



## Terms of Reference for Consultancy to Review TI-Kenya's Complaints and Feedback Handling Platform

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**REFERENCE NUMBER:** TIK/PLIF/037/2022

**DESCRIPTION:** Terms of Reference for Consultancy to Review TI-Kenya's Complaints and Feedback Handling Platform - Uwajibikaji Pamoja Platform.

**RE-ADVERTISED:** 21<sup>st</sup> October 2022

**DEADLINE FOR SUBMISSION:** 31<sup>st</sup> October 2022

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### Organizational profile

Transparency International Kenya (TI-Kenya) is a not-for-profit organization founded in 1999 in Kenya with the aim of developing a transparent and corruption-free society through good governance and social justice initiatives. TI-Kenya is one of the autonomous chapters of the global Transparency International movement that are all bound by a common vision of a corruption-free world. TI-Kenya's vision is "A corruption-free Kenya" and the mission is to champion the fight against corruption by promoting integrity, transparency and accountability at all levels. TI-Kenya's work is currently organised around four strategic focus areas namely, Public Accountability; Policy, Legal and Institutional Frameworks; Social Justice and Economic Accountability, and Institutional Development.

### Background of the project

TI-Kenya is implementing a project dubbed "*FAIR for ALL: Improving Value Chains at Scale*". FAIR for ALL aims to achieve fundamental and systemic change through a paradigm shift in the roles of the state and the minerals market players. The overall objective of the project is to have "A strengthened civil society, which is capable of creating space and mobilizing people across geographies, to demand and contribute to a more inclusive and sustainable trade and value chains that respect human rights, protect the environment and promote women's economic empowerment".

The project seeks to ensure that communities, especially grassroots women, from Taita Taveta, Turkana, and Kwale counties fully benefit from the sector's value chain and have the space to meaningfully engage the private sector and government in securing more lucrative economic benefits from these resources. The project interventions involve strengthening the capacity of communities and Civil Society Organizations (CSOs) to meaningfully engage the private sector players in the mining sector and holding the government to account on the governance of the sector, revenue-raising, allocation, and utilization as well as maximize their engagement with government in realization of their rights throughout the value chain. This also entails considering community land rights including resettlement, compensation and gender parity, respect for human rights, and the environmental impact of mining on these communities throughout the value chain.

### **Purpose of the Assignment**

To effectively implement the project, TI-Kenya seeks to upgrade its existing complaints referral mechanism- Uwajibikaji Pamoja (Accountability Together) platform to enable the public to hold the government and the private sector accountable on revenue-raising, allocation, and utilization as well as governance of the trade and value chains sector to maximize the realization of communities, especially grassroots women's rights.

***Uwajibikaji Pamoja Platform:** Uwajibikaji Pamoja (“Accountability Together”) is a web-based Integrated Complaint Referral Mechanism that aims to improve service delivery for the local residents by facilitating coordination of service providers, enhancing the capacity of service providers on accountability and sensitizing community members on their right to receive quality service delivery. All this is achieved through community engagement, partners and policymakers, participation in forums, documentation, referral of complaints, dissemination of reports and lessons learnt through workshops and learning events. The mechanisms include a toll-free short code that allows citizens to send in feedback on service delivery in form of complaints, which are then referred to the relevant stakeholder and or partner for resolution.*

### **Scope of Consultancy**

Working in collaboration with TI-Kenya point person, the consultant will review the Uwajibikaji Pamoja platform to identify the gaps and areas to be upgraded based on the feedback from the users (stakeholders). This will include:

- i. Assessment of the utility of the existing mechanisms- Uwajibikaji Pamoja (the toll-free Short Code)

- ii. Analysis of the challenges or any concerns by the stakeholders on the usability of the existing complaints and referral mechanism.
- iii. Assess area coverage of the existing mechanisms in the remote areas of Marsabit, Turkana and Uasin Gishu counties.
- iv. Citizen satisfaction on the efficiency/ effectiveness of the complaints referral mechanism and its rating or experience on resolution of Complaints/ feedback from the citizens.
- v. Identification and recommendations of the necessary areas of modification and improvement of the mechanism.

### **Deliverables**

1. An inception report that includes the final work plan and methodology for the assignment - a detailed work plan, and draft outline of key areas to focus in handling the assignment should be submitted within 5 days after award.
2. The draft report(s) should be provided to TI-Kenya for review, comments, and approval 3. Presentation (including PowerPoint) of draft report findings to stakeholders for validation
4. Submit all documents related to the assignment to TI-Kenya.
5. The final report should be delivered to TI-Kenya not later than the agreed date after the completion of the assignment

**DURATION:** The Assignment is expected to take **30 days**.

### **Qualifications of the Consultant**

Candidates, individuals or firms, should possess the following minimum qualifications:

1. A university postgraduate degree in social sciences, strategic management, project management, monitoring and evaluation or any other related courses
2. At least 5 years of relevant experience in conducting monitoring and evaluation, satisfaction assessment and/or community needs assessment, specifically assessing the effectiveness of digital tools/ platforms.
3. Demonstrated experience in working in hardship areas.
4. Good interpersonal skills, ability to work in a consultative and collaborative manner.
5. Strong communication skills (interviewing, written and presentation skills among others).
6. Experience in data analytics and graphical data presentation.

## Submission of Bids

Qualified candidates are requested to submit one document not exceeding 15 pages as an attachment containing:

1. An expression of interest detailing methodology, types of data collection tools to be used and proposed work plan with timelines.
2. Curriculum vitae providing full description of the applicant's profile and expertise.
3. A financial bid containing time and cost estimate for delivery of the above-described services and outputs, including a break-down to level of effort and expenses.
4. Two recommendation/reference letters from previous clients.
5. Evidence of previous work undertaken related to the assignment. This can be shared as a link or separate attachments.

**NB: 1-4 should be sent as one PDF document of not more than 15 pages.**

### **Do not attach your testimonials or certificates**

The deadline for submission of expressions of interest is **31<sup>st</sup> October 2022**. Applications should be sent by email to [procurement@tikenya.org](mailto:procurement@tikenya.org). Please indicate "**TIK/PLIF/037/2022–Review of Complaints and Feedback Handling Platform**" in the subject line of your email application **Only shortlisted bidders will be contacted.**

## Complaints Process

This call for Expression of Interest does not constitute a solicitation and TI-Kenya reserves the right to change or cancel the requirement at any time during the EOI process. TI-Kenya also reserves the right to require compliance with additional conditions as and when issuing the final solicitation documents. Submitting a reply to a call for EOI does not automatically guarantee receipt of the solicitation documents when issued. Invitations to bid or requests for proposals will be issued in accordance with TI-Kenya rules and procedures. Any grievances and or complaints arising from the evaluation process and final tender award can be addressed, in writing, to the Executive Director and the TI-Kenya Tender Complaints Committee.

The Executive Director,  
Transparency International Kenya,  
Kindaruma Road, Off Ring Road Kilimani,  
Gate 713, House No. 4,  
P.O. Box 198- 00200, Nairobi  
**Or Email [complaints@tikenya.org](mailto:complaints@tikenya.org)**