

REQUEST FOR PROPOSAL (RFP)

Consultancy services for developing the draft National Policy for Public Toilet Construction, Operation and Management

06 January 2021

The contact person for this assignment is Partha Hefaz Shaikh (parthashaikh@wateraid.org) to answer queries by **14 January 2021**.

Proposal Submission Date: **21 January 2021**

Interested consultant/consulting/research firms are requested to submit a technical and a financial proposal through email at WaterAid-Tender-TA@wateraid.org with Subject line: **Consultancy on NPPTCOM**



WaterAid Bangladesh

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SECTION - 1 (INFORMATION TO ORGANISATIONS)

- 1. Introduction**
- 1.1 The consulting firm or consultant(s) are invited to submit a profile of the organization/individual and a financial proposal.
- 1.2 Costs for preparing the proposal and of negotiating the contract are non-reimbursable.
- 1.3 consulting firm or consultant(s) should observe the highest standard of ethics during the selection process and implementation of contracts. The attempt of any consulting firm or consultant(s) to influence the internal WaterAid Bangladesh independent evaluation and selection process will automatically lead to the removal of this consulting firm or consultant(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 RFP document and also can select consulting firm or consultant(s) for providing goods and services cited in section-2 (point 5). Deliverables of this RFP are either for the entire content of the proposal or a part thereof.
- 2. Clarification and amendment of RFP documents**
- 2.1 At any time before the receipt of proposals, WaterAid Bangladesh may for any reason, whether at its own initiative or in response to a clarification requested by an invited consulting firm or consultant(s), amend the RFP. Any amendment shall be issued in writing and shall be posted and will be binding. WaterAid Bangladesh may at its discretion extend the deadline for the submission of proposals.
- 3. Preparation of proposal**
- 3.1 Consulting firm or Consultant(s) are requested to submit their proposal written in English (font-Arial, size-12). Proposals must remain valid for a minimum of 91 days after the submission date.
- Profile of the organisation (technical proposal)*
- 3.2 While preparing the Proposal, consulting firm or consultant(s) must give particular attention to the following:
- Description of the consulting firm or consultant(s) and an outline of recent experience on assignments similar to the nature of this RFP
 - It is desirable that the key professional staff who would be involved in the assignment have practical experience and an extended knowledge on the subject matter.
 - Reports or communication with WaterAid to be issued by the consulting firm or consultant(s) as part of this assignment must be in English.
- Financial Proposal*
- 3.3 In preparing the Financial Proposal, consulting firm or consultant(s) are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow Standard Forms (Section 4).
- 3.4 The Financial Proposal should clearly identify item wise summary of cost for the assignment with detail breakdown, the taxes, VAT, duties, fees, levies and other charges to be included under the applicable law. WaterAid Bangladesh will deduct VAT

and Tax at source according to the GoB rules and deposit the said amount to government treasury. An E-TIN/BIN should be attached with the financial proposal from applying consulting firm or consultant(s) end.

4. Submission, receipt and opening of proposals

- 4.1 The original proposal (Profile of the consulting firm or consultant(s) and Financial) should be submitted electronically to the email address WaterAid-Tender-TA@wateraid.org with 'Consultancy on NPPTCOM' as the subject.
- 4.2 Proposals submitted to any other e-mail account except the above will be treated as disqualified.
- 4.3 Submissions after the deadline **21 January 2021** will be treated as disqualified.
- 4.4 Attach the proposal along with all required documents with the email and put all attachments in **one zip folder** in the name of your consulting firm or consultant(s).
- 4.5 The proposal altogether should not exceed **10 pages**, and both the Profile of the consulting firm or consultant(s) (Technical Proposal) and the Financial Proposal needs to be submitted in PDF format, separately.
- 4.6 The Proposal will be reviewed by the evaluation committee and will be evaluated in line with the guidelines of WaterAid Bangladesh.

5. Proposal evaluation

Evaluation of technical proposals

- 5.1 The evaluation committee will evaluate the proposals on the basis of their responsiveness to Terms of Reference, applying the evaluation criteria and point system specified herein. Each responsive proposal will be given score. Proposal(s) will be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated below.

Technical proposal evaluation criteria

- 5.2 Evaluation Criteria, Evaluation and Ranking for Selection:
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 Profile of the consulting firm or consultant(s) and the Financial score of each evaluated proposal and then computing the relevant combined total score for each consulting firm or consultant(s).

Technical: 80

- Relevant experience: 20
- Composition of the team: 20
- Technical Proposal with detailed methodology and: 25
- Work plan and overall quality of the proposal: 15
- Financial Proposal with a detailed budget: 20

*Evaluation of
Financial
Proposals*

- 5.3.1 The evaluation committee will determine whether the Financial Proposals are complete (i.e. whether they have costed all items of the corresponding Technical Proposals). The Evaluation Committee may invalidate any proposal if it is determined that significant budgetary mistakes or omissions undermine the integrity of the proposal.
- 5.3.2 The evaluation will be based upon a Quality and Cost Based Selection (QCBS) process. A total of 20 points will be allocated for this cost part. The lowest Financial Proposal will be given highest score.

**Technical - 80 and Financial Proposal - 20
Total points from both - 100**

6. Negotiations

- 6.1 Once the proposals are evaluated, WaterAid may enter into negotiation with one or more than one consulting firm or consultant(s) for final selection.
- 6.2 Negotiations will include a discussion on the proposed methodology, performer, staffing, costing, any suggestions made by the consulting firm or consultant(s) to improve the Terms of Reference. WaterAid Bangladesh and the consulting firm or consultant(s) will then work out final terms of reference, performers, staffing, and bar diagrams indicating activities, logistics and reporting. The agreed work plan, cost and final terms of reference will then be incorporated in the contract document.
- 6.3 If negotiations fail, WaterAid Bangladesh will then invite those consulting firm or consultant(s) whose proposals received the next highest score. If none of the invited proposals led to an agreement, fresh Requests for Proposals (RFP) will be called upon.
- 6.4 WaterAid Bangladesh reserves the right to cancel the RFP at any point of time without serving any notice. Furthermore, WaterAid has its absolute discretion to suspend and disqualify any proposal or all proposals received without tendering any reason whatsoever.

**7. Award of
Contract**

The consultant/firm is expected to commence the assignment within 2 weeks of signing the agreement.

8. Confidentiality

Information relating to evaluation of proposals and recommendations concerning awards will not be disclosed to the consulting firm or consultant(s) who submitted the proposals or to other persons not officially concerned with the process, until the winning consulting firm or consultant(s) has been notified that it has been awarded the contract.

Section 2

Terms of Reference

Consultancy services for developing the draft National Policy for Public Toilet Construction, Operation and Management

1. Introduction

With a consistent and strong GDP growth of 8.13% Bangladesh is going to be a middle-income country by 2021. With the backdrop of increasing household consumption over the last few decades, Bangladesh has made considerable progress to help people gain access to improved water supply and sanitation services. According to Joint Monitoring Program (JMP) 2019, open defecation is <1%. But from the reports, documents and study of different organizations and news both of electronic and print media, it has been seen that the state of public sanitation is not good due to inadequate number of public toilets and lack of basic facilities in existing public toilets as these are not accessible to Persons with Disability (PWD), no proper hand washing facility, no running water in toilet and even most of the toilets are not women/girl friendly. Besides the lack of infrastructure, poor operation and maintenance has been the core issue to make the existing public toilet unusable. There are couple of reasons for poor operation and maintenances, one is leasing out of existing public toilets instead of aiming to provide service and the other is that human center services have not been considered.

In addition, Bangladesh has one of the highest population densities in the world (1,125 per sq km) and has been rapidly urbanizing, eventually movement of both male and female population has been increasing in public places for meeting their daily needs for official, business and personal purposes. So, demand of public toilets with required facilities and good operation has been increasing for meeting their unavoidable biological demand and for ensuring good public health related to sanitation and hygiene.

In general, local governments i.e city corporation, municipality and union parishad construct and look after the public toilets as mandated by the local government acts. Besides, local government act, local government division is the custodian of National Water Supply and Sanitation policy; National Sanitation Strategy and have an important oversight role in issues related to public toilets.

Besides these organizations, Fuel/Gas Filling Stations (generally called petrol/CNG pumps) are also constructing public toilets as regulated by Energy and Mineral Resources Division, Ministry of Power, Energy and Mineral Resources. In addition, NGOs (i.e WaterAid) are working with public toilet for ensuring the better facilities and services aiming to creating good example in terms of operation and maintenance and better facilities to motivate and influence other organizations.

In reality addressing the demand for public toilet and ensuring its proper management is still to be realized as there is a policy gap and the roles and responsibilities regarding public toilet in the existing policy and strategy has not been clearly defined and also challenges (i.e. unavailability of land, directive for design and proper coordination) has not been addressed.

Therefore, either the existing policy needs to be updated or a new policy needs to be developed for public toilet which would be consistent and aligned with the current realities and addressing the progress of Sector Development Plan (FY 2011-25) for public sanitation under Water Supply and Sanitation Sector in Bangladesh. Reviewing the implementation status, identifying the emerging and perennial challenges and strengthening the coordination

and monitoring system in the sector is also a dire need to meet the reporting needs against SDG 6 targets. Considering these facts and needs, all WASH sector stakeholders unanimously agree that a policy for public toilet construction, operation and maintenance needs to be formulated.

Much has been learned through efforts of the several meetings among sectoral professionals and there is now enough evidence to guide such efforts, identify and prioritize bottlenecks and design relevant policy. Recently, Local Government Division, Ministry of Local Government, Rural Development and Cooperatives has taken the decision to formulate the National Policy for Public Toilet Construction, Operation and Management, and in this regard, they have also formed the working committee. The Working Committee has entrusted WaterAid Bangladesh the role to coordinate the development of the draft Policy for Public Toilet Construction, Operation and Management.

2. Objective of ToR

WaterAid Bangladesh is seeking proposal from consulting firm/ individual consultant(s) for consultancy service for developing the draft National Policy for Public Toilet Construction, Operation and Management. The draft policy should address the need of women/girls, Persons with Disability and aged people.

Consulting Firm/ Consultant(s) will review existing local government acts and all policies, strategies and guidelines regarding sanitation and water supply for finding the key definitions, scopes, detailed policy principles, institutional arrangements and policy implementation in alignment with indicators, parameters, strategies and monitoring requirements of SDG 6 and global strategic shifts in WASH sector to ensure that no one is left behind in public sanitation.

3. Scope of Work

The scope of work of the consultancy service under this ToR shall include, but not necessarily be limited to the review the acts, strategies and policies on Water, Sanitation and Hygiene (WASH) in Bangladesh. The consultancy services will gather the information from relevant documents of GoB and different organizations who are engaged in public toilet. Draft policy will be reviewed through receiving feedback and recommendations from local governments, local government division and its technical agencies, NGOs, private organizations, research institutes to make it relevant and effective.

- a) Review of the existing policies and strategies of water supply and sanitation and find out the policy gaps regarding to Public toilet and find out the key areas promoting to formulate the draft policy on public toilet construction, operation and management.
- b) Review the circulars, policy(s) and strategy(s) regarding public sanitation under the Ministry of Power, Energy and Mineral Resources.
- c) Identify the gaps in public toilet related issues which needs to be address and updated to align with safely managed criteria to ensure quality safe water and sanitation services for everyone for achieving SDG 6.
- d) Go through the National Action Plan for achieving SDG 6.
- e) Review the implementation plan for public sanitation aligning with 7th and 8th Five Year Plan and SDG Implementation Plan of Government of Bangladesh.
- f) Identify policy linkages addressing the interlinked nature of the SDG Goal 6 and advance a better understanding of cross-sectoral work and the interrelatedness of the goals and targets to promote cross sectional collaboration.
- g) Review scope of finding out relationship with water-sanitation and human rights and reflect in policy to address 'leave no one behind' agenda.

- h) Prepare a roadmap in the draft policy with implementation guideline and monitoring modalities to ensure a standard public toilet construction, operation and management.
- i) Suggest an indicative self-sustaining public toilet business model which covers operation, management, upgradation of services in line with the standard public toilet construction, operation and management modality including necessary hygiene related issues.
- j) Review the relevant documents for the assignment, but not limited to are listed below:
 - i. Local government act 2009 and revised 2011
 - ii. Circular of energy and mineral resources division for toilet facility at filling station
 - iii. Newly revised National Strategy for Water Supply and Sanitation 2019 (draft) to be finalise in next meeting of the National Forum for Water Supply and Sanitation
 - iv. Sector Development Plan (SDP) for Water Supply and Sanitation Sector in Bangladesh (FY 2011-25) published by Local Government Division, Ministry of Local Government, Rural Development and Cooperatives, Government of the People's Republic of Bangladesh
 - v. Newly revised Pro-Poor Strategy for Water Supply and Sanitation Sector in Bangladesh, August 2019 (draft)
 - vi. Handbook on Mapping of Ministries by Targets in the implementation of SDGs aligning with 7th Five Year Plan (2016-20) published by General Economics Division (GED), Bangladesh Planning Commission
 - vii. SDG Financing Strategy: Bangladesh Perspectives, General Economics Division (GED), Bangladesh Planning Commission
 - viii. Data Gap Analysis for Sustainable Development Goals (SDGs): Bangladesh Perspective, published by General Economics Division (GED), Bangladesh Planning Commission
 - ix. Monitoring and Evaluation Framework of Sustainable Development Goals (SDGs): Bangladesh Perspective, published by General Economics Division, Bangladesh Planning Commission
 - x. টেকসই উন্নয়ন, অভীষ্ট, লক্ষ্যমাত্রা, ও সূচকসমূহ, (মূল ইংরেজি থেকে বাংলায় অনূদিত), published by General Economics Division, Bangladesh Planning Commission
 - xi. Institutional and Regulatory Framework of Fecal Sludge Management, published by Policy Support Branch of LGD
 - xii. Water Quality Surveillance Guideline of DPHE
 - xiii. Environment Conservation Rules for Drinking Water 1999, Ministry of Environment and Forest, Government of the People's Republic of Bangladesh.
- k) Necessary meetings/consultation/discussions with the relevant stakeholders and the 'Working Committee' at national level on the draft policy for their inputs and comments.
- l) Finalize the policy through above mention reviewing, updating, refining and sharing with key stakeholders and working committee formed to coordinate this action.
- m) The Consulting Firm or Consultant(s) shall share the final version with the 'Working Committee' for review and finalise the policy incorporating inputs of the 'Working Committee'.
- n) The Consulting Firm or Consultant(s) will prepare a presentation based on the final (draft) policy.

4. Methodology of the assignment

- a) Considering the scope of work and other related requirements, stated in the ToR, the consulting firm or consultant(s) will prepare a detailed methodology and execution plan for this assignment.

- b) After signing the agreement, the selected Consulting Firm or Consultant(s) will present their detail methodology and execution plan to the 'Working Committee'. 'Working Committee' will provide necessary advice and recommendation for further amendment of methodologies and execution plan (if needed).
- c) After reviewing all the required documents and necessary discussion with relevant stakeholders and the 'Working Committee', the Consulting Firm or Consultant(s) will develop and present the draft version of 'Policy of Public toilet construction, operation and management' to the 'Working Committee' and stakeholders in a workshop.
- d) Accommodating the comments of the relevant stakeholders and 'Working Committee', the Consulting Firm or Consultant(s) will present and discuss in details of the draft version of 'Policy of Public toilet construction, operation and management' with 'Working Committee' to take final comments and feedback on it.
- e) During carrying out the assignment the Consulting Firm or Consultant(s) will regularly coordinate with the Working Committee/ WaterAid/assigned group and take inputs and suggestion when/where required.

5. Timeline and deliverables

- a) The duration for the assignment i.e. for developing the draft Policy of Public Toilet Construction, Operation and Management is for 12 months, after signing the contract. The timeframe has taken into consideration that revisions and approval process may take considerable time.
- b) The deliverables for the assignment include:
 - (i) Summary documentation of discussion points of various meetings and consultations done for this consultancy.
 - (ii) Draft version of 'National Policy for Public Toilet Construction and Management'.
 - (iii) Final version of 'National Policy for Public Toilet Construction and Management' incorporating the comments of the committees and reviewers.
 - (iv) Both hard copy and electronic soft copy need to be submitted by the consulting firm or consultant(s) in every phase/step to the 'Working Committee' responsible for coordinating this assignment for the purpose of Draft version of 'Policy of Public Toilet Construction, Operation and Management.

6. Qualification requirements

- a) The Consulting Firm or Consultant(s) should have experience in formulation of national policies, strategies, plan of actions and development planning, preferably in the water supply and sanitation sector. Having similar type of experience with WASH sector stakeholders will be considered as an added advantage.
- b) It is expected that a team of consultant(s) may be formed to complete the assignment/consultancy, where one of the consultant would have the understanding, knowledge of writing/developing and approval process of policies of GoB especially in WASH sector and the other would have the capacity, knowledge and skills to understand the technical aspect of construction, operation and management of public toilets.
- c) The key personnel of Consulting Firm or Consultant(s) required minimum Post Graduate Degree/ or its equivalent in Civil/Water Resource/Environment/Public Health/Sanitary Engineering with adequate knowledge on geo-socio-economic and political context of the country.
- d) The key personnel of Consulting Firm or Consultant(s) should need to have more than 15 years working experience on Water Supply and Sanitation systems and technologies, IWRM, Environment and related issues with project, programme, policies and guideline formulation background.

- e) Have expertise on reviewing and updating Water Supply and Sanitation Sector policies/strategies and in the overall formulation and identification of strategies, programs, activities and projects pertaining to WASH.
- f) Consultants having a good understanding, knowledge and expertise on developing business and management models of public utility services will be an added advantage.
- g) Need to manage relationships with concerned departments/units as well as with other stakeholders including GoB, non-government organizations, academia etc.

7. Contents of the proposal

The interested consulting firm or consultant(s) shall submit the proposal to execute the assigned task and the proposal must contain the following:

- Comments / Understanding of the TOR
- Detailed methodology to address the objectives of the assessment
- Detailed work plan
- Brief CV of proposed person(s) having relevant qualification and experiences.
- Organizational profile mentioning relevant experience (if applicable)

8. Evaluation method

- a) 'Working Committee' formed by Local Government Division/or WaterAid, for the purpose of revising and updating the policy, responsible for coordinating this assignment will process of selection of Consulting Firm or Consultant(s) on behalf of the Working Committee formed for this.
- b) Expressions of Interest (EOI) with detail execution plan and proposed budget by the Consulting Firm or Consultant will be the main considerations for final selection.

9. Legal obligation

- a) The output of the consultancy work would be considered the property of Local Government Division (LGD), Ministry of Local Government, Rural Development and Cooperatives. The Consulting Firm or Consultant(s) will not be authorized to use the document or part of the documents without permission of the LGD.
- b) Consulting Firm or Consultant(s) need to pay tax and VAT as per government policy.

10. Contact person

The focal person for this assignment will be Partha Hefaz Shaikh, Director, Policy and Advocacy, WaterAid Bangladesh, E-mail: parthashaikh@wateraid.org. For any queries on the ToR, please send email to this address. All the queries will be answered via email.

However, if needed the Honourable Chairperson, National Working Committee, formed for the development of this national policy will also be consulted.

11. Proposal Submission General Terms and Conditions

- i. Submission of technical and financial proposal by 5.00pm on 21 January 2021 via email at WaterAid-Tender-TA@wateraid.org. Any proposals in any other email will be treated as disqualified.
- ii. Technical proposal should state the similar experience of previous works.
- iii. Financial quotation should include validity of quotation: price validity is mandatory and should be mentioned in quotation.

- iv. VAT and Tax shall be deducted at source as per Government rules; please mention whether the price is inclusive of VAT and TAX or not.
- v. WaterAid reserves the right to accept or reject in part or full/one or all quotations without assigning any reason whatsoever.

SECTION - 3 (TECHNICAL PROPOSAL SUBMISSION FORM)

- 3A. Forwarding letter format
- 3B. Organisation profile / Individual Profile
- 3C. Experience working with the development sector and government with work examples
- 3D. Client list currently the organisation is working in retainership with
- 3E. Dedicated team profile

3A. FORWARDING LETTER FORMAT

(Please use letterhead pad)

[*Location, Date*]

To
The Country Director
WaterAid Bangladesh
House 97/B, Road 25, Block A
Banani, Dhaka 1213

Dear Madam:

We the undersigned are offering to provide the following assignment in accordance with your Request for Proposal (RFP) dated [*Date*] on 'Consultancy services for developing the draft National Policy for Public Toilet Construction, Operation and Management'.

We are hereby submitting our proposal, which includes this Technical Proposal, and a Financial Proposal.

If negotiations are held during the period of validity of the proposal, i.e., before [*Date*] we undertake to negotiate on the basis of the proposed staff. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

We understand you are not bound to accept any proposal you receive.

Yours sincerely,

Authorised Signature:
Name:
Title:
Name of Organisation:
Address:

3B. INDIVIDUAL PROFILE

Please attach portfolio and other relevant documents

3C. EXPERIENCE WORKING WITH THE DEVELOPMENT SECTOR AND GOVERNMENT WITH WORK EXAMPLES

Relevant Services Carried Out in the Last Three Years That Best Illustrate Qualifications

Using the format below, please provide maximum 10 examples for which your organisation, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

Name of the assignment	Digital link (if available)	Client name with contact details	Contract value in Taka

3D. CLIENT LIST

Name of the assignment(s)	Client name with contact details	Number of year(s) working

3E. PROFILE

3F. PROPOSED WORK PLAN

SECTION 4. (FINANCIAL PROPOSAL SUBMISSION FORM)

4A. Forwarding Letter format

4B. Summary of budget/costs, including narratives

The format for 4A is provided in the following page. The format for 4B is expected to be prepared by the organisation, however with guidance provided below.

4A. FINANCIAL PROPOSAL FORWARDING LETTER FORMAT

(Please use letterhead pad)

[*Location, Date*]

To
The Country Director
WaterAid Bangladesh
House 97/B, Road 25, Block A
Banani, Dhaka 1213

Dear Sir:

We the undersigned are offering to provide the following assignments/services and/or goods in accordance with your Request for Proposal (RFP) dated [*Date*]. Our attached Financial Proposal is for the sum of Taka [*Amount in words and figures*] for 'Consultancy services for developing the draft National Policy for Public Toilet Construction, Operation and Management'.

Our retainership fee for providing media management services to WaterAid Bangladesh is Taka [*Amount in words and figures*] per month for the agreement period and is inclusive of VAT and taxes; we understand that VAT and taxes will be determined as per applicable law and will be deducted at source while making payments.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract Negotiations, up to expiration of the validity period of the Proposal, i.e., [*Date*].

We understand you are not bound to accept any proposal you receive.

Yours sincerely,

Authorized Signature:
Name:
Title:
Name of Organisation:
Address:

FOR 4B:

- The fee per day to WaterAid should be broken down into services the organisation shall be receiving from the individual.
- Apart from the activities mentioned in this ToR, the individual is expected to list any other/additional services WaterAid shall be receiving under this agreement.
- Kindly also state additional costs for services that don't fall under the ToR.
