is expected to draw up proposals for each LOT separately i.e submit 2 proposals. • The proposals should be priced as LOT 1 and LOT 2 appropriately as per the form of tender attached and Annex as I
LOT 1: DIPSTICK SURVEY SERVICES		
3.	Objective: Develop mystery shoppers for our service touch points Should this be part of the dipstick survey objectives?	<ul style="list-style-type: none"> • Bidders should ignore this deliverable as it is erroneous. • Bidders are advised to note this when developing their proposals

This Addendum/clarification form part of the bidding document and is binding to all bidders. All other terms and conditions of the tender remain the same. Bidders who have already downloaded the bidding documents are required to immediately acknowledge the receipt of this clarification.

Regards

Benson Kiruja
For: Deputy Commissioner - Supply Chain Management.



Tulipe Ushuru Tujitegemee !

FORM OF TENDER

To:
KENYA REVENUE AUTHORITY
P.O BOX 48240-00100,NAIROBI

Date _____

Tender No.
Tender Name

Gentlemen and/or Ladies:-

1. Having examined the Tender documents including Addenda No. (Insert numbers) the receipt of which is hereby duly acknowledged, we the undersigned, offer to provide the following services;

Lot 1, Dipstick Survey Services

Lot 2 Mystery Shop Services

Under this tender in conformity with the said Tender document for

a) Lot 1 the sum of

.....
.....[Total Tender amount in words and figures] or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Tender.

b) Lot 2 the sum of

.....
.....[Total Tender amount in words and figures] or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Tender.

2. We undertake, if our Tender is accepted, to provide the Services in accordance with the conditions of the tender.

3. We agree to abide by this Tender for a period of[number] days from the date fixed for Tender opening of the Instructions to Tenderers, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

4. This Tender, together with your written acceptance thereof and your notification of award, shall constitute a Contract between us subject to the signing of the contract by both parties.

5. We understand that you are not bound to accept the lowest or any tender you may receive.

Dated this _____ day of _____ 2019

[Signature]

[In the capacity of]

Duly authorized to sign tender for and on behalf of _____