REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES – FIRMS SELECTION)

DEVELOPMENT OF A WEB-BASED AND MOBILE BASED GRIEVANCE REDRESS MANAGEMENT SYSTEM AND UPGRADING OF THE ROADS DIRECTORATE WEBSITE.

Loan No.: **7569-LS**

Assignment Title: Development of a web-based and mobile based Grievance Redress Management System and upgrade the Roads Directorate website
Reference No. LS-MOPWT-RD-511625-CS-QCBS

1. The Government of the Kingdom of Lesotho (GOL), through the Ministry of Public Works and Transport, Roads Directorate *has received* financing from the World Bank toward the cost of the **Consulting services: Development of a web-based and mobile based Grievance Redress Management System and upgrading of the Roads Directorate website** and intends to apply part of the proceeds for consulting services.
2. The consulting services ("the Services") include **Development of a web-based and mobile based Grievance Redress Management System and upgrading the Roads Directorate website.** This assignment shall be for a period of **12 professional staff-months**. The assignment is expected to start in **January 2026.**
3. The detailed Terms of Reference (TOR) for the assignment ***can be obtained at the address given below.***

4. The Government of the Kingdom of Lesotho (GOL), through the Ministry of Public Works and Transport, Roads Directorate now invites eligible consulting firms ("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 shortlisting criteria**: The consultant should have previous engagement in at least Three (3) GRMS projects, ii) must have at least Five (5) years' experience in developing and maintaining GRM systems, iii) developed at least Four (4) active websites and iv) must have at least five years' experience in developing and maintaining organizational websites.
5. The attention of interested Consultants is drawn to Section III the World Bank's "Procurement Regulations for IPF Borrowers" **February 2025** ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest.
6. Consultants may associate with other firms to enhance their qualifications, but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.
7. A Consultant will be selected in accordance with the **Consultant Qualification Selection** method set out in the Procurement Regulations.
8. Further information can be obtained at the address below during office hours *08:30 to 16:30 hours*].

The Procurement Specialist

Postal Address

Roads Directorate

P.O. Box 194

MASERU – 100

Tel: (266) 22229000, 52229000

Email Address: manoelin@rd.org.ls;mahiritonaf@rd.org.ls;marek@rd.org.ls; petlanem@rd.org.ls

Physical Address

Procurement Section, Ground Floor (Room G11)
Roads Directorate
Corner Senate and Lepoqo Road
Industrial Area (Opposite Browns Cash and Carry)

9. Expressions of interest must be delivered in a written form to the address above by e-mail by **11th December 2025**
10. **The Roads Directorate reserves the right to accept or reject any or all expression of interest for reasons that may be advanced.**