

# **Government of Republic of Zambia**



## **Zambia Public Procurement Authority**

### **Strengthening Public Procurement System for Economic Development (P178539)**

#### **Stakeholder Engagement Plan**

**June, 21 2022**

## **1. Introduction/Project Description**

The Grant will support in enhancing the public procurement performance of Zambia through the full and mandatory use of Electronic Government Procurement (e-GP). It will also focus on building the capacity of Public Procurement Entities and Private Sector firms. It will help in “Boosting Private Sector Participation” through the use of e-GP for reducing barriers to entry, increasing competition, and wider geographic spread of potential firms. The grant will support “Strengthening oversight and transparency/integrity” by improving the data collection, data management, and data analytics through e-GP and procurement data in the manual system.

The project will support the following activities of the overall Strengthening Public Procurement System for Economic Development (SPPSED) Program:

Component 1: Development of e-learning modules for procuring entities	<b>RETF</b>	150,000
Component 2: e-Learning modules for private sector bidders including SMEs	<b>RETF</b>	100,000
Component 3: Strategic Communication for behavioral change	<b>RETF</b>	70,000
Component 4: Procurement Data Analytics Performance Disclosure	<b>RETF</b>	75,000
Component 5: Project Management Support	<b>RETF</b>	30,000
<b>Total</b>		425,000

## **2. Brief Summary of Previous Stakeholder Engagement Activities**

The stakeholders who have been engaged on the SPPSED Project so far include the World Bank, the Zambia Public Procurement Authority (ZPPA), which is the Implementing Agency and Consultants engaged on the e-Government Procurement (e-GP) Project.

## **3. Stakeholder Identification and Analysis**

ESS10 refers to identifying individuals, groups, and other parties that may be directly or indirectly affected by the project, positively or adversely. ZPPA does not anticipate that any stakeholders or any disadvantaged/vulnerable individuals or groups will be adversely affected by the project. However, Central Government ministries and departments, parastatals, state-owned public institutions, SOEs, local government authorities (town councils, municipal councils, and city councils), small and medium-scale enterprises (SMEs), and civil society will be positively affected as the project implementation will

enhance consistency in applying the e-GP rules and regulations, reduce transaction costs and enhance competition in public procurement processes through increased access to procurement opportunities thereby generating savings for countries. In addition, e-GP will increase competition through removing barriers for participation, providing a single portal and access to information, and facilitating payments to SMEs to enhance their participation in the public procurement market.

So far, the types of stakeholders identified for the SPPSED Project are shown in the table below:

<b>Category</b>	<b>Specific Types</b>
Affected Parties	<p>The following parties will be impacted positively:</p> <ul style="list-style-type: none"> <li>a) Bidders will have an easy access to the e-learning modules to enable them to effectively use the Electronic Government Procurement System (e-GP). Further, healthy competition for the SMEs through the portal will help SMEs to grow in terms of their capability and expertise in public procurement.</li> <li>b) Procuring Entities, (Government Ministries, Departments, and Agencies) will be able to obtain goods and services from a wider source thus enabling them to realise value for money on their procurement undertakings.</li> </ul>
Other Interested Parties	Other interested parties include stakeholders who may not experience direct impacts from the project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way. This category include civil society organization and other Government Ministries.
Disadvantaged/Vulnerable Individuals or Groups	<p>People living below poverty line, women headed households, people living with disabilities.</p> <p>(they will be positively impacted as the project will enable them participate in economic activities through easy access to public procurement information and learning materials on-line)</p>

#### **4. Stakeholder Engagement Program**

The following table summarizes ZPPA's plans for engaging with the stakeholders identified in the previous section.

<b>Stakeholder Type</b>	<b>Purpose of Engagement</b>	<b>Mode of Engagement</b>	<b>Project Personnel Involved</b>	<b>Timelines</b>
SMEs, Vulnerable Groups, and Disability Groups	To ensure that small and medium-scale enterprises (SMEs), vulnerable groups, and disability groups are knowledgeable of all the resources that the e-learning provides and take full advantage of the e-learning platform.	Training workshops, video conferencing, email correspondence, phone calls, e-learning platform	e-GP Project team and Consultants	July, 2022
Government Ministries and other Public officials	To ensure that public officials are knowledgeable of all resources that the e-learning provides and fully utilize the e-learning platform.  Seek input on any improvements	Training workshops, video conferencing, email correspondence, phone calls and e-learning platform	e-GP Project team and consultant	July, 2022
Civil Society and Industry associations	Seek input on implementation of the e-learning platform	Written formal correspondence, video conferencing, and email correspondence	e-GP Project Team	July, 2022
Development partners	Seek input/feedback on the formulation and implementation of	Video conferencing; phone calls; email correspondence and e-learning platform	e-GP Project Team and Consultants	June, 2022

	the e-learning platform			
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The project team will engage with stakeholders of various types throughout the project, as needed and dictated by the project activities. ZPPA will refine the stakeholder identification, analysis and engagement plan and update the SEP.

## **5. Resources and Responsibilities for Implementing Stakeholder Engagement Activities**

Stakeholder engagement constitutes an integral part of the project and, thus, responsibility for it will be shared across much of the project team. The budget for stakeholder engagement will be sourced from Components 1, 2, and 3 of the project. The Manager of Electronic Government Procurement in her capacity as Team Leader supported by Principal Officer Public Relations, will oversee all project activities and ensure that stakeholder engagement proceeds according to plan.

## **6. GRIEVANCE MECHANISM**

The SPPSED Project will utilize a formal mechanism for submission and addressing any complaints including SEA/SH cases. These will include use of formal written communication to the ZPPA and use of complaints reporting tools on the ZPPA website.

*Website:* [www.zppa.org.zm](http://www.zppa.org.zm)

*Postal Address:* Zambia Public Procurement Authority, Procurement House,  
Stand No. 11790, Chisekela Road, Off Alick Nkhata Road (behind the UN building),  
P. O Box 31009, Longacres, Lusaka, Zambia

*Telephone:* +260 211 377400

*Email:* [info@zppa.org.zm](mailto:info@zppa.org.zm)

Project personnel who engage with stakeholders will be instructed to identify themselves as ZPPA staff or consultants and make clear that any concerns can be raised directly with ZPPA.

ZPPA shall provide an opportunity of hearing to all the concerned parties and examine the relevant record before making the final decision. Every effort will be made to ensure

that grievances/ appeals are considered and disposed of preferably within ten working days of the date of receipt of the complaint. The complete records of all activities shall be kept and filed into the grievance database maintained by ZPPA.

The cases shall be considered as disposed of and closed when:

- The decision has been made and the Complainant has indicated acceptance of the response;
- Where the complainant has not responded within one month of being intimated the final decision of the grievance officer on his grievance/complaint;
- Where the Complainant fails to attend the meetings related to the complaint; and
- Where the Complainant withdraws his/her complaint.

## **7. SEXUAL EXPLOITATION ABUSE (SEA) AND SEXUAL HARASSMENT (SH) REDRESS MECHANISM.**

All grievance lodging points outlined at section 6 will be opened for uptake of SEA/SH complaints. When a survivor comes forward to report a case of SEA/SH, the recipient will record the survivors' account of the incident. This is expected to be conducted in a private setting and ensure that any specific vulnerabilities are taken into consideration. When such a case is reported, the complainant would be provided with information about the available services including confidentially appropriate medical and psychological support, emergency accommodation, and any other necessary services as appropriate including legal assistance.

An ad-hoc ZPPA Grievance committee (which is comprised of the Human Resources Manager and other senior management) will review all cases referred to it to determine and agree upon a course of action for handling and resolving the case, in line with the survivors' wishes. ZPPA will be required to review the case and take disciplinary action in accordance with the code of conduct and national legislation. A survivor may continue to receive support from the appropriate GBV service providers while the case is being handled ZPPA.

To maintain confidentiality and minimize stigmatization, below is the list of elements that will be recorded on complaint forms of SEA/SH survivors.

- Age and sex of survivor
- Type of alleged incident (as reported)

- Whether the alleged perpetrator relates to the project, as indicated by the survivor
- Whether the survivor was referred to a service provider.

## **8. COVID 19 PREVENTION**

For all stakeholder engagement activities, the project will follow the COVID 19 prevention measures introduced by Zambia Government and the World Bank's "*Technical guidance Note on Public Consultations and Stakeholder Engagement in World Bank's-supported operations when there are constraints on conducting public meetings*" (March 20, 2020). Stakeholders will be sensitized on COVID 19 prevention measures (Annex 1).

## **9. Monitoring and Reporting**

The Project will have an independent auditor for checks and balances. ZPPA will report on project activities, including engagement with stakeholders of all types, in the technical progress reports submitted to World Bank. These reports will include additional detail regarding the specific stakeholders with whom the project team has engaged during the reporting period and plans for engagement in the coming period.

## **10. Annex I: COVID-19 Response Protocols for In-person Consultations**

ZPPA will follow the following precautionary COVID-19 protocols to mitigate the risk of COVID-19 transmission during face-to-face consultations with stakeholders.

1. A preference would be given to venues with large open-air compounds.
2. Meetings occurring in an enclosed area will use open windows as much as possible.
3. Seating arrangements would be organized in such a way that chairs are at least 1 meter away from each other.
4. Contact details including phone numbers will be kept for all participants.
5. Microphones would be sanitized immediately after each use.
6. Thermometers or thermal scanners would be provided for checking the temperature of participants at entry points of all venues, as necessary.
7. All participants including those vaccinated would be required to wear a face mask.
8. Mandatory wearing of face masks would be enforced throughout the meeting.
9. Hand washing facilities with running water and soap and/or approved alcohol-based hand sanitizer would be provided at the entrance to the meeting venue.
10. Participants would be required to wash their hands with soap under running water or rub with alcohol-based hand sanitizer before entry.
11. Adequate waste management facilities would be provided (bins, cans, bin-liners, and single-use tissues).

12. Adequate and separate male and female toilet facilities would be provided for participants use.
13. Ensure regular cleaning and disinfection of frequently used communal places (like bathroom and toilet surfaces) and frequently touched surfaces such as doorknobs/handles.
14. Only properly trained cleaners with the necessary personal protection equipment and cleaning items will be allowed to clean the hygiene facilities regularly and handle waste appropriately.
15. Approved health promotion materials on COVID-19 will be displayed at vantage points to remind people to keep to social distancing protocols, wearing masks, regular handwashing, coughing and sneezing etiquette.
16. Designate a holding room or area where a person who becomes sick at the premises/event can be isolated from others while deciding for evacuation.
17. Follow established evacuation procedures and meeting closure if anyone develops fever, cough, and difficulty in breathing during the gathering.
18. Participants will be required to cover their mouth and nose with tissue or bent elbow when coughing or sneezing.
19. If a participant is confirmed positive for COVID-19 after the event, ZPPA will collaborate with the Health Authorities to trace and screen all possible contacts at the meeting.

**Actions to be undertaken when dealing with a sick person:**

1. Obtain person's details (name/organization/contact person/immediate family member details including a phone number).
2. Inform the person that they will be separated/ isolated due to symptoms.
3. Minimize contact between sick person and all other persons and direct to pre-designated holding room.
4. The sick person will always wear a facemask and observe social distancing at all times.
5. Organizers must call 999 or link up with local district health authorities for immediate evacuation or medical help.
6. Covid-19 Toll-free hotline: 909.
7. Email: [ps@moh.gov.zm](mailto:ps@moh.gov.zm)
8. Website: [www.moh.gov.zm](http://www.moh.gov.zm)
9. Call Centre: 0974 493553 | 0953 898941 | 0964 638726.