



**Request for Proposal (RFP)**

**For Implementing**

**‘WASH4UrbanPoor’**

**February 2018**



**Bangladesh Country Office  
House No. 97/B, Road No. 25, Block A  
Banani, Dhaka 1213  
02-58815757, 02-8837413-4  
02-9848541, 02-9882577 (FAX)**

11 February 2018

Dear Concern/s:

This is for your kind information that WaterAid Bangladesh is currently in the process of selecting implementing partners for **'WASH4UrbanPoor'** in four City Corporations namely Dhaka North, Dhaka South, Chittagong & Khulna and two municipalities namely Shakhipur and Saidpur. This is a five (05) year project; will primarily target around 450,000 urban poor. WaterAid Bangladesh will work with the local partners to reach communities with access to safe water, improved sanitation, hygiene education and influence local authorities to improve systems for the fulfillments of WASH rights among the under-served population.

With the view to implement the project following specific results and indicators, relevant experience and potential NGOs will be selected under Quality-and-Cost-Based Selection (QCBS), utilizing procedures described in this RFP. The language of the proposal should be English and both technical and financial proposals must be submitted following the guidelines articulated in this RFP **by 16.00 hours of 25 February 2018** (Bangladesh Standard Time).

We look forward to receiving your proposal.

Sincerely yours,

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WaterAid Bangladesh  
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## **Important Information to Organizations**

1. WaterAid Bangladesh will select invited (short listed) organizations in accordance with the selection criteria specified herein.
2. The organizations are invited to submit a Technical Proposal and a Financial Proposal. Both the proposals (the Cost proposal and Technical proposal) will be the basis of selection.
3. The Organizations must familiarize themselves with local conditions and take them into account in preparing their proposals.
4. The cover letter must be signed by the Executive Director or Head of the organization submitting a proposal. The Executive Director or Head of the organization will sign each page of the cost proposal as well.
5. Costs for preparing the proposal and of negotiating the Memorandum of Understanding (MoU) are not reimbursable by WaterAid.
6. Organizations should observe the highest standard of ethics during the selection process and implementation of Memorandum of Understanding (MoU).
7. The attempt of any organization to influence the internal WaterAid Bangladesh independent evaluation and selection process will automatically lead to the removal of this organization's proposal from consideration. In addition, any misrepresentation of facts or institutional capacity will also lead to the removal of the misrepresented proposal from consideration.
8. WaterAid Bangladesh reserves the right to cancel, amend and modify this RFP document and also can select organization(s) either for the entire content of the proposal or a part thereof.
9. Organizations are requested to submit their proposal in English (font -Times New Roman, Size -12). Proposals must remain valid for a minimum of 91 days after the submission date.
10. The evaluation committee will evaluate the proposals on the basis of their responsiveness to Terms of Reference, applying the evaluation criteria and point system specified herein. Each responsive proposal will be given a technical score. Proposal(s) will be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated below.
11. The final selection will be done following Quality and Cost Based (QCBS) method. 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 technical and financial proposal and then computing the relevant combined total score for each organization.
12. Information relating to evaluation of proposals and recommendations concerning awards will not be disclosed to the organizations who submitted the proposals or to other persons not officially concerned with the process, until the winning organization has been notified that it has been awarded the contract.
13. In preparing the proposal, interested organizations must follow the requirements, conditions and basic project description outlined in the RfP documents.
14. To reach agreement on all the points, discussions may take place in WaterAid office, and if necessary, the participating organization may be asked to provide additional information and/or revise their proposal.
15. In the process of evaluation if negotiation fails with the provisionally winning NGO, WaterAid may invite the next potential NGO or go for fresh RFP.
16. The program management and financial management capacity assessment of the shortlisted partner will be conducted on which partner selection will be approved for funding
17. The winning organization will be notified about its success and invited to complete other formalities including signing of the contract.
18. WaterAid reserves the right to reject all or any proposal without giving any verbal and or written rationale.

## **1. Introduction**

WaterAid is an international NGO established in 1981, dedicated exclusively to the provision of safe water, improved sanitation and hygiene education to the world's poorest people. Since 1986, WaterAid has been working in Bangladesh through Partner NGOs to provide safe water and sanitation services for the poor communities as well to improve hygiene behaviors. WaterAid in Bangladesh demonstrates participatory methods and promotes innovative and inclusive approaches to serve disadvantaged population living without sustainable WASH access. Currently WaterAid is operating in 38 countries including Bangladesh to provide water and sanitation facilities with adequate hygiene promotion interventions targeting the poor and marginalized population.

## **2. WaterAid Programme in Bangladesh**

Globally, more than 750 million people live without safe water and 2.5 billion live without sanitation. To address the challenge, countries across the world committed to contribute to achieve Sustainable Development Goals to tackle inequality by 2030. In order to contribute to this global aim and achieve country specific objectives, WaterAid Bangladesh (WAB) has focused its country programme into four thematic Programmes: 1) Rural WASH; 2) Urban WASH; 3) Climate Resilience; and 4) Influencing and Enabling. WaterAid Bangladesh follows a Country Strategic plan 2016-2021 developed in line with its global strategy, and currently operates in 03 major cities, 4 small towns, 15 districts covering 13 upazilas across the country. While geographic priority includes densely populated low-income urban settlements; hard-to-reach areas, climate vulnerable coastal shore; the beneficiary priority emphasizes on socially excluded, hardcore poor, disable and indigenous minority across all geography.

WaterAid believes access to safe drinking water, safe sanitation and hygiene (WASH) is the basic human rights and are fundamental to transform lives and human dignity. Sustainable access to WASH services helps people minimize their domestic hardship, avoid disease burden, focus more on livelihood opportunities and lead a healthy life that altogether ensure sustainable environmental health. WaterAid believes that poverty, marginalization, safe environment and human dignity are inextricably linked with access to safe drinking water and improved sanitation, and the intensity of desired hygiene practice at personal, household and community level.

## **3. About the Programme**

WASH4UrbanPoor, funded by the Swedish International Development Cooperation Agency (Sida) is a new project to deal with WASH poverty in the urban setting in Bangladesh based on the proven results of the previous urban project named PEHUP. Sida considers SDG Goal 6 at its core, and is built on the pillars of sustainable services, equality, hygiene and integration with other sectors. The climate change, water security, education and health aspects of the program will be emphasized through stories of change. The project will be implemented in four City Corporations namely Dhaka North, Dhaka South, Chittagong & Khulna and three municipalities namely Piakgacha, Shakhipur and Saidpur over the next five years (January 2018 to December 2022).

## **4. Purpose of the Request for Proposal (RFP)**

The purpose of this RFP is to invite experienced and competent NGOs in Bangladesh to submit proposal to implement WASH4UrbanPoor in respective City Corporations and Municipalities. The RFP is to guide interested NGOs to propose their ways of engagement, methodologies, strategies, implementation approach, operational plan and financial plan to deliver the specific outputs and outcomes of the project. Proposal submitted by interested NGOs will go through an evaluation process to ascertain the suitability of the NGO partner to implement the proposed project as outlined in this RFP.

## 5. Background

### 5.1 Bangladesh

Bangladesh has already met the MDG drinking water target of halving the proportion of the population without sustainable access. The country has also successfully eliminated widespread open defecation. However, maintaining water quality at point of collection as well as at point of consumption is a serious issue which need urgent attention. Achieving improved sanitation target as well as meeting second generation sanitation challenge is yet to be dealt with properly. The country also faces a number of barriers to universal WASH coverage, including reaching hard to reach (HtR) areas such as hilly regions, riverine islands (chars), swamp (beels and haors) and tea gardens; and excluded or marginalized groups such as urban slum and pavement dwellers. The impact of climate change and natural disasters of increased magnitude and frequency continue to challenge existing WASH technology. Hygiene practice is worryingly low across a number of indicators<sup>1</sup>.

#### 5.1.1 Water

Overall, 97.9% of Bangladesh's population drinks water from improved sources, but this apparently high figure masks pockets of extreme water scarcity, and widespread issues with water quality. Adjusting for arsenic, improved water coverage reduces to 87.6% (below Bangladesh standard (50 parts per billion) and 75.2% according to the WHO standard (10 parts per billion)<sup>2</sup>. Climate change impacted vulnerable areas, particularly in the south-western coastal belt of Bangladesh, are seeing gradual intrusion of saline water in groundwater, and worsening waterlogging conditions. This is creating acute water crisis across the region and the beginnings of internal migration to large cities. In terms of water quality and safety, the last Multiple Indicator Cluster Survey (MICS) 2012-13 found detectable levels of coliform in two-thirds of water samples tested at the household level. Percentage of households with *E.coli* risk level in source water was 41.7% and percentage of household members with *E. coli* risk level in household water 61.7%.<sup>3</sup> These figures present strong evidence that a narrow focus on increasing access without factoring in water quality issues will be ineffective as a means of expanding safe water coverage.

#### 5.1.2 Sanitation

Bangladesh has seen a remarkable reduction in open defecation of 33 percentage points from 1990 to 2015, to the current rate of 0%<sup>4</sup> due to a combination of enabling factors, including political will, the efforts of development partners, and active engagement of local government institutions and communities. However, the open declaration free status of the country needs to be maintained, especially in overcrowded urban low-income communities. The average also masks additional shortfalls, such as in the case of child faeces disposal. JMP estimates can overlook the different sanitation practices of children and infants, thus missing the critical role of child faeces in faecal oral transmission. MICS found that the percentage of children (0-2 years) whose last stools were disposed of safely was 38.7% overall, but this figure dropped to only 19.6% for the poorest quintile<sup>5</sup>. This is a potentially lethal gap, and studies in the rural context have found that unsafe disposal of child faeces is significantly associated with environmental enteropathy<sup>6</sup> and impaired growth potential<sup>7</sup>.

<sup>1</sup> International Centre for Diarrheal Diseases Research, Bangladesh (icddr,b) (2014), "Bangladesh National Hygiene Baseline Survey". Available at: <http://www.psu-wss.org/assets/book/bnhbs.pdf>.

<sup>2</sup> Bangladesh Bureau of Statistics (BBS) and UNICEF Bangladesh (2014) *Bangladesh Multiple Indicator Cluster Survey 2012-2013, Progotir Pathay: Final Report*. Dhaka, Bangladesh.

<sup>3</sup> Ibid. p. 74.

<sup>4</sup> Joint Monitoring Program (2017), "Progress on Drinking Water, Sanitation and Hygiene - 2017 Update".

<sup>5</sup> Bangladesh Bureau of Statistics (BBS) and UNICEF Bangladesh (2014) *Bangladesh Multiple Indicator Cluster Survey 2012-2013, Progotir Pathay: Final Report*, p. 66. Dhaka, Bangladesh.

<sup>6</sup> A condition whereby chronic inflammation of the small intestines decreases a child's ability to absorb nutrients

<sup>7</sup> George CM., Oldja L., Biswas S., Perin J., Sack RB., Ahmed S., Shahnaj M., Haque R., Parvin T., Azmi J., Bhuyian SI., Talukder KA., Faruque AG. (2016) *Unsafe Child Faeces Disposal is Associated with Environmental Enteropathy and Impaired Growth*. Journal of Pediatrics, June.

The cost of poor sanitation is staggering – in Bangladesh, it is over 6% of the total GDP, or US\$4.2 billion a year.<sup>8</sup> Moreover, second generation sanitation challenges are now emerging which will present challenges that are equally or more confounding than the question of access. While the reduction in open defecation is undoubtedly a major achievement, the associated construction of thousands of pit latrines took place without ensuring proper hygienic separation of excreta from human contact. Faecal sludge management (FSM) has consequently emerged as a second generation sanitation problem for Bangladesh. Only 2% of urban faecal sludge is managed through sewerage systems and treated appropriately.<sup>9</sup>

### 5.1.3 Hygiene

Hygiene behavior still lags far behind in WASH interventions in Bangladesh. In 2012, the Government of Bangladesh formulated the National Hygiene Promotion Strategy (NHPS) which is still being disseminated to relevant stakeholders. The National Hygiene Baseline Survey 2014 found hygiene behavior to be poor across a number of indicators at the household and institutional level. At the household level, only one-third of young children's (3 to 5 years of age) hands appeared to be clean upon checking while the figure for mothers was 52%. In schools, it was found that 65% schools do not have any hand-washing location and 72% of students do not wash their hands properly during demonstration. 40% school girls reported that they missed school during menstruation due to absence of appropriate toilet facilities. Despite this, not more than one third of total educational institutions consider such WASH issues in their annual plans<sup>10</sup>. Healthcare facilities show an equally dismal scenario. In hospitals, among all possible hand-washing opportunities, only 46% resulted in any hand-washing and only 2% resulted in recommended hand-washing practices. The lack of effective action in clinical hygiene is worrying given the escalated risk of infection this presents to patients, careers and staff.

## 5.2 Urbanization and the growth of slums

Urban population in Bangladesh have increased from 24% to 34% over the last fifteen years (2000-2015).<sup>11</sup> By 2030, the majority of the population will be living in urban areas, with most of the growth being driven by migration from rural areas and expansion of urban space. With extremely limited land area and poor infrastructural growth, the slum population has grown with the massive influx. In Dhaka, the second fastest growing megacity in the world, 40% of the city's population are slum-dwellers<sup>12</sup>, and many of the half a million inhabitants added each year to the city's population settle in slum areas. These are massively overcrowded spaces, exhibiting a population density 300 times higher than the national average<sup>13</sup>. Three quarters of slum-based households live in only one room, compared to 35 percent non-slum and other urban areas. The median living space, 48 sq feet, is only 40% of the 120 sq. feet in non-slum areas.

Legally, slum dwellers do not have land tenure rights which makes them vulnerable to frequent forced evictions and the destruction of any existing infrastructure which the community has invested in. The extension of government infrastructure into unrecognized settlements is often seen as conferring tenure to those settlements, discouraging any role by local government and public utilities to provide basic services. Moreover, the provision of social services in burgeoning urban areas is an enormous challenge in light of rapid population growth and limited physical space.

However, the government in its 7<sup>th</sup> Five Year Plan has committed to a target of 100% of the urban population having access to (a) safe drinking water; and (b) sanitation facilities.<sup>14</sup> This will require

<sup>8</sup> DeFrancis, Marc P. (2012) *Economic Impacts of Inadequate Sanitation in Bangladesh*. Water and Sanitation Program. World Bank, Washington, DC

<sup>9</sup> Water and Sanitation Program (2014), "The Missing Link in Sanitation Service Delivery: A Review of Faecal Sludge Management in 12 Cities", Research Brief, April. Available at: <https://www.wsp.org/sites/wsp.org/files/publications/WSP-Faecal-Sludge-12-City-Review-Research-Brief.pdf>.

<sup>10</sup> International Centre for Diarrheal Diseases Research, Bangladesh (icddr,b) (2014), "Bangladesh National Hygiene Baseline Survey". Available at: <http://www.psu-wss.org/assets/book/bnhbs.pdf>.

<sup>11</sup> Joint Monitoring Program (2017), "Progress on Drinking Water, Sanitation and Hygiene- 2017 Update".

<sup>12</sup> Mahbub ul Haq Human Development Centre (2014). *Human Development in South Asia 2014 - Urbanization: Challenges and Developments*. Lahore University of Management Sciences, Lahore.

<sup>13</sup> Streatfield, PK. and Karar, ZA (2008) *Population Challenges for Bangladesh in the Coming Decades*. Journal of Health, Population and Nutrition, Vol. 26, Issue 3, p. 267

<sup>14</sup> General Economic Division (2015) *Seventh Five Year Plan FY2016-FY2020: Accelerating Growth, Empowering Citizens*, p. 156. Planning Commission, Government of Bangladesh, Dhaka.

servicing the marginalized slum-dwelling population, but is highly ambitious given the current status. While there are sources of improved water in most slums, 65 percent of slum households share a water source with 10 or more other households. While the recommended allowance of water is around 20 litres per day per person<sup>15</sup>, many slum-dwellers manage with less than 10 litres per day.<sup>16</sup> Only 13 percent of households in slums have access to improved sanitation, compared with over 50 percent in non-slum and other urban areas. Environmental health conditions are poor, and almost half of all slum households dispose of garbage in open space, compared with a quarter in non-slum areas.<sup>17</sup> Slums are generally located in low-lying areas that are unsuitable for housing and are flooded each year during the rainy season. There is usually no network for the disposal, collection and treatment of human sludge from city and municipality authorities, and disposal of human excreta in open spaces such as vacant land, road sides, water bodies and drains are common. Hanging latrines, installed by the banks of ponds, canals and in low-lying areas, are also a typical sight, and similar to open defecation in the immediate contamination of the environment by human excreta.

### 5.3 Floating population and commuters in growing cities

Apart from the low income settlements occupied by the growing number of immigrants from the rural areas or smaller towns, a significant number of pavement dwellers live in the cities with increasing growth rate. These “homeless” people live and sleep on pavements, railway terminals, bus stations, parks and open spaces, religious centres, construction sites, around graveyards, and in other public places. As of 2014, about 16,621 persons were counted as floating<sup>18</sup> but in reality the number is assumed to be significantly greater considering the difficulty of including them in the census. They have no access to proper sanitation facilities and have to rely on the public sanitation facilities that are very poorly maintained and managed. The safety of the water they drink is also not ensured as they choose the nearest and most convenient sources/water points. They are continuously exposed to diseases and ill-health that further disables their ability to work and earn a living.

Pedestrians and commuters are another section of the urban population that are often missed out when considering programmatic interventions. Most of the available public toilets are unhygienic and often unusable; and few drinking water stations that are readily accessible for the people on the move. While this affects everyone on the streets, it is the women, girls and children who suffer most. Amongst the handful of sanitation facilities available, an even smaller number are actually available for women. In Chittagong, the second largest city, there is not a single toilet facility available for women. This cause discomfort, increase the possibility of urinary tract infections and other illness for thousands of women in Bangladesh’s cities. Improvement in public sanitation and access to drinking water for commuters and pavement dwellers is therefore a pressing need in the cities. Service providers and sector actors are yet to address this need adequately.

### 5.4 Climate change and disaster risk reduction in the slum context

Alongside poor infrastructure, unequal access to services and poor health, Bangladesh’s urban slum-dwellers are increasingly exposed to the risk of climate change and disasters. In cities, poor people often live in vulnerable low-lying areas in poor housing, without access to basic services, and often in areas prone to flooding. Unpredictable and extreme changes in the weather add to their vulnerability. In one assessment of vulnerability to the impact of climate change, Dhaka was ranked foremost in a group of 11 mega-cities due to its exposure to flooding and cyclones, congestion and heat stress, with very limited adaptive capacity.<sup>19</sup> Khulna city in southwest Bangladesh, has been ranked one of the 15 most vulnerable cities to climate change – with salinity levels in river water already high and scenarios suggesting this will be exacerbated by

<sup>15</sup> WHO minimum standard for consumption, basic hygiene and food hygiene, excluding laundry and bathing

<sup>16</sup> Streatfield, PK. and Karar, ZA (2008) *Population Challenges for Bangladesh in the Coming Decades*. Journal of Health, Population and Nutrition, Vol. 26, Issue 3, p. 267

<sup>17</sup> Urban Health Survey 2013

<sup>18</sup> Bangladesh Bureau of Statistics (2015) *Census of Slum areas and Floating Population 2014*

<sup>19</sup> World Wildlife Federation (WWF) (2009) *Mega-Stress for Mega-Cities: A Climate Vulnerability Ranking of Major Coastal Cities in Asia*. WWF International, Gland.

sea level rise.<sup>20</sup> The impacts of climate change are direct and indirect. Directly: homes are flooded; drainage systems fail; water becomes scarcer; livelihoods are disrupted; incomes fall; and health burdens increase. Indirectly: rural livelihoods are disrupted and people displaced to towns and cities. Households experience multiple shocks, and often a new shock occurs before people can recover from the current/previous ones. The increased pressure on urban resources and in turn, the increased vulnerability of low income households is also one of the effects of climate change.<sup>21</sup> Resilient water and sanitation systems can contribute to urban climate resilience. Despite these realities, and the massive influx of rural migrants from climate vulnerable regions to urban centres already occurring, urban poverty is yet to be adequately addressed in national policies around climate change. Neither the National Adaptation Plan of Action or the Bangladesh Climate Change Strategy and Action Plan acknowledge its full import, and policymaking around climate change as a whole tends to see it as a problem of rural poverty and food security, and fail to consider the life- or health- threatening risks to which low-income urban populations are exposed.<sup>22</sup>

## 6. Project Coverage

The project will be implemented in four City Corporations namely Dhaka North City Corporation (DNCC), Dhaka South City Corporation (DSCC), Chittagong City Corporations (CCC), Khulna City Corporation (KCC) and two Municipalities namely Shokhipur and Saidpur.

## 7. Goals and Outcomes

Goal: Improved environmental health and resilience of WASH for deprived urban poor living in slums and low income settlements.

### Outcomes:

1. WASH deprivation reduced among target communities through increased WASH awareness and access to climate resilient WASH services
2. Local governance in pro-poor WASH service delivery and coordination with other services in target cities and towns improved.
3. WASH policies and strategies improved in favor of urban poor through evidence and advocacy

## 8. Target Beneficiaries in different project locations

Sln.	Issue	DNCC	DSCC	CCC	KCC	Shokhipur	Saidpur	Total
1	Water	35000	35000	27000	20000	2000	2000	<b>121000</b>
2	Sanitation	40000	34000	20000	20000	3000	5000	<b>122000</b>
3	School	10	10	10	10	10	10	<b>60</b>
4	Hygiene	50000	50000	38000	38000	7000	10000	<b>193000</b>
5	Uses of Public Sanitation <sup>23</sup>	4000000	3000000	1000000	0	0	0	<b>8000000</b>
6	Slums	30	30	30	30	9 ward	30	<b>150</b>
7	Health Care Facilities	1	1	1	1	1	1	<b>6</b>

Important notes about targeting and reaching the beneficiaries:

<sup>20</sup> IIED (2009) Climate Change and the Urban Poor: risk and resilience in 15 of the world's most vulnerable cities.

<sup>21</sup> Banks, N., Roy, M. and Hulme, D. (2011) *neglecting the urban poor in Bangladesh: research, policy and action in the context of climate change*. Environment & Urbanization, Vol. 23, Issue 2, pp. 487-502.

<sup>22</sup> Ibid.

<sup>23</sup> This count will mean usage of public toilets.



1. There will initially be six projects in four city corporations and two municipalities following this RFP and accordingly locations wise ANNEXES are enclosed highlighting major interventions against outputs and outcomes. Each location will be considered as a single project.
2. In Dhaka North City Corporation areas (DNCC), 13 public toilets, 55 mobile toilets (spot based and rented out) and 01 water dispensing systems in railway station are in operation. Selected NGO partner in the DNCC area will be responsible for operation and maintenance of these facilities. Usages will be counted of these facilities.
3. In DNCC area local NGO named ARBAN is currently operating 55 mobile toilets services. Applying NGOs for DNCC area are encouraged to form non-exclusive<sup>24</sup> consortium with ARBAN to run the mobile toilets operation.
4. In Dhaka South City Corporation (DSCC) areas, 15 public toilets and 01 water dispensing system in a railway station is in operation. Selected NGO partner in the DSCC area will be responsible for operation and maintenance of these facilities. Usages will be counted of these facilities.
5. In Chittagong City Corporation areas, 04 public toilets, 01 water dispensing system in the railway station and 01 FSM plant are in operation. Selected NGO partner in the CCC area will be responsible for operation and maintenance of these facilities. Usages will be counted of these facilities.
6. In Shakhipur, one FSM and co-compost plant is in operation which treats faecal sludge and produce organic manure being sold in the market for agricultural use. To run the plant, the programme runs systems of household waste collection and mechanical pit emptying and transportation on 'fee-for-service' basis. It also implements farmers' field school programme in cooperation with agricultural extension department to create demand of the organic manure. The whole system is being operated by a Municipality-led approach with technical and 'limited' financial support (currently about 30% of the operational cost) by WaterAid. Selected NGO in Shakhipur will be responsible to run the whole operation of the system along with the Municipality as well as ensure self-sustainability of the system within next three years. Potential NGOs applying for Shakhipur sub-project have to propose a business model and pathways to achieve it.
7. In Syedpur, one FSM plant is under construction. Selected NGO in Syedpur will be responsible for undertaking the construction, operation and maintenance of the plant.
8. NGOs applying for DNCC, DSCC and CCC may like to form consortium with other specialized NGOs to implement one or more component(s) of the project (i.e WASH services for pavement dwellers and street children).

**9. Major Interventions against Outputs & Outcomes of Each Location  
(Please see Annexes 1 – 6 attached in details)**

**(Note: Please note that the interventions could be adjusted considering the contexts of the sub-project. NGOs are also free to propose additional activities if deems necessary.)**

**10. Project period, phasing and location**

The project will start in March 2018 and end on 31 December 2022

**10.1 Phasing:** The project will be implemented in three phases as follows:

**INCEPTION PHASE:** Inception phase of the project will be three month after signing the agreement to recruit key staff, setup office, receiving NGO Bureau approval and other necessary activities and revise the project plan of WAB and develop a project plan cum action plan for the selected NGO.

**OUTPUT and OUTCOME PHASE:** Output and Outcome phase will start just after the completion of inception phase. This will be the main implementation phase of the project. The project have to achieve **ALL outputs and outcome objectives during this phase.**

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<sup>24</sup> Non-exclusive – this will mean that ARBAN can be a partner of any applicant.

**EXIT PHASE:** After completion of output phase, exit phase of the project will continue from January 2022 to December 2022. During this phase, main activities related to sustainability will be carried out. This phase is very crucial to prove that reported interventions under the output phase remain fully functional and operation and maintenance system are in place in respect of institutional, financial, environmental and social aspect.

## 11. Project Cost proposal

Following table shows the available budgets in BDT to implement the projects from March 2018 to December 2022.

Locations	Indicative Budget (BDT)
Dhaka North City Corporation	106,462,460
Dhaka South City Corporation	91,665,643
Chittagong City Corporation	73,806,459
Khulna City Corporation	54,861,568
Shokhipur Municipality	14,837,675
Saidpur Municipality	26,516,115

### IMPORTANT NOTE

The budget amount above is maximum ceiling. We invite competitive proposals. As such proposals with lower budget without compromising quality output covering goal and objectives of the project will be given preference.

NGO management fee has to be included in the budget as a separate line at the bottom.

**Financial proposal has to be submitted using the format provided (Annex – 7).**

## 12. Project approach and implementation strategy

The project will be implemented in collaboration as well as coordination with the respective departments, ministries of the Government along with other development actors and agencies active in the urban poverty alleviation, in particular with UNDP, UNICEF, BRAC, and others development partners.

The project will work on multiple fronts to tie issues that are currently disparate together into a holistic package that effectively addresses environmental and public health issues in low income urban communities, from the lowest tier to central level administration and policymaking. This requires a project approach that multifaceted and adaptive to changes in the many domains and stakeholder groups that will be part of the project. The key approaches to be followed are rights based approach, city wide approach, knowledge & innovation, demand responsiveness, integration, equity and inclusion, community managed & local ownership, co-investment or cost-sharing, climate resilience and sustainability.

## 13. Monitoring

A mobile phone based monitoring system will be employed to monitor progress of the project. It is anticipated that there will be a need of few smart mobile phones per programme locations. This has to be reflected in the proposed budget.

## 14. Team composition

As this is a multi-partnership project, hence to keep uniformity, following staff composition is suggested:

- a. Project Manager

- b. Project Engineer/s
- c. Accounts and Administrative officer
- d. Monitoring & Documentation Officer
- e. Advocacy & Training Officer
- f. Community Development Officer/s
- g. Community Mobilizer/s
- h. Support Staff

**PLEASE DO NOT PROPOSE/ INCLUDE ANY CV WITH THE PROPOSAL. ALL HUMAN RESOURCES WILL BE RECRUITED ONCE NGO PARTNER IS SELECTED. ALL RECRUITMENT HAS TO BE APPROVED BY WATERAID PRIOR APPOINTMENT.**

#### **15. Risk and challenges of the project and mitigation plan:**

In the proposal there will be a section stating the projected risks and challenges to implement the project and how the NGO plans to mitigate them. During implementation period the NGO will periodically follow up the risks status and update them in a risk register.

#### **16. Preparation of proposal**

Attached template should be used to prepare the proposal. The proposal should not be more than 25 pages. The proposal must be written in English. Interested NGO should also provide an organizational overview. Following guidelines will be applicable in the preparation of the financial proposal:

- An NGO can only submit proposal who are eligible to receive foreign donation. The winning NGO must receive the FD6 approval from NGOAB on time.
- No direct project staff with 100% time shall be planned at the head quarter level.
- If a separate project office is proposed, then all project staff with 100% time must be located at the project office.
- All support cost such as utilities, space, stationeries, travel, administrative etc. has to be considered under management support cost.
- If motorbike is necessary and proposed, the cost should include registration, two helmets, and raincoats per bike.
- The fuel and maintenance cost for Motorbike has to be factored in the budget proposal.
- Project will not bear separately any regular travel cost of key staff for field operation of Motorbike is provide, except travel for meeting, workshop, cross visit, etc.
- Project staff and their salary should be planned realistically without compromising with quality and skill required.
- Project staff salary and other benefits should be considered as per organizational HR policy.
- Cost of mobile phones to implement mobile-phone based monitoring system has to be reflected in the proposed budget. It is desirable that the phones will be handed over to the staff members after the closure of the project with no cost.
- Payment from WaterAid during project life will be made on monthly/quarterly advance basis as appropriate as per WAB policy.
- Support cost for Head office will be covered from Overhead budget allocation.

With the cost proposal the interested NGO have to submit the following information /documents:

- a. Copy of the registration with NGO Affairs Bureau
- b. Last three years' annual budget highlighting major investment sector/s
- c. Proportion of donor and own funding sources
- d. List of major donors in last three years
- e. A copy of the organizational organogram
- f. A copy of grade wise organizational salary structure
- g. A copy of the last organizational audit
- h. Academic background of the Head of Finance

- i. Whether the NGO use any accounting software
- j. Whether the NGO have HR manual, finance manual, Health and safety policy, Child rights policy, Gender Policy etc and when last updated
- k. Apart from NGOAB registration, which others registrations /approvals does the NGO have to work for development sector in Bangladesh

## 17. NGO Partner Selection Criteria

The following **ESSENTIAL** criteria shall be used to select an NGO partner to implement the project.

Selection criteria	Points
Total experience of the organization	10
Experience in similar assignments	10
Proposing approaches, implementation strategies & methodologies, detailing activities considering the outcomes and outputs and sustainability plan including phase out modalities	50
Work plan	10
Financial proposal	20
<b>Total</b>	<b>100</b>

## 18. Submission of proposal

The proposal, both narrative and financial, must be submitted electronically to [ProjectProposal@wateraid.org](mailto:ProjectProposal@wateraid.org) on or before **16:30 hours on 25 February 2018**. No late submission will be accepted.

Please note:

**NO HARDCOPY SUBMISSION WILL BE ACCEPTED.**

**INCOMPLETE SUBMISSION WILL BE REJECTED.**

Submission should made in three separate files, as per the following

1. Narrative proposal – pdf version only
2. Annexes – all annexes into one file and converted into one pdf file
3. Financial proposal – excel file only (no pdf file will be accepted)

**You will receive an acknowledgement within 1 hour of your submission. If you do not receive an acknowledgement within 1 hour, please send a note to the contact person ([zahidulislamamun@wateraid.org](mailto:zahidulislamamun@wateraid.org)) Tel.: +880-2-5881-5757, 9848541.**

## 16. Contact person

For any clarification please contact in writing to:

Zahidul Islam Mamun  
 Programme Manager  
 WaterAid Bangladesh  
 Email: [zahidulislamamun@wateraid.org](mailto:zahidulislamamun@wateraid.org)

For further information you may visit WaterAid Bangladesh Website  
[www.wateraid.org/bangladesh](http://www.wateraid.org/bangladesh)

## 19. Standard Wateraid Bangladesh Contract Terms & Conditions

WaterAid Bangladesh practices the following terms and conditions stated below applicable to signing any contract with external agencies/organizations/consultants:

- All documents/products/materials produced under the Agreement remains the intellectual property of WaterAid. The agencies/organizations might be allowed to use these products only for non-commercial purposes, subject to written approval from WaterAid Bangladesh.
- All project records and copies of records, data sets, electronic data and photocopies, etc., which the agencies/organizations remain for the successful execution of the assignment, shall remain the exclusive properties of WaterAid Bangladesh.
- During the period of the Agreement or afterwards, the agencies/organizations shall not issue any written material or express public or personal opinions concerning the services under the Agreement to parties outside except with the prior written approval of WaterAid Bangladesh.
- The agencies/organizations shall not without first obtaining the consent in writing of WaterAid, permit any of its duties or obligations made under the Agreement to be performed or carried out by any other person, or reassign his/her interest in the Agreement.
- In the event that the agencies/organizations require additional time to complete the Agreement, over and above that previously agreed to, without WaterAid changing the scope of the Agreement, WaterAid's prior written concurrence to the same is necessary in order to charge WaterAid for Agreement expenses incurred during an Agreement extension.
- However, WaterAid may, by written order, make general changes within the scope of the Agreement affecting the services to be performed or the time of performance. If any such changes cause an increase or decrease in the cost of, or time required for performance of, any part of the work under the Agreement, WaterAid shall make an equitable adjustment in the Agreement price, the delivery schedule, or both, and shall modify the Agreement in writing accordingly.
- The agencies/organizations may communicate with parties external to WaterAid through and with prior intimation to WaterAid, while performing services under the Agreement.
- Notwithstanding anything contained in the Agreement or in these conditions WaterAid may at any time by notice in writing terminate the Agreement in whole or in part by requiring the agencies/organizations to stop performing the work or any part thereof, in which event the agencies/organizations shall have no claim against WaterAid by reason of such termination other than payment of expenses actually incurred by the agencies/organizations plus a fair and reasonable fee to be in proportion to the work performed under the Agreement, less any sum previously paid on account thereof. However, if the Agreement is cancelled by WaterAid due to negligence on the part of the agencies/organizations, termination expenses shall be borne by him. In this later case, WaterAid's independent determination of negligence on the part of the agencies/organizations shall be considered to be final and non-negotiable.
- The agencies/organizations shall not hold WaterAid liable for any accident or misadventure befalling them whilst on duty or pursuing activities to fulfil the Agreement.
- WaterAid Bangladesh (WAB) reserves right to accept and reject any proposal without assigning any verbal and or written rationale whatsoever.

## **20. Mode of fund disbursement**

The fund disbursement will be made on monthly/quarterly basis upon receiving the fund request.

**Cover Letter Format**

(Please use letterhead pad)

[*Location, Date*]

Dr. Md. Khairul Islam  
Country Director  
WaterAid Bangladesh  
House 97/B, Road 25, Block A  
Banani, Dhaka 1213

Dear Sir:

In response to your RFP for the project titled “**WASH4UrbanPoor**”, we are hereby submitting our proposal, which includes this Technical Proposal and a Financial Proposal.

If negotiations are held during the period of validity of the proposal, before 25 February 2018 we undertake to negotiate on the basis of the proposed staff. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

We understand WaterAid reserves the right to reject all or any proposal without giving any verbal and or written rationale.

Yours sincerely,

Authorized Signature:

Name:

Title: