

# **REQUEST FOR EXPRESSIONS OF INTEREST CONSULTING SERVICES – INDIVIDUAL CONSULTANT**

**Republic of Serbia**

**Local Infrastructure and Institutional Development (LIID) Project**

**Project ID No. P174251**

**Assignment Title:**

- **Social Safeguard and Citizen Engagement Specialist (full-time individual consultant), Reference No. SER-LIID-IC-CS-23-03**

The Republic of Serbia has received financing in the amount of EUR 265,200,000 equivalent from the World Bank and the Agency Francaise de Development toward the cost of the Serbia Local Infrastructure and Institutional Development (LIID) Project, and intends to apply part of the proceeds to payments for goods, works, non-consulting services and consulting services to be procured under this project.

## **Scope of work**

The social safeguard and citizens engagement specialist works under the supervision of the Project Manager and will be primarily and ultimately responsible for:

- Support the Manager and Deputy manager of the PIU in organizing, coordinating, integrating, and monitoring operations of the PIU and the institutions involved in the Project, both at the PIU premises and in the field, during its preparation and implementation.
- Ensuring that project implementation is in compliance with World Bank's social safeguard principles and that the project activities are in compliance with the social safeguard policies and ESMP prepared for the project.
- Providing conceptual and operational support on the core social development themes pursued in the project.
- Support project's efforts at reaching the targeted communities that will be diverse in many ways – social, economic, ethnic, gender and geographical setting including remote areas.
- Preparing detailed citizen engagement and feedback strategy and plan around project activities and interventions. Based on this, prepare annual action plans and detailed quarter-wise plans.
- Preparing specific mechanisms and tools of engagement as appropriate such as communication campaigns, report cards/ score cards, satisfaction surveys, system of community monitoring, and instruments needed to carry out the information and awareness campaigns etc.

- Support in designing and implementing of communication plan for project activities in accordance with citizens engagement plan.
- Carrying out consultations with various stakeholders especially the community to identify issues and impacts if any and mitigation measures and community's feedback on the project interventions.
- Support PIU in communication with government and other partners in sharing project progress, and seeking feedback to improve social development related issues.
- Assistance in work of project complaint / grievance mechanism.
- Identifying and addressing the concerns of stakeholders, and providing a forum of continued interaction and feedback response to all stakeholders.
- Collaborating with Environmental Specialists, Health and Safety Specialists, other specialists and consultants of the project to support implementation of the Component 1 and 2 ESMFs.
- Revising social risk and impacts assessments and reports upon request from World Bank, performing internal inspections/audits of sub-project operations and contractors' activities to ensure compliance with applicable requirements, including ESMF procedures, applicable social protection and human right laws, regulations and standards, and the lenders' requirements.
- Providing response to social impact monitoring concerns and findings. Tracks corrective and preventive actions taken in response to internal and external audit/inspection findings.
- Acting as project social safeguard and citizen engagement representative and community liaison officer to state authorities, WB and the public, including communities affected by project.

On the practical side, the social safeguard and citizens engagement specialist:

- Identify social parameters under Project Development Objectives (PDOs) and Results Framework (RF) under the project will monitor project's performance for these parameters.
- Develop specific indicators to monitor implementation progress of Citizen Engagement and safeguard plan, and associated activities.
- Maintains and implements procedures related to social and citizen engagement incidents, including reporting and participation in root cause analysis, investigations and recommendations to address identified issues in accordance with the ESMFs.
- Develops appropriate tools required for social impact assessment plan.
- Overseeing maintenance of the incident registers for various projects and site operations, and compiles data at the corporate level.

- Maintains awareness of regulatory changes and disseminates social protection and human rights-related bulletins, technical changes and literature to project personnel.
- Maintains social safeguard and citizens engagement management library (registers/logs, laws, guidelines, standards, training materials, other).
- Provide internal training as needed on project-related matters to the PIU staff, the MCTI, LSGs, and other ministries, and other relevant stakeholders.
- Prepares reports to Government authorities and WB in accordance with the ESMF and upon request.
- Develops specifications and assess requirements for contractors as needed to ensure project-specific social impact requirements are included in contracts.
- Supports evaluation of social protection and citizens engagement qualifications and information in proposals/tenders as part of the selection of contractors and contract managers.
- Participates in project progress meetings to review social safeguard and citizens engagement performance and identify areas of improvement.
- Reviewing social safeguard and citizens engagement standards of each-sub-projects with the aim to identify appliance of the project classification in respect with the directives.
- Actively participate in World Bank supervision missions.
- Submit monthly reports on his/her performance and the performance of experts under personal supervision for approval of payment for services rendered.
- Perform other duties in support of project preparation and implementation, as required.

### **Timeframe and Duration**

The Consultant is expected to provide full time services for the life of the project, i.e. until November 30, 2028, with a probationary period of six (6) months.

The Consultant shall not have other full or part-time assignment during the engagement under this Contract.

### **Required qualifications:**

The Social safeguard and citizen engagement specialist should possess:

- Advanced university degree (Master's degree or equivalent) in Social development, Sociology, Anthropology, Social sciences, Communication, Management studies or other relevant disciplines

- Minimum of 5 years of demonstrated experience in carrying out social safeguard and citizens engagement activities / social intermediation activities and outreach activities for infrastructure development projects; Relevant working experience of handling consultations with multiple stakeholders and coordinating social intermediation and communication efforts
- Minimum 3 years of total professional experience in the field of preparation and implementation of ESIA/ESMPs for projects similar to the activities being financed
- At least 3 years of experience working with LSGs in the areas of community development and citizens engagement, with focus on infrastructure and / or housing development; Additional NGO experience in respective fields will be considered as an advantage
- Experience related with design of Social Impact Assessments (SIA) will be considered as an advantage
- Knowledge on technical documentation design for construction of roads and other supporting transport infrastructure will be considered as an advantage
- Relevant experience with projects of international financial institutions will be considered as an advantage
- Experience in delivering of technical assistance to LSGs in social safeguard / citizens engagement / infrastructure development sector will be considered as advantage
- Openness to change and ability to receive/integrate feedback
- Strong analytical skills and ability to identify key strategic issues, opportunities and risks
- Competence for incorporating gender perspectives into substantive work and ensuring the equal participation of women and man in all areas of work; commitment to the goal of gender balance in staffing and creating a gender sensitive working environment that pays attention to work/life issues
- Knowledge of computer, office software and web-based applications use
- Cultural, religion, race, nationality and age sensitivity and adaptability
- Excellent writing/reporting and presentation skills
- Excellent interpersonal, networking and team building skills
- Excellent knowledge of written and spoken Serbian and English.

The Central Fiduciary Unit (CFU) of the 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 qualifications and relevant experience to perform the Services.

The evaluation criteria for the assignment:

- Qualifications and Competence relevant to the Assignment ( 50 Points)
- Specific Experience relevant to the Assignment ( 50 Points)

The attention of interested Consultants is drawn to paragraph 3.14, 3.16 and 3.17 of the *World Bank's Procurement Regulations for IPF Borrowers – Procurement in Investment Project Financing Goods, Works, Non-Consulting and Consulting Services (July 2016, revised November 2017, August 2018 and November 2020)* ("the Regulations") setting forth the World Bank's policy on conflict of interest.

A Consultant will be selected in accordance with the *Open Competitive Selection of Individual Consultants* as set out in the Regulations.

Further information can be obtained at the address below during office hours 09:00 to 15:00 hours.

Expressions of interest in English language must be delivered in a written form to the email below, by **June 09, 2023, 12:00 hours, noon**, local time.

Interested consultants must provide **Cover Letter (name and reference number of the assignment to be indicated in the email)** and **CV** representing description of similar assignments, experience in similar conditions and availability of appropriate skills (**scanned diplomas to be sent with CV**).

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