

GOVERNEMENT OF SAINT LUCIA

REQUEST FOR EXPRESSIONS OF INTEREST (REOI)

CONSULTING SERVICES – INDIVIDUAL SELECTION

Project: Caribbean Efficient and Green Energy Building
Credit No.: IDA-77110
Assignment Title: Consulting Services for a Community Liaison Officer
Reference No: LC-SLU MIPPDUR-556796-CS-INDV

Saint Lucia has received financing from the World Bank toward the cost of the Caribbean Efficient and Green Energy Building (CEGEB) Project and intends to apply part of the proceeds for consulting services.

The consulting services (“the Services”) is to ensure that all project activities are implemented in line with the WB Environmental and Social Framework, WB Environmental, Health and Safety Guidelines, national legislation, and Project E&S documentation (ESMF, SEP, LMP, ESCP).

The Community Liaison Officer will be engaged on a full-time basis and is expected to commence service by September 2026.

The detailed Terms of Reference (TOR) for the assignment *can be obtained upon request by contacting Shurman Francis– Interim Project Manager via the email address below:*

Email Address: esi@govt.lc

The Ministry of Physical Development and Public Utilities now invites eligible individuals (“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 (attach **cover letter** and **curriculum vitae** with description of experience in similar assignments, similar conditions, etc.).

The criteria for selecting the Consultant are:

Academic, Experience, Knowledge, Skills, and Abilities Requirements

- Have at least a BSc in social sciences, development studies, community development, or other related discipline;
- Have at least three to five (3 – 5) years’ relevant professional experience working with diverse audiences in rural and/or urban communities in outreach, community development, stakeholder engagement, grievance handling, conflict-sensitive communication, or social research using participatory approaches;
- Demonstrate relevant experience addressing social issues and responding to grievances;

- Demonstrated knowledge and capacity in outreach, awareness-raising, consultation, and capacity-building programs for governmental organizations, NGOs, contractors, and/or local communities;
- Experience working in Saint Lucia or the wider Caribbean would be an asset;
- Experience working on donor-funded projects, including familiarity with stakeholder engagement and grievance management requirements, would be an asset;
- Demonstrate outstanding ability to communicate in written and spoken English and Kwéyòl;
- Be competent in the use of word processing software packages, including MS Office.

The attention of interested Consultants is drawn to paragraph 3.14, 3.16 and 3.17 of the World Bank's Procurement Regulations for IPF Borrowers -July 2023 ("the Regulations"), setting forth the World Bank's policy on conflict of interest.

Further information can be obtained at the address below during office hours 0900 to 1600 (Atlantic Standard Time) Monday to Friday.

Expressions of interest must be delivered in a written form to the address below (in person or by e-mail) by 1600 (Atlantic Standard Time) on July 10th, 2026.

Email Address for submission: est@govt.lc with Subject Title: **CEGEB - Consulting Services for a Community Liaison Officer - LC-SLU MIPPDUR-556796-CS-INDV**

Envelope Label: **Consulting Services for a Community Liaison Officer
LC-SLU MIPPDUR-556796-CS-INDV
Caribbean Efficient and Green Energy Building (CEGEB)**

Addressed to:

Shurman Francis

Interim Project Manager

Project Implementing Unit

Department of Public Utilities.

Ground Floor, Sir Stanislaus James Building,

Waterfront, Castries.

Tel. No. 468-6364

Email: est@govt.lc

**TERMS OF REFERENCE
COMMUNITY LIAISON OFFICER (CLO)**

**GOVERNMENT OF SAINT LUCIA
CARIBBEAN EFFICIENT AND GREEN-ENERGY BUILDINGS PROJECT
(P179519)**

1. BACKGROUND

Saint Lucia has a population of about 180,000 and a Gross Domestic Product (GDP) of US\$1.19 billion. The country's economic growth and development are primarily driven by the success of its tourism industry and associated activities. Saint Lucia depends mainly on the importation of petroleum products to satisfy its commercial and domestic energy requirements. Seventy-five percent of the diesel oil consumed in the economic sectors is utilized for producing electricity by the Saint Lucia Electricity Services Limited (LUCELEC). Consequently, energy security including the dependence on diesel oil in the power sector remains a matter of concern. The cost of electricity in Saint Lucia is affected by the volatility of the international oil market. Sequentially, this affects not only Saint Lucia's regional and international economic competitiveness but also creates negative implications on the socio-economic status of the citizenry.

Given these challenges, the Government of Saint Lucia (GOSL) has secured funding through the World Bank to pursue the Caribbean Efficient and Green-Energy Buildings Project (CEGEB). The development objective of the CEGEB is to save energy in public buildings and increase building-level renewable energy in public buildings in participating Caribbean countries.

2. PROJECT DESCRIPTION

The CEGEB will be implemented between February 2025 and June 2031 and consists of 3 components:

Component 1: Investment in EE measures and DRE systems for Saint Lucia's public sector. This subcomponent will support (a) investments for selected public buildings in EE retrofits and DRE systems, (b) investment in EE measures and RE system in public facilities including Saint Lucia Water and Sewerage Company Inc. (SWASCO) and (c) investment and technical assistance to assist the Saint Lucia power utility integrate and manage DPV systems connected to the grid, including: distribution grid upgrade, battery storage installation, capacity-building and the development of modern energy-management solutions and systems.

Component 2: Regulatory Framework Development. This component will provide technical assistance to the participating countries and the OECS Commission for a set of activities to develop and strengthen the national and regional regulatory frameworks for scaling up investments in EE and RE. Support will be provided also at the regional level, for the harmonization, standardization, and development of tools and protocols to facilitate EE and DRE market expansion.

Component 3: Project Implementation Support, Pipeline Development, and Capacity-Building. This component has four main activities. First, it will finance subproject development, implementation, monitoring, verification, and certification costs. Second, it will support strengthening the capabilities of national project implementation units (PIUs), as well as the regional PIU at the OECS Commission, in project management, implementation, monitoring and evaluation. The regional PIU will assist in building capacity of participating regional institutions and conducting regional knowledge-sharing

events, including in EE and RE investment planning and implementation. Third, the component will assist in building investment pipelines in the region for the next project in the SoP. Fourth, it will include a program designed to raise the level of female employment as technical staff in Guyana's energy sector, providing financial incentives to study engineering or other subjects, undertake internships or other programs relevant to preparation for these jobs.

3. INSTITUTIONAL ARRANGEMENTS

To implement the CEGEB project, the Government of Saint Lucia (GOSL) has established a Project Implementation Unit (PIU) within the Department of Infrastructure, Ports and Transport (DIPT, the "Implementing Agency"). The PIU provides overall project management and technical inputs on behalf of the GOSL and is responsible for financial management, communications and safeguards, monitoring, reporting and evaluation.

The PIU is headed by a Project Manager who reports directly to the Permanent Secretary of DIPT. The PIU also comprises of an Energy Efficiency Officer (EEO), Renewable Energy Officers (REO), Monitoring and Evaluation Officer (MEO), Procurement Analyst (PA), Financial Analyst (FA), Environmental Specialist, Social Specialist, a Communication Officer and a Community Liaison Officer (CLO).

4. OBJECTIVE

The objective of the Community Liaison Officer assignment is to support effective stakeholder engagement and community outreach for the Project, build and maintain constructive relationships with community members and other stakeholders, and facilitate timely communication, grievance management, and feedback between the PIU and project-affected parties. The CLO will also help identify emerging community concerns early, support implementation of the Stakeholder Engagement Plan and grievance mechanism, and promote inclusive, culturally appropriate engagement throughout the project life cycle.

5. KEY RESPONSIBILITIES

The CLO serves as the principal link, and thus a critical communications channel, between project staff and community members. The CLO is expected to support the implementation of stakeholder engagement, public communications, grievance management, and field-level community interface functions throughout the project life cycle, including the following:

- Build and maintain constructive relationships with all stakeholder groups throughout the project life cycle;
- Conduct stakeholder outreach throughout the project life cycle in line with the Stakeholder Engagement Plan, using communication approaches that are accessible, inclusive, and culturally appropriate, and support the intake and follow-up of grievances and complaints that may arise;
- Support the planning and logistics for communication events, consultations and capacity building for project stakeholders and affected communities broadly;
- Lead overall public communications of the project, such as managing content for the Project website and WhatsApp groups.
- Provide timely feedback to the PIU on issues, opportunities, and challenges identified by communities during the project life cycle; report back to communities on relevant project responses and decisions; and serve as an early warning channel for emerging community concerns or risks that may affect project implementation;
- Act as a key field-level focal contact for grievances from construction workers, project-affected persons, residents, and community members; support grievance intake, logging, acknowledgment, referral, follow-up, and communication with complainants in coordination

with the Social Specialist, Environmental Specialist, contractors, and the Grievance Management Committee, as applicable;

- Support the follow-up of actions arising from grievance resolution and community engagement processes, including coordination with contractors and relevant PIU personnel to confirm that agreed actions are communicated, tracked, and reported;
- Support field-level monitoring by identifying and reporting community-facing environmental and social issues, including concerns related to implementation of relevant mitigation measures, and promptly bringing cases of non-compliance or community concern to the attention of the supervising specialists;
- Monitor issues related to Gender Based Violence and Sexual Exploitation and Abuse during the project implementation phase;
- Assist in the collection of data for socio-economic, stakeholder perception, inventory of asset (if required) and other surveys within the communities;
Prepare monthly monitoring reports on stakeholder outreach, grievances and their status, key issues raised by stakeholders, actions taken, unresolved concerns, and lessons learned, for submission to the supervising specialists; and
- Assist in any other activities that promote the achievement of building and maintaining relationships with community members to better understand community concerns and perceptions that may be assigned by the Project Management.

NB. The officer may from time to time be called upon to perform related duties not identified in the Terms of Reference.

6. DURATION

The Community Liaison Officer will be engaged on a full-time basis for a period of five years. The contract duration will be one-year, including a 6-month probation period, renewable annually until the project's closing.

7. REPORTING

The CLO will report to and work under the direct supervision of the Social Specialist and the Environmental Specialist of the PIU.

8. TERMS AND CONDITIONS

- The PIU will provide the CLO with access to office space, office equipment including computer, access to printing and photocopying and all necessary software required for discharge of duties. The CLO should preferably have an office within the project affected communities;
- The CLO will be required to sign a code of conduct preventing abuse, exploitation, and harassment;
- The nature of the position is such that some of the work may be performed outside normal work hours especially for consultations at the sub-project sites; and
- No medical, gratuity or other benefits are deductible or payable; however, consultant's price offer should cover insurance, taxes and other benefits.

9. QUALIFICATIONS AND EXPERIENCE

The CLO is expected to have strong interpersonal and communication skills with the ability to interact with diverse audiences and stakeholders and should meet the following requirements:

- Have at least a BSc in social sciences, development studies, community development, or other related discipline;

- Have at least three to five (3 – 5) years' relevant professional experience working with diverse audiences in rural and/or urban communities in outreach, community development, stakeholder engagement, grievance handling, conflict-sensitive communication, or social research using participatory approaches;
- Demonstrate relevant experience addressing social issues and responding to grievances;
- Demonstrated knowledge and capacity in outreach, awareness-raising, consultation, and capacity-building programs for governmental organizations, NGOs, contractors, and/or local communities;
- Experience working in Saint Lucia or the wider Caribbean would be an asset;
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