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Project Fiduciary
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Ministry of Finance
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**GOVERNMENT OF SIERRA LEONE
MINISTRY OF FINANCE**

**REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES – INDIVIDUAL SELECTION)**

ISSUE DATE 20th March, 2020.

Sierra Leone Agro-Processing Competitiveness Project

Loan No. P160295

Assignment Title: Consulting Services to Develop a Grievance Redress Mechanism
Online Platform

Reference No. SL-PFMU/PCU/GRMOP/01/INDV

The Government of Sierra Leone in collaboration with the World Bank Group is implementing the Sierra Leone Agro-Processing Competitiveness Project (SLAPCP) under the Ministry of Trade and Industry. The Project development objective is to improve the business environment in the agribusiness sector and increase productivity of targeted agro-processing firms. Achieving the project objective contributes directly to strengthening agro processing competitiveness, which is defined as the ability of agro-processing firms to generate new investments and increase market share in goods and services through improved productivity. Productivity depends on improving the quality of the business environment and capability of the economy, including skills and capacity of institutions that provide services to local and foreign investors. The Ministry of Trade and Industry (MTI) through the project will work closely with government ministries and agencies including the Ministry of Agriculture and Forestry (MAF), Sierra Leone Import & Export Promotion Agency (SLIEPA), Sierra Leone Standards Bureau (SLSB), Small and Medium Size Enterprise Development Agency (SMEDA), Environment Protection Agency (EPA), Sierra Leone Local Content Agency (SLLCA); complementary projects including the Smallholder Commercialization and Agricultural Development Program (SCADeP) and Sierra Leone Agricultural Development Fund (SLADF); and other ecosystem players and implementing partners.

The Sierra Leone Agro-Processing Competitiveness Project will focus on providing solutions to key market failures inhibiting competitiveness of the agro-processing sector and limiting firm and SMEs productivity. These market failures are as follows: (i) policy, institutional, and coordination failures that raise the cost of doing business for agribusiness and agro-processing investors; (ii) information asymmetries and failures on the demand and supply sides limiting SME market opportunities and links with larger domestic and foreign agro-processors; (iii) weak supply chain links; (iv) lack of access to finance and technology; and (v) skills gap at the firm and SME levels

The project activities have the following components: (i) Promote enabling environment for expansion and growth of agribusiness firms¹ (ii) Firm-level support to increase productivity in agro processing companies and SMEs in selected value chains; and (iii) Project implementation, coordination, Monitoring and Evaluation.

People adversely affected (or about to be affected) by a development project will raise their grievances and dissatisfactions about actual or perceived impacts to find a satisfactory solution. Not only should affected persons (APs) be able to raise their grievances and be given an adequate hearing, but also satisfactory solutions should be found that mutually benefit both the APs and the project. It is equally important that APs have access to legitimate, reliable, transparent, and efficient institutional mechanisms that are responsive to their complaints. Thus, the management of grievances is therefore a vital element of stakeholder management and an important aspect of risk management for the SLAPCP.

The Grievance Redress Mechanism is a mechanism whereby queries or clarification about a project are responded to systematically, problems that arise out of implementation are resolved and grievances are addressed efficiently and effectively. The SLAPCP project GRM is expected to strengthen accountability to beneficiaries and provide channels for project stakeholders to provide feedback on project activities. The GRM established under the project should be accessible to all ethnic, religious, gender and other special groups. The mechanism focuses not only receiving and recording complaint but also on how complaints are resolved.

Objectives of the Assignment

The objective of this assignment is to develop an online platform that will process and sort all complaints base on the type and nature to ensure immediate response and fairness in the resolution process. Complaint received online will be followed by an automatic response to the complainant about the process involved in looking into the complaint; and will also respond automatically to the complainant when resolved.

Tasks/Responsibilities

- Assessment of the project document and the GRM framework
- Stakeholders engagement including PCU staff to clearly understand what needs to be done
- Adapt and existing online platform to PCU needs and produce a functional and effective online platform that will be available for project stakeholders to:
 - Submit their questions, comments, suggestions and /or complaints or provide feedback on all SLAPCP project funded activities
 - Create an encryption for report on Gender Based Violence and steps to address them discreetly.
 - Ensure all grievances are treated with confidentiality and integrity
 - An automatic feedback system for complaint received and resolved
 - Ensure a proper mechanism to solicit and record complainant satisfaction and dissatisfaction
 - Enable PCU staff to manage project complaint within the GRM securely
 - Design a method where grievance calls received at the PCU will also be recorded online
 - Enable all GRM forms gathered from suggestion boxes to be recorded online
 - Develop training manual and train PCU Staff on the use of the online system
 - Provide security features to secure the online GRM system

Expected Output

- Report on initial analysis of project document and GRM framework
- Work plan
- Documenting installation, configuration and testing of final system
- Train PCU staff on the use of online platform
- Report on PCU staff trained to manage the online platform

Task Schedule

The deliverables shall be completed and submitted within nineteen (19) working days from the start date;

- Report on initial analysis of project document, GRM framework and stakeholder engagement – (4 days)
- Work plan – (1day)
- Documenting installation configuration and testing of final system – (9 days)
- Report on PCU staff trained to manage the online platform – (5 days)

Qualification and Experience

The consultant should have the following relevant qualifications:

- a. At least a master's degree in Computer Science, or other related field with strong focus system development;
- b. At least 5 years of relevant work experience in developing countries;
- c. Expertise in development of GRM and ICT systems, including call centers and social media feedback (with a preference for experience in these areas in the African region);
- d. Superior organizational skills;
- e. Ability to work in a team and to communicate effectively under short deadlines with governments and other counterparts; and
- f. Excellent verbal and written communication skills in English are essential. Knowledge of Krio or other local languages preferred.

Supervision

The Environmental and Social Safeguards Specialist will provide day to day supervision for the consultant, with an overall coordination from the Project Coordinator at the PCU. Technical supervision will be provided by the WBG Safeguards Specialist on the project.

Confidentiality Agreement

All the data and information received from the GOSL and WBG for the purposes of this project will be kept strictly confidential and will be used exclusively to execute the terms of reference. All the intellectual property rights stemming from the execution of the terms of reference belong to WBG. The content of the data that are obtained and utilized during this task will not be shown to third parties without the written consent of WBG.

The Project Fiduciary Management Unit of Ministry of Finance now invites eligible consultants to indicate their interest in providing the Services. Interested consultants should provide information demonstrating that they have the required relevant experience and qualifications to perform the Services. The evaluation shall be based on the relevant qualifications and experience of the individual Consultant

The consultant will be selected in accordance with the Individual Selection method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours.

Project Fiduciary Management Unit
13a Howe Street Freetown
9:00am to 5:00pm Monday -Friday

Expressions of interest must be sent by email to the address below not later than 3rd April, 2020 at 4:00pm.

Project Fiduciary Management Unit

Ministry of Finance

Attn: Head of Procurement

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