



REPUBLIC OF KENYA

# MINISTRY OF LANDS, PUBLIC WORKS, HOUSING AND URBAN DEVELOPMENT

STATE DEPARTMENT FOR HOUSING AND URBAN DEVELOPMENT

## REQUEST FOR EXPRESSION OF INTEREST

### CONSULTING SERVICES – INDIVIDUAL CONSULTANT SELECTION

Country	Kenya
Name of Project	Second Kenya Urban Support Program (KUSP 2)
Project ID	P177048
Credit No.	7349 - KE
Assignment Title	Consultancy Services for Design, Preparation of Technical Specifications and Bidding Documents for an Electronic Grievance Management (e-GRM) System – Individual Consultant
Contract No.	KE-MOTI-434503-CS-INDV

- This Request for Expression follows the General Procurement Notice for the project that appeared in Development Business issue No. P1214050 of 20th June 2023.
- The Government of Kenya has received a Credit from the World Bank (the Bank) towards the cost of the Second Kenya Urban Support Program (KUSP 2) and intends to apply part of the proceeds of the Credit to payments under this contract: **Consultancy Services for Design, Preparation of Technical Specifications and Bidding Documents for an Electronic Grievance Management (e-GRM) System – Individual Consultant - KE-MOTI-434503-CS-INDV.**
- The primary objective of the consultancy is to establish a web-based (electronic) system for receiving and managing program-specific grievances, i.e., an e-GRM system; and to provide a multi-faceted platform for receiving stakeholder feedback on the program activities.
- The tasks to be carried out under the assignment include but not limited to the following:
  - e-GRM system design; a robust internal software platform that allows for receiving, recording, analyzing and reporting on program-specific complaints from the stakeholders, including project-affected persons, program beneficiaries, local communities, civil society organizations, etc. It is expected that the e-GRM may be integrated with the program website allowing for an alternative channel for stakeholders to lodge complaints through the website and to disseminate the GRM reports to a range of stakeholders;
  - Preparation of Technical specifications with detailed description of the hardware and software requirements necessary to ensure the system's optimal performance of the tasks in 1 above;
  - Preparation of Bidding documents and Schedule of cost estimates for the e-GRM system in line with the Bank's procurement guidelines;
  - Technical backstopping to the system development, testing and commissioning by the selected service provider.
- The Detailed Terms of Reference (TOR) for the assignment can be found at the following website: [www.housingandurban.go.ke/tenders](http://www.housingandurban.go.ke/tenders) or can be obtained at the address given below.
- The Consultant shall possess the following minimum qualifications and experience:**
  - At least a Master's degree in either Computer science, IT or other relevant related discipline from a university recognized in Kenya, with certification in Cyber Security (e.g. CISA, CISM, GSLC, CCISO).
  - General Experience:** He/She should have at least 10 years' demonstrable experience in website and software solutions development,
  - Specific experience:** He/She should have at least 7 years in PHP, AJAX, Java Script, HTML (including version 5), CSS (including version 3) scripting and coding languages and standards, use and configuration of Word Press CMS, MySQL Database, PostgreSQL and Apache web server applications and successful execution of at least 3no. assignments of similar nature in scope and complexity in the last five (5) years.
- The Consultancy Services assignment will be for an overall period of seven (7) calendar months from contract commencement date and implemented in two (2) phases.
- The Ministry of Lands, Public Works, Housing and Urban Development, State Department for Housing and Urban Development (the Client) through the Second Urban Support Program (KUSP 2) now invites eligible Individual Consultant to express their interest in providing the services. Interested individuals must provide information indicating that they are qualified to perform the services (**attach curriculum vitae, copies of academic and professional qualifications and registration/license certificates**)
- 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" July 2016 and Revised in September 2023 ("**Procurement Regulations**") setting forth the World Bank's policy on conflict of interest.
- The Individual Consultant will be selected in accordance with the Selection of Individual Consultant's Method set out in the Procurement Regulations.
- Interested Individual Consultants may obtain further information at the address given below from 0900hrs to 1700hrs East African Time from Monday to Friday excluding lunch hours (1300hrs to 1400hrs) and public holidays.
- Expression of Interest shall be delivered by Wednesday 11th December 2024 at 1100hrs East African Time using one of the following modalities: (i) deposit in the tender box located on 6th floor, Ardhi House, Nairobi, Kenya or (ii) sent via email to [kusp2proc@housingandurban.go.ke](mailto:kusp2proc@housingandurban.go.ke) The Expression of Interest that will be deposited at the tender box should be in a plain sealed envelope clearly marked **Consultancy Services for Design, Preparation of Technical Specifications and Bidding Documents for an Electronic Grievance Management (e-GRM) System – Individual Consultant - KE-MOTI-434503-CS-INDV.**

#### Client's Address:

**The Principal Secretary**  
**State Department for Housing and Urban Development**  
 P.O. Box 30119 – 00100  
 6th Floor, Ardhi House, 1st Ngong Avenue  
 Nairobi, Kenya  
 Tel. +254-0202-2729200  
 Email: [kusp2proc@housingandurban.go.ke](mailto:kusp2proc@housingandurban.go.ke)  
 Website: [www.housingandurban.go.ke](http://www.housingandurban.go.ke)

**Head/Supply Chain Management Services**

**For: Principal Secretary/State Department for Housing And Urban Development**