Office of the Compliance Advisor Ombudsman (CAO)
IFC and MIGA, World Bank Group

Request for Proposals –
Local Stakeholder Perceptions Study

CAO requests proposals for a study ascertaining local stakeholder perceptions on five IFC investments. This study will contribute to CAO’s current advisory work around IFC’s review and update of its Policy and Performance Standards on Social and Environmental Sustainability and Disclosure Policy (Policy Review).

BACKGROUND

The CAO
The Compliance Advisor/Ombudsman (CAO) is the independent accountability and dispute resolution mechanism for the private sector arms of the World Bank Group, the International Finance Corporation (IFC) and Multilateral Investment Guarantee Agency (MIGA). The CAO was established in 1999 and reports directly to the President of the World Bank Group.

The CAO responds to complaints from people who believe they are, or may be, harmed by projects supported by IFC and MIGA. The CAO works to resolve issues of concern through collaborative problem-solving and mediated approaches headed by its ombudsman team, and through compliance audits of IFC and MIGA to ensure adherence with social and environmental commitments. The CAO also offers advice to IFC and MIGA management and the President of the World Bank Group aimed at systemic improvement of project performance.

CAO Advisory - Policy and Performance Standards Review
IFC is currently carrying out a review and update of its Policy and Performance Standards on Social and Environmental Sustainability (PPS) and its Disclosure Policy (DP) following the first three years of policy implementation. These policies were adopted in 2006 and accordingly, projects processed under the new policy framework are at early stages of preparation or implementation.

CAO is contributing to this Policy Review through an independent piece of advisory work with a focus on policy areas of most direct impact on project-affected communities, drawing on CAO’s experience as IFC’s independent recourse mechanism for social and environmental aspects.

CAO will address the following questions, assessing the effectiveness and impact of the new framework and IFC’s underlying management system:

- Has IFC’s application of the PPS supported the establishment of clear expectations and predictability for both clients and communities at the project level?
• Have IFC’s own environmental and social management system and supervision capacity been adequately strengthened to support the move from process compliance to accountability for outcomes, ensuring the effectiveness and impact of the PPS?

Answers to these questions will be sought through:

• A portfolio review of 30 IFC investment projects processed under the new policy framework;
• A local stakeholder perceptions study, including interviews with IFC clients; and
• Discussions with experts and interested stakeholders that are convened around specific issues.

This work will be completed and findings and recommendations will be presented to IFC management and the public in early 2010, in time to feed into IFC’s consultations and update process.

More detailed information about our approach and work plan is available in the CAO’s Approach Paper which is available on CAO’s website at www.cao-ombudsman.org.

OBJECTIVES

The local stakeholder perceptions study should:

• Provide a fair and balanced account of the perceptions of local stakeholders on selected IFC supported projects;
• Be based on a fair understanding of the company’s engagement with host communities and impact mitigation activities, and ascertain the companies’ experience working with IFC and implementing the relevant aspects of the Performance Standards;
• Ascertain whether project impacts and mitigation measures are predictable for both communities and companies.

TASKS

Projects for review will be selected jointly from a shortlist of seven projects prepared by CAO. All projects in the shortlist are being reviewed as part of CAO’s portfolio review. The shortlisted projects are located in Chile, India (2), Peru (2), Philippines and Mozambique.

This local stakeholder perceptions study should provide a cost- and time-efficient way to gauge local stakeholder perceptions, with due regard to the sensitivity and complexity of the issues involved.

We expect this work to be carried out this calendar year, starting early October. Most of the scope of this work should be completed by end November.
The study will involve, for each of the five projects:

- **Review of project documentation**
  - Consultants will be expected to understand the project, IFC’s involvement, and the client’s environmental and social management program.
  - Documentation will mainly be provided by CAO, and should be complemented by limited consultant research of other sources.

- **Identification of key stakeholders**
  - Consultants should propose a process for identifying key local stakeholders.
  - Local stakeholders to be interviewed should include local opinion leaders, such as traditional leaders, religious leaders, government representatives, or community activists, but also representatives of any vulnerable minorities or at risk groups.

- **Gauging local stakeholder perceptions**
  - Develop method and questions for interviews of local stakeholders and the company.
  - Carry out interviews with local stakeholders. This could be done directly by the consultant or through sub-contractors familiar with the local culture and language.
  - Where sub-contractors are involved, provide quality assurance on their work and ensure consistency of approach across sites.
  - CAO may be able to assist in identifying qualified sub-contractors.

- **Preparation of reports**
  - Report on findings from the different project sites
  - Present an overview of findings across sites
  - Make recommendations, where relevant, on how to improve the language of the Performance Standards or their implementation based on insights gained from this study.

- All work will need to be carried out in close coordination and consultation with CAO staff, and the final report will be a CAO product.

**REQUIREMENTS**

The consultant(s) should:

- Be familiar with IFC’s business model and its Policy and Performance Standards on Social and Environmental Sustainability and Disclosure Policy.
- Have strong experience with the interface between private sector operators and local stakeholders.
- Demonstrate their proven ability to handle sensitive situations carefully with fairness and professionalism.
- Provide references and present previous experience and lessons learnt relevant to this study.
• Must be willing to sign a confidentiality agreement with CAO, accepting that no information about will be released without prior approval from the CAO.
• Comply with all World Bank Group requirements in terms of confidentiality, service delivery and short-term consultant contract provisions.

SELECTION PROCESS

Please submit your proposal by **Monday, September 14, 2009** at 5pm Eastern Standard Time via email to Charity Agorsor [cagorsor@ifc.org](mailto:cagorsor@ifc.org), and send a hard copy by courier to Charity Agorsor
CAO
Mail stop F 10K- 1011
2121 Pennsylvania Avenue NW
Washington DC 20433, USA

Your proposal should include:
- A technical proposal setting out approach, method, detailed tasks
- A cost proposal including number of days to be spent on different tasks and daily rates,
- CVs for the proposed project personnel

Should you have questions regarding this request for proposals, please contact Julia Gallu, [jgallu1@ifc.org](mailto:jgallu1@ifc.org). We will collate all questions received by September 7, 2009, at 5pm Eastern Standard Time, and send collated questions and responses to all who have asked a question or signaled to us that they intend to bid.

Proposals will be reviewed by a team of three CAO staff and chosen for the best combination of approach, price, and proposed team.