

## TERMS OF REFERENCE AND SCOPE OF SERVICES

### REQUEST FOR EXPRESSION OF INTEREST

#### FUNCTIONAL TITLE:

#### **UPGRADE AND REFINEMENT OF THE GRIEVANCE REDRESS MECHANISM AND SYSTEM OF THE CARIBBEAN COMMUNITY CLIMATE CHANGE CENTRE**

|   |   |
|---|---|
| <b>Country:</b>                                   | Belize  |
| <b>Donor:</b>                                     | Green Climate Fund (GCF)  |
| <b>Project Title:</b>                             | Strategic Actions for advancing climate action in CARICOM Member States   |
| <b>Contract Title:</b>                            | Recruitment of Consultant to upgrade and refine the Grievance Redress Mechanism and System of the Caribbean Community Climate Change Centre |
| <b>Contract #:</b>                                | Contract#42/2022/GCF/CCCCC  |
| <b>Type of Consultant:</b>                        | Professional Company/Firm   |
| <b>Type of Contract:</b>                          | Lumpsum   |
| <b>Estimated Contract Value:</b>                  | USD 48,000 (inclusive of travel expenses)   |
| <b>Estimated Start Date:</b>                      | May 2022  |
| <b>Contract Duration</b>                          | 120 Days  |
| <b>Deadline for Submission of Proposal:</b>       | on or before 2:00pm (GMT-6), Wednesday 13 April, 2022   |
| <u>THE CCCCC IS AN EQUAL OPPORTUNITY EMPLOYER</u> |   |

#### **1. BACKGROUND**

Climate change poses an existential threat to countries of the Caribbean region. Primarily, comprised of small islands and low-lying coastal developing states (SIDS), the Caribbean region is considered amongst the most vulnerable in the world to climate change. Adaptation requires a sizeable and sustained investment of resources that governments of the Caribbean region are unable to provide on their own due in part to capacity constraints, limited fiscal space and limited access to concessional financing. This is compounded by the fact that CARICOM Member States are still grappling with overcoming several barriers to empower its citizens to develop bankable projects needed to catalyse the paradigm shift for mitigating, and adapting to, climate change. These barriers include:

- Less than optimal policy environment nationally and regionally, including an outdated Implementation Plan for the Regional Strategy that identifies the actions and financing needed for the region's priorities.
- Lack of an established national and regional coordinating mechanisms to support countries in the revision of their NDCs and for implementing the actions set out, including financing and monitoring.
- Limited access to, and understanding of, climate science and tools relevant for realising evidence-based decision making and developing the climate rationale needed to unlock climate financing.
- Inadequate capacity to identify and develop impactful, transformative, and replicable projects and programmes.

In recognition of this existential threat, The Caribbean Community Climate Change Centre (CCCCC) was established in 2002 and became operational in July 2005. The CCCCC is a Regional Entity that coordinates the Caribbean region's response to climate change and a repository and clearinghouse for regional climate change information and data. The Caribbean Community Climate Change Centre continues to work on effective solutions and projects to combat the environmental impact of climate change and global warming whilst providing climate change-related policy advice and guidelines to the Caribbean Community (CARICOM) Member States through the CARICOM Secretariat.

As a direct response to the fourth barrier highlighted above, the CCCCC commenced engaging regional and international climate change and development financiers; inclusive of the Green Climate Fund (GCF). On July 9, 2015, the Board of the Green Climate Fund (GCF) accredited the Caribbean Community Climate Change Centre (CCCCC) as a Regional Implementing Entity (Direct Access Entity). As a Regional Direct Access Entity, the CCCCC has the mandate and mechanism to coordinate climate action in the region. This includes the Regional Framework for Achieving Development Resilient to Climate Change and its Implementation Plan. The aim is to develop bankable projects, both national and regional, consistent with national priorities, the Regional Framework, GCF strategic results area and investment criteria and the Sustainable Development Goals (with specific reference to Goal 13) by utilizing a bottom-up approach. As an Accredited Entity, CCCCC can assist government departments and agencies as well as private-sector agencies in the CARICOM Member States. This includes accessing GCF funding for climate adaptation and mitigation project grants of up to US\$50 million per project. The CCCCC can only implement projects with a moderate environment and social risk of up to Category B.

In executing its primary mandate of coordinating the CARICOM region's response to climate change, the CCCCC continuously supports Member States, individually and collectively, in accessing climate financing resources from the GCF. In this regard the CCCCC typically serves dual roles in providing technical guidance in developing bankable project proposal and in the implementation of resulting climate interventions financed through donors like the GCF. For GCF Readiness & Preparatory Support Project the CCCCC carries out the later role as a formal Project Delivery Partner.

A second mandate of the CCCCC is to develop a financing mechanism to support its operations. In better responding to this mandate, in 2021 the CCCCC undertook extensive consultations with internal CCCCC staff and Board of Governors, key stakeholders across Member States and desk review of pertinent documentation and helps in understanding both the internal and external environments of the organization. A resulting SWOT analysis clearly identified the CCCCC's limited funding base and insufficient technical and human resources capacity to effectively and efficiently deliver its project portfolio as major threats. However, this analysis also highlighted the CCCCC's existing institutional capacity and repertoire as key in pursuing opportunities to access regional and international climate financing, gain accreditation to other financing entities including the Adaptation Fund (AF) and EU Pillar Assessment, as well as scaling up its risk category during its GCF re-accreditation process slated for commencement in 2022. Consequently, to facilitate delivering on its mandate in the long term, the CCCCC recently conducted an Institution Assessment and developed a Strategic Plan to identify the actions and resources needed to continue to deliver quality effective and efficient services to CARICOM Member States. This Strategic Plan (2021-2025) is supplemented by a corresponding Resource Mobilization Strategy and a Communication Strategy.

Beyond its implications to the CCCCC's mandate, its Strategic Plan, Resource Mobilization Strategy and Communication Strategy also seeks to support the implementation of the strategic climate change framework for the region. This regional framework was developed in 2019 as a second iteration of the Climate Change and the Caribbean: The Revised Regional Framework for Achieving Development Resilient to Climate Change (2019-2029). The first strategy, "Climate Change and the Caribbean: A Regional Strategy for Achieving Development Resilient to Climate Change (2009-2015)" was also

developed by CCCCC in 2009 at the request of CARICOM Heads of State. Both the development of the original framework and the updated version were made possible through intensive consultation with CARICOM Member States and development partners. The updated framework compiles a comprehensive list of eleven Strategic Elements and associated Goals to inform a path towards enhancing the resilience of the region and ensuring that the welfare of Caribbean residents is not adversely impacted by the multi-faceted impacts of climate change.

With a defined institutional and regional policy direction now defined, the CCCCC and its member states have already undertaken concrete actions at enhancing the CCCCC's ability in meeting its mandate and address the aforementioned barriers. One such action is a Green Climate Fund (GCF) funded Regional Readiness & Preparatory Support Project entitled "Strategic Actions for advancing climate action in CARICOM Member States" for which the CCCCC now serves as Delivery Partner. This GCF Readiness Project was developed in collaboration with the Government of Jamaica, The Bahamas, Barbados, Grenada, Saint Lucia, and Trinidad and Tobago. The Ministry of Housing, Urban Renewal, Environment and Climate Change, Jamaica serves as the lead National Designated Authority (NDA) and main implementing partner to the CCCCC for this project. This 30-month project aims at enhancing the capacity of CARICOM member states to scale up actions to adapt, manage and reduce the effects of climate change through increased access to climate data and innovative tools for evidence-based decision making, increased ability of member states to fulfil their commitments as signatories to the UNFCCC, and increased access to climate finance to address national and regional climate change adaptation and mitigation priorities. Beyond the six primary beneficiary countries, some project components will result in added capacity building for an additional 8 CARICOM Member States and several regional non-State regional climate partners including the CCCCC, UWI- Climate Studies Group Mona (UWI-CSGM), Caribbean Institute for Meteorology & Hydrology (CIMH), Caribbean Disaster Emergency Management Agency (CDEMA) and the Institute of Meteorology Cuba (INSMET).

In response to the barrier of "Inadequate capacity to identify and develop impactful, transformative, and replicable projects and programmes", a critical component of this GCF Regional Readiness Project is the enhancement of the CCCCC's Environmental and Social Management System (ESMS). In alignment with the CCCCC Strategic and Implementation Plan 2021-2025, the CCCCC recognizes the need for its responsible management of projects, programmes and interventions carried out across the plethora of socio-economically and culturally diverse member states. Consequently, it has taken strategic actions to improve project management tools, processes and systems; strengthen project/programme execution and strengthen the CCCCC's regional coordinating mechanisms to support programme delivery across these diverse Member States. One such process is the strengthening of the CCCCC's management of Environmental and Social Safeguards (ESS); and management and inclusion of Gender and Stakeholder Considerations in not only its projects but also its general operations. To this end this Readiness project will contribute to the ESMS by enhancing the CCCCC's Grievance Redress Mechanism and system.

The CCCCC's current Grievance Redress Mechanism was described in a rapid-assessment commissioned in 2018 as more akin to a Complaints Mechanism accessible primarily via a complaint form on the CCCCC website; and more rudimentary means like email, telephone, a physical complaints box or in-person complaints. Project-based Grievances are managed in a very similar manner. To improve on transparency, better service to Member States and Project beneficiaries, operationalization of its ESMS, and towards enhancing its re-accreditation to the GCF and accreditation to the AF the establishment of a comprehensive Grievance Redress Mechanism & System is critical.

## **2. SPECIFIC OBJECTIVE**

Against the above background, the CCCCC is seeking a professional firm to work in collaboration with the CCCCC in the development of an updated and refined Grievance Redress Mechanism & System. This GRM and System should provide appropriate pathways for institutional and project-based stakeholders to raise issues and grievances linked to operations and performance of the CCCCC. The GRM development process should be such that the formulation of the mechanism & system considers human resource, legal considerations, technological requirements, the geo-political systems that the CCCCC operates in, and international best practices related to Grievance Redress Mechanisms.

### **3. SCOPE OF WORK**

The Consultant will execute activities that contribute towards updating and refining a Grievance Redress Mechanism & System for the CCCCC. Specific activities will at a minimum include the following:

1. Coordinate and execute an Inception meeting with the CCCCC to discuss consultancy scope, the proposed methodology and approach for the development of the updated GRM and system. This should also be inclusive of stakeholder mapping and a list of resource persons/institutions to be consulted, stakeholder consultation and training approach and tools, risk mitigation strategies and considerations for logistics. This should be complemented with a detailed work plan with indicative dates and resources required for stakeholder consultation/training, deliverable development, and revision.
2. Undertake a comprehensive desk review based on information and data on the CCCCC's existing GRM, project-specific mechanisms, complaints history, previous assessments of the CCCCC's GRM, survey existing formal and informal GRMs within the CARICOM region that may intersect with the CCCCC's GRM and identify regionally and/or internationally accepted GRM models and best practices (particularly that of the Green Climate Fund). This desk review should, to the extent necessary, assess the efficiency of the existing GRM, including its web-based complaints tool, and the evaluation of options for updating/refining its GRM & System. This should be complemented with stakeholder consultations, surveys, and other tools to collect first-hand data from internal and external stakeholders to recommend policy, process flows, users, and resource requirements for an updated GRM functioning effectively within the CCCCC's operational context, its Project Development and Management Structure, and GCF Accreditation.
3. Produce a comprehensive Grievance Redress Mechanism Policy document for the CCCCC defining policy statement, goals, objectives, principles, scope, structure, and flow processes for the following elements of both institutional and project level grievances: solicitation, registration, eligibility assessment, evaluation and categorization, internal and third-party management, resolution, monitoring and communication of outcomes/decisions.

At minimum the GRM policy should illustrate clear dichotomy between institutional and project-level grievance policies. Furthermore, the GRM policy document should demonstrate concurrence with the following six principles:

- a. Fairness: Grievances are treated confidentially, assessed impartially, and handled transparently;
- b. Objectiveness and Independence: GRM operates independently of all interested parties to guarantee fair, objective, and impartial treatment to each case;

- c. Simplicity and accessibility: Procedures to file grievances and seek action are simple enough that they are understood by all stakeholders;
  - d. Responsiveness and efficiency: GRM is designed to be responsive to the needs of all complainants;
  - e. Speed and proportionality: All grievances, despite complexity, are addressed and resolved in a timely manner;
  - f. Participatory and social inclusion: Stakeholders from all facets of society are equally encouraged to bring grievances and feedback to the attention of the CCCCC.
4. Produce a corresponding procedures manual for the operationalization of the updated GRM & System; inclusive of an updated GRM toolkit (forms, checklists, evaluation tools, etc). Furthermore, this manual should include a chapter with a recommended design, technology requirement and process flow for the eventual transition of the updated GRM and toolkit to a fully digitized web-based platform. Given the latter, it is imperative that the tools developed by the consultants are designed in a manner and formats that would allow for an efficient digital transition.

Drawing from the GRM policy document, the procedures manual should also define resources and sub-processes for at minimum:

- a. Expanding accessibility across CARICOM Member States and CCCCC supported projects/programmes.
  - b. The roles, jurisdiction and types of grievances managed by internal CCCCC stakeholders, i.e., Board of Governors and sub-committees, Executive Office, Human Resources Unit, Legal, Project Development and Management Unit.
  - c. The roles, jurisdiction and types of grievances requiring external stakeholder engagement or referral; etc. National Designated Authorities, Legal system of the CCCCC host country, legal system of country where grievance originate.
  - d. Referral to other Grievance Redress Mechanisms of project donors.
  - e. Strengthening internal and external capacities, organizational learning, and internal technological needs for the optimization of the GRM & System.
  - f. Managing and addressing grievances relates to ESS, Gender, Indigenous People, and Physical and Economic displacement in accordance with the CCCCC- GCF accreditation framework.
5. Develop appropriate training and sensitization material for strengthening the awareness and technical knowledge of CARICOM Member states, partners and the CCCCC staff on the use of the updated Grievance Redress Mechanism and System. The training material for CCCCC staff should also incorporate the technical parameters of the corresponding GRM Manual. This should include a 1-page infographic illustrating the components and process flow of the updated GRM.

6. Organize and deliver three training workshops using the training material developed. This should be inclusive of a 1-day virtual sensitization workshop for CARICOM Member States/NDAs and other national/regional partners. The other workshops should include a 1-day sensitization workshop for the CCCCC Board of Governors and a 2-day technical session for CCCCC staff.
7. Capture project execution, analysis of proposed and realized timelines, outputs, bottlenecks, challenges, lessons learnt and recommendations for sustainability and record in a Final Consultancy Report.
8. Manage and oversee the day-to-day activities inclusive of these duties

#### **4. LOGISTICAL SUPPORT**

The CCCCC will provide the following inputs and facilities:

- Background documents and information relevant to the assignment that are readily available and accessible.
- Issue the relevant Introductory Letters and facilitate contact with the relevant stakeholders, as necessary.
- Organize conference call meetings with the consultant to address any questions or concerns and to receive updates about progress made on the data management system.
- Provide necessary timely logistical support for the successful completion of the activities detailed in these Terms of Reference

#### **5. CHARACTERISTICS OF THE ASSIGNMENT**

- a. Duration of Contract: This assignment is expected to be completed over a 5-month period from contract effective date.
- b. Location: The Firm is expected to work from their own office space. In the context of COVID-19 the consultant shall use the most appropriate, effective and efficient modes of consultation<sup>1</sup>.
- c. Start date: The proposed commencement date is May, 2022.

#### **6. MANAGEMENT ARRANGEMENT AND REPORTING**

The consultancy is being commissioned by the CCCCC. The Firm will report to the Head, Programme Development and Management Unit (PDMU), CCCCC or his designated representative for contractual and administrative purposes. The Head, PDMU will coordinate internally among the respective Project Managers to provide additional technical advice and oversight for this consultancy. Members of the project

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<sup>1</sup> Depending on travel restrictions at the time of implementation, alternative methods for achieving the deliverables of the stakeholder workshops and training will be determined. Notwithstanding, such consultative processes will most likely be held utilizing a virtual or hybrid approach as appropriate depending on the available technology and capacity needs of participants.

core team from the CCCCC will provide technical advice and inputs, overall coordination, logistical support, and oversight (as applicable) for this consultancy as well as the approval of all deliverables.

All draft documents/deliverables are to be submitted electronically, in both their original software formats as well as PDF documents, to the CCCCC by the indicative deadlines. The CCCCC will provide written consolidated comments within 10 working days of receiving these draft documents.

## 7. DELIVERABLES

| Specific tasks  | Deliverables  |
|---|---|
| <p>1. Execute an inception meeting and subsequently prepare an Inception report detailing the proceedings of the inception meeting, a detailed methodology, timelines and delivery milestones, and risk management arrangements</p>   | <p><b>D1- Inception Report</b> with proceedings of inception meeting, detailed methodology and workplan, and risk management strategies</p>   |
| <p>2. Undertake a desk review exercise and stakeholder consultations and subsequently produce a Grievance Redress Mechanism &amp; System Policy Document defining policy statement, goals, objectives, principles, scope, resource requirements, structure and process flows for institutional and project-based grievances.</p>  | <p><b>D2a- Draft Grievance Redress Mechanism &amp; System Policy Document</b><br/><b>D3bD2b-</b> After CCCCC feedback, produce a final version of the <b>Grievance Redress Mechanism &amp; System Policy Document</b></p>   |
| <p>3. Develop a detailed GRM Procedures Manual for the operationalization of the updated GRM &amp; System; inclusive of an updated GRM toolkit (forms, checklists, evaluation tools, etc), and a chapter with a recommended design, technology requirement and process flow for the eventual transition of the updated GRM and toolkit to a fully digitized web-based platform.</p> | <p><b>D3a-</b> Produce a <b>Draft GRM Procedures Manual</b> inclusive of a GRM toolkit and a chapter on digital transition.<br/><b>D3b-</b> After CCCCC feedback, produce a final version of <b>GRM Procedures Manual</b> inclusive of a GRM toolkit and a chapter on digital transition.</p> |
| <p>4. Develop appropriate stakeholder training and sensitization material, inclusive of a 1-page infographic. Thereafter organize and deliver at least three (3) audience appropriate training workshops for the CCCCC staff, Member States and NDAs, and other national/regional partners.</p>   | <p><b>D4a – Develop stakeholder Training and Sensitization material</b><br/><b>D4b- Training Workshop Reports</b> inclusive of participants list</p>  |
| <p>5. Prepare a final consultancy report summarizing project execution, analysis of proposed and realized timelines, outputs, and documentation of bottlenecks, challenges and lessons learnt.</p>  | <p><b>D5- Final Consultancy Report</b></p>  |

NB: All material produced by the consulting firm are:

- the exclusive property of the CCCCC and cannot be used for any other purpose without the expressed permission of the proprietor. Furthermore, the Consultant may retain a copy of such documents and software but shall not be allowed to disclose such information without the express written approval of the CCCCC.
- to be supplied in its final format to be disseminated/ printed and its raw original format to allow editing by the client at any time
- all images and raw files used are to be supplied to the client after creation of the materials
- confidential and not be disseminated until approved or unless instructed to by the client.
- To be produced in formats allowing for use via physical workshops and virtual/hybrid workshops where appropriate.

## **8. PAYMENT SCHEDULE**

Payments will be based on the CCCCC's acceptance of Deliverables (*see table 1 below*). Deliverables and payment schedules to be finalized during contract negotiations. All deliverables are considered final upon written acceptance from the CCCCC.

**Table 1: Indicative Deliverables Schedule**

| # | <b>Indicative Deliverables Schedule</b>   | <b>Payment</b> |
|---|---|----------------|
| 1 | Inception Report inclusive of meeting proceedings, detailed methodology, work plan and risk management strategies | 15%            |
| 2 | a. Draft Grievance Redress Mechanism & System Policy Document   | 30%            |
|   | b. Final Grievance Redress Mechanism & System Policy Document   |                |
| 3 | a. Draft GRM Procedures Manual<br>b. Final GRM Procedures Manual  | 25%            |
| 4 | a. Stakeholder Training and Sensitization material<br>b. Stakeholder Consultation Reports                         | 20%            |
| 5 | Final Consultancy Report including lessons learnt   | 10%            |

## **9. QUALIFICATIONS, SKILLS AND EXPERIENCE**

The assignment is to be undertaken by a suitable qualified Consulting Firm. The consulting firm will be required to provide the requisite expertise to perform the services outlined in the scope of work. The consulting firm may sub-contract any portion of the assignment with the written consent of the CCCCC but is ultimately responsible for all required/specifyed deliverables to the CCCCC, as well as assume responsibility for all activities geared towards achieving the objectives of these terms of reference. The firm will select a Team Leader from among the identified experts below and that individual shall have experience being a team leader. The Team Leader will coordinate the work of the team and have primary responsibility for the deliverables of the assignment.

### **8.1 General Areas of Expertise/Experience for Consulting Firm**

The Consulting Firm is expected to demonstrate competence and experience in the following areas:

- Demonstrated experience (at least 3 similar assignments within the last five years) in conducting institutional assessments, designing GRM Systems based on organizational context, Institutional Planning Frameworks, and institutional and skill-based capacity development for government and non-governmental organizations; preferably in the CARICOM region.
- Demonstrated experience and knowledge of international frameworks of multi-lateral agencies (such as the International Finance Corporation, Green Climate Fund, UN Development Programme) on Environmental and Social Safeguards, Gender and Equality, Indigenous People and Grievance Redress.

## **8.2 Qualifications and Experience for specific Expertise**

The team should comprise individuals with the minimum qualification and experience as follows:

### **i. Expert 1 – GRM/ Conflict Resolution Expert:**

#### **a. Academic Qualifications**

Graduate Degree (Masters) in International Relations, Political Science, Policy Studies, Dispute and Conflict Resolution, Sociology or other related Environmental or Social Sciences discipline.

#### **b. General Experience**

At least five (5) years' experience undertaking analytical studies relating to conflict resolution and the development and/or assessment of redress mechanisms in the CARICOM region or other comparable Small Island Developing States (SIDS).

#### **c. Specific Experience**

-Demonstrated experience in the area of social conflicts in the natural resource and/or development sector, preferably in the CARICOM region.

-Demonstrated technical knowledge in designing offline and/or online digital systems for Grievance Mechanisms

### **ii. Expert 2 – Legal Expert:**

#### **a. Academic Qualification**

Minimum Bachelor's Degree in Law, Environmental Law, and other related legal discipline.

#### **b. General Experience**

At least five (5) years' experience in the field of environmental law, and the legal, policy and institutional frameworks surrounding conflict and dispute resolution in the CARICOM region.

#### **c. Specific Experience**

-Demonstrated technical knowledge of international and regional policies and legislation related to human rights and conflict mediation.

-Demonstrated knowledge of the Governance Framework of climate and development financing programmes within the CARICOM region, the Green Climate Fund in particular.

#### **iv. Expert 3 – Communications/Stakeholder Engagement Specialist**

##### **a. Academic Qualification**

Minimum Bachelor's degree in Social Science, Environmental Science, Sustainable Development, public relations/communications, or related discipline.

##### **b. General Experience**

At least five (5) years of relevant working experience and proven track record in generating and sustaining consultations and meaningful participatory processes with a wide cross section of stakeholders with due consideration to gender-inclusiveness; preferably in the CARICOM region.

##### **c. Specific Experience**

-Demonstrated technical knowledge deploying stakeholder analysis methodologies, tools and consultation reporting formats.

-Demonstrated technical knowledge in developing and delivering public awareness and training content.

## **10. LANGUAGE**

- Excellent oral and written communication skills in English.

## **11. APPLICATION DETAILS**

All suitably qualified firms are invited to submit an Expression of Interest which should include the following application documents:

- 1) Letter of motivation outlining:
  - i) motivation for submission
  - ii) Firm Registration/Incorporation Documents
  - iii) How the Firm's experience, skills, qualifications, and professional networks fit with the required consultancy description
  - iv) Proposed methods and approaches to be used, demonstrating feasibility, soundness, and practicability to online delivery (5 pages maximum)
  - v) Breakdown of Professional fees (*The amount should include Professional fees, non-travel related costs, tax obligation and profits*).
- 2) Curriculum vitae or Résumé of Key experts with full details of experience, achievements, qualifications and references.
- 3) Contact details of three (3) references for the firm.

## **12. APPLICATION SUBMISSION PROCESS AND DEADLINE FOR SUBMISSION**

**The CCCCC's electronic-procurement system shall be used to manage the Submission, withdrawal, substitution, or modification of EOIs.**

Consultants must first register by creating a Username, profile and password before accessing the EOI submission form at the URL: [www.caribbeancclimate.bz/bid-submission](http://www.caribbeancclimate.bz/bid-submission).

1. Prior to EOI Submission, Consultants will be required to complete the EOI submission form with fields that include:
  - ii. Name of Bidder (Company):
  - iii. Contract Reference:
  - iv. Contract Title:
  - v. Name and Email address of uploader
2. Consultants can upload up to **2 files maximum** in one submission with maximum file size of 60 MB per file. The following types of files are currently allowed: JPEG, PNG, JPG, GIF, PDF, DOC, DOCX, PPT, PPTX, EXCEL and ZIP.
3. An automatic receipt time stamped email will be sent to the uploader's email account as a receipt and proof of submission.
4. Each submission will be given a confirmation number.

### **Submissions of EOIs.**

- i) EOI's must be addressed to **Colin Young (PhD), Executive Director, Caribbean Community Climate Change Centre**
- ii) ***EOIs must be uploaded as PDF files to <http://www.caribbeancclimate.bz/bid-submission/>.***
- iii) The subject matter of the email must read: **Upgrade and refinement of the Grievance Redress Mechanism and System of the Centre**
- iv) EOIs must be secured with a password. Such password must be emailed to [a.williams@caribbeancclimate.bz](mailto:a.williams@caribbeancclimate.bz) no later than 15 minutes prior to the deadline for EOI submission. The subject matter for email containing password must read: **Upgrade and refinement of the Grievance Redress Mechanism and System of the Centre [consultants 's name]**

**Requests for Clarification:** email: [procurement@caribbeancclimate.bz](mailto:procurement@caribbeancclimate.bz) Attention: **Ms. Allison Williams, Procurement Officer.** Requests for clarification should be received by the CCCCC no later than: **Friday 1 April 2022.** Consultants are advised that the responses to the requests for clarification will be only posted on the on the CCCCC Webpage at: <https://www.caribbeancclimate.bz/category/opportunities/>

**Deadline for submission of EOI's is: on or before 2:00pm (GMT-6), Wednesday 13 April 2022**

The CCCCC reserves the right to accept or reject any EOI and to annul the procurement process and reject all EOIs at any time prior to contract award, without thereby incurring any liability to consultants.

### **13. EVALUATION CRITERIA**

Firms will be selected in accordance **Consultants' Qualifications Selection (CQS)**, meaning that the Firm will be selected based on experience and competence relevant to the assignment.

The Minimum Average Technical Score is 75 points

**Responsive firms will be evaluated as per the evaluation grid below:**

| Section   | Description  | Points |
|---|--|--------|
| <b>A. Proposed Methodology and workplan</b>         | Content, clarity of proposed methods and approaches to be used, their feasibility, soundness, and practicability to online delivery. Work Plan demonstrating key milestones. Responsivity to the instructional quality of modules as outlined in the TOR.  | 20     |
| <b>B. Consulting Firm Qualifications</b>            | Demonstrated experience (at least 3 similar assignments within the last five years) in conducting institutional assessments, designing GRM Systems based on organizational context, Institutional Planning Frameworks, and institutional and skill-based capacity development for government and non-governmental organizations; preferably in the CARICOM region. | 10     |
|   | Demonstrated experience and knowledge of international frameworks of multi-lateral agencies (such as the International Finance Corporation, Green Climate Fund, UN Development Programme, REDD+) on Environmental and Social Safeguards, Gender and Equality, Indigenous People and Grievance Redress.   | 5      |
| <b>C. Key Experts</b>                               |  |        |
| <b>i. Expert #1: GRM/Conflict Resolution Expert</b> |  |        |
| Academic  | Minimum Master's Degree in International Relations, Political Science, Policy Studies, Dispute and Conflict Resolution, Sociology or other related Environmental or Social Sciences discipline.  | 5      |
| General   | At least five (5) years' experience undertaking analytical studies relating to conflict resolution and the development and/or assessment of redress mechanisms in the CARICOM region or other comparable Small Island Developing States (SIDS).  | 10     |
| Specific  | -Demonstrated experience in the area of social conflicts in the natural resource sector; preferably in the CARICOM region.<br><br>-Demonstrated technical knowledge in designing offline and/or online digital systems for Grievance Mechanisms  | 5<br>5 |
| <b>ii. Expert #2: Legal Expert</b>                  |  |        |
| Academic  | Minimum Master's Degree in Law, Environmental Law, and other related legal discipline.   | 5      |
| General   | At least five (5) years' experience in the field of environmental law, and the legal, policy and institutional frameworks surrounding conflict and dispute resolution in the CARICOM region.   | 10     |

|   |  |            |
|---|--|------------|
| Specific  | Demonstrated technical knowledge of international and regional policies and legislation related to human rights and conflict mediation.  | 5          |
|   | Demonstrated knowledge of the Governance Framework of climate and development financing programmes within the CARICOM region, the Green Climate Fund in particular.  | 5          |
| <b>iii. Expert #3: Communications/Stakeholder Engagement Expert</b> |  |            |
| Academic  | Minimum Bachelor's degree in Social Science, Environmental Science, Sustainable Development, public relations/communications, or a related discipline.   | 5          |
| General   | At least five (5) years of relevant working experience and proven track record in generating and sustaining consultations and meaningful participatory processes with a wide cross section of stakeholders with due consideration to gender-inclusiveness; preferably in the CARICOM region. | 5          |
| Specific  | Demonstrated technical knowledge deploying stakeholder analysis methodologies and tools, consultation reporting formats.   | 3          |
|   | Demonstrated technical knowledge in developing and delivering public awareness and training content.   | 2          |
| <b>Total (total score should be 100)</b>                            |  | <b>100</b> |

#### **TELEPHONE INTERVIEW (or equivalent)**

The evaluation committee may interview the experts short-listed, after having written provisional conclusions but before concluding the technical evaluation. The interview shall be conducted by telephone or other electronic media and the date and time of these interviews will be confirmed or notified to the consultant at least 5 days in advance. If a consultant is unable to participate in an interview by force majeure, a mutually convenient alternative date and time is arranged with the tenderer. If the consultant is unable to participate in this second scheduled time, he/she will be eliminated from the evaluation process.