25th January 2023

TORs FOR: The communication, complaints and feedback mechanism

1.0 Background:

1.1 Soroti Catholic Diocese Integrated Development Organization (SOCADIDO) has received funding from Sign of Hope (SoH) to implement a 39-months’ (01.12.2021 – 28.02.2025) Project titled Establishment and institutionalisation of a Multi-Actor Partnership platform to improve agribusiness for economic viability and improved living standards for smallholder farmers in Teso sub-region in Eastern Uganda.

The project targets 5 districts and 1 city covering 10 Sub-counties and 4 wards. These include: Magoro and Getom Sub-counties in Katakwi district, Alito and Akoromit Sub-counties in Kapelebyong district, Kobuin and Mukura Sub-counties in Ngora district, Ocokcan and Awaliwal Sub-counties in Soroti district, Alwa and Aperkira Sub-counties in Kaberamaido district, and Agama, Amen, Aloet and Opuyo wards in Soroti city.

The project targets 3,600 farmer households and aims at the establishment and institutionalization of Agribusiness Prowess (MAP-SFAP) for sustainable economic viability and improved living standards of rural households in the target Sub-counties/wards by 2024. As such, it is deemed necessary to undertake the development of a communication, complaints and feedback mechanism that will be hosted and maintained in SOCADIDO at the secretariat. The mechanism will ensure that ADEFO members, all related parties and beneficiaries have an opportunity to provide feedback and submit complaints. The mechanism should provide guidelines on how communication and complaints from within and outside of the ADEFO platform will be handled. A committee of 8 people is to be formed and trained for 2 days on the topic. Guidelines will be developed with support of an external consultant to manage any complaints and conflicts within ADEFO. The committee will meet once a year on a regular basis to review matters that were handled. Each time complaints are received/recorded; they discuss the expressed grievances and draft a plan for corrective measures. The plan will be approved by ADEFO Governing Council (Core group), before its implementation.

1.2 SOCADIDO is seeking the services of a consultant to develop a communication, complaints and feedback mechanism that will be used for grievance handling. The purpose of this activity is to ensure that there is a reliable communication, complaints, and feedback mechanism that will help the partners within and outside to raise their grievances and a committee of 8 people will be constituted to handle such grievances using the set guidelines as and when approved by the governing council.
2.0 **Project Results:**

2.1 **Impact:**
Contribution to improving the socio-economic situation of smallholder farmers through establishing and institutionalizing a multi-actor partnership and developing institutional capacities of key actors to sustainably maintain the established structure.

2.2 **Overall Objective:**
To strengthen the capacities of the organizations involved in the implementation and operationalization of Ateker Development foundation –MAP in Teso sub region.

2.4 **Project activity output:**
The different outputs as per this project activity is to:
- The communication, complaints and feedback mechanism developed.
- An 8-member committee is constituted to handle grievances that arise in ADEFO-MAP platform and outside.
- A two-day training held for the 8 committee members and 7 staff on grievances handling processes.

2.5 **Key partners:**
The key actors involved in this activity include the broader and core partners (district and sub-county local governments, the civil society actors and non-governmental organizations, the traditional institutions, religious institutions, research and academic institutions, private sector, professionals, and media).

3.0 **The objective of the communication, complaints and feedback mechanism:**
- To provide guidelines on how communication and complaints from within and out of the ADEFO platform will be handled.
- To register grievances and device mechanisms for handling such grievances and suggest plans of action.

4.0 **The activity scope:**
The consultative process will be conducted across members of the core and the broader groups in all the 6 project sites, and also targeting representation from local governments, private sector, media, research and academia. A two-day workshop to train the 15 persons including 8 committee members and 7 SOCADIDO staff will be conducted.

5.0 **Methodology:**
The communication, complaints and feedback mechanism will be developed through a consultative process to document participant’s expectations; reference will be made to some of the existing policy framework documents (manuals) to guide the document. A meeting to validate the document will be held before it is finally ratified by ADEFO Governance Council and SOCADIDO Board.

6.0 **Required of the consultant:**
**Documents:** The Applicant shall, in particular ensure to attach the following:

6.1 **Technical Proposal:**
- a) Profile of the consultant (max 1 page) explaining why they are the most suitable for the work.
- b) Relevant Experience (max 2 page).
c) Detailed methodology and conceptual framework with expected deliverables, i.e. timeline to get the documents ready for ratification (2-3 pages).

d) Recent Curriculum Vitae

6.2 **Financial proposal**
The financial proposal shall specify a total sum amount, with a breakdown of costs for fee and travels.

**Required expertise and qualifications:**
- A relevant academic qualification in the field of communication and/or conflict management or any other related field.
- At least some work experience demonstrated in developing related documents.
- Demonstrated experiences and skills in facilitating training on grievance handling.

**Criteria for Selection of the Best Offer:**
The evaluation of the consultant will be based on Combined Scoring method; where the qualifications and methodology is given 70% weightage and financial offer will be given 30% weightage. Only a consultant meeting a minimum of 50 points under technical evaluation would be considered for the financial evaluation.

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<tr>
<th>Criteria</th>
<th>Weight</th>
<th>Maximum points</th>
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<td><strong>Technical (70%)</strong></td>
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<td>Demonstrates knowledge on organizational capacity development.</td>
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<td>Experience and skills in conducting research and documentation, especially in the field of organizational capacity assessment</td>
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<td>Demonstrate experience and skills in facilitation/consultation and coordination skills among relevant stakeholders</td>
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<td>Methodology, activities, Work plan, experience and skills etc.</td>
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<td><strong>Financial (30 %)</strong></td>
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<td><strong>Total (100%)</strong></td>
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7.0 **Duration:**
The assignment is required to be complete within 20 working days within the month of February 2023.
The number of days for consultancy are

8.0 **Reporting:**
A comprehensive report shall be submitted to the Diocesan Development Coordinator of **SOCADIDO** within 7 days after the execution of the activity. The report/mechanism should be understood and conceptualized by all the implementing partners of ADEFO – MAP project.

10. **Submission of Bids:**
The interested consultant is required to submit a technical and financial proposal for **SOCADIDO** communication, complaints, and feedback mechanism to the Diocesan Development Coordinator by 8th February, 2023.