

Tel: (+232-76-672-186)
Email: pfm2018@gmail.com

Project Fiduciary Management Unit –
PFMU
13 Howe Street
Freetown
Sierra Leone



GOVERNMENT OF SIERRA LEONE

REQUEST FOR EXPRESSIONS OF INTEREST

Issue Date: 6th October 2021

Consulting Services: HIRING A CONSULTING FIRM TO SUPPORT THE DESIGN OF AN ACTION PLAN AND GRIEVANCE MECHANISM FOR CASES OF SEXUAL EXPLOITATION AND ABUSE (SEA) AND SEXUAL HARASSMENT (SH) AND TO PROVIDE IMPLEMENTATION SUPPORT TO THE PROJECT MANAGEMENT UNIT

SL-MOFED-255205-CS-CQS

1. The Government of Sierra Leone has received funding from International Development Association IDA of the World Bank towards the preparation of the 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 a consulting firm to support the design of an action plan and grievance mechanism for cases of Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH) and to provide implementation support to the project management unit through the Project Fiduciary Management Unit.
2. The consultant is required 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..
3. The consultant will carry out the following activities:
Scope of work referenced is ONLY a summary DETAILED TOR MUST be requested for via email to resilienturbanslp2019@gmail.com

Phase 1: Before Works Start

A. Development of GBV (SEA/SH) Action Plan

- a. Conduct site-specific SEA/SH risk assessments in Freetown and select secondary cities to identify the context-specific risks and proposed mitigation measures required for different project locations;
- b. In consultation with the PMU, propose and develop an SEA/SH Action Plan with Accountability and Response Framework (“A&R Framework”) setting out actions to prevent, mitigate and respond to SEA/SH throughout project implementation;

- c. Ensure that the project's risk mechanisms as set out in the SEA/SH Action Plan and A&R Framework align with the World Bank [Good Practice Note on Addressing SEA/SH in Investment Project Financing Involving Major Civil Works](#);
- d. Propose tools and indicators for monitoring and evaluation of the SEA/SH Action Plan; and
- e. Ensure the alignment of the corresponding contractor safeguards documents, including the Contractor Environmental and Social Management Plans (c-ESMPs) and SEA/SH action plans and response frameworks.

B. SEA/SH Grievance Mechanism and Incident Reporting

- a. Identify entry points: Based on the Consultant's experience, a high-level assessment of the quality of service providers, and safe and ethical consultations with women and girls in communities,¹ identify and assess trusted entry points for the reporting of project-related SEA/SH incidents, including formal service providers (health, psychosocial, etc.) within the existing referral pathway. CBOs and community members that can serve as entry points and enhance the referral pathway will be identified as needed. Ideally, the existing formal referral pathway and coordination between existing formal services shall be enhanced.
- b. Reporting/grievance mechanism: propose a design for the project's SEA/SH grievance procedures using a survivor-centered approach that complements the project's existing Grievance Redress Mechanism (GRM).² The GRM should ensure that the rights and needs of the survivors are put first and that the mechanisms comply with the principles of safety, confidentiality, dignity, self-determination and non-discrimination.³ The design should enable the GRM operators to register and respond to survivor incident reports with attentive listening, sensitive non-judgmental enquiry into their needs, validation of their disclosure, and the provision of support and assistance by referring to the appropriate GBV service providers, . The GRM, including its survivor-centered protocols for addressing SEA/SH, needs to be in place prior to contractors mobilizing.
- c. Assessment of the referral pathway, mapping of GBV service providers: conduct an assessment of the official referral pathway and a mapping of GBV service providers in the project areas to assess their quality, with a focus on healthcare, psychosocial support, and legal/justice support providers. In addition to conducting a basic assessment of the quality of services, identify if the providers are integrated and functioning under the Official Referral Pathway developed by the Ministry of Social Welfare, Women and Children Affairs (MSWWCA). Where necessary, propose and contribute actions for the enhancement of the referral pathway or select service providers if warranted.
- d. Data Sharing: Develop and support implementation of data sharing protocols to be entered into between the GRM operator and primary GBV service providers in the referral pathway if necessary, which will be based on principles of confidentiality,

¹ Safe and ethical consultations with women and girls should never directly ask about individual experiences of GBV. Rather, they should focus on gaining an understanding of the experiences of women and girls in affected communities. See the [Good Practice Note](#) pp. 15-16.

² The design should align with the World Bank Technical Note on Grievance Mechanisms for SEA and SEA in World Bank-financed Projects (2020).

³ Interagency Gender Based Violence Guidelines. Providing Care and Case-Management Services to Gender Based Violence Survivors in Humanitarian Settings. (2017).

safety, informed survivor consent to the sharing of any information, and limited transmission of information.

Phase 2: Implementation

- A. In addition to the induction training identified under section (C)(a) above, during the first two years of project implementation, the Consultant shall conduct refresher trainings for the PMU and other staff of technical agencies on a quarterly basis.
- B. The Consultant will also provide regular, ongoing, as-needed support to the PMU and the Gender and GBV Specialist on the issues outlined under section (C) (“*Strengthen Capacity on SEA/SH and Other Support to the PMU*”) above.
- C. The Consultant will regularly build capacity in the PMU to monitor that all mitigation and response provisions are in place and working effectively and conforming to the SEA/SH Action Plan and A&R Framework, as well as contractor activities. If the Consultant identifies capacity challenges or gaps in implementation, a notification and report with an improvement proposal shall be submitted to the PMU. All actors will prioritize the safety of the survivor, family, witnesses and service providers at all times.

DESCRIPTION OF ACTIVITY SITES

The project will be implemented in Freetown, Western Area Rural District, Makeni City, Bo City, Kenema City, Port Loko City, Bonthe Municipal and Koidu City. However, not all project sites will implement all activities. At the Inception Report stage, the Consultant and the Implementing Agency/PMU-FDD will together determine the SEA/SH activities required for each location, which will be informed by site-specific SEA/SH Risk Assessments.

4. The PFMU now invites eligible consultant to indicate their interest in providing the above mentioned package of service. The consulting firm/organization should be able to demonstrate the following qualifications, skills and competencies at the organizational level. The firm will also be expected to designate one Project Leader with at least 10 years of experience and one Team Member with at least 5 years of experience working on prevention, mitigation and response to GBV.

- At least ten years of proven experience working on prevention, mitigation and response to GBV in Sierra Leone (either directly or through enhancing the capacity of GBV service providers and communities);
- Experience in assessing and enhancing the capacity of service providers or organizations to respond to and assist survivors of GBV, based on accepted minimum standards of care and using a survivor-centered approach (with a focus on healthcare providers as well as psychosocial support, legal/justice services and others as available)
- Proven record of relevant outreach to communities through GBV training, development of effective communication strategies and engaging communities to prevent violence, decrease survivor stigma, and raise awareness about services and referral pathways
- Experience in utilizing the following international tools: GBV Standard Operating Procedures; GBV Information Management System; IASC GBV Guidelines; IASC Gender Handbook; GBV Coordination Handbook; WHO Ethical and Safety

Recommendations for Researching, Documenting and Monitoring Sexual Violence in Emergencies; the global Essential Services Package for Women and Girls; or similar tools developed by the organization

- Prior experience in counselling and psychosocial support will be an asset;
- Proven record of working directly or indirectly (through other NGOs or CBOs) in Freetown and the Western Rural Area and in secondary cities of Sierra Leone (or with capacity to implement services in secondary cities directly or through qualified NGOs/CBOs);
- Experience with complaints handling, mediation or conflict resolution would be an asset;
- Strong oral and written communication skills in English, with the ability to present and facilitate sessions and content in plain language; and
- Adherence to the highest levels of integrity and ethical standards, with demonstrated ability to handle confidential matters in line with recognized standards for confidentiality.

5. The duration for Phase 1 (preparation/before works start) will last for six months to one year from the start of this contract (depending on the project's progress) and the implementation period is anticipated to have a duration of a further two to four years, depending on the needs of the PMU in terms of SEA/SH support and the development of the project. It is anticipated that the project will require between 45 to 65 person-days during Phase 1, with a further 0-3 person days required on a monthly basis thereafter, however this figure is preliminary and may be adjusted based on discussion and project developments. The performance of the provider will be assessed at the end of year one and the contract will proceed only if minimum criteria are met.

6. This REoI will lead to the preparation of Short list 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 Consultant Qualification Selection (CQS) method set out in the Consultant Guidelines.

7. Interested consultants may obtain any further information via email request to **resilienturbanslp2019@gmail.com** or contact +23278-585-818 during office hours from 1000 to 1700 hours Monday to Friday.

8. Submission of expression of interest should be done via email to

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** for this assignment for which expression is being made **on or before 20th October, 2021**.