



Terms of Reference

ToR/RN01011- 03.01.02/Developing RACIDA CRM Policy/2022

Consultancy for The Creation of a Complaints & Response Mechanism (CRM) Policy at RACIDA

Rural Agency for Community Development and Assistance (RACIDA) in Collaboration with the
Johanniter International Assistance

Synopsis of the Consultancy Opportunity (Individual Consultant / Registered firm)

Solicitation Reference No.	ToR/RN01011-03.01.02/Developing RACIDA CRM policy/2022
Title of Solicitation	Consultancy for The Creation of a Complaints & Response Mechanism Policy (CRM) at RACIDA
Issuing Office & Address	Rural Agency for Community Development and Assistance (RACIDA) Website: www.racida.org
Point of contact for clarifications, questions and amendments	RACIDA General Procurement, Procurement@racida.org
Email Address for submission of Proposals/ Quotes	RACIDA General Procurement, Procurement@racida.org
Solicitation Issue Date	27 th June 2022
Deadline for Submission of Proposals	8 th July 2022, 11:59 PM EAT
Anticipated Award Type	Consultancy Agreement



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Submission and Evaluation Criteria	<p>Bidder must provide the below listed information</p> <p>Mandatory Eligibility Requirement</p> <ul style="list-style-type: none"> i. Must be an Individual/ Registered firm consultant ii. Must submit CV of Key Personnel iii. If applying as a firm, the consultant must provide certificate of Incorporation/ Business Registration iv. The firm/individual consultant shall not be sanctioned or blacklisted by any government or institution. v. If applying as a firm, the consultant must submit a valid tax compliance certificate <p>Technical Evaluation Criteria</p> <ul style="list-style-type: none"> i. Consultant Academic and Professional Qualification-20% ii. Consultant's Prior Work Experience- 35% iii. Methodology/Approach- 35% iv. Language and analytical skills -10% <p>NB. The minimum technical score shall be 75%. There will be no financial negotiations, as per The German Federal Ministry for Economic Cooperation and Development (BMZ) guidelines.</p>
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1. Background and Rationale

Kenya is subject to recurrent, cyclical, and erratic disasters characterized as natural (climatological, hydrological, biological, and the like) or man-made (technological, social, chemical, and the like). When disasters occur in Kenya, local actors are the first to respond. However, these local actors are undermined by gaps and shortcomings within the Kenya Disaster Response System.

As such, Johanniter International Assistance (JIA), and three local NGO first responders – The Rural Agency for Community Development and Assistance (RACIDA), St. Johns Ambulance of Kenya, and Merti-Integrated Development Programme (MID-P) (hereafter referred to as the consortium members) – commissioned a systemic analysis of Kenya's Disaster Response System to identify key areas for investment and capacity building. The analysis revealed several categories of barriers that hinder effective service delivery by first responders in Kenya, which relate to policy, legal and institutional frameworks, structures and systems, resources and community/public awareness.

Based on these gaps, the consortium is investing to strengthen the capacity of the three national first responders (RACIDA, St. Johns Ambulance of Kenya, and MID-P) to accomplish the following:

a) increase their technical capacity; b) improve their in-

country



fundraising capacity for timely intervention; c) increase their public recognition and accountability; d) share and develop the "Knowledge Products" of first responders, i.e. share and document best practices to better learn from successes and failures. The project will coordinate their activities with other actors such as the police, the County Steering Committees, the Northern Frontier Alliance in ASAL, etc. to avoid duplication, exploit synergies and ensure the transmission of relevant information.

The direct beneficiaries of the project are staff of the three consortium members, i.e. RACIDA, St. John Ambulance and MID-P whose technical, advocacy and fundraising capacities will be strengthened, as well as selected members of the County/National ASAL Forums and the County Steering Group.

As such, RACIDA is seeking a consultant to fulfill a capacity gap identified in RACIDA's Organizational Capacity Assessment, namely, the creation of a RACIDA Policy for its Complaints & Response Mechanism Policy (CRM). RACIDA has in place a CRM Mechanism and a collection of standard operation procedures that guide the implementation of RACIDA's CRMs within Kenya, Somalia, and Ethiopia. However, RACIDA has observed gaps in the CRM policy and will therefore move to revise the existing policy.

2. Complaints & Response Mechanism Policy

2.1 Consultancy Objectives

Improve the capacity of RACIDA to be accountable to the communities that it assists in first response, humanitarian interventions in Kenya by:

1. Creating a formalized system of soliciting, receiving, processing and responding to the feedback and complaints received by RACIDA. This will include:
 - a. Ensuring that RACIDA has CRM tools and framework in place to provide a safe, nonthreatening, and easily accessible mechanism for even the most powerless to suggest or complain about RACIDA's or its partners' work.
 - b. Educating RACIDA staff and the governing body on best practices for Protection Against Sexual Exploitation and Abuse (PSEA).
 - c. Examining and revising RACIDA's existing CRM referral system, including incorporating PSEA best practices into the CRM Policy.
2. Train RACIDA senior management staff and governing body on the CRM policy and relevant implementation tools.
3. Developing the CRM Policy and the tools required for its implementation.

3. Duration of Assignment

The consultant should be available to start work in 18th July 2022, and should plan on completing the assignment within **12 billable days**.



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3.1 Obligations

3.1.1 Obligations of the Consultant

- Give leadership to the RACIDA CRM Policy creation throughout the assignment.
- Conduct the consultancy as per agreements in TOR, and contract, and if modifications are necessary, bring to the attention of the Program Manager before making any changes.
- Report on a timely basis as per the TOR and the contract agreement –
- Declare any possible conflict of interest before signing the contract.
- Participatory share draft CRM training report and discuss the feedback and general findings with RACIDA team.
- Cater for his/her transport to the training venue.
- Organize for his/her own accommodation and cater for other expenses they may likely to incur during the assignment.
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3.1.2 Obligations of RACIDA

- Make sure the Consultant is provided with the necessary and required resources i.e. the project documents- existing CRM policy, reports and any other that the consultant may need.
- Facilitate the work of the consultant in making sure that the trainees are available for training.
- Monitor the daily work of the consultant and bring to the attention of the consultant /RACIDA any concerns that may arise - Provide technical oversight in the review of all deliverables.
- Provide timely comments on the draft report and approving the final report for payment.

4. Deliverables

The consultant' will be required of the following but not limited to;

1. Provide inception report, detailing the methodology to be used in the creation of a CRM policy, budget and work plan.
2. Guide reflection of expected outcome to facilitate a presentation of findings in a workshop setting.
3. Submit Final CRM training workshop Report for the staff, senior management and the governing body.
4. Submit Final signed and validated CRM policy. – submitted as one digital copy and least 2 bounded, signed hard copies submitted to RACIDA by the agreed submission deadline.

5. Qualifications and Experience of Consultant

The independent consultant/consultancy firm must demonstrate experience and expertise as follows:



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- i. Master's degree in Monitoring & Evaluation, Social Sciences, Humanitarian and Development studies, Statistics, Community engagement, Psychology or fields related to the consultancy.
- ii. 5 + years of experience working on issues of NGO accountability, protection, and the like in the context of developing countries. Experience from Kenya is desirable.
- iii. Demonstrated experience in providing high quality Beneficiary Accountability or Protection services for non-profits, NGOs, and the like.
- iv. Contextual knowledge of and experience working in Arid and Semi-Arid Lands (ASAL) of Kenya.
- v. Fluency in English is essential.

6. Application requirement

- i. Technical proposal detailing understanding of the task, proposed methodologies of the consultancy, expected activities and deliverables (Submissions must be in PDF format).
- ii. **Financial proposal in KES only, no other currency. The financial proposal should include professional fees as well as any applicable taxes. Please note that RACIDA is not in a position to negotiate, due to the regulations stipulated by the donor, therefore, RACIDA recommends that the applicant submits a financial proposal without expectations of negotiations. (Must be submitted in PDF format).**
- iii. Detailed CVs of the professional(s) who will work on the Consultancy Assignment.
- iv. If applying as a firm, the consultant must provide Certificate of Incorporation/Business Registration
- v. If applying as a firm, the consultant must submit a valid tax compliance certificate.
- vi. If applying as an individual, the consultant must submit a valid KRA Pin certificate.
- vii. The firm/individual consultant shall not be sanctioned or blacklisted by any government or institution.
- viii. Professional references: Please provide at least 3 references from your previous clients and full contact details of the referees.

7. Evaluation Criteria:

Evaluation Criteria	Sub criteria/Description	Score
Consultant Academic and Professional Qualification	<ol style="list-style-type: none"> i. Lead consultant have Master's degree in Monitoring & Evaluation, Social Sciences, Humanitarian and Development studies, Statistics, Community engagement, Psychology or fields related to the consultancy. Professional membership in the relevant bodies.	20%
Consultant Prior Work Experience	<ol style="list-style-type: none"> i. Detailed and specific experience in undertaking similar roles highlighting; 	



	<ul style="list-style-type: none"> ii. 5 + years of experience working on issues of NGO accountability, protection, and the like in the context of developing countries. Experience from Kenya is desirable. iii. Demonstrated experience in providing high quality Beneficiary Accountability or Protection services for non-profits, NGOs, and the like. iv. Contextual knowledge of and experience working in Arid and Semi-Arid Lands (ASAL) of Kenya. Fluency in English is essential. v. vi. Bidder must attach detailed CVs of all relevant team members. And also differentiate the lead consultant to supporting team 	35%
Methodology/Approach	<p>Understanding of the terms of reference that includes:</p> <ul style="list-style-type: none"> i. Outline of methodology and approach of implementing this assignment. ii. Proposed assignment plan that includes clear timelines for the assignment that demonstrates the understanding of the assignment expectation. iii. Detailed financial proposal and budget breakdown based on expected daily rates and initial work plan. iv. The budget should quote only for professional fees and should be exclusive of all costs associated with the training workshop – these costs will be catered by RACIDA. <p>Technical Proposal Maximum 15 pages</p>	35%
Language and analytical skills	<ul style="list-style-type: none"> i. Strong analytical and information presentation skills ii. Fluency in English is mandatory. iii. Designing training plans and modules based on individual and organizational needs iv. Excellent interpersonal and communication skills, including the ability to communicate and work with a wide range of stakeholders in a participatory, respectful, collaborative manner, and to enhance effective work relationships. Commitment to team building and a consensus-led approach to work. v. 	10%

Only consultants scoring 75% or above will be invited to participate in the next round of procurement: presentation of technical bids.



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Application procedure

Please send in a short but detailed technical and cost proposal in Kenya Shillings, with an itemized budget and the proposed timeframe in response to the above scope and intended deliverables to Procurement@racida.org. The email submission should have the words **“Consultancy for The Creation of a CRM Policy”** as the subject line of your email response by 8th July 2022, 11:59 Pm East Africa Time (EAT).



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Building Resilient Communities for Sustainable Development