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## Call for Expression of Interest

### Provision of Development of a Framework for Coordination

Procurement Reference No. **OMB/RFP/FCDO/2025/7**

Date of Issue: **15<sup>th</sup> July 2025**

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#### 1. BACKGROUND

Through its development partnership with the Office of the Ombudsman and the Malawi Human Rights Commission, the Foreign, Commonwealth and Development Office (FCDO) is funding a two-year project titled "Strengthening Human Rights Complaints Handling in Malawi." This initiative aims to build the capacity of the complaints-handling systems in the Malawi Human Rights Commission (MHRC) and the Office of the Ombudsman (OoO) to process human rights complaints in a timely and coordinated manner. A key aspect of this project is to establish a framework that enhances coordination between MHRC, OoO, and Civil Society Organizations (CSOs) for improved handling, referral, and resolution of human rights complaints. The framework will also facilitate inter-agency collaboration and develop a shared understanding of standards, protocols, and responsibilities.

#### 2. CURRENT SITUATION OF COMPLAINTS HANDLING SYSTEMS

Currently, the handling of human rights complaints in Malawi is characterized by limited coordination, unclear referral pathways, and the absence of formal collaborative frameworks between state and non-state actors. Both MHRC and OoO operate under distinct mandates with separate systems, while CSOs use informal, fragmented approaches to refer cases. This has led to inefficiencies, duplication of efforts, data inconsistencies, and inadequate redress for complainants. Coordination meetings are irregular, roles are often undefined, and accountability across actors remains weak. A

structured, inclusive framework is needed to formalize roles and procedures, improve joint case tracking, and ensure shared learning.

### **3. STRATEGIC ALIGNMENT WITH FCDO**

This intervention aligns with the UK Strategy for International Development, which prioritizes human rights and open societies. It also aligns with outcomes in the Human Rights Department Theory of Change, including that those who violate or abuse human rights are held accountable by civil society and relevant international and national institutions through effective processes. At the country level, it will contribute to our vision to promote open societies and fundamental human rights, including the ambition to enhance support to civil society and expand support towards human rights institutions.

### **4. OVERALL OBJECTIVE OF THE ASSIGNMENT**

To develop a comprehensive and inclusive coordination framework for improved handling of human rights complaints among the Office of the Ombudsman, MHRC, and Civil Society Organizations.

#### **4.1. SPECIFIC OBJECTIVES**

- To map current referral and coordination mechanisms among human rights complaint-handling actors.
- To design a formal framework outlining roles, procedures, and coordination mechanisms.
- To develop Standard Operating Procedures (SOPs) and tools for inter-agency collaboration.
- To facilitate stakeholder engagement for validation and adoption of the framework.

### **5. SCOPE OF WORK**

The Consultant shall:

- Conduct a rapid review of existing coordination mechanisms, referral tools, and collaborative practices.
- Facilitate consultative meetings with MHRC, OoO, and key CSOs.
- Develop a Coordination Framework including guiding principles, roles, communication protocols, and referral procedures.
- Draft Standard Operating Procedures and coordination tools.
- Organize and facilitate a validation workshop with stakeholders.
- Incorporate stakeholder feedback and finalize the framework and SOPs.

## **6. DELIVERABLES**

- Inception Report with methodology, work plan, and stakeholder list – within 2 working days.
- Mapping and Assessment Report of coordination practices – within 2 working days.
- Draft Coordination Framework and SOPs – within 10 working days.
- Stakeholder Validation Workshop Report – within 1 working days after workshop.
- Final Coordination Framework and SOPs – within 2 working days.
- Final Assignment Report including recommendations – within 2 working days.

## **7. REPORTING REQUIREMENTS**

The Consultant will report to the Project Coordinator at the Office of the Ombudsman and liaise regularly with the Technical Working Group composed of representatives from OoO, MHRC, and CSOs. All deliverables must include an Executive Summary and be submitted in editable Word and PDF formats, following FCDO reporting standards.

## **8. DURATION AND LOCATION**

The consultancy will run for 20 working days based in Lilongwe, with potential field visits to Blantyre, Mzuzu, and other regions.

## **9. QUALIFICATIONS AND EXPERIENCE**

Academic Qualifications:

- At least Master's Degree in Law, Public Policy, Governance, Political Science, Human Rights, Development Studies, or related field.

General Experience:

- Minimum of 7 years in public administration, governance, or justice sector reform.
- Experience in facilitating multi-stakeholder dialogue and institutional coordination.

Specific Experience:

- Proven record in developing legal/policy frameworks or inter-agency agreements.
- Experience working with government and CSOs on human rights or justice programming.
- Familiarity with Malawi's human rights institutional landscape.

## **10. SUPERVISION AND SUPPORT**

The consultant will be supported by the Technical Working Group comprising OoO, MHRC, and FCDO representatives. Logistics for fieldwork will be facilitated by the project.

## **11. USE OF INCIDENTAL FUNDS**

Incidental funds may be used for travel, stakeholder consultations, printing of coordination tools, and workshop facilitation. All expenses must be pre-approved and documented in accordance with FCDO financial procedures and DSA guidelines.

## **12. SELECTION**

Expressions of Interest will be evaluated in accordance with the Public Procurement and Disposal of Assets act of 2025. Participation is open to eligible bidders.

## **13. SUBMISSION**

Interested eligible bidders may submit expressions of interest to The Chairperson, Internal Procurement and Disposal Committee, Office of the Ombudsman, St Martins House, Private Bag 348, Capital City, Lilongwe 3 including details of assignments undertaken in the past five years, qualifications of key staff and proof of registration with the Registrar of Financial Institutions.

Expressions of Interest must be deposited in the tender box situated next to the main entrance at the address below by **10:00 AM on 31th July 2025**. Late submission shall be rejected.

The submission should be address to;

The Chairperson, Internal Procurement and Disposal Committee,  
Office of the Ombudsman,  
St Martins House,  
Private Bag 348,  
Capital City,  
Lilongwe 3