

REQUEST FOR EXPRESSIONS OF INTEREST (INDIVIDUAL CONSULTING SERVICES)

Republic of the Marshall Islands
Digital Republic of the Marshall Islands Project
Loan No./Credit No./ Grant No.: P171517

Assignment Title: Community Engagement Lead
Reference No.: MH-DIDA-164189-CS-INDV

The Government of the Republic of the Marshall Islands is undertaking a major investment program under the proposed Digital RMI Project. The proposed development objective is to expand access to the internet, promote private sector investment in climate resilient digital services, and establish the critical foundations for digital government services and the digital economy.

The Project has three components:

- a) Market reforms to improve the quality of telecommunication infrastructure and services so that the people of the RMI (both main and neighboring island communities) can access a reliable, high-quality fast service at affordable prices. This will include public and private investment in the Marshall Islands National Telecommunications Authority (NTA), and the facilitation of competition in the RMI ;
- b) Improved Government digital services (including health and education services) so that the people of RMI (main and outer island communities) get better use out of the enhanced investment in telecommunications; and
- c) Legal and regulatory reforms to support the market reforms and enhanced Government digital services and build the trust and confidence of the people in online transacting and use of telecommunication services.

The reforms will offer better services at lower prices and will result in the Marshall Islands having amongst the best services in the Pacific. At home, work and school services will be cheaper, faster and more reliable. This will make a significant change to how the internet can be used to create new jobs, improvements to health and education. The goal is to ensure that citizens can get access to the things they need without having to leave their Atoll or emigrate. We want to make it easier for people to have the choice to return and bring their jobs with them.

However change will generate concerns and questions and it is important that feedback is actively sought and that the project can adapt and respond to issues raised. The Government is keen for wider community engagement to explain the project, what it means for the community now and into the future. To lead this stage, the Government wishes to recruit a suitable individual to be the Digital RMI Community Engagement Lead.

The Community Engagement Lead will work in parallel with the activities undertaken by the Chair of the Telecommunications Program Steering Committee, Minister Kitlang Kabua, and the Project Director Ace Doulatram. Both the Minister and Project Director have specific areas of focus and the Project needs additional support to engage the wider community.

- 1 The successful applicant must be confident in engaging the public, both in small groups and addressing large meetings. They must be fluent in Marshallese and English.
- 2 The role can be part time or full time depending on the candidate. The role can be flexible to accommodate other commitments but they would need to be able to prioritize this role to enable the consultant to attend key Stakeholder briefings – eg the Consultant would need the flexibility to be able to attend Cabinet meetings at short notice.

The detailed scope of services is indicated in the Terms of Reference (TOR) for the assignment which will be found on <https://digitalrmi.com/opportunities/> or supplied on request to the Project Manager: mike@lott.co.nz or the Project Director: Ace Doulatram acedou@gmail.com .

This is a temporary contract which, subject to candidate availability, is intended to commence as soon as possible and complete by the end of September.

Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services (attach a Cover Letter addressing individually the mandatory and desirable experience and qualification requirements and a curriculum vitae with a description of the relevant experience.). The criteria for selecting the Consultant are:

Mandatory and desired skills, qualifications and experience

Mandatory:

The successful candidate shall demonstrate:

- experience in delivering public presentations
- experience in preparing materials for public consultation
- experience in managing public feedback and
- fluency in both Marshallese and English

Desirable:

The successful candidate shall also demonstrate relevant professional experience in one or more of the following areas:

- experience in the RMI in leading public consultation and community engagement
- experience in delivering a proactive approach to project communications
- experience in leading / delivering projects with community impact

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, dated July 2016 , revised November 2017 and August 2018 ("the Regulations"), setting forth the World Bank's policy on conflict of interest.

Further information can be obtained by emailing the Project Manager, Mike Lott mike@lott.co.nz or the Project Director, Ace Doulatram acedou@gmail.com.

Expressions of interest must be delivered by email to the addresses below by **5:00pm, April 28, 2023**. The email subject line should state: "Digital Republic of the Marshall Islands Project Community Engagement Lead – *[full name of the candidate]*".

Mike Lott

Digital RMI Project Manager

Email: mike@lott.co.nz

Ace Doulatram

Project Director

acedou@gmail.com.

Republic of the Marshall Islands
Ministry of Finance
Terms of Reference
Individual Consultant

Title:	Community Engagement Lead
Location:	Division of International Development Assistance Ministry of Finance, Banking and Postal Services Republic of the Marshall Islands
Duration:	until November 30, 2023
Tentative State Date:	May 1, 2023

BACKGROUND

- 3 The Government of the Republic of the Marshall Islands (the Government) is undertaking a major investment program under the proposed Digital RMI Project (Project). The proposed development objective is to expand access to the internet, promote private sector investment in climate resilient digital services, and establish the critical foundations for digital government services and the digital economy
- 4 The Project has three components:
- d) Market reforms to improve the quality of telecommunication infrastructure and services so that the people of the RMI (both main and outer island communities) can access a, reliable, high-quality fast service at affordable prices. This will include public and private investment in the Marshall Islands National Telecommunications Authority (NTA), and the facilitation of competition in the RMI ;
 - e) Improved Government digital services (including health and education services) so that the people of RMI (main and outer island communities) get better use out of the enhanced investment in telecommunications; and
 - f) Legal and regulatory reforms to support the market reforms and enhanced Government digitals services and build the trust and confidence of the people in online transacting and use of telecommunication services.
- 5 The reforms will offer better services at lower prices and will result in the Marshall Islands having amongst the best services in the Pacific. At home, work and school services will be cheaper, faster and more reliable. This will make a significant change to how the internet can be used to create new jobs, improvements to health and education. The goal is to ensure that citizens can get access to the things they need without having to leave their Atoll or emigrate. We want to make it easier for people to have the choice to return and bring their jobs with them.
- 6 However change will generate concerns and questions and it is important that feedback is actively sought and that the project can adapt and respond to issues raised. The Government is keen for wider community engagement to explain the project, what it means for the community now and into the future. To lead this stage, the Government wishes to recruit a suitable individual to be the Digital RMI Community Engagement Lead.

- 7 The Community Engagement Lead will work in parallel with the activities undertaken by the Chair of the Telecommunications Program Steering Committee, Minister Kitlang Kabua, and the Project Director Ace Doulatram. Both the Minister and Project Director have specific areas of focus and the Project needs additional support to engage the wider community.
- 8 The successful applicant must be confident in engaging the public, both in small groups and addressing large meetings. They must be fluent in Marshallese and English.
- 9 The role can be part time or full time depending on the candidate. The role can be flexible to accommodate other commitments but they would need to be able to prioritize this role to enable the consultant to attend key Stakeholder briefings – eg the Consultant would need the flexibility to be able to attend Cabinet meetings at short notice.
- 10 To specifically support the wider community engagement of Digital RMI the Government is seeking to engage an experienced Marshallese individual that:
 - 10.1 is able to absorb a required level of detail about the project and then both advise the wider project team on the issues and the best way to communicate and interact with the wider community;
 - 10.2 is confident in leading and engaging the public both in small groups and in large meetings to accurately describe and respond to concerns about the project;
 - 10.3 has a forward looking instinct to ensure the communications strategy, plan and materials are suitable to meet the intended audiences needs and not just reactive - for example anticipating likely emerging themes and ensuring the project team was able to provide appropriate materials, updating the engagement strategy to ensure the project was being effectively communicated broadly within the RMI; and
 - 10.4 is based in the Marshalls and fluent in both Marshallese and English.

SCOPE OF SERVICES

- 11 The four main outputs of the role are:
 - 11.1 Responsible for leading community and targeted stakeholder engagement. Ensuring that the material, form of interaction and style is appropriate and best suited to achieve widespread, positive engagement and understanding of the Project's objectives and benefits.
 - 11.2 Prepare presentations (to Senators, Cabinet, NTA shareholders, NTA staff, community meetings, etc) and while supported by the project team, the Consultant will be responsible for the suggesting the best way to present material to achieve communicate the Government's goal and explain the benefits in a way that resonates with the community.

- 11.3 Providing consolidated feedback of key issues raised out of community and stakeholder discussions to the Project team and suggesting potential responses and mitigations.
 - 11.4 Supporting any local media / advertising / promotion by advising the project team on the most effective approach, reviewing, and developing where needed materials (with the support of the Project team) necessary to support any local activity.
- 12 A governance and project management structure is in place which oversees the Project and resourcing to support implementation, including:
- (a) A project steering committee (the PSC) chaired by the Minister of Foreign Affairs and also comprising the Chief Secretary to Cabinet, the Secretaries of MOFBPS, MTCIT, and MCIA and representatives from NTA;
 - (b) A Project Director who is responsible for ensuring political and community understanding of the reforms and providing advice on issues that needs to be addressed relating to political and community confidence and support for the reforms;
 - (c) A Project Manager who is responsible for the effective day to day management of the project.
 - (d) A Central Implementation Unit which is responsible for providing safeguards, procurement and financial management and support for the Project, located within MOF and which provides support for all World Bank financed projects in RMI.

DELIVERABLES, TIMING, AND ADMINISTRATIVE ARRANGEMENTS

Administrative arrangements

- 13 The Consultant shall commence work immediately upon the award of the contract.
- 14 There is some flexibility as to the part time / full time nature of the role, the role is expected to be complete.
- 15 The end date for this assignment shall be November 30, 2023, unless extended by mutual agreement and subject to satisfactory performance.

MANDATORY AND DESIRED SKILLS, QUALIFICATION AND EXPERIENCE

26. Mandatory:

The successful candidate shall demonstrate:

- experience in delivering public presentations
- experience in preparing materials for public consultation
- experience in managing public feedback and

- fluency in both Marshallese and English

27. **Desirable:**

The successful candidate shall also demonstrate relevant professional experience in one or more of the following areas:

- experience in the RMI in leading public consultation and community engagement
- experience in delivering a proactive approach to project communications
- experience in leading / delivering projects with community impact