COUNTRY: KENYA

PROJECT: KENYA DIGITAL ECONOMY ACCELERATION PROJECT (KDEAP)

IMPLEMENTING AGENCY: Information and Communications Technology Authority (ICTA)

PROJECT ID: P170941; Credit Numbers 7289-KE and 7290-KE

TERMS OF REFERENCE FOR:

Senior Social Specialist

Contract No: KE-ICTA-500827-CS-INDV

Issue Date: 7th October 2025

Submission Deadline: 22nd October 2025 at 1000Hrs EAT

Client:

The Chief Executive Officer,

ICT Authority

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1. Background

The Government of the Republic of Kenya (GoK) has received financing in the amount equivalent to US$390 Million from the World Bank towards the cost of the first phase of the Kenya Digital Economy Acceleration Project[1] and it intends to apply part of the proceeds to payments for goods, works, non-consulting services and consulting services to be procured under this project.

The project will include the following components.

1.1 Component 1: Digital Infrastructure and Services-The aim of this component is to increase access to high-speed internet for individuals, industry, and government—the 'foundation of the foundations' of a digital economy and strengthen Kenya's role as regional digital leader—while leveraging investments from the private sector

1.2 Component 2. Digital Government and Services- This component will invest in the foundational digital services, platforms, architectures, and policies needed to transform the way the Government communicates and conducts its internal operations.

1.3 Component 3. Digital Skills and Markets- This component aims to equip young Kenyans with digital skills and strengthen their abilities to access and compete in domestic and regional markets through supporting skills development, to study mechanisms to improve access to affordable devices and through enhancing the enabling environment for e-commerce to support Kenya's role as a regional digital hub.

1.4 Component 4. Project Management- This component will support project implementation, coordination, for the Project Implementation Unit (PIU) within ICTA and capacity building.

1.5 Component 5: Contingent Emergency Response Components-This component will be activated in the event of an emergency.

The project involves infrastructure works such as middle-mile and last-mile connectivity to institutions, which may have potential social impacts, including land acquisition, involuntary resettlement, livelihood impacts, and community health and safety concerns. These impacts require careful management in compliance with the World Bank Environmental and Social Framework (ESF) and Kenya's relevant laws and regulations.

To this end, the ICT Authority seeks to engage a Senior Social Specialist to support the planning, implementation, monitoring, and reporting of social risk management measures across KDEAP activities.

[1] The Program Information Document for KDEAP, and other documentation, is available at: https://projects.worldbank.org/en/projects-operations/project-detail/P170941.

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2. Objectives of the Assignment

The main objective of this assignment is to ensure that the project complies with the World Bank ESF—particularly Environmental and Social Standards (ESS) such as ESS1, ESS2, ESS4, ESS5, ESS7, and ESS10—and with Kenyan laws on land acquisition, community health and safety, gender equality, and inclusion. The specialist will provide guidance on social risk mitigation and promote socially sustainable project outcomes.

3. Scope of Work and Specific Tasks

a) Conduct social risk screening of all sub-project activities and ensure integration of social requirements during project planning and implementation.
b) Prepare and disclose relevant social risk management instruments in line with identified risks such as the Resettlement Action Plans (RAPs) and Livelihood Restoration Plans (LRPs) as required.
c) Ensure implementation of approved risk management instruments which include the Environmental and Social Management Plan (ESMP), Stakeholder Engagement Plan (SEP) and corresponding Grievance Redress Mechanism (GRM), Labor Management Procedures (LMP), and Vulnerable and Marginalized Plan (VMP). Monitor compliance with World Bank ESF requirements and Kenyan laws on social issues.
d) Support stakeholder engagement and grievance redress mechanisms, ensuring they are accessible, transparent, and inclusive.
e) Promote inclusion of vulnerable and marginalized groups (VMGs), ensuring their meaningful participation in project activities.
f) Oversee gender mainstreaming and prevention of Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) in project implementation.
g) Conduct training for ICTA staff, contractors, and beneficiary agencies on social requirements and best practices.
h) Prepare periodic social risk monitoring reports and advise on corrective actions where necessary.
i) Handle all project related complaints raised through email, calls and in person submission.
j) Monitor established project communication platforms to foster regular interface with project stakeholders, including the toll-free number.

4. Duration and Location of Assignment

The assignment will be for a total period of **thirty-six (36)** calendar months, beginning with an initial contract of **twelve (12) months** renewable twice based on satisfactory performance and project needs. The Officer will be based at the ICTA offices in Nairobi, with required field travel to project sites across the country.

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5. Reporting Requirements and Timeline for Deliverables

The Senior Social Specialist will report to the Project Coordinator, KDEAP. Key deliverables include:

a). Inception report within one month of contract start.

b). Monthly progress reports.

c). Approved social risk management instruments (e.g., RAPs, SEPs, LMP).

d). Quarterly social compliance reports.

e). Training materials and capacity building session reports.

f). Inputs for the project's semi-annual progress reports to the World Bank.

All reports will be submitted within 7 days after the end of reporting month or period in hard and soft copies (in Microsoft Word, Excel, or Power Point, or in any other format as may be deemed appropriate by the PIU Project Coordinator. These reports will accompany the Officer's timesheet for payment.

6. Payment Schedule/Remuneration

The officer shall be remunerated based on a consolidated monthly rate (inclusive of all tax obligations), which will be negotiated with the successful candidate during Negotiations. Remuneration will be based on competitive rates, commensurate with the selected candidate's area of expertise and work experience, provided he or she has satisfactorily fulfilled all requirements stipulated herein above.

Payments will be made monthly upon submission and approval of satisfactory progress reports, supported by timesheets. The officer will submit to the Project Coordinator, a monthly timesheet, with a supporting invoice, as the basis for payment for the services. Costs incurred by the officer outside the assignment location will be reimbursed upon submission of a statement of expense and verifiable supporting documentation to the KDEAP Project Coordinator.

7. Minimum qualification and experience requirements

i. Master's degree in Sociology, Social Development, Anthropology, Community Development, or related field.
ii. At least 8 years of relevant experience in social risk management for infrastructure or ICT-related projects.
iii. Proven experience with World Bank ESF, particularly ESS1, ESS2, ESS4, ESS5, ESS7, and ESS10.
iv. Demonstrated knowledge of Kenyan laws and regulations on land acquisition, resettlement, and community engagement.
v. Experience in gender mainstreaming and prevention of SEA/SH in projects.
vi. Excellent communication, facilitation, and report-writing skills.

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8. Management and Accountability of the Assignment

The overall client for the assignment is the **Chief Executive Officer (CEO)** of ICTA. The officer will work under the supervision of the KDEAP Project Coordinator and in close collaboration with the Environmental Specialist, Procurement Specialist, other PIU staff and beneficiary agencies.

9. Responsibility of the Client

i. Provide relevant project documents.
ii. Facilitate access to project sites and stakeholders.
iii. Ensure timely review and feedback on deliverables.
iv. Where travelling individually on project duties, subsistence allowance shall be paid in the equivalence of the Public Service Job Group P rates. All individual travel shall be approved prior to the task by the Project Coordinator.

10. Responsibilities of the Consultants

i. The officer must ensure that the tasks identified above are performed in a result-oriented manner with the sole objective of achieving outputs and outcomes expected from the assignment as has been described in the details above.
ii. The officer is required to deliver high-quality, timely outputs as per this TOR.
iii. The officer is required to maintain confidentiality of project information.
iv. The officer is required to conduct duties in an ethical and professional manner, consistent with World Bank and Government of Kenya guidelines.

11. Confidentiality and Proprietary Rights

All documents, reports, and data developed or accessed during the assignment shall remain the exclusive property of ICTA. The officer shall not disclose any confidential information without prior written authorization. At the end of the assignment, all project materials shall be returned to ICTA, and no copies may be retained.

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