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Project Fiduciary Management Unit –  
PFMU  
13 Howe Street  
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**GOVERNMENT OF SIERRA LEONE**  
**PROJECT FIDUCIARY MANAGEMENT UNIT –PFMU**  
***Resilient Urban Sierra Leone Project-RUSLP***

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

Issue date: 29<sup>th</sup> June, 2021

**ASSIGNMENT TITLE:**

***Hiring a consultant to develop a Grievance Redress Mechanism System***

**Reference No. SL-MOFED-239006-CS-INDV**

1. The Government of Sierra Leone has received funding from International Development Association IDA of the World Bank towards the cost of Resilient Urban Sierra Leone Project and intends to apply part of the proceeds of the funding for eligible payment under the contract for the Hiring of a Grievance Redress Mechanism System Consultant through the Project Fiduciary Management Unit.
2. The Resilient Urban Sierra Leone Project seeks the services of a qualified Consultant to design and develop a digital reporting platform that will seamlessly host and operationalize a comprehensive project-wide Grievance Redress Mechanism (GRM) to be instituted by the PMU before, or not later than thirty days after, project implementation commences. The GRM platform is to enable a broad range of stakeholders to channel their concerns, questions, and complaints to the various implementing agencies, through multiple grievance uptake channels. Essentially, the GRM will assist in resolving complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved. It outlines a transparent and credible process for fair, effective and lasting outcomes. Similarly, it builds trust and cooperation as an integral component of broader community consultation that facilitates corrective actions using processes that are consistent with the World Bank safeguards covenants.
3. The GRM will have as its primary goal, the enhancement of project operational efficiency in a variety of ways, including the generation of public awareness about the project and its objectives. Other objectives are to:
  - provide project staff with practical suggestions/feedback that allows them to be more responsive to beneficiaries;
  - assess the effectiveness of internal organizational processes;
  - increase stakeholder involvement in the project activities; and

- Provide a channel through which beneficiaries and other stakeholders can raise any grievances or complaints on Gender Based Violence issues in the project. Grievances and complaints may pertain to Sexual Exploitation, Abuse, Rape and Sexual harassment etc.

Specifically, the GRM:

- Ensures that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants;
- Avoids the need to resort to judicial proceedings, where avoidable, as a way of seeking redress;
- Provides affected people with avenues for making a complaint or resolving any dispute that may arise during the course of project implementation;
- Register and track these complaints to their resolution, and will ensure that all Gender Based Violence-related complaints are sorted separately, tracked and resolved or referred for further action where required.

4. The PFMU now invites eligible consultant to indicate their interest in providing the above-mentioned package of service. Interested consultant must meet the following academic and related experience requirements:

- Have a relevant degree in Computer Science/Information-Technology, other relevant field or higher Professional qualification;
- Have at least 5 years of experience in management and design of Management Information Systems and databases;
- Demonstrate a successful record of similar assignments carried out in the past 5 years;
- Experience developing and implementing opensource software projects;
- Ability to recognize and adopt best practices in web development engineering: design, testing, version control, documentation, build, deployment, and operations;
- Ability to quickly recognize and utilize user interface design patterns to solve business problems with highly accessible and usable web applications;
- Excellent presentation skills and ability in designing and delivering training and capacity-building activities.
- Practical written and verbal communication skills in English
- Demonstrated ability to work effectively and sensitively in teams, both formal and informal contexts.

5. The duration of the assignment will be of 6 Months for Development and 3 months for Maintenance.

**6. *This REoI will lead to the preparation of Shortlist of Consultants***

The attention of interested consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" July 2016 Revised

November 2017, August 2018 and November 2020 (“Procurement Regulations”), setting forth the World Bank’s policy on conflict of interest. The Consultant will be selected in accordance with Individual Consultant (IC) method set out in the Consultant Guidelines.

7. Interested consultants may obtain further information at the address below or **via** email request during office hours from 1000 to 1700 hours Monday to Friday.

Project Fiduciary Management Unit -PFMU  
Ministry of Finance - 13<sup>A</sup> Howe Street  
African House (Former World Bank Country Office)  
Freetown, Sierra Leone

***Attn: The Secretariat, PFMU***

***Tel: +232 76-672-186***

***E-mail: resilienturbanslp2019@gmail.com***

8. Expressions of interest must be delivered via E-mail as attachment of up dated Curriculum Vitae and all supporting documents (*Note: do not send originals*)

to: **resilienturbanslp2019@gmail.com** Cc: **pfmu2018@gmail.com**

Please indicate clearly the **NAME OF THE ASSIGNMENT** in the email subject heading and attachment as **ONLY ELECTRONIC SUBMISSION WILL BE ACCEPTED** of the assignment for which expression is being made by 1200 hours GMT **on or before 13<sup>th</sup> July, 2021**.