



WATER SERVICES REGULATORY BOARD (WASREB)

REQUEST FOR EXPRESSION OF INTEREST (CONSULTING SERVICES – FIRM SELECTION) COUNTRY: KENYA

NAME OF PROJECT: WATER AND SANITATION DEVELOPMENT PROJECT (WSDP)
PROJECT No.: P156634
CREDIT No. 630 -KE

ASSIGNMENT TITLE: NEEDS IDENTIFICATION AND PROPOSAL OF A WORKING SOLUTION
FOR A CITIZEN ENGAGEMENT MECHANISM (CEM) FOR WASREB

CONTRACT REF. No: KE- WASREB-229126-CS-QCBS

The Government of the Republic of Kenya has received financing from the World Bank towards the cost of Water and Sanitation Development Project (WSDP), and it intends to apply part of the proceeds to payments for consulting services **for needs identification and proposal of a working solution for a citizen engagement mechanism (CEM) for WASREB** under Component 3 of the project.

1. The Project comprises four components: -
 - a) Expansion of water supply and sanitation services in the coastal region, - Mombasa, Kwale, Kilifi and Taita Taveta Counties
 - b) Expansion of water supply and sanitation services in Wajir and Garissa Counties
 - c) National performance-based financing (PBF) that includes support for water and sanitation infrastructure investments, and technical assistance for performance-based financing.
 - d) Project management to finance the management activities associated with project implementation.
2. In line with WASREB's mandate under section 72(1)(j) of the Water Act, the objective of this assignment is to propose a working solution for citizen engagement as well as provide an avenue for monitoring of this activities by the regulator with the aim of enhancing the citizen voice in the provision of water services. The assignment entails proposing a working solution/ mechanism (reporting system, consumer groups etc) for obtaining citizen feedback in service provision.
3. The specific objectives of the assignment are: (i) Identify the current citizen engagement mechanisms and technological trends within utilities and provide a status of the same (ii) Propose a system to assist the utilities and regulator in citizen engagement including a mechanism for grievance redress and (iii) Link the identified citizen engagement mechanisms with WASREB's requirements.
4. Duration of the assignment is 2 Months.
5. Water Services Regulatory Board now invites eligible individuals "Consultants" to express their interest (EOI) in providing these services. Interested consultants shall provide information demonstrating that they have the required qualifications and relevant comprehensive experience to perform the Services.
6. The desired consultant must be in possession of the following qualifications and experience: -
 - (a) At least 5 years of experience in the field of marketing, Advocacy, dispute resolution, capacity building and advisory services;
 - (b) Demonstrated experience in development and implementation of citizen engagement mechanisms.
 - (c) An in-depth understanding of the Kenya water and sanitation sector, including an understanding of the regulatory and policy environment.
 - (d) Knowledge of digital platforms and their application in improving service delivery is desirable
 - (e) Experience in country level work in close collaboration with national and County governments
7. The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank's Guidelines: Selection and Employment of Consultants [under IBRD Loans and IDA Credits & Grants] by World Bank Borrowers, January 2011 revised July 2014 ("Consultant Guidelines"), setting forth the World Bank's policy on conflict of interest.
8. Consultants may associate to enhance their competitiveness.
9. Selection of the Individual Consultant will be in accordance with World Bank's *Guidelines: Selection and Employment of Consultants [under IBRD Loans and IDA Credits & Grants] by World Bank Borrowers, January 2011 revised July 2014* ("Consultant Guidelines"). The selection criteria will be solely based on individual experience and qualifications.
10. Interested Consultants may obtain further necessary information at the address below during office hours between 0900 to 1600 hours from Monday to Friday excluding lunch hour (1300 to 1400Hrs) and public holidays.
11. The expressions of interest in written form must be delivered in person, or by mail to the address below so as to reach by **18th August 2021 at 11:00am**. EOI may also be deposited in the Tender Box on **5th Floor, NHIF Building** and must be clearly marked: **"CONTRACT REF. NO: KE- WASREB-229126-CS-QCBS for NEEDS IDENTIFICATION AND PROPOSAL OF A WORKING SOLUTION FOR A CITIZEN ENGAGEMENT MECHANISM (CEM) FOR WASREB** addressed to:

Chief Executive Officer

Water Services Regulatory Board

P.O. Box 41621-00100, Nairobi

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