

REQUEST FOR EXPRESSIONS OF INTEREST CONSULTING SERVICES

Lebanon

Additional Grant for the Emergency National Poverty Targeting Program Project-NPTP-AG

Original Grant No. TF-017200

LSCTF Grant No. TF-0A2803

Project ID No. P158980

Assignment Title: Design and Operate a Grievance Redress Mechanism & Build a Grievance Redress Information System – Phase I"

Reference No. : FC012

In 2011, the Government of Lebanon (GoL) launched the National Poverty Targeting Program (NPTP), which seeks to identify and provide poor targeted Lebanese households social assistance. The National Poverty Targeting Program (NPTP) is the first poverty-targeted social assistance program in Lebanon with the objective to “provide social assistance to the poorest and most vulnerable Lebanese households based on transparent criteria that assess each household’s eligibility to receive assistance, given the available public resources”. The NPTP targets the extreme poor and is managed by the Ministry of Social Affairs (MoSA) and the Presidency of the Council of Ministers (PCM).

The Government of Lebanon has received a grant from the World Bank, to enable the expansion of the coverage and further strengthening the services that are currently provided by NPTP. Through this grant and amongst other objectives, the Government of Lebanon decided with the support of the World Bank, to build on the NPTP GRM, and develop a stronger GRM needed for the success of the NPTP and any further scale up, and for strengthening accountability for beneficiaries and provide channels for project stakeholders to provide feedback on project activities.

The consulting services (“the Services”) include the development of the GRM that will be divided in two phases:

Phase one would focus on building the blocks for an effective and simple GRM with (i) multiple grievance uptake locations and multiple channels for receiving grievances; (ii) fixed service standards for grievance resolution; (iii) clear processing guidelines; and (iv) an effective and timely grievance response system to inform complainants of the action taken, while **phase two** would ensure that a functional GRM system is adequately operating at the national and local levels through adequate channel of entry and would be migrated to the GRM module in the envisioned National Social registry.

The development of the GRM will be divided in two phases as indicated above: **Phase one would be financed by the Emergency NPTP Additional Financing Grant**, while phase two will be developed and financed by the proposed Emergency Crisis and COVID-19 Response Social Safety Net Project.

The Fiduciary Operations Team (FOT) under the PCM is responsible for managing the Financial and Procurement activities under the project. The Fiduciary Operations Team under the supervision of the Presidency of the Council of Ministers now invites eligible **firms (“Consultants”)** to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. **Please note that no CVs of staff are required at this stage.**

The short listing criteria are:

1. General Experience (years in the market, International Affiliations, services provided, client portfolio)
2. Specific Experience of the Consultant related to the Assignment
3. General Profile and number of Key Staff

The attention of interested Consultants is drawn in the World Bank’s “Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits and Grants by World Bank Borrowers” dated January 2011 (revised July 2014).

Consultants will be selected in accordance with the Quality- And Cost-Based Selection (QCBS) method set out in the World Bank Consultant Guidelines. The full version of the Terms of Reference can be reviewed at <http://www.pcm.gov.lb-مشاريع ووظائف/خدمات/> on the website of the Presidency of Council of Ministers.

Further information can be obtained at the address below during office hours: from 9:00 AM to 4:00 PM Beirut time.

Expressions of interest must be delivered electronically or in a written form to the address below (in person, or by mail, or by e-mail) **by January 5, 2021 by 4.00 PM Beirut time.**

Presidency of the Council of Ministers - PCM
Fiduciary Operations Team - FOT
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