



Terms of Reference

ToR/RN01009- 03.01.02./DevelopingRACIDACRMPolicy/2021

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/RN01007- 03.01.02./DevelopingRACIDACRMPolicy/2021
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	7 th October, 2021
Initial Deadline for Submission of Proposals	21 st October, 2021 5:00 PM EAT
Anticipated Award Type	Consultancy Agreement
Submission and Evaluation Criteria	<p>Bidder must provide the below listed information</p> <p>Mandatory Eligibility Requirement</p> <ol style="list-style-type: none"> Must be an Individual/ Registered firm consultant Must submit CV of Key Personnel If applying as a firm, the consultant must provide certificate of Incorporation/ Business Registration The firm/individual consultant shall not be sanctioned or blacklisted by any government or institution. If applying as a firm, the consultant must submit a valid tax compliance certificate <p>Technical Evaluation Criteria</p> <ol style="list-style-type: none"> Consultant Academic and Professional Qualification-20% Consultant's Prior Work Experience- 35% Methodology/Approach- 35%



	<p>iv. Language and analytical skills -10%</p> <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 investment to strengthen the capacity of the three nationals 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.



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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 systems of soliciting, receiving, processing and responding to the feedback and complaints received by RACIDA. This will include:
 - a. Ensuring that RACIDA has the tools and framework to provide a safe, non-threatening and easily accessible mechanism that enables even the most powerless to make a suggestion or complaint on the work of RACIDA or its partners.
 - b. Incorporating Protection Against Sexual Exploitation and Abuse (PSEA) best practices.
 - c. Reviewing RACIDA's existing CRM referral system and revising as necessary.
2. Finalizing the CRM Policy and its necessary tools for the implementation of the CRM Policy.
3. Training RACIDA senior management staff on the CRM policy and relevant implementation tools.

3. Duration of Assignment

The consultant should be available to start work in October 2021 and should plan on completing the assignment within 12 billable days.

4. Qualifications and Experience of Consultant

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

- i. Master's degree in International Affairs, Economics, or other areas of relevance to this 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.

5. Application requirement

- i. Technical proposal detailing understanding of the task, proposed methodologies of the consultancy, expected activities and deliverables (Must be submitted in PDF format).
- ii. **Financial proposal submitted in KES and not any other currency. The financial proposal should indicate professional fees only.** Please note that RACIDA is not in 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).



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- 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.

Professional references: Please provide at least 3 references from your previous clients and full contact details of the referees.

Evaluation Criteria:

Evaluation Criteria	Sub criteria/Description	Score
Consultant Academic and Professional Qualification	i. Master's degree in International Affairs, Economics, or other areas of relevance to this consultancy.	20%
Consultant Prior Work Experience	<ul style="list-style-type: none"> i. Detailed and specific experience in undertaking similar roles highlighting; 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. vi. Bidder must attach detailed CVs of all relevant team members. 	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. v. Commitment to team building and a consensus-led approach to work. 	10%
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Only consultants scoring 75% or above will be invited to participate in the next round of procurement: presentation of technical bids.

Note that RACIDA will not enter into financial negotiations, as this is prohibited by BMZ guidelines. Therefore, the consultant is encouraged to submit a budget that is financially reasonable within the number of billable days and in relation to the scope of work and required methodologies.



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