



**NATIONAL AGRICULTURAL VALUE
CHAIN DEVELOPMENT PROJECT
(NAVCDP)**



NATIONAL PROJECT COORDINATING UNIT

Ministry of Agriculture and Livestock Development

STATE DEPARTMENT FOR AGRICULTURE

CREDIT No. IDA - 7064 -KE

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**DEVELOPING OF AN AUTOMATED WEB- BASED INTEGRATED GRIEVANCE FEEDBACK
REFERRAL AND MANAGEMENT SYSTEM (IGFRMS) FOR THE NATIONAL AGRICULTURAL
VALUE CHAIN DEVELOPMENT PROJECT**

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The National Coordinator (NAVCDP)
5th Floor, Capitol Hill Towers
Cathedral Road
P.O. Box 8073-00200
NAIROBI
Email: info@navcdp.go.ke
Phone: +254 -020 2715466

I. Background

The Government of Kenya has received financing from the World Bank towards the cost of the National Agricultural Value Chain Development Project (NAVCDP) and intends to apply part of the proceeds for consulting services. The consulting services (“the Services”) include consultancy to develop an Automated Web- Based Integrated Feedback Referral and Resolution System (IFRRS) for the National Agricultural Value Chain Development Project (NAVCDP).

National Agricultural Value Chain Development Project (NAVCDP) is a Community Driven Development Project that seeks to increase market participation and value addition for targeted small-scale farmers in Kenya who are engaged across 33 counties. The NAVCDP intends to build on the foundation set by two World Bank funded projects namely, the National Agricultural and Rural Inclusive Growth Project and the Kenya Climate Smart Agriculture Project. *The Project Development Objective (PDO) is to increase market participation and value addition for targeted farmers in select value chains in project areas.*

The project will support about 4 million farmers engaged in sixteen (16) value chains across 33 counties. It is anticipated that 50 percent of these farmers will be women. Targeting a high number of women farmers will positively impact their incomes and on the food and nutrition status of households. However, the roll out of project benefits under the project may result in exclusion of some farmers from vulnerable and disadvantaged category (orphans, and child headed households, the sick, elderly, and female headed households, people with disabilities) as per ESS1 as well as vulnerable and marginalised communities as per ESS7. The risk of exclusion and inadequate consultation with VMGs is rated as substantial. The key challenge for the project would be to ensure that the women farmers are meaningfully engaged in the project and that they accrue the project benefits. In addition, women farmers may be challenged with low literacy level and limited access to land which is a key resource for the project.

I.1 Project Description and Components

The project will deepen investments in existing interventions around productivity enhancement, community led farmer extension, water management and data driven value chain services. It will also introduce intensified investments into select value chains, scale up value addition and market linkages with agribusiness off-takers and small and medium enterprises, support farmer-led irrigation development (FLID), enhance access to credit, and support the rollout of urban food system pilots in select clusters.

Component I: Building Producer Capacity for Climate Resilient Stronger Value Chains

Component I is focused on sustainable productivity enhancement, climate resilient and nutrition sensitive production and increased market participation for project farmers through improved

access to credit, inputs and digital extension services while linking them to high-capacity Farmer Producer Organizations (FPOs). Inclusion of women smallholders will be a key focus area with at least 50 percent of CIG members supported under the project estimated to be women farmers. Sub Components here include;

- Sub-component 1.1: Farmer Capacity Building and e-E-Voucher support
- Sub-component 1.2: Farmer Producer Organization (FPO) level Climate Smart Value Chain Investments
- Sub-component 1.3: Improve Creditworthiness of CIGs and FPOs

Component-2: Climate smart value Chain Ecosystem Investments

The component will finance the enabling ecosystem investments identified as part of county level, regional level (spanning several counties) and national value chain development plans for each of the nine identified value chains. The following are the sub-components:

- Sub-component 2.1: Farmer-led irrigation development (FLID)
- Sub-component 2.2: Market access and infrastructure development
- Sub-component 2.3: Data and digital investments
- Sub-component 2.4: Research linkages, technical assistance, and institutional

Component 3: Piloting Safer Urban Food Systems

This component will support the rollout of Urban Food System pilots in Nairobi, a major urban cluster in the country, and parts of Kiambu and Machakos bordering the city as the peri-urban areas. The focus will be to demonstrate proof of concept of an efficient, climate smart and safe urban food system.

Sub-component 3.1: Urban and peri-urban agriculture

Sub-component 3.2: Urban market infrastructure

Sub-component 3.3: Policy and institutional strengthening

Component 4: Project Coordination and Management

This component will finance activities related to national and county-level project coordination, including planning, fiduciary (financial management and procurement), staffing & human resource (HR) management at the national level, environmental and social safeguards implementation, monitoring and compliance, development of the Management Information Systems (MIS) and Information & Communication Technologies (ICT), regular M&E, impact evaluation, communication, knowledge management and citizen engagement.

Sub-component 4.1: Project coordination

Sub-component 4.2: Communication, monitoring & evaluation (M&E), and information communication technology (ICT)

Component 5: Contingency Emergency Response

This zero-budget sub-component will finance immediate response activities following natural disasters (e.g., droughts, floods and or any sudden surge of a crop and livestock pest or disease like the locust or fall army worms) impacting the agricultural sector. The emergency response financing would be triggered upon formal request from the National Treasury (NT) on behalf of GoK. In such cases, funds from project components would be reallocated to finance immediate response activities as needed. Procedures for implementing the contingency emergency response will be detailed in the Immediate Response Mechanism Operations Manual (IRM-OM) to be prepared and adopted by GoK within six months of project effectiveness.

2. Objective(s) of the Assignment

NAVCDP intends to procure Consultancy Service to develop an Automated Web- Based Integrated Grievance Feedback Referral and Management System (IGFRMS) which aims to address the main constraints facing the NAVCDP implementation both at the National and implementing counties.

The objective of the consultancy is to develop a system which will allow people to report online or via SMS to the County Project Coordination Units (CPCUs)/ National project Coordination Units (NPCU). Feedback received will automatically be issued a tracking number by SMS and the issuer of the feedback will receive notification each time any update is made on his/her complaint.

2.1. Specific Objectives

The main objective of the grievance Management (GM) is to assist complaints grievances in a timely effective and lasting outcome. It must build trust and cooperation as an integral component of broader community consultation that facilitates corrective actions. It also addresses complaints from stakeholders and workers and other project-affected people that will be directly or indirectly engaged in the project activities. The Specific, Grievance Mechanism objectives are as follows:

- a) Provide affected people with avenues for making a complaint or resolving any dispute that may arise during project implementation.
- b) Allow anonymous grievances to be raised and addressed; complaint boxes and others that allow anonymity of the complainant will be available.
- c) Ensure that culturally appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complaints.
- d) Avoid the need for judicial procedures.

- e) Ensure that the World Bank Environmental and Social Standards are adhered to in all the project activities.
- f) Address any negative environmental and social impacts/risks of all the project investment activities.
- g) Resolve all grievances emanating from the project activities in a timely manner.
- h) Establish relationships of trust between the beneficiaries, project staff and stakeholders.
- i) Create transparency among stakeholders including affected persons through an established communication system.
- j) Bolster the relationship and trust amongst the project staff and the affected parties.

3. Scope of the Assignment

The Consultant will carry out each component of the ToR, including desk and field studies, and data collection and analysis methods; and to provide an initial detailed plan of work, outputs, and staff assignments with levels of effort by task.

3.1 Scope

The Scope of the assignment will include the following

- a) Review the NARIGP, KCSAP, ELRP automated grievance systems with the aim of making a robust and making improvements in the NAVCDP web-based grievance management.
- b) The automated/ electronic grievance management system (IGFRMS) should reflect the different stages of pre-defined complaint handling process. The data base should provide a general view about the grievances through a custom developed dashboard through visualization and charts. This includes all the parameters used for capturing data, such as date, place, sex, types of grievance, characteristics of respondents, etc.
- c) Reflect the evolution of a complaint in a timeline, highlighting different stages of the complaint handling process to monitor performance of individual staff, assess whether expected outcomes are being achieved and ensure accountability as an institution.
- d) Provide features that allow different forms and templates to feed the database in the most efficient way, considering that various templates and forms are used to collect data at different stages of the complaint handling process. The system should allow the registration of details of the complaint in several formats: text, audio, graphics and images. The data must be available in various formats, such as pdf, csv, png, jpg and any other acceptable format. It should be possible to update or add information at every key stage of the complaint handling.
- e) Allow NAVCDP to retrieve aggregated data statistics, reports or graphics about complaints, complainants and respondents by searching for values within the fields of pre-defined entries.
- f) Provide features that automate some tasks, such as sending notification for victims, complainants, and respondents at certain stages of the complaint handling process via email or SMS. The System to provide a functionality to track letters sent and received through daily processing of complaints.

- g) Ensure the system has a proper audit trail that tracks information change and keep a log of system logins. It must allow case assignment and reassignment to officers seamlessly.
- h) The automated grievance management system (IGFRMS) shall provide timely updates on cases that have been referred by the NPCU/CPCU and hold other stakeholders accountable for cases referred to them.
- i) Make files marked as 'classified' only accessible to specific staff who have rights to access classified or highly sensitive files to ensure confidential information of complainants and witnesses are secure and protected.
- j) Provide an end-to-end solution with an integrated multi-platform solution, easy to implement and integrate with other application and system.

3.2 Specific tasks

The suggested approach for this assignment is the 'agile development' model, which aims at evolving, improving, delivering and supporting services based on NAVCDP needs, feedback and experience. This is to ensure that the software functionality is customized to meet the demands of the following minimum approach is thus suggested:

- a) Conduct a comprehensive analysis to understand the needs, challenges faced and functional and non-functional requirements of IGRFMS for NAVCDP
- b) Create a system design document for the IGFRMS in line with the requirements
- c) Develop Beta Version of the IGFRMS based on approved system design document for testing
- d) Conduct system testing and user acceptance testing and follow up on fixing of incidents
- e) Prepare training plan according with training needs, including developing a standard user manual for products and solution modules in English
- f) Provide training of trainers (ToT) for NAVCDP team, proposed 3 days training for end users and another 3- day training on system administration
- g) Validate deliverables and produce online technical support system for debugging and ensuring smooth system administration for a period of six months after the system is delivered to the client (NAVCDP)

4. Duration and Location of the assignment

The assignment will be predominantly based in Nairobi and may require travel for fieldwork to selected NAVCDP counties during pilot testing. The level of effort required to accomplish this consultancy assignment is expected to be **three months**. The consultant is expected to provide post implementation technical support and maintenance for an additional period of **six months**. The total duration of the consultant's engagement will be **nine months**.

5. Reporting Requirements

The consultant will be reporting to the National Project Coordinator (or equivalent appointed by the NPC- NAVCDP) during this assignment, who will also be coordinating the process of the consultancy but will also work closely with the ESS team at the NPCU.

5.1 Expected Output of the Assignment/Deliverables

All deliverables shall be produced in English. The Consultant should anticipate several iterations of the report, responding to and incorporating comments from the project entire teams, as required. The Consultant will deliver the following “**deliverables**” at each project phase and the deliverables and timeline for this assignment are as follows:

No.	Deliverable	Timeline
1	1 st Inception Report	7 days after signing contract
2	Draft System design documents for IGFRMS (report for the draft system)	21 days after signing contract
3	Draft--Beta version of IGFRMS with the required customization - report for the version	45 days after signing contract
4	Testing plan in readiness for actual conduct of the test and follow up of incidents -report	60 days after signing contract
5.	Conduct the test and training deliverable - report	75 days after contract signing
6.	Provision of technical support as needed -report	90 days after signing contract
6.	Follow up on the deliverables and manage the system on need basis - report	90 days after contract signing for the project period

All reports shall be submitted to the address
National Project Co-ordinator
National Agricultural Value Chain Development Project
P.O. Box 8073-00200
NAIROBI.

6. Consultancy remuneration / payment schedule

6.1 Remuneration

The proposed payment amount shall be established on the understanding that it includes all the Consultant's costs and profits as well as any tax obligations that may be imposed on the Consultant.

6.2 Payment Conditions

Payments shall be made to the consultant by bank transfer or cheque only on presentation of invoice.

Proposed payment Schedule

No.	Deliverable	Timeline
1	1 st Inception Report	10% upon submission of inception report
2	Draft System design documents for IGFRMS (report for the draft system)	Nil
3	Draft--Beta version of IGFRMS with the required customization - report for the version	<i>30% upon submission and acceptance of draft / Beta version of IGFRMS with the required customization</i>
4	Testing plan in readiness for actual conduct of the test and follow up of incidents -report	Nil
5.	Conduct the test and training deliverable - report	<i>40% Upon training and development of manuals for system users</i>
7.	Provision of technical support as needed -report	<i>20% after offering technical support and submission of technical support.</i>
6.	Follow up on the deliverables and manage the system on need basis - report	

6.3 Payment Milestone

The consultant covers the cost of travel, data collection and other related costs incurred to achieve the results. The consulting firm will be paid only after the approving authority confirms satisfactory completion of each deliverable as follows: -

7. Minimum requirements for Consultant's qualifications and experience

7.1 Core business and years in business and relevant experience

A consultant must meet the following

- a) Mandatory documents (Detailed Company Profile, Copies of Certificate of Incorporation/Registration certificate and Tax Compliance Certificate)
- b) 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)
- c) Professional experience in providing ICT consultancy services and proven extensive experience working with the agricultural sector and World Bank related project(s) in the last 5 years.
- d) 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 Grievance management online services of complex development programs, including agricultural and development programs
- e) The firm should have ICT Certifications from a regulatory body in Kenya under the Systems and Applications Category
- f) Technical and managerial capability of the consulting firm which should be supported by the organization's organogram.
- g) 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.

7.2 Technical and Managerial capability of the firm

The firm shall demonstrate as having the requisite technical capacity and managerial capacity to undertake the assignment in the submitted company profile(s). **Key Experts will not be evaluated at the shortlisting stage.**

8. Team composition and qualification

- B.S. or M.S. in Computer Science or equivalent degree or other IT related disciplines or demonstrated experience in informatics, engineering or related fields and work experience.
- Experienced in working with Linux-based operating systems.
- A strong technical advocate with a background in Java, or Scala, PHP or Python HTML, CSS and JavaScript.
- Good understanding of the full web technology stack (e.g. HTTP, cookies, headers, asset loading / caching)
- More than 5 years of professional experience in providing ICT consultancy services
- At least five years of consulting experience in similar assignments with hands-on experience in ICT upgrades
- Strong communication, documentation and collaboration skills
- Experience in drafting Terms of Reference (TOR) for ICT Consultancies
- At least five years of experience working with information systems in corporate and public sector.
- Substantial project management and organizational change expertise. Proven proficiency in the preparation of study reports and ability to communicate project issues with high-ranking officials, and to resolve key issues quickly
- ICT Certifications will be an added advantage.
- Individuals must be licensed and also be registered with a relevant professional body

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 I.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,

9. Time inputs for the Expert

Experts for the assignment are/is expected to be available for the assignment the entire period of

10. Management and Accountability of the assignment

Throughout the process of the consultancy, the consultant will provide regular updates of the assignment to the client. These updates will summarize the status of tasks, resources, schedules, coordination with key NPCU teams. It will be essential to ensure that the client and consultant agree about the scope and progress of the preparation, and that there is an opportunity to review on regular basis any difficulties or assistance that is required to enable the consultant to complete its assignment

The Consultant will work closely with the NPCU Team under guidance of the National E& S team. Approval for travels outside the base location will be granted by National Project Coordinator. The Consultant will report to the NPCU – E&S team.

11. Obligation of the Client

The Client shall, Manage the contract on day-to-day basis including processing of funds for disbursement for consultancy. Support the provision of secondary data source(s) from NARIGP, KCSAP and ELRP documents to the consultant, Support in facilitating activities as arrangement by the consultant through liaison with key stakeholders. Facilitation in provision of operational support from all other staff in terms of technical inputs necessary and approval where required Quality assurance for the outputs of the consultancy through timely review of reports.

12. Obligation of the Consultant

The consultant is expected to undertake activities that will ensure that the outputs are consistent with the professional and legal requirements. It is also required that the data is generated through a consultative process that guarantee authenticity and ownership.

13. Property rights of Client in reports and records

The Consultant shall submit the reports as per the schedule to the NPC- NAVCDP / Principal Secretary State department for Agriculture. The State department will be the substantive owner of the study reports and will have copywrite ownerships. All data and information received during the assignment, from respondents are to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference. All intellectual property rights arising from the execution of these Terms of Reference are assigned to the Client. The content of written materials obtained or prepared in this assignment will not be disclosed to any third parties without the expressed advance written authorization of the Client or World Bank.

Applications to:

The National Project Co-ordinator
National Agricultural Value Chain Development Project
5th Floor, Capitol Hill Centre
P.O. Box 8073-00200

NAIROBI

Email: info@navcdp.go.ke

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