

Terms of Reference

Public Places survey and Public Toilet Demand Scan in Gazipur City Corporation under WASH SDG Programme

1. Background

SNV Netherlands Development Organisation had started its journey in 1965 from Netherlands as not for profit volunteer organisation. SNV have built a long-term, local presence in countries in Asia, Africa and Latin America working in the sectors of WASH, Agriculture and Renewable Energy through providing advisory services, facilitating knowledge development, networking, and carrying out advocacy at national and international levels. SNV mission is to make a lasting difference in the lives of millions of people living in poverty. For more information, please refer to our website: www.snv.org.

WASH SDG programme works towards improved WASH services for all. Using an integrated approach, the initiative strives to ensure that water and sanitation related facilities and services are sustainable, climate resilient, gender sensitive and socially inclusive. It is a multi-country intervention implemented in 20 cities in Nepal, Zambia, Tanzania, Indonesia and Bangladesh. Through this, SNV is willing to provide technical support focusing on Sanitation and Hygiene Promotion to city corporation/municipalities, which is implemented at Jashore Municipality, Benapole Municipality and Gazipur City Corporation. The WASH SDG programme is built on three core strategic objectives: (1) increasing demand for improved WASH facilities and practices; (2) improving the quality of service provision; and (3) improving governance of the sector. Gender and social inclusion is an area of specific attention in each of the 3 strategic objectives as well as climate vulnerability and resilience.

SNV aims to support local authority (Jashore and Benapole Paurashava and Gazipur City Corporation) to address service delivery challenges in Faecal Sludge Management (FSM) and advance the sector development as a whole, through strategic engagement with Government Agencies (sector Ministry, relevant Department and their service delivery channels at local level) and partnering with other experienced civil society and private sector organizations working in the sector.

The programme would like to conduct demand scan of public toilets and an assessment of all public places in Gazipur City Corporation (Gazipur and Tongi) to understand the current access to sanitation facilities. The data will be collected using Akvo Flow tool. We would like to procure the service from professional and reliable data Management Company who has proven track record for handling paperless surveys/studies with sufficient logistics including enumerators and tablets.

2. Rationale

Gazipur City Corporation (GCC) started its journey on 16 January 2013, when two distinct municipalities, Tongi and Gazipur, were merged into GCC. Extending over 329 sq. kms, with a population of 2,153,534, GCC is the largest city corporation in Bangladesh. GCC has 57 wards and Ward Councillors 76 (Male-57, Female-19). Zone 1 (Tongi) has the largest number of wards (15) comprising of 650,597 population, while Zone 4 (Gazipur) has 8 wards comprising of 244,528 (projected as of 2016). The slum population in Zone 1 and Zone 4 are 195,000 and 56,000 (Source: Unpublished IFC waste water rapid assessment report).

A significant number of people particularly the urban poor workers including females remain on the streets in the towns for a longer time. The Municipalities have a duty to ensure that these urban citizens — factory workers, rickshaw drivers, shopkeepers, truckers; in short, the people who make our cities work — have access to the basic facilities they need to lead a dignified life. As per Local Government (Paurashava) Act 2009, a municipality shall provide and maintain, in sufficient number and in proper situation, public latrines and urinals for the separate use of each sex, and shall cause the same to be kept in proper order, and to be properly cleaned. It also states that the occupier of any premises to which latrine or urinal pertains shall keep such latrine or urinal in a proper state to the satisfaction of the municipality. National Strategy for Water Supply and Sanitation 2014 provides strategic direction to provide adequate public toilet facilities at places where people congregate,

such as, bus stations, boat terminals, markets and parks, and provide mobile toilets or other suitable facilities for public gatherings like public meetings and fair. Bangladesh National Building Code specifies the standards of toilets for building premises including the require number of toilets per types of premises. Bangladesh Labour Rules 2015 stated the minimum number of toilets for male and female workers in a factory. These standards mostly focused on number of people staying in the premises but did not consider other aspects like special needs of different people (female, child, elderly people & disabled), level of services, and ergonomics.

In addition to the city corporation, several agencies, service providers and institutions constructed public toilets in their premises like stadium, mosques, petrol pumps, railway terminals, market places, educational institutions, and community centres. These toilets are for specific group of people while the city's toilets are for wider citizens.

Considering the number of citizens and commuters in towns with growing pace, the existing number of public toilets is very much insignificant and the quality of the services in the existing public toilets are unsatisfactory. In order to develop a city sanitation plan, City Corporation and the stakeholders need to scan the demand for public toilets in their respective towns. This will cover the current coverage and future demand of public toilets in different types of public places to address the needs of different target groups. At the same time the city authority should have standards for toilet facilities in public places and institutions. Aiming this, project is seeking an experienced consultant to conduct the demand scan for new public toilets and also develop profile for individual public toilets in Zone-1 and Zone-4 under GCC.

3. Objectives

The overall goal of this study is to develop a long term investment plan for public toilets in Zone 1 (Tongi) and Zone 4 of Gazipur City Corporation, to contribute in improving sanitation services and therefore quality of life for people (health, dignity, privacy, convenience and employment).

The objective of this study is to scan the demand for public toilets in Paurashavas considering the current and future needs in terms of population, locations, and availability of space. It will also analyse the current state of the existing coverage of public toilets in the city. The consultant will use a draft guideline developed earlier for doing a similar study in Khulna City, Kushtia, Jashore, Benapole and Jhenaidah Paurashava to assess the existing public toilet with certain local tweaking if required.

In addition, a second objective is to assess al current public places in GCC to understand the situation in terms of access to sanitation facilities, like public parks, train stations, ports, public/open buildings, etc.

Specific objectives:

1. Conduct a complete survey of public places existing in Gazipur City Corporation.
2. Assess existing public toilets located at public places in GCC based on agreed criteria and analyse the needs for upgradation/ service expansion to address the current demands into those locations.
3. Identify new locations for public toilets in GCC to serve the current and future demands with availability of space, ownership of the land, and population coverage. The consultant will prioritize the locations based on the needs and availability of space.
4. To prepare profile of individual public toilets located in GCC constructed by City Corporation (or prior Municipality authority) including requirements for upgradation.
5. To prepare abridged version (separate for towns) of summary report on public toilet demand scan.

4. Methodology

4.1 Public Places' survey

Study area and target population: All Public Places of Gazipur City Corporation will be assessed, including Bus and railway terminals, Markets, Parks, public (sports) fields, play grounds, Airport terminals, Public places of worship and others.

Study Approach: Quantitative method must be applied by the consultancy firm, and AkvoFlow tool will be used through mobile devices (tablets, computer and smartphone). SNV will provide AkvoFlow access, along with all questionnaires and analysis syntax.

Questionnaire: Found at AkvoFlow as "USHHD Public Places questionnaire", with 151 questions within 8 group of questions: PP: Public Place Information; CP: Characteristics of the Public Place; PW: Solid waste at the Public Place; SAN: Sanitation; TB: Toilet block; SW: Solid waste at the public toilets; FSM: Faecal sludge management; Observations.

Sampling for quantitative survey: For Public Places census would be applied. List of public spaces in Gazipur will be collected from consulting firm prior to conduct the survey.

The consultant firm is asked also for submitting its own suggestions (if any) on the methodological details. However, detail methodologies should be finalized in consultation with SNV at the final stage of this selection process. If total sample size varies greater or less than 5%, then it might have a greater impact on costing.

4.2 Public toilets and target groups for demand scan

This study will cover the sanitation needs of the people congruent at market places, bus/ train stations, boat terminals, open spaces for public gathering (park, fair, etc.), major public offices (where people stay for longer time i.e. court, DC office), community centres, theatre/ cinema halls, stadiums, and petrol pumps. Toilets located in educational institutions, religious institutions, communities, hospitals, hotels and households will not be considered for demand scan. While assessing the existing toilets, all public toilets constructed either by City Corporation (or previous Paurashavas of Gazipur and Tongi), Zilla Parishad, Union Parishad, Railway Station or bus terminal within the boundary of City Corporation should be included.

4.3 Set the criteria based on standards/ criteria of public toilets

In order to set the criteria the Consultant should consider the provision set in the relevant acts, policies and standards as well the needs of the people who stay or visit the non-household premises in Gazipur (Zone 4) and Tongi (Zone 1) under GCC.

The needs of all segments of population who visit these locations should be considered. Special needs of women (including their needs during menstruation), disabled, child, and elderly people at different time of the day and year will be taken into consideration.

4.4 Review of existing public toilets:

The Consultant should identify the existing public toilets located in different public places as identified during the initial survey. This should incorporate the toilets in operation as well as those abandoned. As part of the process, the Consultant should review the available secondary documents, conduct interviews with the respective authority, service providers, operators, user and non-users and do physical observation of the toilets. Based on the collected information the consultant will categorize these toilets into different categories. Pre-defined indicators will be used for these categorization. The indicators must consider accessibility, functionality, cost recovery, institutional and environmental sustainability. The special needs for female, child, elderly people and disabled should be considered.

The consultant will update the existing GIS database and map of the city corporation (where available) using the information collected on these public toilets.

The Consultant should recommend the needs for up-gradation and expansion of the existing toilet services in each identified locations to satisfy the current needs.

4.5 Revised technical design and drawing including BOQ

The Consultant should come up with revised technical design and drawing (in Auto-CAD) of the existing public toilets based on their recommendations. The bill of quantities of the up-gradation work will also be prepared and submitted along with drawing for each of the existing public toilets.

4.6 Identify new locations for public toilet

The Consultant will identify new locations in the city corporation where construction of public toilets are required considering the needs of the people who congregate there. The Consultant should review the available secondary documents and databases, interview the respective authority and people. The consultant should indicate tentative population coverage with desegregation as appropriate by the proposed public toilets.

The Consultant will assess the availability of space in the proposed locations. The ownership of the lands need to be mentioned. Available documents and maps could be used for this purpose in addition to physical observation and consultation.

The proposed locations with other important information should be included in the available GIS database and map of the Paurashavas.

4.7 Preparation of draft and final report

The Consultant will analyse the information and prepare the report separately for the zone. The report will be in English but a two pager for each zone incorporating the main findings should be prepared in Bangla as well.

4.8 Validation of the study findings

The Consultant should validate the draft findings and recommendations in a workshop with the stakeholders in both the towns separately.

4.9 Prepare profile of individual public toilets

Organize information separately for all the existing public toilets in the towns constructed by Paurashavas to make separate profiles for each of the toilets including the technical drawings with layout.

4.10 Prepare an abridged version of the report

Prepare an abridged version of the report on public toilet demand scan incorporating the findings and recommendations on the existing public toilets and proposed locations for new toilets with justification.

5. Scope of work/activities

The Consultancy firm should do the following activities in close coordination with the Urban Sanitation Programme team. There should be regular meetings/consultation between the two parties to discuss the issues before finalising any aspects of the assignment.

- Familiarise with SNV, Urban Sanitation programme and its content.
- Develop a plan to carry out the study.
- Selection/recruitment of interviewers and moderators.
- Install AkvoFlow in mobile devices and related survey tools as guided by SNV.
- Prepare and organise the field work/study.
- Revise the sample size and methodologies (if needed and in consultation with M&E advisor, SNV).
- Organise enumerators/FGD moderators training along with stakeholder's meeting in consultation with SNV.
- Pre-testing of questionnaire/FGD tools (as required) and including possible modifications.
- Mobilize enumerators/ FGD moderators, data quality controllers and support/participate in their trainings.
- Conduct field survey (interviewing and make observation) through mobile devices (tablet computer/smartphone).
- Manage the data collection and the survey.
- Ensure completeness and reliability of the survey.
- Take the photos/GPS coordinates as required.
- Provide real-time data with smart dashboard for remote monitoring and tracking the progress.
- Data analysis as per SNV provided syntax/guideline and transcribe preparation.

- Prepare draft report.
- Submission of draft report, data set and syntax for review.
- Presentation of findings.
- Prepare final report.
- Submission of final report and tabulated data set, syntax and transcribe.
- Provide GPS coordinates of containment (septic tank/Pit).
- Provide real-time data with smart dashboard for remote monitoring and tracking the progress.
- Provide town-wise consolidated raw data-set in Excel.
- Submit the cleaned data set of three city/towns.

6. Deliverables

The Consultancy firm is expected to deliver required reports along with real-time, consistent and high quality cleaned data set with required images and GPS coordinates. Following are the more specific deliverables:

- Inception report (digital copy) of the assignment by agreed deadline, with methodology, tools, survey plan.
- Cleaned data sets in SPSS and Excel with proper labelling and values.
- Updated GIS database and Maps.
- Draft report of public places survey with all transcripts, syntax, attached data.
- Design and drawing of the existing public toilets for upgradation including BoQ.
- Two pagers document with key findings.
- Final Report.

7. Duration of consultancy

The Consultancy will be for 8 weeks including three weeks of field work & training. Public Places survey and its report should be completed by 5 weeks after signing the agreement.

8. Human resource requirement

The Consultant should have experience in conducting similar assignments in country or abroad. The required expertise should cover a range of related disciplines including urban planning, architecture, social science and engineering (environmental/ civil). The consultant must attach CVs of the key personnel to the proposal.

9. Payment condition:

The consultancy firm will be paid 30% of the total fee upon signing of the 'Agreement'. Another 30% of the total fee will be paid upon submission of the 'draft report of public places survey'. 20% after submission of the draft design and drawing of existing public toilets for upgradation. The remaining 20% will be paid after successful submission of the 'Final report along with data set & syntax' within the stipulated timeframe.

SNV will make payments in compliance with the rules of Bangladesh Government. As per income tax law, Tax will be deducted from the main budget amount by SNV (in general for national consultants 10%). VAT will be added to the main budget and kept at source (15%). Only VAT is required to be included in the total budget.

10. Selection criteria

Following are the selection criteria

- Technical Score (80%):
 - Company Profile (related experience): 15%
 - Understanding of the ToR: 15%
 - Methodology: 30%
 - Team Composition: 20%
 - Gender Equity: 5 additional points if there is gender equity in team composition.
- Financial Proposal (20%).

Only short listed consultants will be invited for presentation.

11. Submission of Proposals

The firm needs to submit/send electronic version or softcopies of (signed and scanned) technical and financial proposal considering scope of work. The Technical Proposal should contain inter alia; organization profile including relevant experience, a complete description and explanation of the proposed methodology for the assignment including detail work plan, time-line, staffing, names and qualifications of allocated personnel including key personnel's (one survey manager) CV and any other resources that the consultancy firm might deploy to execute the assignment and achieve the scope of work. The Financial proposal should stipulate the fees for the assignment including VAT and taxes.

The subject line of the email should be written as '**Public Places survey and Public Toilet Demand Scan in GCC under WASH SDG Programme**'. Please send of your proposals to bangladesh@snv.org no later than **22nd October 2019** by 10:00am.

For any query related to the ToR, please contact to **Shahroz Anam**, M&E Advisor, SNV. Email: sanam@snv.org; cell phone:+880 17122 40766.