

Republic of Liberia

ENVIRONMENTAL PROTECTION AGENCY  
 Monrovia, Liberia

(CONSULTING SERVICES)

NAME OF PROJECT: ENHANCING CLIMATE INFORMATION SYSTEMS FOR RESILIENT DEVELOPMENT (LIBERIA CIS PROJECT)

Assignment Title: **Consultancy to Develop Communication Strategy and Grievance Redress Mechanism (GRM) for the Climate Information System (CIS) Project**

Financing Agreement reference:

Project ID No: **SAP018**Reference No**. RFP NO.BPS/EPA/CIS/CQS/002/25**

Issue Date: August 13, 2025

End Date: August 26, 2025

1. **Background**

The Environmental Protection Agency (EPA) in Liberia was created by an act of the Legislature on November 26, 2002, and published as a handbill on April 30, 2003, to ensure sound environmental management and sustainable use of natural resources. The EPA functions to ensure long-term economic prosperity through sustainable development and establish a legal framework for environmental management.

The EPA received funding from the Green Climate Fund to implement a five-year project called "Enhancing Climate Information Systems for Resilient Development in Liberia" (the Liberia CIS Project).

The Liberia CIS Project is a US$11,431,969 GCF, AFDB, and GOL-funded project that aims to increase the resilience of Liberia’s population and infrastructure to climate change. In particular, the project will strengthen the country’s adaptive capacities to integrate better long-term climate risk reduction and adaptation measures in national planning and development through the development of a well-functioning Multi-Hazard Impact-Based Forecasting and Early Warning System (MH-IBF-EWS).

The implementation of the project will entail training and equipping the existing Liberia Meteorological Service (LMS), Liberia Hydrological Service (LHS), Environment Protection Agency (EPA) and National Disaster Management Agency (NDMA) to collect weather and climate data; introduce and maintain modelling, forecast weather events and provide early warnings systems; and scale-up evidence-based climate-informed decision-making, planning, and response actions Countrywide. The objective of the project is to strengthen Liberia’s climate-related observation and monitoring capabilities, early warning and early action systems, and other environment-related information systems. The objective seeks to drive a paradigm shift towards evidence-based climate-informed decision-making, planning, and response by integrating green growth, environmental resilience, and adaptation into national development planning through effective climate information systems in Liberia.

1. **Purpose of the Consultancy**

To ensure effective stakeholder engagement, transparency, and accountability throughout the Climate Information System Project in Liberia, a comprehensive Communication Strategy is important. This strategy will outline clear channels for disseminating information to all stakeholders, including government agencies, local communities, and non-governmental organizations, thereby fostering active participation and awareness of project activities.

Additionally, a Grievance Redress Mechanism (GRM) will be established to provide stakeholders with a formal process for voicing concerns, complaints, or suggestions. This mechanism will be designed to address grievances in a timely and fair manner, ensuring that all voices are heard and that any issues are resolved satisfactorily. By implementing these two components, the project aims to build trust among stakeholders and enhance the overall effectiveness of the Climate Information System in improving climate resilience in Liberia.

**Objectives of the Consultancy**

The consultancy aims to:

* Design a Grievance Redress Mechanism (GRM) to ensure accountability, address concerns, and resolve complaints from project-affected communities.
* Create a clear communication strategy that shares information, engages stakeholders, and raises awareness about the CIS Project.

**Scope of Work**

**A. Communication Strategy Development**

**Stakeholder Mapping and Analysis**

* Identify key stakeholders, which include government agencies, non-governmental organizations (NGOs), the private sector, local communities, and media representatives.
* Conduct a comprehensive assessment of the communication needs, preferences, and potential barriers faced by each stakeholder group to ensure effective engagement of the Climate Information System.

**Message Development**

* Formulate distinct key messages that align with the specific interests and concerns of each stakeholder group for CIS Project.
* Ensure these messages are clear, concise, and aligned with the CIS project's overarching objectives and the essential goals related to climate resilience.

**Communication Channels and Tools**:

* Recommend a diverse array of communication channels designed to effectively reach each stakeholder group for the Climate Information System Project. This may encompass digital platforms, printed materials, radio broadcasts, and community engagement sessions.
* Develop engaging content, including informative brochures, visually appealing newsletters, dynamic social media posts, and timely press releases that convey pertinent information effectively.

**Implementation Plan**:

* Provide a detailed outline that specifies timelines and responsibilities, ensuring that every component of the strategy is well-organized and actionable.
* Include comprehensive capacity-building initiatives aimed at equipping government agencies and ministries with essential communication skills and best practices to enhance overall effectiveness.

**Monitoring and Evaluation Framework**:

* Define clear and measurable indicators that will assess the success and impact of communication efforts, thereby ensuring accountability and transparency.
* Recommend robust feedback mechanisms that facilitate continuous dialogue and improvement, allowing for adjustments based on stakeholder input and the project's evolving needs.

**B. Grievance Redress Mechanism (GRM) Design**

**GRM Framework Development**:

* Develop comprehensive procedures for effectively receiving, recording, addressing, and resolving grievances from various stakeholders.
* Ensure strict adherence to the African Development Bank’s Environmental and Social Safeguards, promoting sustainable and responsible project practices.

**Stakeholder Consultation and Sensitization**:

* Facilitate inclusive consultations with affected communities and key stakeholders to gather valuable insights and feedback.
* Create engaging awareness materials that clearly outline the Grievance Redress Mechanism (GRM) processes, ensuring that all community members understand their rights and avenues for raising concerns.

**Roles and Responsibilities**:

* Designate dedicated GRM focal points at the Environmental Protection Agency (EPA), other government ministries and agencies, and local levels to ensure clear lines of communication and accountability.
* Establish well-defined escalation pathways to handle unresolved grievances, fostering trust and transparency in the grievance resolution process.

**Reporting and Documentation**:

* Develop standardized templates for grievance registration and resolution tracking, enabling a systematic approach to documentation.
* Implement robust measures to ensure confidentiality and protect the integrity of data, safeguarding the privacy of individuals involved.

**Capacity Building and Training:**

* Provide comprehensive training programs for EPA and project staff, equipping them with the skills necessary for effective GRM implementation.
* Organize dynamic community sensitization workshops that empower residents to actively participate in the grievance resolution process and advocate for their concerns.

**Minimum Qualification, Skills, and Experience:**

**The consultant(s) should have:**

* Master’s degree in Communications, Social Sciences, Environmental Management, Gender Studies, Rural Development, or related field.
* Minimum 7 years of experience in developing communication strategies and GRMs for development projects, preferably climate/environment-related projects.
* Proven experience working with international organizations (AfDB, World Bank, UN agencies).
* Strong understanding of stakeholder engagement, participatory approaches, and conflict resolution.
* Excellent report-writing and facilitation skills.

**Preferred Skills**

* Familiarity with climate change adaptation and resilience projects.
* Experience in designing digital grievance mechanisms (online portals, SMS-based systems).
* Fluency in English (knowledge of local languages is an advantage).

**Application Process**

Interested consultants should submit:

**Technical Proposal** (methodology, work plan, CVs).

**Financial Proposal** (daily rate, total budget).

**Examples of previous similar work** (reports/tools developed).

The Environmental Protection Agency (EPA) through the CIS-PIU now invites eligible individual consultants to indicate interest in providing these services by submitting their Curriculum Vitae (CV), demonstrating experience in performing similar assignments with references, and showing responsiveness to the qualification requirements outlined in this REOI. Eligibility criteria and the selection procedure shall be in accordance with the African Development Bank’s *“Procurement Policy Framework for Bank Group Funded Operations”* October 2015, which is available on the Bank’s website at <http://www.afdb.org>.

Further information can be obtained at the address below during office hours, i.e. from 0900 to 1700 hours (GMT) on working days.

Expressions of interest must be delivered in a written form to the address below by either hard copy or email by mentioning “Provision of Consultancy Services Develop Communication Strategy and Grievance Redress Mechanism (GRM) for Enhancing Climate Information Systems for Resilient Development (Liberia CIS Project).” Selected candidate should complete this tasks within a period of five weeks upon the signing of the contract.

**Williemai Digker  
CIS Procurement Officer**

**Environmental Protection Agency  
Monrovia, Liberia  
E-mail: info@epa.gov.lr**