

**18 April 2024**

## **REQUEST FOR PROPOSAL (RFP)**

### **Study Title: Understanding toilet usage patterns in Bangladesh and develop hygienic and standardised practices for different provisions and facilities**

**Proposal submission deadline: 07 May 2024**

Interested team of consultants/consulting/research firms are requested to submit a technical and a financial proposal through email at [WaterAid-Tender-TA@wateraid.org](mailto:WaterAid-Tender-TA@wateraid.org)

The focal person for this assignment is Mr Md Golam Rasul ([golamrasul@wateraid.org](mailto:golamrasul@wateraid.org)) to answer queries. There is pre-bid meeting scheduled on 30 April 2024.



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## SECTION 1: INFORMATION TO ORGANISATIONS/INDIVIDUALS

- 1. Introduction**
- 1.1 The eligible team of consultants/consulting/research firms with required qualifications and experience are invited to submit a proposal.
  - 1.2 Costs for preparing the proposal and attending the pre-bid and/or negotiation meeting are non-reimbursable.
  - 1.3 Team of consultants/consulting/research firm is expected to follow highest ethical standard in their participation in the bidding process and refrain from influencing the internal selection process of WaterAid Bangladesh.
  - 1.4 Any attempt of undue influence on the evaluation and selection process will lead to cancellation of the proposal from the subsequent process.
  - 1.5 Any misrepresentation of facts including the facts on professional /institutional capacity will also lead to cancellation of the proposal.
  - 1.6 WaterAid Bangladesh reserves the right to amend and modify this RFP document. Also, to select team of consultants/ consulting/ research firm(s) for providing selected goods and services cited in section-2 (article-4) as deliverables of this RFP, either for the entire content of the proposal or a part thereof.
- 2. Clarification and amendment of RFP documents**
- 2.1 At any time before the receipt of proposals, WaterAid Bangladesh may for any reason, whether at its own initiative or in response to a clarification requested by an invited consultant/ consulting/ research firm(s), amend the RFP. Any amendment shall be issued in writing and shall be posted and will be binding. WaterAid Bangladesh may at its discretion extend the deadline for the submission of proposals.
- 3. Preparation of proposal**
- 3.1 Team of consultants/consulting/research firm(s) are requested to submit their proposal written in English (font-Arial, size-11). Proposals must remain valid for a minimum of 90 days after the submission date.
  - 3.2 The technical proposal from team of consultants/consulting/ research firm(s) must give particular attention to the following:
    - Detailed methodology and workplan to address the objectives of the assignment
    - CV of proposed key person(s); it is desirable that the key professional staff who would be involved in the assignment have practical experience and an extended knowledge on the subject matter having relevant qualification and experiences
    - Organisational/individual profile with an outline of recent experience on assignments similar to the nature of this RFP
  - 3.3 The financial proposal from team of consultants/ consulting/ research firm(s) are expected to take into account the requirements for accomplishing the deliverables specified in the section-2 (article-5) and conditions outlined in the RFP
- Technical proposal**
- Financial proposal**

documents. *Maximum budget for this assignment is BDT 1,500,000 (BDT Fifteen Lac including VAT and Tax).*

- 3.4 Provide a justified financial proposal consistent with the technical proposal which clearly mentions item wise summary of cost for the assignment with detail breakdown, the taxes, VAT, duties, fees, levies, and other charges to be included under the applicable law. Copy of VAT registration certificate including BIN, TIN certificate, and bank account details should be attached with the financial proposal.
- 3.5 WaterAid Bangladesh will deduct VAT and Income Tax at source according to the GoB rules and deposit the said amount to government treasury.

#### 4. Submission of proposals

- 4.1 The technical and financial proposals should be submitted electronically to the following email address [WaterAid-Tender-TA@wateraid.org](mailto:WaterAid-Tender-TA@wateraid.org) with '**Understanding toilet usage patterns study**' as the subject.
- 4.2 Proposals submitted to any other e-mail account except the above will be treated as disqualified.
- 4.3 Submissions after the **deadline 07 May 2024** will be treated as disqualified.
- 4.4 Two different files (PDF) should be generated for technical and financial proposals, and both the files should be submitted into one zip folder. Please name the zip folder in the name of your organisation/individual.
- 4.5 The proposal altogether (technical and financial part) should not exceed 25 pages, including CVs and organisational/individual profile.

#### 5. Proposal evaluation

- 5.1 The evaluation committee will evaluate the proposals on the basis of their responsiveness to TOR and applying the evaluation criteria and point system specified herein. Each responsive proposal will be given score. Proposal(s) will be rejected at this stage if it does not respond to important aspects of the TOR.
- 5.2 The final selection will be done following Quality and Cost Based Selection (QCBS). This will be done by applying a weight of 0.80 (or 80 percent) and 0.20 (or 20 percent) respectively to the technical and financial score of each evaluated proposal and then computing the relevant combined total score for each consultant/consulting/research firm(s).
  - Technical proposal: 80
    - Technical Proposal with detailed methodology: 30
    - Composition of the team: 20
    - Relevant work experience: 15
    - Work plan and overall quality of the proposal: 15
  - Financial proposal with a detailed breakdown: 20
- 5.3 The evaluation committee will determine whether the proposals are complete or not. The committee may invalidate any proposal

- if it is determined that significant budgetary mistakes or omissions undermine the integrity of the proposal.
- 6. Pre-bid meeting** 6.1 There will an online pre-bid meeting 3:00 pm to 4:00 pm on 30 April 2024 to brief the objectives of the assignment and answer related queries, if you are interested to join please communicate [golamrasul@wateraid.org](mailto:golamrasul@wateraid.org) by 3:00 pm 29 April 2024.
- 7. Presentation and negotiation** 7.1 Once the proposals are evaluated, WaterAid will request team of consultants/ consulting/ research firm(s) with valid and complete proposals for a presentation within two weeks of the submission deadline.
- 7.2 WaterAid may enter into negotiation with one or more bidders before final selection. If negotiations fail, WaterAid Bangladesh will then invite those organisation/individuals whose proposals received the next highest score. If none of the invited proposals led to an agreement, a new RFP will be called upon.
- 7.3 The presentation and negotiations may include a discussion on the proposed methodology, workplan, staffing, costing, or any suggestions made by the bid participating organisation(s) to improve the terms of reference.
- 7.4 WaterAid Bangladesh and the contracted organisation/individual may revise the TOR which should be incorporated final contract document.
- 8. Awarding of contract** 8.1 The team of consultants/consulting/research firm(s) is expected to sign the final contract document within a week of communication of selection and commence the assignment within 2 weeks.
- 9. Penalty clause** 9.1 The team of consultants/ consulting/ research firm(s) is expected to deliver required outputs within the stipulated timeframe maintaining the quality. If for any reason, the consultant/consulting/research firm(s) fails to deliver required deliverables within stipulated time, the consultant/ consulting/ research firm(s) needs to inform WaterAid intime with valid and acceptable explanation in written. Failing to this may evoke penalty clause at the rate of 0.5% for each day of delay.
- 10. Confidentiality** 10.1 Information relating to evaluation of proposals and recommendations concerning awards will not be disclosed to the organisations who submitted the proposals or to other persons not officially concerned with the process, until the winner has been notified with award of the contract.
- 11. Focal person** 11.1 Mr Md Golam Rasul  
Senior officer- Research and Knowledge Management  
WaterAid Bangladesh  
Can be reach directly at: [golamrasul@wateraid.org](mailto:golamrasul@wateraid.org)

## SECTION 2: TERMS OF REFERENCE

### 1. Background

Maintaining proper toilet hygiene and adopting effective anal cleansing practices are integral aspects of promoting overall health and well-being. A clean toilet environment helps prevent the spread of harmful bacteria and viruses, reducing the risk of infections and illnesses. It is crucial not only for personal health but also for community well-being. Effective anal cleansing is equally vital, as it contributes to personal comfort and hygiene. Proper cleansing helps prevent discomfort, irritation, and infections in the anal region. Additionally, it plays a significant role in promoting dignity and confidence, contributing to an individual's overall sense of well-being. Emphasizing the importance of toilet hygiene and anal cleansing is not just about personal habits; it is a collective effort to create healthier and more sanitary living environments for everyone.

In Bangladesh, a distinguish difference has been observed in basic latrine facilities between rural and urban contexts. In rural areas, the prevalent sanitation infrastructure consists of single or twin pit toilets equipped with pans. The primary method of anal cleansing in these settings involves the use of 'bodna,' a traditional water container. On the other hand, urban households exhibit a broader range of facilities, incorporating both pans and commodes. Anal cleansing options in urban areas extend beyond the 'bodna' to include hand-held bidets and showers. A distinctive feature emerges when examining the socio-economic disparities within urban settings. In low-income slums, communal toilets are a common sight, shared among residents and typically equipped with 'bodna.' In contrast, higher-income individuals tend to favour push showers for their personal sanitation needs. This trend of varied facilities is not static; it reflects a dynamic shift over the last few decades. Initially observed in urban cultures, the transition from pan to commode is now gaining traction in secondary towns and rural regions, symbolizing a noteworthy evolution in sanitation practices.

In addition, the introduction of toilet tissue represents another facet of this evolution. While still relatively new, its adoption has raised concerns regarding both usage practices and proper disposal. This shift is not confined to households but extends to schools, institutions, and public spaces. These spaces become microcosms of diverse socio-economic backgrounds and cultural practices, showcasing a mosaic of sanitation preferences.

However, beside these issues, a major concern persists — the cleanliness of public toilets. Observationally, many individuals, especially in external and public settings, neglect to leave these facilities in a sanitary state after use. There are several issues behind this, including some users may lack knowledge about the correct usage of sanitary accessories and faucets. Others may not be adequately informed about proper toilet etiquette and practices. In some

instances, the sanitary accessories and faucets provided may not be suitable for the users, contributing to misuse.

Regardless of the reasons, the consequences are evident. Public toilets, across various settings, including institutions, public places suffer from inadequate maintenance, with only a few exceptions where stringent operational and maintenance measures are in place. This underscores the need for ongoing efforts not only to upgrade sanitation infrastructure but also to enhance public awareness, ensuring the sustained cleanliness and functionality of these shared facilities. Hence, WaterAid Bangladesh plans to conduct a study to understand the toilet usage patterns of different groups of people in Bangladesh and develop context-specific BCC and IEC materials based on the study findings.

## 2. Objectives

The Key objective of this study is to understand the toilet usage patterns and anal cleaning practices of different groups of people in Bangladesh (age, economic conditions) and propose standard hygienic practices at different setting for best practices of toilet use based on the study findings and literature review.

Specific Objective: The Specific Objective of the study includes

- understand the toilet usage patterns and anal cleaning practices of different groups of people in Bangladesh categorized by age, economic conditions, place of residence and types of toilet commodities (pan/ commode etc.).
- Assess the current preference for toilet commodities and accessories.
- Draw recommendations of the good practices for use of toilet commodities and anal cleaning.
- Suggest suitable ways of communication to promote good practices and knowledge dissemination.

## 3. Scope of work

- Literature review of studies/report related to good sanitation practices
- Scientifically validate the proposed standardise practices
- Collect data using cloud-based data collection tools
- Interpretation and analysis of relevant data.
- Seek input from thinktanks (academia, practitioners, researchers, religious scholars) to accumulate standardise or good practices
- Regular communication with WaterAid focal and other colleagues relevant to the study for necessary feedbacks, support and follow-up.
- Prepare comprehensive and well-structured reports that outline the assessment findings, recommendations.

- Share study findings with the senior management of WaterAid and other relevant staffs.
- Arrange consultation meetings/ dissemination with the relevant WASH sector's actors

#### 4. Methodology

The proposed study involves an extensive literature review encompassing guidelines, relevant research studies, and grey literature on quality standards, availability, use, and preferences of toilet commodities in Bangladesh. Additionally, qualitative data will be gathered from households, including caregivers of children, and community and public toilet users to gain insights into the toilet usage patterns of different groups of people in Bangladesh and the underlying factors contributing to these patterns. Furthermore, data will be collected from relevant stakeholders, including private sector stakeholders, authorities, and subject matter specialists. Interested consultants are requested to submit proposals outlining appropriate data collection methodologies, tools including sample size and targeted respondents.

#### 5. Timeframe and deliverables

The timeframe of the assignment is 90 calendar days after signing the agreement. The contracted organisation/ team will submit an inception report that includes detailed methodology including revised data collection tools, analysis and work plan with key milestones within two weeks of signing the contract. The inception report will be reviewed and approved by WaterAid. The final report should be submitted within one week of receiving feedback on the draft.

The contracted organization/team is expected to deliver the following outputs:

- An inception report.
- A well-written draft report organised according to study objectives and containing detailed findings.
- A detailed final report containing a high-quality executive summary (concise and well-articulated), significant findings, recommendations, and synthesis of key issues.
- A presentation containing the study findings and recommendations.
- Proceedings of consultation and validation workshop/ meeting with the relevant think tanks.

#### 6. Mode of payment

The payment will be made in following four instalments:

| Instalments | Percentage | Schedule for payment                 |
|-------------|------------|--------------------------------------|
| First       | 30%        | After acceptance of inception report |



|               |     |  |
|---------------|-----|--|
| <b>Second</b> | 30% | After receiving final draft report and accepted standard hygienic practices at different setting for best practices of toilet use  |
| <b>Third</b>  | 40% | After receiving the final deliverables: Approved final report, presentation and handover of all data set and syntax, hard and soft copy of final report, dissemination and any other deliverable as mentioned under scope of work and deliverables section |

## 7. Expected competency

Interested team of consultants/consulting/research firm(s) is expected to have the following competencies and experience:

- Experience in conducting social behavioural change related studies
- Excellent track record of conducting qualitative research and data analysis
- Networking ability to access and collect relevant stakeholders' data/ information
- Competency in writing good quality reports in English