

Re-advertised

Request for Proposal

For consultancy support to conduct Return on Investment (ROI) study on the improvement of WASH situation of garment factory workers in the factory and in their living place



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SECTION - 1 (Information to Consultant/consulting firm)

- 1. Introduction**
- 1.1 Consultants are invited to submit a technical and a financial proposal.
- 1.2 Costs for preparing the proposal and of negotiating the contract are not reimbursable.
- 1.3 Consultant should observe the highest standard of ethics during the selection process and implementation of contract. The attempt of any Consultant to influence the internal WaterAid Bangladesh independent evaluation and selection process will automatically lead to the removal of consultant/consulting firm'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.
- 1.4 WaterAid Bangladesh reserves the right to amend and modify this bidding document and can select Consultant for providing service cited in this bidding document either for the entire content of the proposal or a part thereof.
- 2. Preparation of Technical and Financial Proposal**
- 2.1 Consultants are requested to submit their proposal written in English (font - Arial, Size -12).
- 2.2 The technical part of the proposal should contain the following:
- Detailed methodology of the study including work plan.
 - Detailed timeframe (including dates for submission of first draft, dissemination of findings and final report);
 - Detailed account of experience of conducting survey and employing qualitative methods;
 - Detailed CV of the team leader and key members of the study team;
 - Copy of VAT registration certificate (for consulting firm);
 - Copy of valid TIN certificate and bank account detail.
 - Technical proposal must not exceed ten pages (excluding CVs) and be submitted in PDF format.
- 2.3 The Consultant is expected to provide justified budget which is consistent with technical proposal.
- 2.4 The financial proposal should clearly identify, item wise summary of cost for the assignment with detail breakdown. The budget should not contain income tax as a separate head; it can be blended with the other costs as it will be deducted from the source. However, VAT can be mentioned in the budget as per government regulation. WaterAid Bangladesh will deduct VAT and Tax at source according to the GoB rules and deposit the said amount to government treasury.

- 3. Submission of Proposals**
- 3.1 The technical and financial proposal should be submitted electronically to the following email address:
WaterAid-Tender-TA@wateraid.org with subject line as follows:
Consultant for Addressing WASH crisis among RMG workers at Narayanganj (Supply Chain Project).
- 3.2 Proposals submitted to any other e-mail account except the above will not be accepted.
- 3.3 Submission of proposal after the deadline **December 22, 2018** will not be accepted.
- 3.4 Two different files should be generated for technical and financial proposals. However, both two files should be submitted into one zip folder with a cover letter addressing the Head of Human Resource, WaterAid Bangladesh.
- 4. Proposal Evaluation**
- 4.1 The evaluation committee will evaluate the proposals in light of the RFP and applying the set evaluation criteria and point system.
- 4.2 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 proposal.
- 4.3 WaterAid reserves the right to accept and reject any proposal without assigning any reason or whatsoever.
- 5. Negotiation**
- 5.1 Once the proposals are evaluated, WaterAid may enter into negotiation, if required, with one or more consultant/ consulting firm for final selection.
- 5.2 If negotiations fail, WaterAid Bangladesh may invite the consultant with next highest score to negotiate a contract or go for re-advertisement with fresh Requests for Proposals (RFP).
- 6. Awarding of Contract**
- The selected consultant/consulting firm is expected to sign an agreement with WAB within a week of communication of selection decision and before commencing the work.
- 7. Confidentiality**
- Information relating to evaluation of proposals and recommendations concerning awards will not be disclosed to the Consultant who submitted the proposals or to other persons not officially concerned with the process, until the winning Consultant has been notified that it has been awarded the contract.

SECTION – 2 (Terms of Reference)

1. Context and background of the project

The Readymade Garment (RMG) sector in Bangladesh is quite successful with huge economic potentials. However, factories in the supply chain are under close scrutiny for compliance related to safety, security, environment and employment conditions. More than 80% workers of the RMG factories are female and live with several deprivations. Most of them live in different slum communities that mushroomed near the industrial hubs where water, sanitation and hygiene (WASH) facilities are very poor and limited. WASH deprivation is likely to have several implications on their health and wellbeing which in turn likely to affect individual productivity and consequently, the productivity of the factory. Addressing WASH crisis among RMG workers in Narayanganj is a project being implemented by Sajeda Foundation with technical and financial support from WaterAid to reduce WASH deprivation of garment workers at their place of living and poor hygiene practice at work place.

The project will improve WASH facilities and promote hygiene awareness and practice in low-income settlements scattered in Rupganj, Araishazar and Sonargaon Upazilas of Narayanganj to benefit about 3,000 RMG workers and their family members. The project will also work in 3 selected factories to improve hygiene practice including Menstrual Hygiene Management (MHM) among female workers. As an approach, the project will develop change agents who will pass on messages to and motivate co-workers and peers for handwashing practice at critical times, water safety plan, and MHM. The project will reach at least 10,000 workers with hygiene promotion and MHM intervention in the factory including those reached in the community. In addition, the project will construct Rainwater Harvesting Systems in the factories to reduce groundwater extraction for their production and other usages.

Concentration of workers in 3 RMG factories in Narayanganj district considered under this project are as follows:

Factory	Number of workers (tentative)		
	Total	Male	Female
Factory-1	10,650	6,390	4,260
Factory-2	8,416	3,367	5,049
Factory-3	1,000+	500	500

2. WASH Business Case for RMG

A fundamental part of this project is contributing to build the **Business Case for WASH**. This means that a core part of the project is to test a few outcome level indicators to calculate the financial return on investment (ROI) of WASH interventions for the factories and those companies who source from them, which aim to prove the business benefits of WASH.

The Business Case for WASH component has been developed because little data exists on the financial ROI of WASH interventions for companies or factories. WaterAid and a number of corporate partners have therefore developed a step by step guide 'strengthening the business case for WASH: how to measure the value for business' to help companies and factories understand the business value of WASH investments and calculate their financial ROI. For the

financial ROI, four key quantifiable benefits have been identified - reduced absence, improved productivity, improved quality, reduced staff turnover. However, these are not the only indicators we intend to measure as well as we may not measure all four; the full results framework will include financial and non-financial indicators (see Annex A).

In line with the above-mentioned background, WaterAid Bangladesh has been looking for a consultancy support from individual consultant/consultancy firms to meet the following objective(s).

3. Objectives of the assignment

The main objective of the consultancy assignment is to help design and co-implement the research component of the project including baseline, end-line and calculation of return on investment of WASH interventions on factory production and RMG business with reference to 3 designated factories. More specifically, the consultant by undertaking the assignment, will address the following objectives:

- a) Identify and explain with facts and figures derived from baseline and end-line studies and other assessments, changes in WASH deprivation situation of the factory workers and their family members at community level.
- b) Articulate with clear quantitative measures the changes attained in four benefit parameters (absenteeism, productivity, quality and turnover) following the WASH interventions in community and factory level.
- c) Measure changes in awareness and hygiene practice of the workers at factory level, particularly handwashing and MHM behavior.
- d) Calculate using an acknowledged methodology the return on investment of WASH interventions at community and factory level.

4. Methodology

Low income settlements and the locations to provide project interventions are being identified considering high concentration of the workers from the selected factories. A baseline study is planned to be carried out to document the present situation of WASH services for each of the locations/ settlements to be provided project interventions. An end line study is also planned to assess the improvement in service level, its outcomes and impacts. However, because garment factory workers likely to migrate frequently from one factory to other for various reasons and thus their living places; it is a methodological challenge to systematically assess the improvements in the service level and its consequent outcomes and impacts. One way to address this challenge might be to plan and design for a gradual endline, capturing endline data using a uniform instrument after 2/3 months of completing WASH intervention in a particular settlement. Individual/ settlement specific endlines could be compiled at the end of the project to make comparison with baseline. The consultant/consulting firm is expected to develop appropriate methodology to meet the above-mentioned objectives of the Business Case keeping in mind the challenges mentioned above. Appropriate triangulation in data collection methods is anticipated in the proposed methodology as per need. The methodology and relevant instruments can be adjusted, if required, in consultation with WaterAid. In any case the methodology for data collection, sampling approach, data collection instruments, work plan and other related inputs have to be endorsed by WaterAid before implementation.

The methodology should include the following processes:

- A baseline on existing WASH situation and KAP of hygiene at community level.
- A baseline on hygiene behaviour at factory level (e.g. structured observation to assess handwashing practice, FGD or In-depth interview to assess MHM practice etc).

- An end-line rolled out in piecemeal and sequentially in different locations in community after completion of intervention and allowing time for impact.
- An end line at factory level to measure behaviour change
- Analysis on workers' absence, turnover, quality of production and productivity at factory level (data to collect from factory)
- Overall impact of rainwater harvesting and usage in the factories

Note: It should be noted that in RMG factories the workers' turnover rate is high. This results in migration of workers and their families in the settlements where they live. The sampling approach for data collection should consider possible implications of change and migration.

5. Deliverables

- Report on baseline and end-line (compilation of the rolling end-lines)
- A comprehensive report on the WASH Business Case with detail analysis of return on investment and articulation on changes attained in four benefit parameters
- A policy brief on Supply Chain Business Case of WASH intervention in RMG sector

6. Experience and requirements

To undertake the assignment, the consultant/consulting firms are expected to meet the following experiences and conditions.

➤ General

- Understanding of RMG business, challenges and sustainability approaches
- Experience of working with the apparel supply chain or similar factory setting.
- Comfortable in working with restricted access and beyond comfort
- Highly competent at oral and written forms of reporting and presentation
- Fluency in English and Bengali and quality report writing.
- Willingness to reach factory workers for interview/data collection according to their availability and convenience.

➤ Data collection and research

- Sound understanding and experience of research work using mix-method.
- Experienced of conducting ROI studies particularly at factory level
- Respect and ability to follow minimum research ethics
- Proven experience in designing data collection tools and choosing appropriate collection methods
- Experience in training data enumerators on high quality data collection and monitoring

➤ Length of contract

The consultant/consulting firm is expected to remain involved and implement the research activities throughout the project period. However, level of involvement and human resource requirement for different process and activities will vary from time to time depending on overall progress on the process. The workplan should include specific timeframe for each component (baseline, end line, secondary data collection from factory etc.).

7. Scope to seek information and clarity

Bidders will have the opportunity to send written questions until **17 December 2018 up to 1:00 p.m.** in the following email address. WaterAid will organise a pre-bid meeting on **17 December 2018 at 4:00 p.m.** at WaterAid office in Banani (House-97/B, Road-25), Dhaka to respond to all written questions along with any verbal questions that may come up during the pre-bid meeting.

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Annex A

Scope/considerations for data collection

For the financial ROI, the 'Guide' identifies four key direct quantifiable benefits resulting from WASH or other similar programmes, the four common indicators are as below. These are not the only indicators; the teams will measure, and we may not measure all four; the full results framework will include financial and non-financial indicators.

1. Reduced absence

Factors for consideration

- Employee absence monitoring is needed and the reason for absence needs to be considered e.g. sickness, child sickness, menstrual problems OR unrelated (noted concern surrounding attribution)
- Reduced absence requires knowledge of - payment terms; how wages are controlled; how absence is measured (hourly/daily); cost of lost production (av. #garments/day x profit/garment; cost of overtime; employee salary etc)

2. Improved productivity

Factors for consideration

- Productivity = amount of work done/worker or /unit of time, calculated/person to avoid double counting
- Productivity requires knowledge of - total amount of production/period & # employees & # hrs worked OR existing metrics on employee productivity or efficiency; revenue or profit/unit

3. Improved quality

Factors for consideration

- Quality varies between sectors and requires knowledge of factory and farm processes
- Quality requires: monitoring/recording system for amendments and rejects; requires knowledge of factory quality control process; estimate based on time/material wasted

4. Reduced staff turnover

Factors for consideration

- Staff turnover has cost implications associated with cost of recruitment and training, and loss of skills = reduced productivity of the factory
- Reduced staff turnover requires knowledge of - # of new recruits OR # leavers/unit of time; training and recruitment costs; costs of reduced productivity
- Need knowledge of recruitment & training process – links with HR company dept. can be useful.