



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: CONSULTING FIRM - EXPRESSION OF INTEREST FOR CONSULTANCY SERVICES TO DEVELOP AN INTEGRATED MANAGEMENT INFORMATION SYSTEM
CONTRACT REF. No: KE- WASREB-236373-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 the **Development of an Integrated Management Information System** 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, the objective of the assignment is to develop an innovative mechanism to improve service delivery. This is in line with WASREB's identified need of being an effective regulator which requires enhancing the work environment to meet the needs of the work force. An integrated management system will increase efficiency and effectiveness, and cost reductions while minimizing the disruption caused by several stand-alone systems. This will streamline procedures and improve operational activities turn-around timelines, hence increased productivity. By conducting system's audit from one management point, WASREB will ensure that business operations are automated at a cost-effective way. Integrating WASREB systems strips away complexity by aligning activities to systems and shared processes, hence making WASREB procedures more logical and coherent.
3. The specific objective will be to develop WASREB's Integrated Management System which will contain: (i) Strategic plan and activities monitoring dashboard for automation of performance reporting (ii) License application management online portal including a self-registration functionality for Water Service Providers (iii) Compliance to legal and regulatory requirements management (iv) Complaints and dispute resolution management (v) License fees and payments management
4. Duration of the assignment is 12 Months.
5. Water Services Regulatory Board now invites eligible firms "Consultants" to express their interest (EOI) in providing these services. Interested Consulting firms should 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' in designing user-friendly, visually attractive and modern database driven online systems (including their graphical components), following web design standards and making appropriate use of Web 3.0 technologies.
 - (b) Successfully undertaken at least one (1) assignment of development of a custom system in the last five years. Experience in assignments carried within the water and sewerage services will be an added advantage. Details of the assignments – Name, Client, scope value and period shall be provided.
 - (c) Expert knowledge of modern system development design techniques, to include Internet protocols, databases & programming and UI/UX designs
 - (d) Knowledge of data analysis and visualization tools and techniques such as Tableau, Infogram, ChartBlocks and Datawrapper among others.
 - (e) Expert knowledge of web-based scripting and Internet protocols, databases & programming.
 - (f) Demonstrate to have qualified and experienced System Analyst, Database Expert, Programming Expert, Systems Administrator, Training Experts and GUI expert.
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 bid.
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 No: KE- WASREB-235524-CS-QCBS for CONSULTANCY SERVICES TO DEVELOP AN INTEGRATED MANAGEMENT INFORMATION SYSTEM** addressed to:

Chief Executive Officer
Water Services Regulatory Board
P.O. Box 41621-00100, Nairobi

5th Floor, NHIF Building, Tel: +254 (0) 202733561

E-mail : info@wasreb.go.ke