



**REPUBLIC OF KENYA**

**THE NATIONAL TREASURY AND ECONOMIC PLANNING**

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**FINANCING LOCALLY –LED CLIMATE ACTION (FLLoCA) PROGRAM**

**CR. IDA 6980; TF B6810 – KE (P173065)**

**NT - PROGRAM IMPLEMENTATION UNIT (NTPIU)**

**TERMS OF REFERENCE AND SCOPE OF SERVICES**

**CONSULTANCY SERVICES FOR A COMMUNITY SATISFACTION SURVEY**

**Reference No.KE-CFGEU-384393-CS-CQS**

**December, 2023**

**Client:**

**The Principal Secretary**

**The National Treasury**

**P.O. Box 30007-00100**

**Nairobi**

Treasury Building- Harambee Avenue, Nairobi

**Email: [pstnt@treasury.go.ke](mailto:pstnt@treasury.go.ke); [pstreasury01@gmail.com](mailto:pstreasury01@gmail.com)**

## ***1. Background***

The Government of Kenya has requested financial support for the proposed Financing Locally-Led Climate Action (FLLoCA) Program. The Program development objective is to strengthen local resilience to the impact of climate change, natural hazards, and other shocks/stressors by building local capacity to plan, budget, implement and monitor resilience investments in a way that promotes collaborative partnerships between communities, national and county governments. The Program focuses on capitalizing on the National and County Climate Change Funds, building country-level capacity for planning, budgeting, reporting and implementing local climate actions in partnership with communities, and strengthening national-level capacity for coordination, monitoring, and reporting. The program is implemented by the National Government in collaboration with County Governments.

As part of the participatory approaches defining the locally-led process, the program embeds in it participatory climate action prioritization and implementation of locally-led resilience actions that are financed through the CCRI grant. This entails conducting a science-based participatory climate risk assessment of counties that identify, estimate, map, and rate climate change risks and other hazards; and based on the assessments and communities' own knowledge and risk management strategies, they prioritizing local climate actions with facilitation and technical support of CCCU and CG sectoral departments. The prioritized actions are then expected to be endorsed and budgeted for by the ward climate change planning committees (WCCPCs) and approved by the CGs.

Towards ensuring locally-led contribution, the program prioritizes meaningful citizen engagement in climate decision-making and provides incentives and support to county and local governments to work in partnership with communities to address climate change. Through engaging the communities in understanding how global climate trends are affecting them locally, facilitating partnerships and collaboration to address climate challenges, and strengthening demand and transparency of climate action, FLLoCA aims to build a movement for climate action in Kenya through building on and strengthening existing county citizen engagement mechanisms.

It is with this background that the program has singled out, as part of its performance assessment, key participation indicators in the results framework to establish the level of participation of the community members and satisfaction with participatory processes,

including decision-making on the actions. These indicators will be assessed through a survey to assess the satisfaction of the program beneficiaries and determine outcomes of the program participatory assessment mechanisms. The results will be used to improve the participatory processes by the participating CGs and the WCCPCs, as well as the community members to advocate for a meaningful citizen engagement on resilience investment decisions.

## ***2. Objective(s) of the Assignment***

The survey intends to assess the level of client satisfaction on the FLLoCA-facilitated participatory processes and decisions on resilience investment in the participating CGs. The objective is to determine the level of satisfaction of the beneficiary communities with the processes and decisions made from the processes in the target counties to improve the level of citizen engagement.

## ***3. Scope of the consulting services and specific tasks***

### ***3.1 Scope of services***

The survey will cover community beneficiaries of the 45 counties, comprising of communities, Ward Climate Change Planning Committee (WCCPC) and County Climate Change Unit (CCCU) members and other non-state stakeholders and County Government Staff.

### ***3.2 Tasks***

The objective of this Consulting services will be achieved through the following tasks:

- i. To determine beneficiary communities' level of satisfaction (disaggregated by sex, type of activity and ward) on the participatory processes and decisions on the same;
- ii. To determine the community satisfaction with the Program's climate resilience actions (disaggregated by sex, type of activity and ward)
- iii. To determine the Citizens with increased awareness of climate risks and resilience actions (Percentage):
- iv. Identify gaps in the participatory processes and decision-making on climate change action planning on resilience building;
- v. Identify barriers and opportunities to integrate citizen engagement in the determination of the climate resilience;
- vi. To determine the level of satisfaction with respect to the Program's Grievance Response Management;

- vii. Recommend strategies to enhance citizen engagement on climate resilience building in their localities

**Specific tasks to be completed by the consultant**

The consultant(s)/ consultancy firm will be expected to undertake tasks including the following:

- Desk Review: The consultant will conduct a full desk review of relevant literature – including the Project Appraisal Document.
- Develop a survey protocol/technical proposal that clearly defines the methodologies for sampling, data collection procedure, entry, cleaning, compilation, analysis and report writing. (The Project Implementation Unit (PIU) will approve proposed methodologies, procedures and instruments)
- Develop appropriate survey instruments that will collect both qualitative and quantitative data. Prior to implementation of the survey. The PIU will review and approve the tools and methodologies. The tools will be field tested before the actual survey and inputs of the field test incorporated
- Train, supervise and manage data collectors
- Organize and implement the survey
- Compile and collate the data collected, both qualitative and quantitative.
- Carry out data analysis
- Develop draft survey report and submit to the PIU for feedback
- Produce a final report incorporating PIU feedback
- In addition, the consultant (s)/ consultancy firm is expected to provide a written weekly progress report

**Timing**

The satisfaction survey is planned to commence in January 2024.

**4. Duration of assignment**

The assignment shall be for a period of Six (6) months from contract commencement date.

**5. Reporting Requirements and Time Schedule for Deliverables**

The reporting requirements and timelines for deliverables are as shown in Table 1 below:

Three (3) original hard copy together with soft copies of the reports listed in Table 1 below shall be submitted to the Program Coordinator on or before the scheduled dates.

Table 1: Reporting requirements

S/No.	Deliverables/Reports	Timelines after contract commencement	Format of submission
1.	Inception Report	2 weeks after the contract commencement	3 hard copies and a soft copy

2.	Draft final report	6 months after contract commencement	3 hard copies and a soft copy
3.	Final Report	Within 2 weeks of receiving comments on the draft final report from the program coordinator before expiry of contract period	3 hard copies and a soft copy

***Expected Outputs/Deliverables***

- i. An Inception report and Survey tools for the community satisfaction survey.
- ii. A Draft Survey report that shows the composite measure of community satisfaction that determines the overall rating of the current level of satisfaction;
- iii. A final report three (3) comprehensive reports detailing the methodology, findings & recommendations on community satisfaction.

***6. Payment schedule/Remuneration***

The proposed payment schedules based on satisfactory performance of the contract which will be negotiated with the successful consultant will be as presented in Table 2 below.

Table 2: Proposed payment schedule

S/No.	Deliverables*	Timelines after contract commencement	Percentage of the contract amount
1.	Submission and Acceptance of Inception report	2 weeks after the contract commencement	20%
2.	Draft Report	6 months after contract commencement	60%
3.	Final Report	Within 2 weeks of receiving comments on the draft final report from the program coordinator before expiry of contract period	20%

Upon submission of every report, the consultant is expected to make a presentation of the submitted report to the Client in a scheduled meeting. The acceptance of the report shall be recorded in the minutes of the meeting.

### ***7. Minimum requirements for Consultant's qualifications and experience***

The Firm must have demonstrated knowledge and at least 5 years of previous experience in the execution of Community/ Customer Satisfaction Surveys for medium and large-scale projects.

The firm shall provide Award Letters/Reference letters/Contracts from three organizations where services have been rendered.

### ***8. Team Composition & Qualification Requirements for the Key Experts***

#### **Team leader/Key Expert**

The Team Leader must hold at least a Master's Degree in the fields relevant to the assignment (i.e. Economics, Environment, Statistics, Institutional Development, or a related field). In the absence of a Master's Degree, the Team Leader should have a Bachelor's Degree in the relevant fields above and an additional 2 years of working experience to the Minimum requirements.

#### **Non Key Experts**

The minimum requirements covered by the team of experts as a whole are detailed below: -

- (i) A post graduate qualification in social sciences, statistics, environment, or any other relevant fields.
- (ii) Demonstrated knowledge and at least 3 years of previous experience in the execution of Community Satisfaction Surveys for medium and large-scale projects.
- (iii) The Team should demonstrate good written and communication skills.
- (iv) Certificate in customer service, or any other relevant qualification
- (v) Demonstrate capacity to unpack Constitutional requirements for the devolution process in Kenya.
- (vi) Demonstrate understanding of the climate change in the country and their structural alignment.
- (vii) Excellent interpersonal skills and understanding of stakeholder/ partner participation in government business.
- (viii) Experience in carrying out research, participatory planning and management.

### ***9. Estimated time-inputs for key experts.***

Team leader/key Expert will be required for the entire assignment period.

## **10. *Management and accountability of the assignment***

The Consultant will enter into a contract with the National Treasury and will report to the Program Coordinator, FLLoCA

## **11. *Obligations of the Client***

The Client will provide:

- a) Suitable furnished office space
- b) Telecommunication
- c) Suitable Office Equipment
- d) Transport to field assignments, as and when required

## **12. . *Obligations of the Consultant***

The Consultant shall be responsible for the provision of all the necessary resources to carry out the services such as transport and any other required resources.

The consultant is expected to undertake activities that will ensure that outputs are consistent with the professional and legal requirements.

## **13. *Propriety rights of Client in reports and records.***

All the reports, data, and information developed, collected, or obtained from the Client, and other institutions during this exercise shall belong to the Client. No use shall be made of them without prior written authorization from the Client.

At the end of the Services, the Consultant shall relinquish all data, manuals, reports and information (including the database, and related documentation) to the Client and shall make no use of them in any other assignment without prior written authority from the Client.