



COUNTRY: Republic of Cameroon

PROJECT NAME: Local Governance and Resilient Communities Project (PROLOG)

CREDIT IDA: No. 72130-CM

MISSION TITLE: Consultancy Services – Local Support Organisation (LSO) for the Establishment, Dissemination and Monitoring of a Grievance Redress Mechanism (GRM), Including Gender-Based Violence (GBV), in the North-West Region, under the Local Governance and Resilient Communities Project (PROLOG)

REFERENCE NO. IN THE PROCUREMENT PLAN (STEP): CM-MINDDEVEL-554073-CS-CQS.

REQUEST FOR EXPRESSIONS OF INTEREST No. 055 /REOI/MINDDEVEL/PROLOG/PIU/PSM/ESN 2026 OF 1 OCT 2020 FOR THE RECRUITMENT OF A LOCAL SUPPORT ORGANISATION (LSO) FOR THE ESTABLISHMENT, DISSEMINATION AND MONITORING OF A GRIEVANCE REDRESS MECHANISM (GRM), INCLUDING GENDER-BASED VIOLENCE (GBV), IN THE NORTH-WEST REGION UNDER THE LOCAL GOVERNANCE AND RESILIENT COMMUNITIES PROJECT (PROLOG)

- (1) The Republic of Cameroon has secured financing from the International Development Association (IDA) to cover the cost of the Local Governance and Resilient Communities Project (PROLOG), and intends to use part of the proceeds to finance consultancy services for the establishment, dissemination and monitoring of a Grievance Redress Mechanism (GRM), including Gender-Based Violence (GBV), in the North-West Region under the Local Governance and Resilient Communities Project (PROLOG).
- (2) The mission is intended to continue a process that has already been initiated, with the objective of providing holistic coverage of all areas hosting infrastructure at the regional, municipal and community levels, across all ongoing financing windows.
- (3) The consultancy services covered by this Request for Expressions of Interest concern Local Support Organisations (LSOs) which, in accordance with the applicable regulations, will be responsible for establishing, operationalising and disseminating the GRM, including GBV-related mechanisms, at the regional, local and community levels in twenty-three (23) councils in the North-West Region.
- (4) The Consultant/Firm will be responsible for:
 - Identifying and training community focal points in villages and neighbourhoods hosting sub-projects. These focal points shall be locally resident individuals of good standing, capable of learning and communicating accurate information in French and the local language on the GRM, and able to maintain confidentiality. As indicated above, they will work in collaboration with the resource persons selected by the communities in each village, as well as with the contractors' QHSE officers, in carrying out awareness-raising activities and collecting grievances;
 - Raising awareness among and training communities living around construction sites on the use of the mapping of potential referral services available in the work areas, particularly on appropriate entry points for different groups of women, including girls and adolescents;
 - Training and raising awareness among site personnel of contractors responsible for carrying out the works on the Code of Conduct and the procedures for handling complaints relating to GBV/SEA/SH and VAC;

- Informing and raising awareness among communities, using all appropriate communication channels, including leaflets, suggestion boxes, posters, picture boxes, community radio stations and local languages, as well as the project toll-free number, on the GRM (including the procedure, complaint submission points and processing timelines) and the content of the Code of Conduct;
 - Training GRM focal points and members of local and regional grievance committees in the effective management of ordinary grievances and grievances relating to Gender-Based Violence, while ensuring strict compliance with the survivor's right to confidentiality;
 - Supporting communities, where necessary, in submitting grievances, including providing assistance with their formulation and drafting; informing village chiefs of the schedule of community awareness-raising activities on grievance management in the project areas and participating in those activities;
 - Organising, through the focal points, awareness-raising, advocacy and behaviour change communication activities on GBV and VAC, with a focus on the risks associated with infrastructure construction works and the influx of labour;
 - Ensuring the production, provision and dissemination, to members of local and regional grievance committees and community focal points, of communication and awareness-raising materials on the GRM and GBV. The designs/templates for these materials will be provided by the Project;
 - Updating the GBV referral pathways for the various councils, based on data available from PROLOG or other World Bank-financed projects;
 - Ensuring the ethical and safe management of potential survivors, in accordance with the provisions set out in the PROLOG survivor assistance protocol.
- (5) The duration of the mission shall be nine (9) months, commencing on the date of signature of the Service Order authorising commencement of the services.
- (6) The Terms of Reference (ToR) for the mission are available at the address indicated below.
- (7) The National Coordinator of the Local Governance and Resilient Communities Project (PROLOG) hereby invites Local Support Organisations (LSOs) ("Consultants") to express their interest in providing the Services.
- (8) Interested Consultants shall provide information demonstrating that they possess the required qualifications and relevant experience to perform the Services, including references relating to the execution of similar contracts.
- (9) The main selection criteria are as follows:
- General criteria;
 - Technical criteria;
 - Qualifications and competence of the Team Leader.
- (10) Interested Consultants' attention is drawn to Section III, paragraphs 3.14, 3.16 and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers", Seventh Edition, revised in September 2025, which set out the World Bank's policy on conflicts of interest.
- (11) A Consultant will be selected using the "Consultant Qualifications Selection (CQS)" method, as described in paragraph 7.11 of the "Procurement Regulations for IPF Borrowers", Seventh Edition, revised in September 2025.

Further information may be obtained at the address indicated below during working hours, from 9:00 a.m. to 3:30 p.m. (local time).

- (12) Expressions of interest must be submitted exclusively by email in a single submission to the address indicated below, no later than fourteen (14) days from the date of publication of this notice in the *Cameroon Tribune daily* newspaper, i.e. 16 OCT 2025, at 3:30 p.m. (local time), and shall comprise the following documents:

- A detailed submission letter highlighting the Consultant's specific capabilities that will contribute to the successful performance of the mission, as well as its collaboration with key stakeholders; documentary evidence of legal existence and capacity to enter into contracts;
- A presentation and organisation of the Firm;
- The Consultant's general references in implementing community development support activities, and evidence of qualified, experienced and adequately staffed human resources;
- References demonstrating the successful support provided to one or more councils in establishing and operating a GRM, including the prevention and mitigation of GBV risks;
- References demonstrating experience in carrying out at least two similar missions, and a thorough knowledge of the North-West Region and the councils in which the mission will be implemented;
- Technical references demonstrating a geographical presence in the North-West Region and credibility among beneficiaries, as evidenced by certificates of satisfactory performance for similar services.
- Evidence of sufficient cash resources to pre-finance the activities pending payment for the Services;
- An understanding of the sociological characteristics of the various communities and personnel capable of communicating in the local language;
- The Curriculum Vitae (CV) of the proposed Team Leader, highlighting similar experience, dated less than three (3) months prior to submission, signed and indicating his/her full contact details (postal address, telephone number, email address, etc.), together with certified copies of diplomas, certificates and/or employment certificates, as well as copies of similar contracts (first and signature pages).

NB: For validation, each reference must be justified by the following elements:

- A copy of the first page and last page signed. These references must be clear and legible;
- Copies of acceptance reports, or certificates of satisfactory completion issued by the Contracting Authority or its services, or certificates confirming the release of performance security.

The submission shall bear the following wording:

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2026 OF 01 OCT 2026 FOR THE RECRUITMENT OF A LOCAL SUPPORT ORGANISATION (LSO)
FOR THE ESTABLISHMENT, DISSEMINATION AND MONITORING OF A GRIEVANCE REDRESS
MECHANISM (GRM), INCLUDING GENDER-BASED VIOLENCE (GBV), IN THE NORTH-WEST REGION
UNDER THE LOCAL GOVERNANCE AND RESILIENT COMMUNITIES PROJECT (PROLOG)

Yabounde 01 OCT 2026

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THE NATIONAL COORDINATOR OF PROLOG



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