



**Republic of South Sudan**  
**Ministry of Agriculture and Food Security (MAFS)**  
**Single Project Coordination Unit (SPCU)**

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**Request for Expression of Interest (REOI)**

**COUNTRY:** Republic of South Sudan  
**PROJECT:** Productive Safety Net for Socioeconomic Opportunities Project (SNSOP)  
**CONSULTING SERVICES:** The provision of GBV Toll-free Helpline Services  
**DUTY STATION:** MAFS Project Building, Juba- South Sudan

Ref No: **SS-MAFS-423428-CS-CQS**

The Government of South Sudan (GoSS) has received financing from the World Bank towards the cost of the Productive Safety Net for Socioeconomic Opportunities Project (SNSOP). The project is jointly implemented by the Ministry of Agriculture and Food Security (MAFS) and the Ministry of Gender, Child and Social Welfare (MGCSW).

The project is structured around four main components: (i) Cash Transfer and Complementary Social Measures, which has two sub-components on Labor-Intensive Public Works (LIPWs) and Direct Income Support (DIS) while complementary social measures mainstreamed across the two sub-components; (ii) Provision of Economic Opportunities; (iii) Strengthened Institutional Capacity and Social Protection System; and (iv) Project Management, Monitoring and Evaluation, and Knowledge Generation.

MAFS and MGCSW is seeking to use a portion of the proceed of the funds to the services of a service provider for the provision of GBV Toll-free Helpline Services

The consulting services ("Services") is required to provide a turnkey solution to establish and operationalize a GBV hotline that will be accessible to all SNSOP locations (currently 15 counties with a possibility of expanding to five more) namely Kapoeta East, Bor, Pibor, Pochalla, Tonj South, Gogrial West, Torit, Yei, Juba, Maban, Pariang, Mundri West, Aweil West, Melut and Raja, and other fivecounties which will be selected in the coming few months as detailed in the terms of reference.

**Duration:** The assignment period is expected to take 24 calendar months from the date of contract signing. However, subject to the progress of the project implementation



The detailed Terms of Reference (TOR) for the assignment *can be found at the following website: [www.mafs.gov.ss](http://www.mafs.gov.ss) or can be obtained at the address given below.*

The Ministry of MAFS through SPCU now invites eligible service providers (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

The short-listing criteria are as follows:

1. The organization should have general experience in running a GBV hotline in South Sudan and has the capacity to manage a hotline that is accessible across SNSOP project locations
2. At least five (5) years of relevant experience in handling GBV incidents through a hotline platform, documenting and channeling callers GBV incidents and linking survivors to the appropriate GBV service providers for the required assistance.
3. The technical and managerial organization of the Consultant. (Provide only the structure of the organization, general qualifications, and number of key staff (Do not provide CV of staff). Key experts will not be evaluated at the shortlisting stage.

The attention of interested consultancy is drawn to Section III, paragraphs 3.14, 3.16 and 3.17 of the World Bank’s ‘Procurement Regulations for IPF Borrowers’ July 2016 revised November 2017, August 2018 and November 2020 [Procurement in investment Project Financing; Goods, Works, Non-Consulting and Consulting Services], setting forth the World Bank’s policy on conflict of interest.

Consultants may associate with other consultants in the form of a joint venture or a sub consultancy to enhance their qualifications. The nature of association, whether it is a joint venture or a sub consultancy, should clearly be stated. In case of joint venture, the Consultant leading the joint venture should be mentioned.

A Consultant will be selected in accordance with the Quality and Cost Based Selection (QCBS) set out in the Consultant Guidelines. Interested Consultant may obtain further information at the address below during office hours from 10:00 to 16:00 hours South Sudan on all working days.

Expressions of interest (EOI) should be delivered in a written form to the address below (in person, or by mail, or by e-mail) by **July 16, 2024, at 5.00 P.M (South Sudan Time)** marked clearly as – **“Expression of Interest for the provision of GBV Toll-free Helpline Services.”**

**Attention: Program Director  
Single Project Coordination Unit (SPCU)  
Ministry of Agriculture and Food Security (MAFS),  
Ministries Complex, Juab- South Sudan,**

**E-mail: [recruitmentsouthsudan.spcu@gmail.com](mailto:recruitmentsouthsudan.spcu@gmail.com)**

