

## **Terms of Reference**

### ***Annual performance monitoring survey 2019 for Jashore and Benapole Paurashavas 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](http://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 monitoring survey with a questionnaire used in baseline. The data will be collected using AkvoFlow 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.

The proposed study would be conducted in Jashore and Benapole Paurashava with a view to capturing 8 Impact Indicators along with few (two to four) Qualitative Outcome indicators.

#### **2. Rationale**

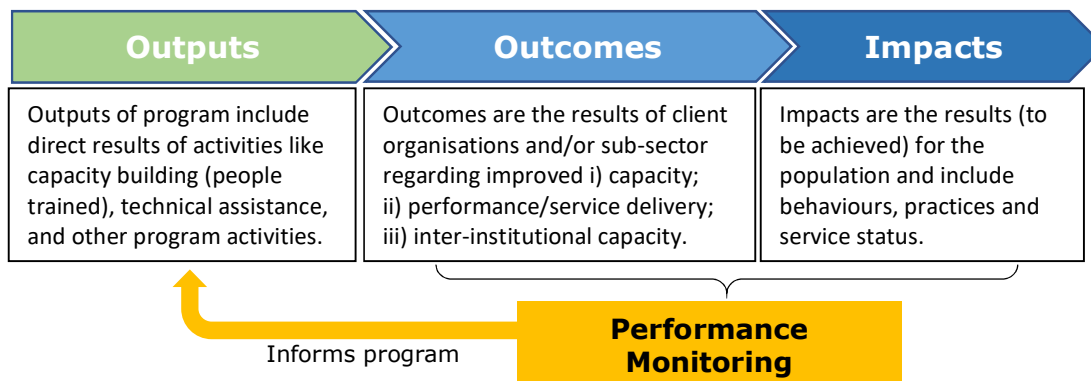
As planned, SNV is now commissioning a 'Annual Performance Monitoring Survey' to assess the capacity development status, desire results, understand whether result chain is working and if project interventions are helping to deliver on its long term objectives. Datasets will be collected based on the Performance Monitoring indicators which are derived in order to measure the progress towards the objective of the program.

A reliable and accurate public health information system or data tracking is essential for monitoring & evaluation and improve the FSM service. In WASH SDG programme, decision-making is critically dependent on timely available of accurate, integrated real-time and sound data. Therefore, SNV calls for proposal both technical and financial from consultancy firm, who have the capacity to conduct this assignment through tablet computer/smart phone.

### 3. Performance Monitoring Indicators (PMI)

Monitoring is an important part of any programme, because it allows you to see whether the programme contributes to change. It also provides a basis for critical reflection on the theory of change, learning and inputs to improve the programme. The different indicators used in the project monitoring framework align with the different components of the programme.

In the theory of change of the USHHD programme, we expect that our efforts (outputs) result in changes in capacities and performance of key stakeholders (outcomes), which in turn leads to changes in the access and use of services by users (impacts). In the long run, we hope that these changes in access and use to services, will in turn contribute to better health and development (long term impacts). However, we do not measure these long-term impacts in this performance monitoring framework. Nor do we put emphasis on measuring inputs and outputs.



At the level of **outcomes**, we consider three types of outcomes:

- Improved capacity or performance of individuals
- Improved capacity or performance of organisations
- Improved capacity or performance of organisations to work together

At the level of **impacts**, the city-wide focus requires us to look at users beyond households. City-wide sanitation services imply a range of different user groups. The users are distinguished on the basis of the type of premise/market segment. This has limitations, because floating city populations will remain invisible in this monitoring and other efforts will be needed to understand their situation. The types of market segments are:

- Residential:** People living in households, defined as a group of people living and eating together. Residential households can be owners of their house/ apartment or be tenants.
- Educational:** Users of educational institutions, private or public; schools, colleges, all religious educational institutions etc. including all students. Facilities used by residential student only shall be classified under businesses – akin to hotels.
- Government:** People working in (resident) and visiting government offices, defined as all government premises that do not have educational or medical purpose.
- Business:** People working in (resident) and visiting businesses and non-governmental offices, including hotels, restaurants, bars, shops, shopping complexes and places of entertainment, small manufacturing premises, NGOs, CSOs.
- Public:** People frequenting public places (markets, bus stations, airports, temples, parks, public/ sports fields).
- Health facilities:** In-patients and staff working in (residential) or frequenting (visiting) health facilities (all hospitals, government health posts, all in-patient clinics whether government or private), private clinics taking out-patients only.

For this specific survey we will consider three market segments: residential premises (including slums and low income communities), educational premises and public spaces.

#### 4. Objectives

The main objective is to understand the urban sanitation and hygiene situation in the WASH SDG Programme cities, mainly Jashore and Benapole Paurashavas, in order to provide information and assessment of the progress and effectiveness of WASH activities and its impact.

#### 5. Methodology

Different surveys will be conducted depending on market segment and city. The below table summarizes the scope of work of this assignment, and then the specific methodology for each of them.

Survey	Jashore	Benapole
<i>Households' survey</i>	Yes	Yes
<i>Educational Institutes' survey</i>	Yes	Yes
<i>Health Care Facilities' survey</i>	Yes	Yes
<i>Public Places' survey</i>	Yes	Yes
<i>Operators' survey</i>	Yes	Yes

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.

##### a. Households' survey

**Study area and target population:** Entire Population/households residing at Jashore and Benapole Paurashavas, including urban slum dwellers of those cities/towns, preferably households/holding head should be interviewed.

**Study Approach:** Mix methods (both quantitative and qualitative) should be employed by the consultancy firm. For quantitative data, AkvoFlow tool will be used by consultants through mobile devices (tablets, computer and smartphone). SNV will provide AkvoFlow access, along with all questionnaires and analysis syntax. Qualitative methods/tools might be developed by consultants in consultation with SNV.

**Questionnaire:** Found at AkvoFlow as "USHHD School Places questionnaire", with 197 questions within 11 group of questions: HH: Household information; HM: Household members; W. Wealth index; Sanitation; Use of Sanitation; Use of Communal Sanitation; Solid Waste; Handwashing, Menstrual Hygiene Management; Observations; Pictures.

**Sampling for quantitative survey:** The proposed household's survey will capture eight Impact quantitative Indicators. To get a precise estimate at overall towns level, we suggest to consider confidence level=95%; Standard normal value (Z)=1.96; Proportion in the target population estimated to have a particular characteristics (p)=50%; desire precision or margin of error (M) between 2% and 5% for high and low population cities. A conservative assumption of margin errors of 2.5% and 2.75% was used for Jashore and Benapole, for baseline in 2018, respectively with rest variable remaining constant. This resulted to sample size of 1,537 and 1,270 for Jashore and Benapole respectively. The estimated sample size of n=2,807 will be allocated and interviewed across the programme area.

A multi-stage cluster-systematic strategy would be appropriate. At 1<sup>st</sup> stage of sampling, 50% wards would be randomly selected from each Paurashava. In Jashore there is 9 wards and in Benapole there is 9 wards. Thus five or six wards would be selected from Jashore and Benapole respectively. Alternatively, equal number of households would be selected from each sampled ward per zone. At final stage, sample households will be selected by applying systematic sampling.

Survey should be conducted within 21 days with a view to capturing around 2,807 samples/interviews from different wards of Jashore and Benapole Paurashava. Each interview will last around 30-45 minutes.

**Qualitative indicators:** Besides this, a qualitative study would be conducted simultaneously by forming a qualitative team through the same research firm as required. SNV will provide the list of two to four outcome indicators. However, following table represents the some details of qualitative methods.

Indicator	Research Tool	Respondent Category	Sample per city	Sample Total
3.9	FGD	Households in the lowest wealth quintiles (slum dwellers)	1 Male 1 Female	4
		Households living in poor areas	1 Male 1 Female	4
		Ethnic minorities or low caste people (1 Male in a Jashore & 1 Female in Benapole)	1 (Male/Female)	2
		People living with disability and elderly people (1 Male in Jashore & 1 Female in Benapole)	1 (Male/Female)	2
Total				12
3.8	KII	Female Councilor	3	4
	FGD	Female Headed Household	3	4
Total				8

#### **b. Education Institutes' survey**

**Study area and target population:** All educational institutes of Jashore and Benapole. Management personnel of those Institutes/authorities/key stakeholders should be also interviewed/studied.

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

**Questionnaire:** Found at Akvo Flow as "USHHD School Places questionnaire", with 167 questions within 9 group of questions: SH: School information; SC: School Characteristics; SAN: Sanitation; TB: Toilet block; AP: Appreciation; FSM: Faecal sludge management; SW: Solid waste; Observations; Pictures.

**Sampling for quantitative survey:** For educational institute census would be applied, covering approximately 60 educational institutes: Jashore 46 and Benapole 14. SNV can support to collect education institutes' list prior to conduct the survey.

#### **c. Health Care Facilities' survey**

**Study area and target population:** All Health Care Facilities of Jashore and Benapole, including hospitals and clinics. Management personnel of those Institutes/authorities/key stakeholders should be also interviewed/studied.

**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 Akvo Flow access, along with all questionnaires and analysis syntax.

**Questionnaire:** Found at Akvo Flow as "USHHD Health Facility questionnaire", with 150 questions within 9 group of questions: HF: Health Facility information; HC: Health Facility Characteristics SAN: Sanitation; TB: Toilet block; HPC: Hygiene at points of care; SW: Solid waste; FSM: Faecal sludge management; Observations; Pictures.

**Sampling for quantitative survey:** For health care facilities census would be applied, covering approximately 40 centres: Jashore 39 and Benapole 1. SNV can support to collect health care facilities' list prior to conduct the survey.

#### **d. Public Places' survey**

**Study area and target population:** All Public Places of Jashore and Benapole 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 Akvo Flow tool will be used through mobile devices (tablets, computer and smartphone). SNV will provide Akvo Flow access, along with all questionnaires and analysis syntax.

**Questionnaire:** Found at Akvo Flow 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 Jashore and Benapole will be collected from consulting firm prior to conduct the survey.

#### **e. Operators' survey**

**Study area and target population:** Formal operators of mechanized FSM emptying services using Vacutug, operators of FSTP, re-use plants, etc.

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

**Questionnaire:** Found at Akvo Flow as "USHHD Operator", with 107 questions within 6 group of questions: PP: Public Place Information; CP: Characteristics of the Public Place; PW: Solid waste at the Public OP: Operator information; WS: Water supply services; EM: Emptying and transport of faecal waste; FTP: Faecal waste treatment plant; MS: Management of sewer connections; WTP: Waste water treatment plant.

**Sampling for quantitative survey:** This survey is focused to current formal operators. In Jashore, 2 surveys to Paurashava and FSTP operator. In Benapole, 1 survey to Paurashava.

### **6. 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 Akvo Flow 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.

## **7. 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.
- Cleaned data sets in SPSS and Excel with proper labelling and values.
- Draft report with all transcripts, syntax, attached data.
- Two pagers document with key findings of each city.
- Final Report.

## **8. Duration of consultancy**

The Consultancy will be for 8 weeks including three weeks of field work & training.

## **9. Payment condition:**

The consultancy firm will be paid 30% of the total fee upon signing of the 'Agreement'. Another 50 % of the total fee will be paid upon submission of the 'draft report'. 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 '**Annual Performance Monitoring Survey 2019 for WASH SDG Programme**'. Please send of your proposals to [\*\*bangladesh@snv.org\*\*](mailto:bangladesh@snv.org) no later than **22<sup>nd</sup> 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\*\*](mailto:sanam@snv.org); cell phone: +880 17122 40766.