

**State Department For Petroleum****TENDER NOTICE****OPEN NATIONAL TENDER**

The Ministry of Energy and Petroleum - State Department for Petroleum invites Expression of Interest from eligible interested firms for the following:

| TENDER NO. | TENDER NAME | BID BOND | CLOSING DATE | REMARKS |
|----------------------------|---|----------|--|----------------------|
| MOEP/SDP/ ONT/03/2024-2025 | Request for Expressions of Interest(EOI) for Developing a Grievance Redress Framework | NONE | 04th March, 2025 at 11.00. am East African Time. | Open National Tender |

OBJECTIVE

The main objective of the assignment is to develop Grievance Redress Framework for the Ministry. The specific objectives include:

1. Establishing and providing guidance for maintaining a grievance redress mechanism that is accessible, transparent, responsive and efficient for State Department for Petroleum stakeholders.
2. Providing for a process to record, categorize and prioritize stakeholder grievances.
3. Providing a roadmap for an environment that fosters a free and honest exchange of information, views, and ideas regarding resolving received grievances.
4. Develop and define clear roles and responsibilities of the various parties involved in handling and resolving grievances.
5. Develop mechanism that provides for resolution of the grievances in consultation with relevant stakeholders.
6. Providing for a process of escalating unresolved grievances to other relevant offices or authorities in line with the grievance management procedure.
7. Providing in the framework a process that ensures that grievances are addressed promptly and fairly.
8. Enhancing stakeholder trust and satisfaction through effective grievance management.
9. Identifying systemic issues and recommend improvements based on grievance trends.

ELIGIBLE FIRMS

Eligible and interested contractors/firms are requested to submit their expression of interest by providing information that includes and not limited to the following:

- i. Copy of Certificate of Incorporation/Registration of Company.
- ii. Brief description of the Firm(s) profile(s) indicating suitability to carry out this specific assignment, technical capabilities and available resources.
- iii. List of assignments of a similar nature successfully completed indicating client and year.

Interested candidates may obtain the Terms of Reference (T.OR) from the State Department for Petroleum website, www.petroleum.go.ke or the Government tender portal, www.tenders.go.ke free of charge or any other information from Supply Chain Management Office, Room 7-04, Ministry of Energy and Petroleum- State Department for Petroleum on the 7th floor, KASNEB TOWERS II during normal working hours (8.00 am to 5.00 pm, Monday-Friday, (excluding any public holiday or gazette holiday).

Complete Expression of Interest documents are to be enclosed in plain sealed envelopes clearly marked with tender Name, Reference Number and addressed to:

Principal Secretary
Ministry of Energy and Petroleum
State Department for Petroleum
P.O. Box 51614- 00100
NAIROBI
TEL: +2543310112
Email: ps@petroleum.go.ke

The Expression of Interest documents should be deposited in the Tender Box marked MOEP- SDP located at Ministry of Energy and Petroleum, **State Department for Petroleum KASNEB TOWERS II, 7th floor** so as to be received on or before **04th March 2025 at 10.30 am East African time.**

Expression of Interest will be opened immediately thereafter at Ministry of Energy and Petroleum, State Department for Petroleum, **KASNEB TOWERS II, 11th floor Boardroom** in the presence of candidates or their representatives who choose to attend.

Large documents that cannot fit in the Tender Box shall be received and registered at Supply Chain Management services office at KASNEB TOWERS II, 7th floor Room 7-09.

DIRECTOR/ SUPPLY CHAIN MANAGEMENT SERVICES

For: PRINCIPAL SECRETARY