

## **TERMS OF REFERENCE (ToR) FOR THE PROCUREMENT OF GRIEVANCE BOXES**

### **Background**

Plan International Liberia, serving as the Lead Service Provider (LSP), is spearheading the implementation of the Liberia Women Empowerment Project (LWEP). This project spans 36 months and is designed to enhance women's empowerment by addressing deep-seated social norms, improving livelihoods, and strengthening national institutions.

Funded by the World Bank, the LWEP operates under the supervision of the Liberian Ministry of Gender, Children, and Social Protection (MGCSP). The project's goal is to create meaningful and sustainable empowerment opportunities for women, particularly by addressing gender-based violence (GBV), economic challenges, and educational barriers.

The project is being implemented in collaboration with Nine-member organizations — three Service Provider – Plan International Liberia, Catholic Relief Services (CRS) and ActionAid Liberia (AAL); six associate member organizations – Medica Liberia, Defence for Children International (DCI), Foundation for Community Initiatives (FCI), and Kids Educational Engagement Project (KEEP), Raising Voices and VIAMO.

The Project has three components, and ActionAid is responsible for Component 1B: Strengthening Community Mobilization and Citizen Engagement in the project locations. Activity 2 under component 1B calls for Orientation Workshops with all relevant stakeholders at County, District, and Community levels.

As part of promoting transparency, accountability, and community trust in LWEP interventions The Liberia Women's Empowerment Program (LWEP) has established Grievance Redress Committees (GRCs) across the 6 counties including Rural Montserrado and Gbarpolu.

To facilitate the submission of community grievances in a confidential and accessible manner, the program seeks to procure grievance boxes to be installed in all established and forthcoming GRC locations.

### **2. Objective of the Assignment**

The main objective is to procure and deliver secure, durable, and user-friendly grievance boxes to all functional GRC sites, enabling community members to lodge complaints or feedback anonymously and safely. The procurement to start in the first 2 counties to be followed by the other 4 counties.

### **3. Scope of Work**

AAL requires the services of a qualified vendor who shall:

- Manufacture or supply standardized grievance boxes.
- Deliver boxes to designated GRC sites in Rural Montserrado and Gbarpolu Counties
- Ensure boxes are constructed from weather-resistant and tamper-proof wood material.

- Include a slot for inserting written grievances and a lockable access panel for retrieval.
- Provide labeling or branding on each box indicating purpose and usage instructions (in English and relevant local languages).
- Supply installation accessories (e.g., poles, brackets, bolts) where needed.
- Support LWEP's installation team or provide optional installation services.

#### 4. Technical Specifications

Feature	Requirement
Material	High-quality hard wood
Size	Minimum dimensions: 30cm (H) x 25cm (W) x 20cm (D) Ground clearance: 4 leg stands 100cm from the ground
Security	Lockable, tamper-proof design;
Weather Resistance	Suitable for outdoor conditions
Color	LWEP-branded color scheme
Labels	"Grievance Box – LWEP" in English + local language
Quantity	Gbarpolu- 60 Units Montserrado 80 units

#### 5. Deliverables

- Delivery of grievance boxes to ActionAid Offices in Gbarpolu and in Montserrado.
- Delivery and acceptance report signed by designated LWEP focal points.
- User manual or simple installation guide.
- Optional: Installation and field demonstration (if requested).

#### 6. Timeline

The delivery and installation should be completed within 2weeks from the contract signing date.

#### 7. Eligibility and Qualifications

Interested vendors must:

- Have proven experience in the supply of community equipment or public feedback tools.
- Provide samples or technical drawings of proposed grievance box.
- Present a valid business registration and tax clearance.
- Submit references or documentation of similar past assignments.

#### 8. Budget and Payment Terms

Vendors are required to submit a detailed cost proposal inclusive of:

- Unit cost
- Transportation
- Taxes
- Optional installation (if available)



Payment will be made upon successful delivery, inspection, and approval of all items.

## 9. Submission Details

Interested vendors must submit:

- A technical proposal
- A financial quotation
- Evidence of past performance
- Delivery timeline
- Contact information

**Deadline for submission:** 22<sup>nd</sup> July 2025

All submissions should be sent to: [vacancy.liberia@actionaid.org](mailto:vacancy.liberia@actionaid.org) and copy [elizabethgbah.johnson@actionaid.org](mailto:elizabethgbah.johnson@actionaid.org). Subject line: **“Proposal – Procurement of Grievance Boxes for GRCs”**. Sealed Envelope to ActionAid Offices in Gbarpolu along Farwenta Road or Montserrado opposite Liberia Open Bible Church, Tarr Town, Old Road, Monrovia, Liberia.