



REQUEST FOR PROPOSALS

SDW/RFP/009/2023-2024

PROVISION OF ADMINISTRATION SERVICES FOR HUMAN-WILDLIFE CONFLICTS COMPENSATION SCHEME CLAIMS DATA COLLECTION AND PAYMENT

1.0 Background of the Consultancy

Human-Wildlife Conflicts (HWC) poses major ecological and socio-economic costs negatively impacting on the national economy and local community livelihoods in Kenya. HWCs manifests in the form of human and wildlife deaths, injuries, crop damage, property destruction and livestock depredation. It also results in displacement of both wildlife and humans and disruption of socio-economic activities, leading to conservation apathy and economic losses. In Kenya, The Wildlife Conservation and Management Act 2013 (WCMA, 2013) has provisions for a government-run compensation scheme in the event of death, injury, crop damage, livestock predation and property damage. The Ministry of Tourism, Wildlife and Heritage (MoT-WH) intends to restructure and improve the efficiency of the existing human-wildlife compensation scheme and it thus envisages to roll out a pilot compensation scheme using a private Administrator as outlined in Section 24 of the Wildlife Conservation and Management Act, 2013. A key criterion for a successful compensation scheme is acceptable payments made to aggrieved parties within short time periods. Success of such a scheme will be dependent on the following areas being handled effectively:

- **Cost effective scheme administration.**
- **Timely and fair claims payments.**
- **Incentives for future damage prevention.**
- **Financial sustainability of the payments.**

The scheme will be piloted in the following six (6) select counties:

- 1) **Baringo,**
- 2) **Laikipia,**
- 3) **Narok,**
- 4) **Meru,**
- 5) **Kajiado and,**
- 6) **Taita Taveta.**

2.0 Objectives of the assignment

The Ministry of Tourism and Wildlife through the State Department for Wildlife is, therefore, seeking a scheme manager to implement the claims administration of the HWC Compensation Scheme. The scheme manager will provide the technical skills required to assess the HWC claims, including assessment for death, injuries, livestock predation and depredation, crop damage and property damage. The service provider will ensure that claims are verified within an agreed Service Level Agreement (SLA) period to curb any form of fraud or abuse to the scheme. The scheme manager will be expected to provide sufficient information for the beneficiary of the claim to be paid within a maximum of 30 days for crop, livestock and property damage, and a maximum of 90 days for death or injuries of the insured. Timely and fair payments of compensation can be supported by accurate data collection, actuarial analysis and technology with the government and the aggrieved parties kept updated through mobile SMS on the progress of their claims. Compensation payments for small claims can also be equally channeled through mobile money systems. The types of claims that will be administered as a result of HWCs will include:

- a) **Human death**
- b) **Human injury**
- c) **Livestock predation or depredation**
- d) **Crop damage**
- e) **Property damage**

The MoTWH is therefore looking for an innovative scheme administrator who will be expected to carry out effective HWCs compensation data collection, payments, public education and awareness, mitigation and deploy technology in collaboration with county and national government administration, CBOs, Conservancies and local NGOs.

3.0 Scope of work

The consultant(s) or consortium(s) will be expected to improve the efficiency of the HWCs compensation processes by:

- Conducting a comprehensive and continuous assessment on the status of the existing HWC compensation scheme and communicate the results with a view of enhancing its effectiveness.
- Recruit, train, deploy, equip and supervise claims verifying officers (VFO) from the local community areas on a day-to-day basis.
- Enhance the coordination and capacity of the HWCs compensation processes to reduce fraud, inefficiencies and improve responses to incidences of HWCs.
- Modernize and expand HWCs compensation reporting, verification and payments to increase coordination and effectiveness by developing a robust Integrated Information Management Systems (IMS) for HWCs reporting and compensation payments and reporting.
- The consultancy will involve review of comparable institutions, international best practice on managing HWCs compensation schemes; an inception report to be followed by a meeting with Senior Management Team (SMT) in the MoTWH or any other identified stakeholders for consultations.

4.0 Expected deliverables

The scheme administrator will be expected to:

- a) Adopt technology on the claim administration process-The consultant or consortium should consider leveraging on existing technologies to improve on efficiency of the entire process e.g., USSD for reporting, block chain to coordinate the various entities, employ any other effective verification process and mobile money payment systems for claim payouts.

- b) Develop a 24-hour helpline and emergency services for HWC victims.
- c) Develop and test and implement technology-based claims verification platform.
- d) Conduct claims assessment and reporting.
- e) Prepare and execute payment of HWCs claims.
- f) Preparing daily, weekly, monthly, quarterly and annual status reports to the Ministry of Tourism and Wildlife on claims, suspected fraud cases, utilization levels and other analytics.
- g) In addition, the consultant shall provide Four (4) hard copies and a soft copy of each of the above reports and power point presentations prepared during management meetings and stakeholders' consultative meetings.
- h) Conduct public education and awareness on the compensation processes.
- i) Pilot HWC mitigation process in consultation with the KWS, Wildlife Research and Training Institute and the Wildlife Conservation Trust Fund.
- j) Make any other recommendations that may aid in timely, effective and efficient compensation of HWC compensation claims.

5.0 Procuring Entity's Input

The State Department for Wildlife, Ministry of Tourism, Wildlife and Heritage, shall provide the following to the consultant:

- All relevant documents.
- Link consultant(s) and facilitate consultative meetings with relevant stakeholders.
- Overall coordination of the assignment.

6.0 Timeline

The contract is expected to run for two (2) years.

7.0 Qualifications

- a) The consultant(s) or consortium(s) should be registered by a professional regulatory body such as ICPAK, IRA, among others.
- b) A firm or a consortium with demonstrated practical experience and innovation in managing 3rd party claims administration related to either health, wildlife management, crop protection or livestock or any other related fields.
- c) A firm with proven and demonstrated ICT capacity to administer 3rd party claims reporting, verification and "big data" sets and clear demonstration of analytics for decision-making.
- d) A working knowledge of the GoK financial systems and ability to effectively with the MDAs and other agencies involved in the compensation scheme processes (e.g., County commissioners, County governments (agricultural, health, livestock officers), KWS, WRTI and the WCK).
- e) KRA tax compliance and related national integrity values, especially chapter 6 of the constitution of Kenya, 2010.
- f) In addition, the consultant should meet the following qualifications:
 - The lead consultant(s) or consortium(s) should have a basic degree in any of the following fields: Economics, finance and planning, GIS, Project Planning, Research and Policy, Insurance, actuarial science, Environmental Science and Governance, wildlife management or any other related field.
 - Experience in stakeholder engagement and mobilization.
 - Good report writing and presentation skills.

8.0 Submission of Technical and Financial Proposals

Eligible individual consultant(s) or consortium(s) should submit the following:

1. Technical and financial proposals.
2. Curriculum Vitae (CV) of the consultant(s) or consortium(s).
3. Copies of all Certificates for Consultants or consortiums undertaking the assignment.

9.0 How to apply:

Interested Consultants may obtain Request for Proposal document from the Ministry of Tourism, Wildlife and Heritage website (www.tourism.go.ke) or the National Treasury suppliers' portal (<http://tenders.go.ke>) and register to receive notification for the tender. Duly-filled Request for proposal documents in plain sealed envelopes clearly marked "**REQUEST FOR PROVISION OF ADMINISTRATION SERVICES FOR HUMAN-WILDLIFE CONFLICTS COMPENSATION SCHEME CLAIMS DATA COLLECTION AND PAYMENTS**" and bearing no indication of the identity of the Consultant should be addressed to: **The Principal Secretary, State Department for Wildlife, P. O. Box 41394 - 00100, Nairobi**, and be deposited into the tender box at the reception of State Department for Wildlife, NSSF Building, Block-A, Eastern Wing, 15th Floor, on or before **11:00 a.m., 19th September, 2023.**

Bids will be opened immediately thereafter in the presence of consultant(s) or consortium(s) or their representatives who choose to attend.

**PRINCIPAL SECRETARY
STATE DEPARTMENT FOR WILDLIFE**



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Certified

