

## Staff honoured in role of service delivery as Office marks International Customer Service

The Office of the Registrar of Political Parties (ORPP) on 3rd October commemorated the 2022 Customer Service, held a reflection session at the headquarters and a section of regional offices.



Registrar of Political Parties, Ann Nderitu and CPA Florence Birya with a section of staff lead in cutting a cake to celebrate staff contribution to service delivery in the 4th floor boardroom, headquarters

Running ORPP-contextual theme, was in appreciation of staff commitment to quality service delivery and dedication to exceptional service during the electioneering period. The session was marked by sharing confectionaries, flowers (show of love and appreciation in service) and holding a moment of reflection in which the top Management and staff shared milestones in customer experience and identifying areas for improvement.

Speaking during the session to ORPP's staff at the headquarters boardroom, Registrar of Political

Parties Ann Nderitu thanked the staff for their unwavering contribution to the Office, especially during the electoral cycle activities, which had them work beyond the call of duty and the set timelines. She commended the staff for their passion to serve the country in their respective areas of designations and posting that boosted on the Office's corporate identity.

“Notwithstanding your cadre, you hold your respective positions in trust of the citizens, therefore, you should utilize this rare opportunity to leave a mark in your role so that you set structures that outlives you”, said the Registrar.

She further noted the need to strive to build a model institution that stands out as a benchmark and sets itself apart.



Registrar of Political Parties makes her remarks using rose flowers bouquet as a symbolic gesture to acknowledge exemplary performance staff especially in the electioneering period

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“Our focus should be on establishing and sustaining institutions that runs effectively and serves beyond its statutory obligation,” advised.

The Registrar also took the opportunity to remind ORPP staff for strict adherence to the Office’s Service Delivery Charter service commitments and timelines in offering services as well as observing the Staff Code of Conduct. She urged for coordination between departments to ensure a seamless flow of activities and address gaps in customer service on sharing of information and response time to customers.

On her part, the Assistant Registrar CPA Florence Birya noted that serving in ORPP in various capacities was indeed a privileged opportunity and staff need to embrace it and give the service expected of them, because every customer deserves good service.



Assistant Registrar of Political Parties, CPA Florence Birya speaking during the forum

“We have as an Office proven over time our quality of service that has made a name for ORPP brand nationally and continentally. This is demonstrated in the relationship built with our customers, the standards of service and policies that govern our culture. Together we can set the bar even higher- ‘Mgemema akisifiwa asitie tembo maji’,” analo-

gized, the Assistant Registrar. Staff who spoke accorded dedication exhibited by all staff. “We have done well in service our customers and we can only do better, noted Josephat Nyongesa of ICT with Jacqueline Kosgei of Human Resources Management appreciating holding such an internal reflection meeting to take stock of the institutional service model with a view to celebrate internal just as external customers.

Such commemorations were concurrently held in some ORPP regional offices. In Mombasa, staff lead by Regional Coordinator Ezekiel Obonyo hosted team for cut-sharing and lunch meeting while in Kisumu and Nakuru, regional heads, John Mwaura and Lucy Kemunto led their teams in sharing branded gift hampers with stakeholders neighboring their office blocks.

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ORPP Mombasa region team share a cake with staff and some stakeholders to mark the customer service week on 3rd October



ORPP Nakuru Office gifted clients on commemoration of customer service week

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Kisumu regional office gifted DCIO (NPS) KNCHR, IEBC and among other during customer service week commemoration

The Customer Service week is a global event, which is celebrated annually within the first week of every October, and it avails service-oriented organizations like ORPP the opportunity to appreciate its internal and external customers and recalibrate their customer experience strategies. This year's Customer Service Week themed "Celebrate Service"

## Frontline staff sensitized on raft of areas in ORPP brand standards , access to information and customers procedures

Frontline staff are a critical human capital segment that shapes corporate reputation and contributes to the impactful delivery of services. ORPP is deliberate in building capacity to deliver a wide range of services to the stakeholders. In an ORPP frontline sensitization held on 27th and 28th October 2022, the group was taken through varied areas to enhance understanding of ORPP brand standards, professional conduct, customer experience practices & cascading of customer experience framework, records, and customer data management, mechanisms for Office Resource Centre's information, resources access portals among others.

" This training seeks to build your capacity as front officers to actualize the Office resolve for customer experience in all processes, records, and customer data management within principles of access to information and data protection", said Registrar of Political Parties, Ann Nderitu in the forum.

"The ORPP as a global model regulator of political parties will continue to create brand harmony by streamlining processes as part of efforts to efficiently deliver services and serve Kenyans with honor and decorum", noted the Registrar.



Right; Registrar of Political Parties address frontline staff comprising of clerks and customer service personnel in a sensitization forum on 28th October, 2022 at Empolos hotel , Nakuru. Left: Participants in a group photo after the insightful sessions conducted by a section of senior staff and a representative of the Commission on Administrative Justice (CAJ)



## OTHER ORPP MOMENTS OF THE MONTH IN BRIEF

### Ethiopian political parties regulator seek counsel from ORPP on role in elections

Insightful engagement between ORPP and National Electoral Board of Ethiopia- NEBE - on their peer to peer exchange visit about political parties processes and parties regulation that happened on 4th October, 2022.

The team was taken through political parties registration, compliance, and Administration laws, procedures, and guidelines as is in the ORPP's mandate. Discussions also revolved around successful programs the Office rolled ahead, during, and post the 2022 general election. Such included monitoring of party activities; legislative and ICT reforms; verification of political parties' membership at varied stages; capacity building initiatives for different target groups among others.

"Our processes and operations are bound by the Constitution, Political Parties Act, 2011, and other laws that the Office abide by in all its processes and aligned to its strategic direction," CPA Florence Birya noted.



Registrar of Political Parties lead ORPP officers during a National Electoral Board of Ethiopia (NEBE) who paid a courtesy visit on 4th October at the headquarters

The Registrar Ann N. Nderitu gave highlights of the history of ORPP and the country's political parties' journey that has broadened the attainment of the citizens' political rights as enshrined in the Constitution of Kenya. "ORPP is proud of its regulatory role of political parties resulting in them being sustainable and foundational governance institutions as found in their constitutions. As an Office, we have made deliberate to promote, protect and support inclusion measures for special interests groups in our programming and continue to entrench such in party leadership for a bal-

anced political landscape", Registrar guided.

A section team had an opportunity further engage their ORPP peers on technical aspects of various dockets including ICT internal systems, compliance measures, institutional structure,s and co-shared expert experiences between the two institutions. "We will put to practice our learning from this insightful session as we try to recalibrate our country's political management model ", appreciated Chairperson NEBE, Birtukan Midekssa Deme.

The visiting team also comprising of European Centre for Electoral Support , Kenyan and Ethiopian-based officials, included NEBE Board members and staff in the ICT and political parties departments.



ORPP team, ECES and NEBE visiting guests pose for a group after the meeting at Lion place, 4th floor boardroom

## Registrar to feature in world documentary to chronicle reflection of Kenya's 2022 general election and country's growth of democracy

The country's resilience and growth of democracy is demonstrable. This is reflected in Kenya's elaborate election legal framework & processes; the establishment and strengthening of election-bearing institutions and their proper functioning and discourse by citizens. The Registrar of Political Parties, Ann Nderitu CBS, also an election & governance expert spoke about this today in an interview with National Cohesion and Integration Commission (NCIC) and European Centre for Electoral Support (ECES) interview for a documentary to chronicle the democratic journey in the country.

"It is my pride and passion to see Kenyans enjoy their political rights with responsibility courtesy of the long journey of political parties regulation and their growth that many individuals and institutions have over the years contributed to", noted Registrar. She called for civic engagement on ideologies and party policies that resonate with modern issues amongst all players including the citizens to demystify negative narratives on politics and political parties as they are pertinent to democratic governance. "My vision for the country is its attainment of strong democracy based on a vibrant multi-party system and a robust civil service committed to serving the country".



Registrar during an interview with European Centre for Electoral Support (ECES) crew at the headquarters on 7th November

The Registrar spoke on a raft of issues on the milestones of ORPP, especially in the previous election cycle, lessons learned in the 2022 general election, democratic-bound reforms, stakeholder collaborations and the impact of the Political Parties Fund among others.

The documentary to be released in due course is part of ongoing Pro-Peace Kenya Project for Promoting Peace and Cohesion by Preventing and Mitigating Electoral Conflict in the post-election period.

## ORPP radiates joy to needy in a twin outreach engagement

Memorable moments in Gatina Primary School, Dagoretti Nairobi, 22nd October. Registrar, Ann Nderitu led empowerment & inspirational talks to teachers, grade 6 and class 8 candidates, dubbed "Sit Chat". Team also had fulfilling sessions, offering school essentials to the candidates, such as food items, and engaged in joint sporting activities. It was part of ORPP commitment to community outreach programs as guided by its CSR policy.



ORPP Damaris Mwaniki entertains pupils of Gatina primary school in Dagoretti during Corporate Social Responsibility (CSR) exercise on 22nd October, 2022



ORPP officers distribute snacks to grade 6 and class 8 pupils .



## PICTURE SPEAK



ORPP Kisumu region shares a cake and basic items to Newlife Home trust that caters physically challenges and abandoned children. The CSR activity was held on 12th October, 2022. The team undertaken by the region's coordinator, Lucy Kemunto and team.



Lively engagement at ORPP stand exhibiting, Mombasa Agricultural Society of Kenya (ASK) with varied stakeholders, students and showgoers. The Office aimed at expanding its brand positioning initiatives and customer experience reforms through technological solutions throughout the show from 1st –6th November 2022



ORPP staff during the commemoration of customer service week at the boardroom headquarters on 3rd October 2022. The theme was; "Celebrate service"

# Pool of ORPP service providers finalized

Registration of suppliers for the Financial Years 2022/23 – 2023-24 has been finalized after due process has been finalized following floating of Tender No. ORPP/01/2022/2024 - Registration of Suppliers for Goods, Works and Services for the stated period. Submission of bids by potential suppliers published on 6<sup>th</sup> September, 2022 closed on deadline of 23<sup>rd</sup> of the same month at 11.00 on completion of statutory publication period .

On the closure, the bids were opened and data captured in the last week of September and evaluation done mid October by opening and evaluation Committees appointed by the Accounting Officer in line with prescriptions of Public Procurement and Asset Disposal Act, 2022.

The outcome of the evaluation containing lists of successful and unsuccessful bids is published on ORPP website <https://www.orpp.or.ke> and Public Procurement Information Portal, <https://tenders.go.ke> for notification and information.

**REGISTRATION OF SUPPLIERS NOTICE**

The Office of the Registrar of Political Parties (ORPP) is a State Office established under Political Parties Act, No. 11 of 2011 pursuant to section 61 and 62 of the Constitution of Kenya, 2010. The Office is mandated to register and regulate political parties as well as coordinate the national polls.

ORPP invites service applications from interested and eligible Suppliers for registration of suppliers for the period 2022/23-2023/24. General terms are attached in the attached table below. Suppliers currently registered by ORPP are required to register as fresh if they wish to participate.

Firms registered under the Youth, Women and Persons with Disability (YWPWD) are encouraged to apply.

Item No.	ITEM No.	ITEM DESCRIPTION	ELIGIBILITY
1.	ORPP/01/2022-2024	Supply and Delivery of Stationery and Office Supplies	Special Groups (YWPWD)
2.	ORPP/01/2022-2024	Supply and Delivery of Computers, Laptops, Printer, Copier and ICT Accessories & Peripherals	Open
3.	ORPP/01/2022-2024	Supply and Delivery of Computer Software, Operating Systems, Applications and other application systems	Open
4.	ORPP/01/2022-2024	Supply and Delivery of ITSM, Help Desks, Mobile phones and Office Telecommunication accessories	Open
5.	ORPP/01/2022-2024	Supply and Delivery of Staff Incentives, Clothing and Professional Costs	Special Groups (YWPWD)
6.	ORPP/01/2022-2024	Supply and Delivery of Daily Menstruation, Periodicals, Fats and Hygiene	Special Groups (YWPWD)
7.	ORPP/01/2022-2024	Supply and Delivery of Energy Materials, Books, Periodicals & other Substantial Material material	Open
8.	ORPP/01/2022-2024	Supply and Delivery of Mobile Phones	Special Groups (YWPWD)
9.	ORPP/01/2022-2024	Supply and Delivery of General Office Equipment	Open
10.	ORPP/01/2022-2024	Supply and Delivery of Furniture, fittings & fixtures	Open
11.	ORPP/01/2022-2024	Supply and Delivery of Printing Material	Special Groups (YWPWD)
12.	ORPP/01/2022-2024	Supply and Delivery of Motor vehicles, Van, Light trucks and other related motor vehicle accessories	Open
13.	ORPP/01/2022-2024	Supply and Delivery of Electrical and Electrical Appliances	Special Groups (YWPWD)

**CATEGORY B - PROVISION OF SERVICES**

Item No.	ITEM No.	ITEM DESCRIPTION	ELIGIBILITY
14.	ORPP/01/2022-2024	Provision of Security & Protective Services	Open
15.	ORPP/01/2022-2024	Provision of Legal Services	Open
16.	ORPP/01/2022-2024	Provision of Food and Beverage Services	Open
17.	ORPP/01/2022-2024	Provision of Transport Services	Open
18.	ORPP/01/2022-2024	Provision of IT Services	Open
19.	ORPP/01/2022-2024	Provision of Cleaning Services	Open
20.	ORPP/01/2022-2024	Provision of Catering Services	Open
21.	ORPP/01/2022-2024	Provision of Security Services	Open
22.	ORPP/01/2022-2024	Provision of Training and Education	Open
23.	ORPP/01/2022-2024	Provision of Consulting Services	Open
24.	ORPP/01/2022-2024	Provision of Printing Services	Open
25.	ORPP/01/2022-2024	Provision of IT Services	Open
26.	ORPP/01/2022-2024	Provision of Security Services	Open
27.	ORPP/01/2022-2024	Provision of Printing Services	Open
28.	ORPP/01/2022-2024	Provision of Printing Services	Open
29.	ORPP/01/2022-2024	Provision of Printing Services	Open
30.	ORPP/01/2022-2024	Provision of Printing Services	Open

**CATEGORY C - SMALL BUSINESS ENTERPRISES**

Item No.	ITEM No.	ITEM DESCRIPTION	ELIGIBILITY
31.	ORPP/01/2022-2024	Provision of Printing Services	Open
32.	ORPP/01/2022-2024	Provision of Printing Services	Open

Ann N. Nderitu, CBS  
Registrar of Political Parties

## A notice of registration of suppliers

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The end!