



**REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES – INDIVIDUAL SELECTION)**

UGANDA

**INVESTING IN FORESTS AND PROTECTED AREAS FOR CLIMATE SMART
DEVELOPMENT (IFPA-CD) PROJECT**

PROJECT ID NO: 170466

CREDIT NO:6592-UG

**ASSIGNMENT TITLE: PROCUREMENT OF A FULL TIME CALL CENTRE
ATTENDANT UNDER THE IFPA-CD PROJECT**

**REFERENCE NUMBER: NFA-IFPA-CD/CONS/24-25/00004
UG-NFA-465672-CS-INDV**

DATE OF ISSUE:20TH FEBRUARY, 2025

1. The Government of Uganda (GOU) represented by National Forestry Authority has received

financing from the World Bank towards the cost of the Investing in Forests and Protected Areas for Climate Smart Development (IFPA-CD) Project, and intends to apply part of the proceeds for consulting services. The project is being implemented by the Ministry of Water and Environment (MWE, Lead Agency), the Uganda Wildlife Authority and the National Forest Authority with the involvement of the Ministry of Tourism, Wildlife and Antiquities in tourism-related activities.

2. The consulting services (“the Services”) include Procurement for a full time call centre attendant under the IFPA-CD Project for a duration of 16 months. The objective of the assignment is to support the establishment and efficient operation of the NFA’s modern call centre, managing public inquiries, handling grievances related to the IFPA-CD Project contributing to enhancing National Forestry Authority’s public engagement and conservation efforts.
3. The detailed Terms of Reference (TOR) for the individual consultant can be found at the following website: www.nfa.go.ug.
4. The National Forestry Authority now invites eligible individual consultants to apply for the consulting assignment. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services as required in the TORs. The submissions should include a cover letter summarizing the relevant experience and indicating its relevance to the assignment at hand. The expressions of interest should be accompanied with a CV with phone contact, postal and email addresses, copies of relevant academic documents/ qualifications and copies of the Contract (s) of the current or most recent similar undertaking.
5. The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank’s “Procurement Regulations for IPF Borrowers” dated November 2020 revised September 2023 (“Procurement Regulations”), setting forth the World Bank’s policy on conflict of interest.
6. A Consultant will be selected in accordance with the **Individual Consultant Selection method** set out in the Procurement Regulations for IPF Borrowers dated November 2020 revised September 2023.
7. Further information can be obtained at the address below during office hours from **9:00 AM – 5:00 PM** (local time) **on Mondays to Fridays**.
8. Expressions of interest must be in English (**one original plus a copy**), must be delivered in a written form to the address below in (person or by email) on or by **7th March, 2025 at 11:00am (Ugandan Time)** and addressed to;

The,

Manager Procurement and Disposal Unit
Procurement and Disposal Unit Offices (RED PLUS BUILDING)
Investing in Forests and Protected Areas for Climate Smart Development (IFPA-CD
Project)
National Forestry Authority
Plot 10/20, Spring Road, Bugolobi, Kampala
P.O. Box 70863 Kampala, Uganda
Telephone: 0312-264035/6
Electronic mail address: agnes.kamagaju@nfa.go.ug, nantikka@gmail.com

9. National Forestry Authority shall conduct an opening of Expression of Interests on **7th March, 2025 at 11:15am (Ugandan Time)** and addressed below;

National Forestry Authority Headquarters
Plot 10/20, Spring Road, Bugolobi, Kampala
P.O. Box 70863 Kampala, Uganda
Telephone: 0312-264035/6

Any form of canvassing or lobbying for the tender shall lead to automatic disqualification.

AG. EXECUTIVE DIRECTOR