

**Request for Proposal
(Bidding Document)
For**

**review and update
the People/Human Resources (HR) Policy Manual
of WaterAid Bangladesh**



WaterAid Bangladesh

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SECTION - 1 (Information to Consultant/consulting firm)

- 1. Introduction**
- 1.1 All interested and eligible consultants/consulting firms with required qualifications and experience can submit their proposal.
- 1.2 Costs of preparing the proposal and attending the pre-bid/ negotiation meeting, if provisioned, are not reimbursable.
- 1.3 Consultant(s) are expected to follow highest ethical standard in their participation in the bidding process; and refrain from influencing the internal selection process of WaterAid Bangladesh.
- 1.4 Any attempt of undue influence on the evaluation and selection process will lead to cancellation of the proposal from the subsequent process.
- 1.5 Any misrepresentation of facts including the facts on professional /institutional capacity will also lead to cancellation of the proposal.
- 1.5 WaterAid Bangladesh reserves the right to amend and modify the bidding documents and decide to hire consultant for partial work.
- 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 in line with the assignment objective(s);
 - Detailed timeframe including dates for submission of the outputs/deliverables as specified in the Term of Reference (ToR).
 - Relevant experience and credibility to undertake the given assignment and experience in relation to the methodology proposed;
 - A client list for similar assignment;
 - Detailed CV/profile of the consultant/firm;
 - 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 to be consistent with technical proposal.
- 2.4 The financial proposal should clearly identify, item wise cost for the assignment with necessary details. The budget should not include income tax as a separate head. However, VAT can be mentioned in the budget as per government regulation.
- 2.5 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:
Review and update Human Resource (HR) Policy Manual, WAB
- 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 **November 29, 2020** 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 People and Organisational Development, WaterAid Bangladesh.
- 4. Proposal Evaluation**
- 4.1 The evaluation committee will evaluate the proposals in relation to the RFP and the ToR.
- 4.2 WaterAid reserves the right to accept and reject any proposal without assigning any reason or whatsoever and may decide to go for re-advertisement without going further down the process.
- 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 selection of consultant will not be disclosed to other participating bidders until the winning consultant/firm has been officially notified of their selection.
- 8. Expected competency of the consultant/ firm**
- Expertise in conducting such assignment for INGO/similar context
 - Expertise and knowledge on national employment/labor/relevant laws
 - Knowledge on contemporary smart HR policies/methods/practices
 - Competency to articulate policies and to contextualize
 - Ability to write quality documents/policy in English

SECTION – 2 (Terms of Reference)

1. Background

WaterAid is a global organization, working for over 30 years now in changing lives for the betterment in 34 countries around the world. It works to offer clean water, decent toilets and good hygiene to underprivileged people globally, through convincing the governments to change laws, linking policy makers with people on the ground, pooling knowledge and resources, and rallying support from people and organizations from different corners of the world – altogether making lasting change happen on a massive scale.

WaterAid Bangladesh (WAB) is one of the country's leading WASH organizations, working with communities and using affordable appropriate technologies to help meet their water and sanitation needs. It has successfully developed and implemented model approaches for providing sustainable community-managed WASH services and facilities for people living in poverty in different hydro-geological contexts. WaterAid Bangladesh has been supporting and implementing projects in all the divisions of the country.

The horizontal growth of the operation demands attracting, developing and retaining competent workforce. As the people/human resource is the most important component of the organization, hence, having an enabling working environment focusing on enriching and strengthening the internal working process, systems and setting as well as fostering the high-performing teams inside, WaterAid Bangladesh felt the necessity to review and update its existing Human Resource (HR) Policy Manual that was last updated in 2018. This revised manual will incorporate and accommodate the latest country employment/labor law, WaterAid global directives and the best practices of comparable INGOs in country along with other amendments, as appropriate.

2. Objective for review

WAB HR Policy Manual is a living document which supposed to be amended/revised based on the requirement if situation demands so. The existing WAB-HR Manual last updated in 2018. In the meantime, several global directives came into force which needs to be aligned with country manual. Over the time, few amendment/additions have been implemented in relation to some HR issues, also some issues identified which need to be addressed.

Thus, WAB management has decided to engage a consultant/expert or HR firm to review and update the existing Manual that will comply with country law as well as the policy and best practices of similar International NGOs keeping uniformity with other policy/manual of WaterAid Bangladesh and most importantly, incorporate WaterAid global directives.

3. Scope of work/ Specific Tasks (not necessarily be limited to the followings only)

The consultant will review and update WaterAid Bangladesh (WAB) HR Policy Manual to make it robust and realistic by updating the provisions, aligning with WA' overarching policy and principles and incorporating the following:

- i. WaterAid Global policy, procedures, guidelines and directives on different aspects especially on safeguarding, pay policy, performance management. Other aspects include job grading, diversity, talent management, career growth etc.

- ii. Incorporation of the decisions, taken by Senior Management Team (SMT) in different meetings since last amendment of the manual. Consultant will have the scope to consult with Senior Management Team of WaterAid Bangladesh and other relevant officials, as appropriate.
- iii. Review the existing HR manual in line with country's labor law and also in comparison to employment provisions of other international organisations of similar status in Bangladesh. The list of the comparable organizations will be provided by WaterAid Bangladesh. The consultant will:
 - Ensure that the employment terms conditions are good enough to protect staff interest/job security in terms of country labor law and policies followed by comparable/other international NGOs.
 - Review the existing position classification matrix in line with job grade; and propose a matrix highlighting vibrant path for career progression.
 - Verify the salary components and breakdown ratio and the travel per-diem with the comparable organizations and will recommend revisions, as necessary.
 - Review and update policy-procedures on staff transition like promotion, relocation, additional responsibilities, secondment etc.; disciplinary procedure, grievance handling including leave.
 - Review and propose appropriate measures re staff relations, engagement, welfare, recruitment, development and retention, as relevant.
 - Propose for strengthening organizational branding
 - Other people/HR issues, as relevant.
- iv. In order to comply with above, the consultant will review the:
 - SMT meeting minutes where amendments have been proposed at different point of time
 - Global policy, procedures, guidelines, frameworks on subject matters stated above
 - Other WaterAid Policy Manual like Financial Manual, Security Policy, GDPR Policy, Procurement Policy, Admin/vehicle Policy, IT Policy etc., as relevant
 - HR policy/manual or directives of comparable INGOs
 - Country Employment Law, in particular Labor Law, to ensure legal compliance
 - Consult with relevant colleagues of WaterAid (CP and global) to gather inputs

4. Steps to follow:

Following the clause # 3, the Consultant will:

- i. Prepare a draft HR policy manual
- ii. Give a presentation to WAB SMT and selected staff members for further comment/feedback.
- iii. Finalize the draft after incorporating the relevant feedback/inputs
- iv. Submit the final version to WAB management for acceptance

5. Deliverable

Hard and soft copy of the final updated version of WAB HR Policy Manual, following the expectations mentioned in the ToR.

6. Duration

The assignment will be completed by 60 calendar days after signing of the contract.

7. Contact person

Razia Sultana Luna, Head of People and Organisational Development (HPOD), WaterAid Bangladesh (cell ph # 01713-063801), is the contact person on behalf of WAB.

8. Payment of fees

After submission and acceptance of the revised HR Policy Manual.

50% after submission of first draft

50% after submission of final deliverables.