



REPUBLIC OF KENYA

MINISTRY OF DEVOLUTION AND PLANNING

STATE DEPARTMENT OF DEVOLUTION

TERMS OF REFERENCE

CONSULTANCY SERVICES TO CONDUCT CUSTOMER SATISFACTION SURVEY 2016

1.0 Background

The Constitution of Kenya 2010, Article 1(4) provides that the sovereign power of the people of Kenya is to be exercised at the national and county level, thus creating a National and forty-seven (47) local units called the Counties, as the units of devolution.

The Ministry of Devolution and Planning (MoDP) draws its mandate from the Constitution (CoK, 2010) operationalised by various legislations. MoDP is charged with many significant national commitments outlined in The Constitution (CoK, 2010) and the Kenya Vision 2030.

Mandate

The National Government is made accountable by the Sixth Schedule to the Constitution of Kenya (COK 2010) (Section 15(2)(a) to facilitate devolution of power; assist and support county governments in building their capacity to govern effectively; and provide services for which they are responsible.

The mandate under section 121 of the County governments Act, 2012, places this responsibility on the Department responsible for matters relating to inter-governmental relations to provide support to county governments to enable them undertake their functions. Thus the key mandate of the State Department of Devolution is to make devolution work.

The purpose of this Customer Satisfaction Surveys is therefore to assess the effectiveness of the department's services in addressing its mandate and objectives in an effort to respond to causes of dissatisfaction.

Kenyans expect to see a real change in their lives across the responsibilities covered by the Ministry: better quality of services from the public servants; a devolved system of government that is efficient and accountable to the people; fulfillment of Vision 2030 targets; fulfillment of promises made; timely and accurate information on economic - social performance as a nation; and accelerated development.

The Ministry is committed to building adequate capacity at the county level to execute their mandates, providing a conducive work environment for its entire staff, and enhancing effective service delivery to the Kenyan public.

2.0 Objective of the Survey

The objective of this survey is to establish the overall level of Customer Satisfaction and perceptions in the services provided by the Ministry of Devolution and Planning with regard to implementation of devolution and the attendant issues of intergovernmental relations; good governance, social justice and equitable distribution of resources across the country.

The specific objectives:

- (i) To determine customer satisfaction levels among the ministry's stakeholders
- (ii) To provide information on customer perceptions of the Ministry
- (iii) To identify and prioritize service improvement areas

3.0 Scope of Work

The tasks in this assignment will include:

- (i) Review the previous year's survey recommendations (if any) and implementation status
- (ii) Determine the quality of service delivery as perceived by the customers in relation to the Service Charter and Strategic Plan
- (iii) Develop a measure of customer satisfaction and use it to determine the current level of satisfaction
- (iv) Identify sources of dissatisfaction in regard to service delivery
- (v) Identify the gaps in service delivery

- (vi) Propose improvement measures

5.0 Deliverables

The following are the deliverables for this assignment:

1. Inception report: To be provided 14 days from the commencement of the assignment. The report will describe the methodology and tools to be used.
2. Draft report on Survey findings, recommendation and suggestion on how to improve customer service to be presented to the ministry within 42 days of the commencement of the assignment
3. Stakeholder consultation report: This will be provided after a workshop were the draft findings are presented to key stakeholders
4. Submit the final report on the findings and recommendations taking into account the comments of stakeholders to be presented both in hard and soft copies 15 days after the receipt of the consultation report.
5. All reports will be submitted in two (2) hard copies as well as electronic copies, CD ROM in Microsoft Office format.

6.0 Duration

The assignment is expected to take 70 days from commencement to the submission of the final report.

7.0 Reporting

The Consultant will report to the Principal Secretary, State Department of Devolution.

8.0 Qualifications

The Consultant / Consultant's team should have the following qualifications:

- (i) A post graduate qualification in social sciences, public relations, communication studies, information science or any other relevant fields
- (ii) Certificate in customer service, or any other relevant qualification

- (iii) Demonstrate capacity to unpack Constitutional requirements for the devolution process in Kenya.
- (iv) Demonstrate understanding of the units of devolution in the country and their structural alignment.
- (v) Demonstrate capacity to interrogate the administrative, legal and governance processes in the devolved units.
- (vi) Excellent interpersonal skills and understanding of stakeholder/partner participation in government business.
- (vii) Experience in carrying out research, participatory planning and management; civic education.
- (viii) Experience in undertaking public sector Customer Satisfaction surveys.
- (ix) Experience in baseline surveys for government institutions.

11.0 Terms of Payment

MILESTONES	DELIVERABLES	TIMELINE	% PAYMENT
Inception	Inception Report	14 days	20
Draft report customer satisfaction survey	Zero draft of the customer satisfaction survey report findings	42 days	30
Incorporation of stakeholders comments	Consultative report		
Finalization of Customer Satisfaction Survey Report	Submission of final report of the customer satisfaction report	14 days	50

1. Consultant's Selection Criteria (Technical Evaluation)

	Criteria	Weight	Maximum Points
1.	Key Qualifications	20%	20
	Post graduate degree in Social Sciences, Public Relations, Communication Studies, Information Science (Team Leader)		10
	Certificate in customer service, or any other relevant qualification		3
	Bachelor's degree in research, Support Staff		7
2.	Experience	40%	40
	Experience in undertaking public sector customer satisfaction surveys		15
	Previous experience in surveys for public institutions		20
	Evidence of participatory planning, and knowledge management		5
3.	Methodology	30%	30
	Understanding of the Terms of Reference		10
	Technical approach to Methodology		15
	Presentation of a work plan		5
4.	Competencies	10%	10
	Analytical skills		4
	Data entry and processing skills		3
	Interpersonal skills		3
	TOTAL	100%	

ONLY Technical Proposal that attain a minimum of 70% score shall be considered responsive and shall proceed to the next stage (Financial Evaluation).