**Ministry of Transport and Infrastructure (MoTI)**

**Directorate-General of Infrastructure Investments (DGII)**

**Project Implementation Unit (PIU) for the**

**RAIL LOGISTICS IMPROVEMENT PROJECT (RLIP)**

**TERMS OF REFERENCE**

**FOR AN**

**IT CONSULTANT FOR DEVELOPING A**

**STAKEHOLDER MANAGEMENT SOFTWARE**

1. **Background**

The Ministry of Transport and Infrastructure (MoTI) of the Republic of Turkey, through the Ministry of Treasury and Finance (MoTF), has obtained financing from the World Bank (“the Bank”) towards implementation of the Rail Logistics Improvement Project (RLIP, “the Project”). RLIP will be financed by the Bank through an IBRD loan for which MoTI has been designated as the Line Ministry responsible for project implementation.

The overall objective of the Project is to increase rail freight traffic efficiency in main transport corridors in Turkey by improving last-mile rail infrastructure connectivity, enhancing the operational efficiency of logistics centers and strengthening institutional capacity.

The specific objectives are as follows:

1. Provide last-mile rail connectivity to and from key cargo generation-attraction nodes at select freight corridors nationally;
2. Support capacity building and institutional strengthening at the main MoTI sub-agencies involved in the rail sector;
3. Help strengthen MoTI’s response to the medium- and long-term impacts of COVID-19 on Turkey’s logistics system;
4. Improve rail freight service delivery;
5. Strengthen railway network planning; and
6. Promote multimodality through a more robust operation of TCDD-owned logistics centers.

The Project will be implemented through three components:

1. **Construction of Railway Branch Lines and Multimodal Connections at Priority Network Nodes (Component 1)**, including the provision of last-mile rail (and in select cases, road/multimodal) connectivity at well-prioritized portions of the Turkish railway network. The initial focus of Component 1 is the provision of last-mile rail and road connectivity to/from the greenfield maritime port of Filyos on the Black Sea Coast, and the provision of last-mile rail connectivity to/from key industrial zones adjacent to Iskenderun Bay in the Çukurova region. Additional network nodes to be connected to the main railway network at the last mile will be identified during project implementation.
2. **Feasibility Studies, Detailed Engineering Designs, Environmental and Social Documentation, and Construction Supervision for Rail Last-mile Connectivity Infrastructure at Additional Freight Nodes (Component 2)**, including consulting services to produce Feasibility Studies—including the environmental and social dimensions of project feasibility—for 12 potential last-mile rail (and, where necessary, complementary road/multimodal) connectivity infrastructure subprojects at pre-identified freight generation-attraction nodes currently disconnected from the national railway network. Engineering designs and environmental and social safeguards instruments will also be produced for a subset of these subprojects. Approximately 2-3 subprojects will be selected for construction under Component 1, based on findings from FS, detailed engineering designs, and environmental and social safeguards documentation.
3. **Phase 2 COVID-19 Response Support, Institutional Strengthening, Capacity Building, and Project Implementation Support (Component 3)**, including consulting services to provide technical assistance and capacity building in the following areas: (i) support to MoTI to diagnose the medium- and long-term impacts of COVID-19 on multimodal logistics on the demand and supply sides, and design public, public-private, and/or purely private interventions, including interventions aimed to tackle behavioral and occupational aspects of risk prevention, to mitigate these impacts; (ii) support to DGII on the uniformization of rail technical standards across the national rail network; (iii) support to MoTI [DGII, DGTSR (Directorate-General of Transportation Services Regulation), TCDD (Directorate General of Turkish State Railways)] on the preparation of a strategy document for rail freight sector performance improvement; and (iv) support to TCDD through the development of an operational and management model for rail-enabled logistics centers consistent with international best practice, properly contextualized to the Turkish environment.

MoTI’s Directorate-General of Infrastructure Investments (DGII) will assume overall implementation responsibility of RLIP and will serve as its implementing agency at the working level. A Project Implementation Unit (PIU) has been established within DGII to oversee all aspects of project implementation across all 3 components.

# Objectives

The objective of this assignment is to support DGII PIU with an experienced IT Consultant for developing a stakeholder management software, to ensure that stakeholder management software is developed and operated in accordance with the World Bank's Environmental and Social Framework (ESF).

# Duties and Responsibilities

1. Develops stakeholder management software applications by designing, developing, and installing software solutions in accordance with the World Bank’s Environmental and Social Framework (ESF).
2. Collaborates with management, departments and PIU members to identify end-user requirements and specifications
3. Determines operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed solutions.
4. Updates and develops software solutions by studying information needs, conferring with users, and studying systems flow, data usage, and work processes.
5. Investigates problematical areas.
6. Follows the software development lifecycle.
7. Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments and clear code.
8. Troubleshoots, debugs, maintains and improves the software
9. Prepares and installs solutions by determining and designing system specifications, standards, and programming.
10. Improves operations by conducting systems analysis and recommending changes in policies and procedures.
11. Protects operations by keeping information confidential.
12. Provides information by collecting, analyzing, and summarizing development and service issues.
13. Accomplishes engineering and organization mission by completing related results as needed.
14. Providing users with software-related training.

**Deliverables**

1. Delivery of the first version of the Stakeholder Management software at the end of second month. Description and Requirements of Stakeholder Management Software is attached (Annex II).
2. Development in the software with the feedback received from the PIU team for four months and four pieces of training to be given to the PIU team monthly.
3. **Duration and Location of Employment**

The services will be required on a full-time basis. The Stakeholder Engagement Software Specialist is expected to commence work in September 2021, subject to a two months’ probation period and 6-month contract.

The position will be based in Ankara.

1. **Qualification Requirements**

* Bachelor’s and/or Master’s degree in Computer Science, Computer Engineering or related technical discipline
* At least 10 years of professional software development experience;
* Proficiency in Java programming language;
* Application architecture and design patterns;
* To have developed a business software application in at least 4 institutions.
* Experience serving as technical lead throughout the full software development lifecycle, from conception, architecture definition, detailed design, scoping, planning, implementation, testing to documentation, delivery and maintenance is preferred
* Literacy in English.

1. **Hiring Methodology**

The Consultant will be hired in accordance with the World Bank’s “Procurement Regulations for IPF Borrowers (in effect since 1 July 2016 and revised November 2017 and August 2018) (Procurement Regulations)”. The contract will be signed between the Directorate-General of Infrastructure Investments (DGII) or his designee and the Consultant.

1. **Application Process**

The application should include one-page application letter and a CV in the following format (Annex I) in English.

Attn: Mr. Ahmet Tuncsoy

Ministry of Transport and Infrastructure (MoTI)

Directorate-General of Infrastructure Investments (DGII)

Department of Railway Construction

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**ANNEX I**

CURRICULUM VITAE

|  |  |  |
| --- | --- | --- |
| Name of Staff | | : |
| Profession | | : |
| Date and Place of Birth | | : |
| Civil Status | | : |
| Home Address | | : |
| Phone | home | : |
| mobile | : |
| E-Mail | | : |
| POSITION APPLIED | | : |

KEY QUALIFICATIONS

Specific experience in:

EDUCATIONAL BACKGROUND

PROFESSIONAL EXPERIENCES

(Employment Record)

Language Proficiency :

|  |  |  |  |
| --- | --- | --- | --- |
| 1. | Excellent | Good | Poor |
| Reading |  |  |  |
| Writing |  |  |  |
| Speaking |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 2. | Excellent | Good | Poor |
| Reading |  |  |  |
| Writing |  |  |  |
| Speaking |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 3. | Excellent | Good | Poor |
| Reading |  |  |  |
| Writing |  |  |  |
| Speaking |  |  |  |

Computing Knowledge :

Experience in:

Membership of Professional Societies :

References and transcripts : AVAILABLE UPON REQUEST

Certification

I, the undersigned, certify that to the best of my knowledge and belief, this biodata correctly describes myself, my qualifications and my experience.

Signature Date

**ANNEX II**

**DESCRIPTION AND REQUIREMENTS OF STAKEHOLDER MANAGEMENT SOFTWARE**

**Roles and Responsibilities**

The database will be used by the designated AYGM PIU staff and projects specific CC and supervision staff. No access for external parties will be available.

These teams will be the authorized staff to have access to the Stakeholder Management Software. Close coordination will be required between CC and supervision contractors and between AYGM PIU Team in terms of Stakeholder Management Software management.

Collection of complaints, questions and feedbacks will directly be under the responsibility of CC, and Supervision contractors and PIU. AYGM PIU will be the final beneficiary who will issue the reports and periodical summary of these interactions. All types of interactions will be recorded in Stakeholder Management Software.

**Access Levels for Stakeholder Management Software**

Admin users are the only authorities who can create new users and organize their authorizations.

The definitions of the authorization levels are as given below:

Read: The users will have the authority to read all the information authorized to their account. However, the users in this group will not have the authority to delete an information or write (add) additional information on the system.

Write: The users will have the authority to read the information authorized to their account and also write additional information to the context of interactions and add new stakeholders. However, the users in this group will not have the authority to delete any information.

Delete: The users will have the authority to read, write (add) and delete the information in the system which is authorized to their account.

Admin: Admin users will have all the authority to read, write (add) and delete all the information uploaded on the system. Admin users will also have the authority to register new users to the system and classify their authorization levels.

**Step by Step Process Description**

*Data Upload*

Stakeholder Management Software will be the sole and main center of information regarding the relationships with stakeholders. Two types of data can be uploaded to the system; Stakeholders and Interactions.

1. *Stakeholders*

* Stakeholder information can be uploaded to the system both as an Individual or an Organization.
* Stakeholders are classified and all uploads will made by creating a link with these groups. Always it will be link stakeholders and organizations with a stakeholder group.
* Check if stakeholder details already exist in Stakeholder Management Software Database. If so, update stakeholder details instead of creating a new one, in order to prevent duplication.

In order to create a new stakeholder:

* Create New > Individual or Organization
* Fill out the stakeholder info on details tab. All mandatory fields should be filled correctly. Also be sure that the information is saved before moving to another link.
* To add or change Stakeholder details; create on “Edit Contact” icon under “Contact details”.
* Note that when information of a Stakeholder is uploaded to the system as an Individual, the system also can be enables to link it with an organization while entering the stakeholder details.

1. *Interactions & Meetings*

* The interactions which are recorded with meeting minutes will be uploaded to the system under the “meetings” tab.
* In order to ensure clear reporting, “Communications” option should be chosen for all other communication activities. Also, it should be noted that “Communications” option also enable to choose meeting type as “meeting”.
* All related documents will be uploaded to the relevant interaction page as an attachment, by using the “attachments” option at the bottom.
* In order to create a new communication: All mandatory sections should be filled; Stakeholder information should be added or linked with the existing one; The current phase of the project should be added to the “Zones” part; The information should be saved before moving to another tab; Enter the content of the interaction in the message box.
* The classification of the information is crucial for the reporting in order to eliminate the data entered to the system. Therefore, the related content should be linked with the stakeholder and with the subject defined under “Classification Tree”.
* At the time of creating a new communication, it can also be possible to link this interaction with more than one stakeholder.

1. *Creating a new Complaint*

* The process of creating a new complaint can almost the same with the actions taken during the creation of a new communication. But also, additional information is required for this tool in order to enable the tracking of uploaded information’s status:
* Marked with a star the Status, Priority, Method, Assigned by and Assigned to information, Opened – due – closed days and confidentiality level information should be added to the record. Therefore, the reporting system enables to list the open items which have been remained from a specific period. Also, the system would give the responsible parties and the deadline information.

**Grievance Management**

There are a Stakeholder Engagement Plan including grievance management of AYGM. According to this:

* Follow the response durations which are given as a deadline; Complaints will be registered and responded within 2 days to explain complainant the process;
* Discussions on corrective action and manner of addressing complaint will be discussed with the complainant within 10 working days;
* Complaints will be closed after the satisfaction of the complainant within 30 working days unless an alternative agreement is made with the complainant.
* Ensure that the actions and complaints are closed out and the accurate date/time is used for the close out action.
* The signed version of grievance close out forms should be scanned and uploaded to the system as an attachment.

**What information will be recorded**

* Information about stakeholder organization’s representatives including contact details (names, titles and contact details, stakeholder category/groups)
* All information that would be classified as an interaction, grievance, meeting, question about the project.
* The strategic objective of engagement (eg: disclosure of the impact assessment findings and associated management plans in the ESIA process, regular consultation meeting, etc.)
* Related department(s) for the stakeholder issue (environment, land acquisition, health and safety, etc.)
* Raised issues, concerns, complaints, suggestions and aspiration (Both positive & negative)
* Responses given to stakeholder issues and suggestions, and how their feedback has influenced project designs/ decisions, actions.
* Formally received information (by an e-mail, official letter).
* It should be noted that; all records should be clear on defining the subject, and the actions taken. Also, repeated concerns & questions should be underlined with the reports taken periodically.
* Recording of complaints is an essential issue which allows all parties to evaluate each other’s performance on closing complaints.

**What information will not be recorded**

* Unrelated telephone calls, emails or meetings with AYGM
* Personal information about stakeholder representatives that would breach our privacy responsibilities.
* It should be noted that, duplications should be avoided. Therefore, it is important to check whether the information has already been uploaded or not.

**Using the classification tree**

It is important to ensure consistency on data classification. This will in turn ensure consistency in reporting on stakeholder issues. Therefore, it is important to ensure that all interactions uploaded to the system should also be linked with a subject defined under “Classification Tree”.

All issues will be classified under four headings which are;

* Feedback
* Question
* Request
* Grievance

The style of the communication should be selected before creating a new interaction. It would ease the process to choose whether if it is a feedback, question, request or a grievance before deciding the Subject.

It should be ensured that text has been classified in the message box with the subject defined under classification tree and with the related stakeholder. Detailed information is attached to the record.

**Reporting**

* All reports will be collected by AYGM PIU.
* It will be possible to report in various breakdowns/structure at any time required, by selecting certain periods (weekly, monthly, annual, etc.) and using all records/classifications.
* In the reporting, the total figures and the figures for the period in which the report was taken should be available separately. Again, in the period when the report was received, the open-closed situations, the most complaints received, the closing times of overdue complaints, etc. breakdowns will be displayed.
* It will be possible to get a report on what subject is interacted with most or which subject is the most complained about.
* Reports can be obtained in the breakdown of the closing periods of the complaints.
* Reports showing the management performance of complaints can be obtained.
* Records can also be reported according to gender, disability, age, etc.

**Monitoring**

Monitoring and reporting are essential for improving the system as well as the process itself.

Results of grievances will be summarized on a monthly and annual basis to demonstrate the types of issues managed in the process, as well as the number of grievances received, closed and number remaining open. Results will also include the number of grievances that were not solved through internal procedures and that may have included third party or legal resolution.

**Other functions of Stakeholder Management Software**

Other than the mentioned tools, there will be some other functions of the system which ease to filter the information, in order to get more useful reports.

The following filters are being used in Stakeholder Management Software:

1. Contact Groups (A stakeholder can be assigned to multiple contact groups)

Contact groups set up to enable easy distribution of information to select groups of stakeholders and to report by stakeholder group. Eg: Mostly raised issues by a specific contact group will reported periodically.

* Government authorities (Central, Regional, Local, Provincial, District, Village, Other)
* Multi national and international organizations
* Non-commercial, Non-governmental and Public Organizations
* International NGOs
* National NGOs
* Local NGOs
* Project Affected People (PAP)
* Project employees
* Media (International Media, National Media, Local Media)
* Interest Groups
* Universities
* Cooperatives
* Business associations
* Chamber of Commerce
* Other

1. Projects

Projects is the filter that defines the relevant separate project of AYGM. Since there will be more than one project, it is important that each module is created according to these projects and that these modules (and therefore projects) are clearly separated from each other, taking into account the access issues.

1. Zones

Zones are a filter for interactions and useful for separating between overlapping elements such as non-consecutive project phases. Zones are used to group stakeholder interactions into different consultation phases and project phases. Some zones have been identified as below:

* Scoping and Baseline Data Collection Phase
* ESIA
* ESIA Disclosure
* Construction
* Transition
* Operation
* Decommissioning and Closure

1. Custom Fields

Custom fields can be set up to create additional categories for Stakeholders, Properties, Interactions and Complaints. Custom Fields are searchable and it is advisable to have distinct answers for the custom fields to make searching easier.

1. Classification Tree

The classification tree consists of a list of categories that AYGM PIU teams will use to track and classify stakeholder issues, suggestions and feedback. The categories are grouped in theme and sub-themes. Initial set up of the classification tree may found below. The tree is editable and categories can be adjusted to reflect any new stakeholder issues that come to light during the consultation process.

*Table: Classification-Tree-for-Grievance*

|  |  |  |
| --- | --- | --- |
| **Grievance** |  |  |
|  | **Type** | **Subject** |
|  | Access Issues |  |
|  |  | Access to Fishing Grounds |
|  |  | Access to Land & Resources |
|  |  | Access to Pastureland |
|  | Communication Related Complaints |  |
|  |  | Unable to Reach Contractors |
|  |  | Unable to Reach Supervision |
|  |  | Expropritaion Information not available |
|  |  | Unable to Reach PIU |
|  | Damage to Environment |  |
|  |  | Off-RoW Erosion to Land or Water |
|  |  | Waste Management |
|  |  | Bio restoration Issues |
|  |  | Erosion Issues |
|  |  | Extra Land Use (including temporary access roads, yards, material storage areas etc.) Issues |
|  |  | Habitat (nesting, feeding, critical) Issues |
|  |  | Land Scape/ Visual Impacts Issues |
|  |  | Re-Countering Issues |
|  |  | River/Coastal blanks/Sea bed stabilization Issues |
|  |  | Sensitive species Issues |
|  |  | Top Soil/ Sub Soil Issues |
|  |  | Vegetation Clear Issues |
|  | Dust, Noise and Vibration Complaints |  |
|  |  | Dust Related Complaints |
|  |  | Noise Related Complaints |
|  | |  | | --- | |  | | Vibration Related Complaints |
|  | Marine Resources / Fisheries Issues |  |
|  |  | Coastal Processes |
|  | |  | | --- | |  | | Ecology Issues |
|  |  | Fish Stocks Issues |
|  |  | Sea Water Quality Issues |
|  | Health and Safety Issues |  |
|  |  | Animal Safety Issues |
|  |  | Construction Traffic |
|  |  | Disease Issues |
|  |  | Health Facilities |
|  |  | Heavy Machinery Issues |
|  |  | Human / Children Safety Issues |
|  |  | Maintenance, Monitoring Issues |
|  |  | Trench Safety / Fencing Issues |
|  | Road Safety Issues |  |
|  |  | Defective Driving |
|  |  | Speed |
|  | Damage to Private Assets |  |
|  |  | Damage to Houses |
|  |  | Damage to Secondary Structure |
|  |  | Damage to Land and Crop |
|  |  | Damage to Infrastrucutre |
|  |  | Damage to Other Property |
|  | Damage to Public Assets |  |
|  |  | Damage to Animal Drinking Water |
|  |  | Damage to Bridge |
|  |  | Damage to Domestic Waterline |
|  |  | Damage to Electricity |
|  |  | Damage to Internet Line |
|  |  | Damage to Irrigation Channels |
|  |  | Damage to Animal Grazing / Pasture Land |
|  |  | Damage to Forestry Use |
|  |  | Damage to Road |
|  |  | Damage to Sewage |
|  |  | Decrease of Water Quality and Quantity |
|  |  | Damage to Others |
|  | Employment |  |
|  |  | Missing PPE |
|  |  | Training Related Complaints |
|  |  | Unfair Dismissal |
|  |  | Wage, Overtime, Severance and Notice Pay |
|  |  | Work Related Accidents and Compensations |
|  |  | Working Conditions (accomodation, food, site arrangements etc.) |
|  |  | Employment and Recruitment Process |
|  | Impact on Livelihood |  |
|  |  | Impact on Agriculture Based Livelihood |
|  |  | Impact on Bee Keeping Based Livelihood |
|  |  | Impact on Fishing Based Livelihood |
|  |  | Impact on Non-Agriculture Based Livelihood |
|  | Land Acquisition and Compensation |  |
|  |  | Expropritaion Information not available |
|  |  | Lack of Expropriation Payment |
|  |  | Lack of standing crop payment |
|  |  | Feedback on Assets |
|  |  | Feedback on Customary Ownership Issues |
|  |  | Feedback on Land Fragmentation |
|  |  | Feedback on Land Types |
|  |  | Feedback on Title Deeds Issues |
|  | RAP and LRP Issue |  |
|  |  | Lack of LRP Payment |
|  |  | Feedback on planning RAP/LRP |
|  |  | Feedback on Implementation on LRP |
|  | Local Authority Demands |  |
|  |  |  |
|  |  |  |
|  | Misconduct of the Project Staff |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  | Outstanding Subcontractor Payments |  |
|  |  |  |
|  |  |  |
|  | Route Selection |  |
|  |  |  |
|  |  |  |
|  | Reinstatement |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  | Tendering Process and Procurement |  |
|  |  |  |
|  |  |  |
|  | Archaeology & Cultural Heritage Issues |  |
|  |  | Archaeological Sites |
|  |  | Cemeteries |
|  |  | Historical Sites |
|  |  | Religious and Cultural Sites |

*Table: Classification-Tree-for-Consultation*

|  |
| --- |
| **Feedback** |
| Feedback on Environmental Issues |
| Feedback on Port, Marine Resources and / or Fishing Issues |
| Feedback on Pollution, Emissions and Waste Management Issues |
| Feedback on Reinstatement, Extra Land Use, and Erosion Control Issues |
| Feedback on Health and Safety Issues |
| Feedback on Land Issues (Including Expropriation and Damage) |
| Feedback on Project Background |
| Feedback on Social Issues |
| Feedback on Archeology and Cultural Heritage Issues |
| Feedback on Construction Camps and Their Relations with Communities |
| Feedback on Damages Caused by Construction Activities |
| Feedback on Employment, Livelihoods and Recruitment |
| Feedback on Infrastructure and Services |
| Feedback on Internship |
| Feedback on RAP fund |
| Feedback on LRP |
|  |
| **Question** |
| Question About Environmental Issues |
| Question on Port, Marine Resources and / or Fishing Issues |
| Question on Pollution, Emissions and Waste Management Issues |
| Question About Health and Safety Issues |
| Question About Land Issues (Including Expropriation and Damage) |
| Question on Project Background |
| Question on Social Issues |
| Question on Archeology and Cultural Heritage Issues |
| Question About Construction Camps and Their Relations with Communities |
| Question Regarding Damages Caused by Construction Activities |
| The Question on Employment, Livelihoods and Recruitment |
| Question about Infrastructure and Services |
| Question about Internship |
| Question about RAP fund |
| Question about LRP |
|  |
| **Request** |
| Request About Environmental Issues |
| Request for Environmental Risk Issues |
| Demand on Port, Marine Resources and / or Fishing Matters |
| Request for Pollution and Emissions and Waste Management Issues |
| Request About Health and Safety Issues |
| Request About Land Issues (Including Expropriation and Damage) |
| Request for Project Background |
| Request on Social Issues |
| Request for Archeology and Cultural Heritage Issues |
| Request on Construction Camps and Their Relations with Communities |
| Request for Damages Arising From Construction Activities |
| Employment, Livelihoods and Recruitment Request |
| Request for Infrastructure and Services |
| Local Government Requests |
| Request on Internship |
| Request on RAP Fund |
| Request on LRP |