



REPUBLIC OF KENYA



MINISTRY OF AGRICULTURE & LIVESTOCK DEVELOPMENT
STATE DEPARTMENT FOR LIVESTOCK DEVELOPMENT
De- Risking, Inclusion and Value Enhancement of Pastoral Economies
(DRIVE) Project

REQUEST FOR EXPRESSIONS OF INTEREST

(CONSULTANCY SERVICES – FIRMS SELECTION)

COUNTRY:	KENYA
NAME OF PROJECT:	DE- RISKING, INCLUSION AND VALUE ENHANCEMENT OF PASTORAL ECONOMIES (DRIVE) PROJECT
PROJECT ID No:	P176517
Loan No:	7139-KE
Assignment Title:	CONSULTANCY SERVICE FOR DRIVE PROJECT GRIEVANCE REDRESS MECHANISM SYSTEM
Reference No.	MOALD/SDLD/DRIVE/CQS/ONT/02/2023-2024

The Government of Kenya has received financing from World Bank (WB) toward the cost implementing De-risking, Inclusion and Value Enhancement of Pastoral Economies Project (DRIVE), and intends to apply part of the proceeds for consulting services.

The consulting services ("the Services") include Consultancy Services for **undertaking Project Grievance Redress Mechanism system.**

1. Objectives and Deliverables

The Government of Kenya is seeking for qualified and an experienced consultancy Firm to work with the DRIVE Project team to develop a Grievance Redress Mechanism (GRM) system, to enhance proper address of grievances among stakeholders and beneficiaries of the project. The GRM system will provide a one stop point for people to cast their feedback regardless of the organization concerned and will allow the referral of feedback from one organization or institution to another. The aim is to bring feedback and participation mechanisms closer and more easily understandable to the people. Integrated at the county level, the system will be linked to the county authorities and will establish linkages with the oversight institutions and law enforcement agencies to facilitate the resolution of feedback and promote effectiveness and coordination between organizations in responding and addressing beneficiaries' complaints and feedback.

The consultant firm will be required to deliver the following:

1. A GRM system that will be used to report grievances online and via SMS
2. A GRM system that will generate data and reports regarding the type of feedback received geographical areas of origin, time lapse between time feedback was received and when actions were taken / feedback resolved
3. Develop a manual GRM system that provides option to allow illiterate beneficiaries to report their cases.
4. Submit a detailed and workable work plan for the assignment.
5. Value addition to the Terms of Reference on the assignment.

Scope of the assignment

- i. Perform a critical assessment of the Ministry of Agriculture and Livestock Development website structure and contents to gather information on accessibility, quality of content, user-friendliness, ease of update and maintenance, ease of navigation among others. The advantages learnt are to be applied in the overall design and implementation of the DRIVE GRM system, website layout, navigation, and usability.
- ii. Design and implement the GRM platform taking into account the Ministry of Agriculture and Livestock Development including to Configure and deploy the GRM system platform on a secure hosting environment within MOALD ICT guidelines and infrastructure
- iii. Make recommendations for backup/restore plans
- iv. Training DRIVE Project participating entities including State Department of Livestock (both National and County) on the GRM platform maintenance and content management system.
- v. Full disclosure of and provision of system design and coding details for possible recalibration, reconfiguration, expansion, or redesign as need unfolds after the contract lapses.

The De-risking, Inclusion and Value Enhancement of Pastoral Economies Project (DRIVE) Project now invites eligible consultants to indicate their interest in providing the Services. Interested consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The short-listing criteria for the consultant are:

- i. Mandatory documents (Detailed Company Profile, Copies of Certificate of Incorporation/Registration certificate and Tax Compliance Certificate).
- ii. The firm should have Minimum of 7 years' experience in Linux-based operating systems, and strong technical advocate with a background in Java, or Scala, PHP or Python HTML, CSS and JavaScript. With a good understanding of the full web technology stack (HTTP, cookies, headers, asset loading / caching) List or evidence of similar work done for the last three years including link where possible)
- iii. Professional experience in providing ICT consultancy services and proven extensive experience working with the agricultural sector, arid lands areas (ASALS) and World Bank related project(s) in the last 5 years.
- iv. At least two assignments in key system development aspects, including systems analysis and design, vast experience in database management systems, project planning and management, capacity building and knowledge transfer, web applications development, information communication and education, and designing custom-based and GRM online services of complex development programs, including agricultural and development programs
- v. The firm should have ICT Certifications from a regulatory body in Kenya under the Systems and Applications Category
- vi. Technical and managerial capability of the consulting firm which should be supported by the organizations organogram.
- vii. Attach CV of key personnel. The proposed personnel should possess relevant qualifications and certifications in ICT system and networks design and development, project management, training and communication. At least one of the personnel should have knowledge and experience in the agricultural sector.

Key Experts will not be evaluated at the shortlisting stage.

Consultants may associate with other firms to enhance their qualifications, but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.

The attention of interested Consultants is drawn to paragraphs 1.9 of the World Bank's Guidelines: Selection and Employment of Consultants (under IBRD Loans and IDA Credits & Grants) by the World Bank Borrowers (of January 2011 and revised in July 2014 ("Consultant Guidelines"), setting forth the World Bank's policy on conflict of interest.

A Consultant will be selected in accordance with the Consultants Qualification Selection (CQS) method set out in the World Bank's Guidelines: Selection and Employment of Consultants. Further information can be obtained from National Project Coordinator, **De-risking, Inclusion and Value Enhancement of Pastoral Economies Project (DRIVE) Project** situated at **Hill Plaza, 8th Floor, Room 816, Ngong Road, Nairobi** from Monday to Friday excluding weekends and public holidays from 8.00AM to 5.00PM.

Expressions of interest must be delivered in a written form to the address below in person, by mail or by email addressed to: - **The Principal Secretary, State Department for Livestock Development, P.O Box 34188 -00100 Nairobi, Kenya** and be deposited in the Tender box at Kilimo house main reception -Ground floor, Cathedral road Nairobi on or before **Tuesday 28th November 2023 at 11.00 hours** clearly marked **Consultancy Services for Undertaking Project Grievance Redress Mechanism System.**

TOR for **undertaking Project Grievance Redress Mechanism system.** The detailed Terms of Reference for the assignment can be found in the following websites: www.kilimo.go.ke and www.tenders.go.ke may be viewed and obtained electronically for free from www.kilimo.go.ke , www.ppip@go.ke websites.

Consultants intending to send their Expression of Interest via email should send to pc-drive@kilimo.go.ke, by on or before **Tuesday 28th November 2023 at 11.00 hours.**

Submitted documents should be clearly marked **'Consultancy Services for Undertaking Project Grievance Redress Mechanism System'**.

Head, Supply Chain Management Services
For: Principal Secretary
State Department for Livestock Development

