



**MINISTRY OF LABOUR AND SOCIAL PROTECTION**  
**STATE DEPARTMENT FOR SOCIAL PROTECTION AND SENIOR**  
**CITIZEN AFFAIRS**

**REQUEST FOR EXPRESSION OF INTEREST (REOI)**

**CONSULTING SERVICES – INDIVIDUAL CONSULTANT SELECTION**

<b>Country</b>	Kenya
<b>Project</b>	Kenya Social Economic Inclusion Project
<b>Loan No. /Credit No</b>	IDA-63480
<b>Assignment Title</b>	Grievance and Case Management Consultancy
<b>Reference No</b>	KE-NSPS- 426366-CS-INDV

The Government of Kenya has received financing from the World Bank towards the cost of the Kenya Social Economic Inclusion Project-KSEIP and intends to apply part of the proceeds for consulting services.

The consulting services ("the Services") include support enhancement and implement a comprehensive Grievance and Case Management System (GCMS) to address complaints, grievances, and allegations of fraud related to project activities. Review the process of complaint resolution and how the efficiently and fairly the system resolves them. To identify and recommend system loopholes and weaknesses that may lead to fraud, corruption, or inefficiencies in project implementation. Enhance linkages between the various units in the SDSP on GRM components systems among other assignments for a period of 5 months after signing the contract.

The detailed Terms of Reference (TOR) for the assignment can be found at the website: [www.socialprotection.go.ke](http://www.socialprotection.go.ke)

The Ministry of Labour and Social Protection through State Department for Social Protection & Senior Citizens Affairs now invites eligible individual consultant ("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 are as follows: -**

A Minimum of a bachelor's degree in either Human Development, Social Sciences or Social Policy with three years of relevant professional work experience actively managing projects which would include fraud investigation, Complaints Mechanism and compliance management. Three years of experience with managing social protection or comparable projects, preferably in a public sector environment. Experience and skills in working with Government, Monitoring and reporting, Training and workshop facilitation. Demonstrated ability to effectively collaborate with counterparts with different technical and sectoral backgrounds. Experience in managing E-grievance/complaints mechanisms is desirable. Strong analytical and problem-solving skills, with the ability to identify and address systemic issues and vulnerabilities. Strong organizational and communications skills and ability to interface with national, county and sector players in the discipline among others as detailed in the ToR.

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" November 2020 edition setting forth the World Bank's policy on conflict of interest.

A Consultant will be selected in accordance with the **Individual Consultants Selection** method set out in the World Bank's Procurement Regulations for IPF Borrowers November 2020 edition.

Further information can be obtained at the address below during office hours 0800hrs to 1700hrs.

Eligible consultants to submit their Expression of Interest accompanied with detailed CVs and copies of relevant documents and testimonials must be delivered in a sealed envelope clearly marked with contract reference number and title of the consultancy to the address below **(in person, or by mail, or by e-mail)** by **18<sup>th</sup> June, 2024 at 1100hrs** East African Time.

**The address (es) referred to above is:**

**The Principal Secretary,**  
**State Department for Social Protection & Senior Citizen Affairs**  
**P.O. Box 40326 - 00100**  
**NAIROBI, KENYA**  
**Tel: Nairobi 020 2728333**  
**E-mail: [ps@socialprotection.go.ke](mailto:ps@socialprotection.go.ke)**  
**Web site: [www.socialprotection.go.ke](http://www.socialprotection.go.ke)**