

**REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING SERVICES –  
INDIVIDUAL CONSULTANT) ( Re-Advertised )**

**Country: Ethiopia**

**Name of Project: Africa Think Tank Platform Project**

**Grant No: - E246-3A**

**Project No: - P179804**

**ASSIGNMENT TITLE: Selection of Individual consultant for Developing a Grievance  
Redress Mechanism (GRM)**

**Procurement reference number: ET-AUC-483277-CS-INDV**

The African Union Commission has received financing from the World Bank toward the Implementation of Africa Think Tank Platform Project and intends to apply part of the proceeds for the selection of Selection of Individual consultant for Developing a Grievance Redress Mechanism (GRM) Consultant to support the operational coordination of the project's secretariat.

The objective of this assignment is to develop a Grievance Redress Mechanism (GRM) that provides a framework for receiving and managing grievances from stakeholders and parties affected by the activities of the Africa Think Tank Platform Project, as well as all other projects supported by the World Bank under the African Union Commission (AUC).

**(i) Responsibilities and Duties**

The Project Grievance Redress Mechanism (GRM) specialist will be responsible for the following tasks:

**Task 1:** Survey existing formal and informal GRMs in project implementing agencies. The consultants will evaluate the scope of existing GRM systems under the AUC and identify opportunities to build upon them while integrating them into a GRM usable for all World Bank-funded projects under the AUC.

**Task 2:** Develop a comprehensive GRM design. The consultant will collaborate with the client to design a user-friendly and efficient GRM that meets identified needs and adheres to World Bank standards. This includes guiding principles; defining the scope and types of grievances; setting out procedures for lodging grievances; outlining a grievance redress structure; describing performance standards; and detailing internal and external grievance review mechanisms.

**Task 3:** Develop standard operating procedures. The consultant will create procedures, guidelines, and flowcharts detailing the grievance redress process within the project's operating structures, including monitoring, and reporting mechanisms. They will help integrate these processes into the project's operational plan/manual and compile standalone publications for project staff and GRM

users. Recommendations for effective management of the system by key implementing agencies, specifically the Think Tanks, will be provided.

**Task 4:** Conduct stakeholders' workshop. The consultant will facilitate a workshop to seek feedback from key stakeholders and validate the GRM design.

**(ii) Key Deliverables and Person months Input:**

The assignment is expected to require up to 30 days of professional time. The Deliverable is a comprehensive GRM design that meets identified needs and adheres to World Bank standards, including operating procedures, guidelines, and flowcharts detailing the grievance redress process within the project's operating structures and its monitoring and reporting.

**(iii) Required Qualification and work experience.**

- A minimum master's degree from a recognized institution in social science, anthropology, systems design, project monitoring and evaluation, or related fields.
- Proven experience in designing and developing grievance redress mechanisms, preferably for World Bank-funded projects.
- Strong understanding of World Bank guidelines and standards for grievance redress.
- Excellent project management skills.
- Ability to provide training and support to staff.

**(iv) Evaluation and Qualification Criteria**

- General experience - 10 Points
- Specific Experience relevant to the assignment – 50 Points
- Qualifications – 30 Points
- Language – 10 Points

**(v) Services /Facilities to Be Provided by the Client**

The client will facilitate access to key information from the implementing agencies, relevant staff, visits, and organize stakeholder workshops for this assignment. They will also provide feedback on outputs within a reasonable timeframe (maximum of two weeks after presentation).

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 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest

A Consultant will be selected in accordance with the Individual Consultant Selection method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours *i.e. 0900 to 1700 hours*.

Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by e-mail) by 25 June 2025

**African Union Commission,  
Attn: Head of Supply Chain Management Division  
Building C, 3<sup>rd</sup> Floor,  
P.O Box 3243, Roosevelt Street  
Addis Ababa, Ethiopia  
Tel: +251 (0) 11 551 7700 – Ext 4305  
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E-mails: [tender@africa-union.org](mailto:tender@africa-union.org)**

## **TERM OF REFERENCE ATTP PROJECT**

### **for Developing a Grievance Redress Mechanism (GRM)**

**Country:** Ethiopia  
**Name of Project:** Africa Think Tank Platform Project  
**Assignment Title:** Individual Consultant for Developing a Grievance Redress Mechanism (GRM)  
**Grant No:** E246-3A  
**Proc. Ref:** ET-AUC-483277-CS-INDV  
**Reference No.** P179804

#### **I. Background**

The Africa Think Tank Platform Project is a five-year, US\$50 million Investment Project Financing (IPF) operation aiming to establish and operationalize a sustainable platform for effective cooperation and harmonization on regional policy issues among country-level policymakers, regional associations, and think tanks. The project is pan-African, covering all countries across the continent. It focuses on encouraging collaboration on policy making for regional integration priorities with significant positive externalities or that reduce negative externalities. These priorities are based on common areas for regional-level collaboration identified in the AU's Agenda 2063 and the World Bank's Africa Strategy and are aligned with the Sustainable Development Goals (SDGs). Priority themes include economic transformation and governance, climate change, regional trade, food security, human capital, and digitalization, with a strong focus on gender across all areas.

#### **II. The objective of the assignment**

The objective of this assignment is to develop a Grievance Redress Mechanism (GRM) that provides a framework for receiving and managing grievances from stakeholders and parties affected by the activities of the Africa Think Tank Platform Project, as well as all other projects supported by the World Bank under the African Union Commission (AUC).

#### **III. Responsibilities and Duties**

The GRM should encompass all operational locations of the project and delineate the principles and procedures for receiving, resolving, and managing complaints from all stakeholders, ranging from the in-country Think Tanks to the AUC. It should facilitate multiple avenues for lodging complaints and establish a protocol for addressing complaints from survivors of Sexual Exploitation and Abuse (SEA)/Sexual Harassment (SH) in a manner that is safe, ethical, confidential, responsive, and free from stigma.

The GRM's development will be guided by the following principles:

- Accessibility, inclusivity, transparency, fairness, and cost-free, with broad disclosure, facilitating the resolution of concerns and grievances in a safe, confidential, and timely manner.
- A mechanism that allows stakeholders to file complaints through various means (face-to-face, mail, email, phone, text, website, and in person) and, when necessary, anonymously.
- Clear, impartial, and objective procedures for handling and responding to complaints, including defined timelines for acknowledgment, decisions, and appeals.
- A process free from retaliation, abuse, or discrimination.
- Avenues for lodging SEA/SH cases in a safe, confidential, and non-stigmatizing manner, with a referral pathway for such cases.

The Project **Grievance Redress Mechanism (GRM)** specialist will be responsible for the following tasks:

**Task 1:** Survey existing formal and informal GRMs in project implementing agencies. The consultants will evaluate the scope of existing GRM systems under the AUC and identify opportunities to build upon them while integrating them into a GRM usable for all World Bank-funded projects under the AUC.

**Task 2:** Develop a comprehensive GRM design. The consultant will collaborate with the client to design a user-friendly and efficient GRM that meets identified needs and adheres to World Bank standards. This includes guiding principles; defining the scope and types of grievances; setting out procedures for lodging grievances; outlining a grievance redress structure; describing performance standards; and detailing internal and external grievance review mechanisms.

**Task 3:** Develop standard operating procedures. The consultant will create procedures, guidelines, and flowcharts detailing the grievance redress process within the project's operating structures, including monitoring, and reporting mechanisms. They will help integrate these processes into the project's operational plan/manual and compile standalone publications for project staff and GRM users. Recommendations for effective management of the system by key implementing agencies, specifically the Think Tanks, will be provided.

**Task 4:** Conduct stakeholders' workshop. The consultant will facilitate a workshop to seek feedback from key stakeholders and validate the GRM design.

### **Key Deliverables**

The assignment is expected to require up to 30 days of professional time. Deliverables include:

- A comprehensive GRM design that meets identified needs and adheres to World Bank standards, including operating procedures, guidelines, and flowcharts detailing the grievance redress process within the project's operating structures and its monitoring and reporting.

**Facilities Provided by Client:** The client will facilitate access to key information from the implementing agencies, relevant staff, visits, and organize stakeholder workshops for this

assignment. They will also provide feedback on outputs within a reasonable timeframe (maximum of two weeks after presentation).

#### **IV. Qualifications and Experience Requirement**

##### **Education:**

- A minimum master's degree from a recognized institution in social science, anthropology, systems design, project monitoring and evaluation, or related fields.

##### **Experience:**

- Proven experience in designing and developing grievance redress mechanisms, preferably for World Bank-funded projects.
- Strong understanding of World Bank guidelines and standards for grievance redress.
- Excellent project management skills.
- Ability to provide training and support to staff.

#### **Submission Requirements**

Interested individual consultant should submit their CVs and experienced or Examples of similar projects completed, particularly those involving World Bank funding.

#### **7. Evaluation Criteria**

Proposals will be evaluated based on:

- General experience - 10 Points
- Specific Experience relevant to the assignment – 50 Points
- Qualifications – 30 Points
- Language – 10 Points