



NICO
Insurance

Sanlam group

INVITATION FOR PROPOSALS FOR A CUSTOMER SATISFACTION SURVEY

NICO Insurance (Zambia) Limited hereby invites capable consultants to submit proposals for a Customer Satisfaction Survey (CSS) and Net Promoter Score Survey. Please find details below:

OBJECTIVES

The objectives of the Survey are the following:

- a) To establish the Customer Satisfaction Index (CSI) for NICO Zambia for the year 2023.
- b) To establish the Net Promoter Score (NPS) for NICO Zambia for the year 2023.
- c) To source feedback and recommendations from customers.
- d) To source professional guidance on best practices from the contracted consultant.

CONSULTANT'S QUALITIES

The suitable consultant must have the following qualities:

- a) A proven record in the delivery of customer experience surveys as can be confirmed through referees
- b) Attention to detail
- c) Integrity
- d) Access to technology that will ease the delivery of the CSS (data collection software, online questionnaire support, data analysis software, SMS broadcast system, etc.)
- e) Ability to work with minimum supervision
- f) Planning skills
- g) Presentation skills
- h) Report writing skills
- i) A workforce that includes and may not be limited to research assistants to undertake data collection and other tasks, supervisors to oversee the research assistants, senior research staff to undertake presentations to NICO subsidiaries at various points in the CSS process, research assistant training, data analysis, report writing, and report checking, among other duties.



CONSULTANT'S DELIVERABLES

The consultant is expected to do the following:

- a) To deliver a detailed technical and financial proposal for the project.
- b) To propose for approval a detailed calendar of activities to be done in the project including responsibilities.
- c) To deliver the milestones of the survey within agreed timelines.
 - a. To deliver high quality reports in terms of accuracy of findings, correctness of calculated.
 - b. Numbers, coherence of information, and high quality of written communication.
- d) To deliver professional guidance on best practices in the research process leading to the execution of the survey and the publication of results.
- e) To source and pay for the tools and activities that will be required in the process of delivering the CSS.
- f) To identify the right mode of data collection for different types of customers.
- g) To employ and train data collection staff that have strong competence in written and spoken English, Nyanja, and Bemba languages and are also of courteous and respectful conduct.
- h) To implement measures to ensure high quality data.
- i) To interrogate and report on customers by categories identified by each subsidiary (e.g. segmentation, location, earning brackets, type of product or service, principle officers, etc.).
- j) To deliver a preliminary report and a final report of high quality in terms of accuracy of findings, correctness of calculated numbers, coherence of information, and high quality of written communication.
- k) To include in the CSS final report details about the positive and negative points expressed by customers along with their root causes; and proposed / recommended actions to be done to maintain and improve the positive points and to improve the negative points with the overall aim of improving the CSI and NPS.
- l) To share soft copies of the database that will be created through the data entry process.
- m) To be available to present reports to all subsidiaries at inception, completion, and any other relevant stages.



AREAS OF INTERROGATION

The following are the areas that will need to be interrogated and reported on in the survey.

- a) Pricing
- b) Staff Professionalism / Customer Care / Service Delivery
- c) Engagement and Communication
- d) Complaint Handling
- e) Claim Processing
- f) The likelihood to do business with the company in future
- g) The likelihood to recommend the company to others

CONCLUSION

The final report of the CSS is required by 31st January 2024. The contracted consultant is therefore expected to plan according to this deadline.

The proposals must be addressed to:

The Human Resources & Administration Manager
NICO Insurance Zambia Limited
Plot 6106 & 6107, Great East Road
Northmead
P.O. Box 32825
Lusaka.

The proposals must be emailed to recruit@nicoinsurance.co.zm no later than Tuesday 10th October 2023.

