**Annex- 1**

**Terms of Reference (ToR)**

**“WATER TECHNOLOGY PROVIDER FOR ESTABLISHING WATER ENTERPRISES”**

# Background

Swisscontact was established in 1959 as an independent foundation by notable figures from the world of commerce and science in Switzerland. It is exclusively involved in international development cooperation and has carried out its own and mandated projects since 1961. In Bangladesh, Swisscontact was registered under the NGO Affairs Bureau in 2008.

Swisscontact Bangladesh has started a project named **H2O: A Systemic Water Entrepreneurship Project in Bangladesh** aiming to create access to safe drinking water for the low-income communities in the severe water crisis-prone areas of Bangladesh. Based on its previous experience of working on a pilot project, the H2O projectwill onboard water technology providers for establishing two water enterprises in Satkhira Sadar and Shyamnagar. Swisscontact will also facilitate local entrepreneurs to establish community-based safe drinking water enterprises. The project will support the process in the following scope:

* Assisting relevant market actors to establish water enterprises with ATM booths and test the commercial viability of the water entrepreneurship models.
* Identifying, selecting, and training local entrepreneurs to operate and maintain safe drinking water enterprises in local communities.
* Creating pathways for scale, based on the commercial viability of this business model, learnings, and experience of the different market actors.

# Water Entrepreneurship

Water entrepreneurship is a relatively new concept. The project will facilitate local entrepreneurs to set up water enterprises with water ATM booths in the severe drinking water crisis-prone low-income communities by collaborating with the water technology providers. The project is intended to establish a model, where the local water entrepreneurs and the water technology providers will be in a partnership to ensure smooth operations and proper quality auditing. Both on-site water sales and delivery mechanisms along with dealer networking will be offered by the water entrepreneurs. Diversified customer groups will be covered through the different sales channels. It is assumed that each water enterprise will cover around 300 - 1,000 households in and around its catchment area.

Figure Water Entrepreneurship Service Delivery Network

# Objectives of the Assignment

The project is looking forward to onboarding technology providers for establishing water enterprises with water ATM booths around the low-income communities in Satkhira Sadar and Shyamnagar. Water technology providers will be responsible for providing comprehensive technical assistance to the water entrepreneurs and setting up the water ATM booth. The project intends to build long-term relationships between water technology providers and entrepreneurs. The specific objectives of the assignment are as below:

* Set up the water treatment plant with a water ATM booth while fulfilling project requirements.
* Consider multiple sources of raw water (treatment for the water enterprises, for example, rainwater, river, pond, or any other surface water, along with groundwater).
* Develop an automated monitoring mechanism (data dashboard) for capturing and displaying real-time data, including but not limited to, water dispensing volume, customer information, and aggregated data for customers.
* Develop a mobile water dispensing system integrated with the water ATM system.
* Develop a customised technical operation manual for the water entrepreneurs.
* Provide technical assistance to the water entrepreneurs and guide the entrepreneur in establishing a sustainable business model.

# Geographic location

The project aims to provide safe drinking water to low-income community members in the severe drinking water crisis-prone locations of **Satkhira Sadar** and **Shyamnagar**.

# Duration of assignment, specific activities and targets

The duration of the assignment is 12 Months (01 September 2022 to 30 August 2023). For the benefit of effective planning, the prospective bidder can refer to the specific activities and targets below:

Table Specific Activities and Targets for the Incumbent

|  |  |
| --- | --- |
| SL. | Activity |
|  | Propose an overall work plan (schedule of activities in a Gantt Chart) |
|  | Sign contract with the governing body of the water enterprise |
|  | Complete the set-up of the water treatment plant with water ATM booth |
|  | Perform periodically, and on-call water quality audits, and water quality reports of the filtered water |
|  | Provide technical assistance to the water entrepreneurs |
|  | Develop a customised technical operation manual and train enterprise staff |
|  | Provide water business accessories (20-litre Jerry can/20-litre jar/dispenser/auto-van) as required |
|  | Provide on-call service support to the established water enterprises during the first year |

## **The role of Swisscontact will be to:**

* Assist in developing a customised business plan for the water entrepreneurs.
* Assist in identifying and selecting potential water entrepreneurs.
* Facilitate formal agreement between water technology providers and entrepreneurs.
* Provide strategic direction to the relevant market actors for the successful implementation of the assignment.
* Monitor the establishment of the water enterprises and provide feedback as and when necessary.
* Cover associated costs for this assignment based on the submitted supporting documents, bills, and vouchers. (as per the agreed budget with the winning bidders) from technology providers.

# Deliverables, deadlines and Schedule of Payment

The table below outlines some important deliverables and their respective deadlines. Invoices will be paid upon successful implementation of the pre-set deliverables as mentioned in the table below[[1]](#footnote-2):

Table Specific Deliverables, Deadline and Schedule of Payment

|  |  |  |  |
| --- | --- | --- | --- |
| **SL** | **Deliverables** | **Deadlines** | **Allocation (%)** |
|  | Signed contract between Swisscontact and the bidder | 25-September -22 | 50% |
|  | Detailed workplan with Gantt chart for establishing water enterprises |
|  | The contract between the water technology provider and the entrepreneur(s) |
|  | Design of the water treatment plants | 30-November-22 | 50% |
|  | Complete set up of the water treatment plant (acknowledgement of the entrepreneur and all supporting bills and vouchers) |

# Scoring criteria

The scoring criteria will be as follows:

Table : Selection Criteria for the Water Technology Provider

| **Criteria** | **Weight** |
| --- | --- |
| Prior experience in providing an automated data management system | 25 |
| The efficiency of the proposed work plan | 15 |
| Market penetration/coverage/reputation in the market | 20 |
| Price quotation (based on the attached water quality parameter and the location of the project) | 40 |
| **Total** | **100** |

The following method will be applicable for the evaluation of the potential firm[[2]](#footnote-3):

* Quality and cost-based evaluation will be conducted by an evaluation team comprising members of the project and the Swisscontact business administration team.
* The bidders achieving the highest scores in the EOI will be selected, provided both parties reach an agreement on the final budget. If there is no agreement on the final budget, then the bidders with the next highest scores will be considered.

# Required Documentation

In addition to the EOI, it is mandatory for bidders to submit necessary documents demonstrating their legal, taxation and financial status. The documents should be part of the proposal and include the following:

* Company profile
* A certificate of incorporation (for individual providers or proprietorship business - a trade license).
* Joint stock registration certificate (if applicable).
* Tax Identification Number (TIN).
* VAT registration number (If available).
* Other valid papers (provided by Government institutions).

# Working Conditions and Environment

This will be applicable in accordance with the Swisscontact Operations Manual.

# Submission Guideline

Interested bidders should submit the Expression of Interest (EOI) using the prescribed template and attach their company profile and other necessary documents (hard copies are preferred but soft copies are also acceptable) on or before 18 August 2022 to the address mentioned below:

Swisscontact, House 28, Road 43, Gulshan-2, Dhaka 1212, Bangladesh.

For any queries please email: [**bd.procurement@swisscontact.org**](mailto:bd.procurement@swisscontact.org)

1. *The table can be modified on mutual agreement with the selected incumbent as per necessity.* [↑](#footnote-ref-2)
2. *a) Swisscontact has no obligation to award the contract to any applicant if the proposals submitted do not match the quality and/or the budget requirements of Swisscontact*

   *b) Swisscontact has no obligation to provide any further information to bidders or any other third party about the evaluation process and its results* [↑](#footnote-ref-3)