

# EXPRESSION OF INTEREST

## **CONSULTANCY SERVICES TO DEVELOP, SUPPLY AND INSTALL A SERVICE DELIVERY MONITORING AND EVALUATION FRAMEWORK AND TRACKING SYSTEM**

The Communications Commission of Kenya (CCK) is the regulatory authority for the ICT industry in Kenya with the responsibilities in telecommunications, e-commerce, broadcasting, and postal/ courier services. CCK is also responsible for protecting the rights of ICT consumers and for managing the country's numbering and spectrum resources.

CCK has in place both an internal and external service charter that articulates service delivery standards. CCK intends to put in place a system that will automate monitoring and evaluation of the two Charters to determine levels of adherence. This consultancy will involve the development of a framework and development of an appropriate system architecture, identify system requirements and propose installation schedule and requirements. CCK wishes to invite interested consultancy firms to provide consultancy services to develop, supply and install a service delivery monitoring and evaluation framework and tracking system-CCK/PROC/EOI/11/2013-2014.

The EOI documents must be accompanied by the following:

1. Company profile (company history, contacts, services and affiliations)
2. A copy of a valid KRA tax compliance certificate.
3. Two copies of the Expression of Interest (EOI) documents (original and a copy)
4. Details of at least three similar consultancy services the firm has undertaken in the past three (3) years
5. Reference letters from the three organizations mentioned in 4 above
6. Demonstration of financial capability in carrying out the required consultancy services by attaching certified copies of the firm's audited accounts for the last three (3) years ( i.e. 2010, 2011 and 2012); and
7. Proposed methodology, plan and schedule implementation of the services.

Expression of Interest (EOI) documents should be submitted in plain, sealed envelopes clearly marked **CCK/PROC/EOI/11/2013-2014 - Consultancy services to develop, supply and install a service delivery monitoring and evaluation framework and tracking system**. The documents should be deposited in the CCK's tender box situated on the ground floor of CCK Centre, Waiyaki Way, and addressed as shown below so as to reach CCK on or before **27th March 2014 at 2.30 p.m.**

**The Secretary**

**Tender Committee**

**Communications Commission of Kenya (CCK)**

**P.O. BOX 14448, NAIROBI-00800**

**Tel. +254(020)4242000**

**Mobile+254 703-042000/ +254 736 121515/121414**

**Emails: [tenders@cck.go.ke](mailto:tenders@cck.go.ke)**

**Website: [www.cck.go.ke](http://www.cck.go.ke)**

Bids of the tender shall be opened soon thereafter at the meeting room on the 1st Floor of the CCK Centre in the presence of the bidder's representative(s) who choose to attend.



**Communications  
Commission  
of Kenya**