23 November 2022

REQUEST FOR PROPOSAL (RFP)

Baseline study in five selected cities in the purview of Citywide Inclusive Sanitation (CWIS) framework

Proposal submission deadline: 11 December 2022

Interested teams of consultants/consulting/research firms are requested to submit a technical and financial proposal through email at WaterAid-Tender-TA@wateraid.org

The focal person for this assignment is Mr Md Tahmidul Islam (tahmidulislam@wateraid.org) to answer queries. There is a pre-bid meeting scheduled on 30 November 2022 at WaterAid office; if you are interested to join please communicate.

CWIS-FSM Support Cell

Department of Public Health Engineering (DPHE)

DPHE Bhaban, 14, Shaheed Captain Monsur Ali Sarani, Kakrail, Dhaka 1000

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SECTION 1: INFORMATION TO CONSULTANTS/CONSULTING/RESEARCH FIRM(S)

1. Introduction

1.1 The eligible team of consultants/consulting/research firm(s) with the required qualifications and experience are invited to submit a proposal.

1.2 Costs for preparing the proposal and/or negotiation meeting are non-reimbursable.

1.3 The team of consultants/consulting/research firms is expected to follow the 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 the proposal's cancellation from the subsequent process.

1.5 Any misrepresentation of facts, including the facts on professional /institutional capacity, will also lead to the cancellation of the proposal.

1.6 WaterAid Bangladesh reserves the right to amend and modify this RFP document. Also, to select a team of consultants/ consulting/ research firm(s) for providing selected goods and services cited in section 2 (article-5) as deliverables of this RFP, 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 receiving proposals, WaterAid Bangladesh may amend the RFP for any reason, whether at its own initiative or in response to a clarification requested by an invited consultant/consulting/research firm(s). Any amendment shall be issued in writing and shall be posted, and will be binding. In addition, WaterAid Bangladesh may, at its discretion, extend the deadline for the submission of proposals.

3. Preparation of proposal

3.1 A team of consultants/consulting/research firm(s) is requested to submit their proposals in English (font-Arial, size 11). Proposals must remain valid for a minimum of 90 days after submission.

Technical proposal

3.2 The technical proposal from a team of consultants/consulting/ research firm(s) must give particular attention to the following:

- Understanding of the Terms of Reference (TOR)
- Detailed methodology and work plan to address the objectives of the assignment
- CV of proposed key person(s); the key professional staff who would be involved in the assignment should have practical experience and extended knowledge of the subject matter, having relevant qualifications and experiences
- Organisational/individual profile with an outline of recent experience on assignments similar to the nature of this RFP

Financial proposal

3.3 The financial proposal from a team of consultants/consulting/ research firm(s) is expected to consider the requirements for accomplishing the deliverables specified in section 2 (article-5) and conditions outlined in the RFP documents.

3.4 The maximum quotation price is BDT 30,00,000 (Thirty lacs Bangladeshi Taka) inclusive of VAT and Income Tax. Quotations above this ceiling will be disqualified.

3.5 Provide a justified financial proposal consistent with the technical proposal, which mentions an item-wise cost summary for the assignment with a detailed breakdown of the taxes, VAT, duties, fees, levies, and other charges to be included under the applicable law. In addition, the financial proposal should be attached with a copy of the VAT registration certificate, including BIN, TIN certificate, and bank account details.

3.6 WaterAid Bangladesh will deduct VAT and Income Tax at source according to the GoB rules and deposit the said amount to the government treasury.

4. Submission of proposals

4.1 The technical and financial proposals should be submitted electronically to the following email address WaterAid-Tender-TA@wateraid.org with the '**Baseline for CWIS cities'** subject.

4.2 Proposals submitted to any other email account except the above will be treated as disqualified.

4.3 Submissions after the **deadline of 11 December 2022** will be treated as disqualified.

4.4 Two different files (PDF) should be generated for technical and financial proposals, and both files should be submitted into one zip folder. Please name the zip folder in the name of your organisation/individual.

4.5 The proposal (technical and financial) should not exceed 25 pages, including CVs and organisational/individual profiles.

5. Proposal evaluation

5.1 The evaluation committee will evaluate the proposals based on their responsiveness to TOR and apply the evaluation criteria and point system specified herein. Each responsive proposal will be given a score. Proposal(s) will be rejected at this stage if it does not respond to important aspects of the TOR.

5.2 The final selection will follow quality and cost-based selection (QCBS). This will be done by applying a weight of 0.80 (or 80 percent) and 0.20 (or 20 percent), respectively, to the technical and financial score of each evaluated proposal and then computing the relevant combined total score for each consultant/consulting/research firm(s).

- Technical proposal: 80
    - Technical proposal with detailed methodology: 30
    - Composition of the team: 15
    - Relevant work experience: 20
    - Work plan and overall quality of the proposal: 15
- Financial proposal with a detailed breakdown: 20

5.3 The evaluation committee will determine whether the proposals are complete or not. The committee may invalidate any proposal

if it is determined that significant budgetary mistakes or omissions undermine the integrity of the proposal.

6. Pre-bid meeting

6.1 There will a **pre-bid meeting on 30 November 2022** at WaterAid office to brief the objectives of the assignment and answer related queries, if you are interested to join please communicate. However, consultants/consulting/research firm(s) are encouraged to send their queries via email **on or before 04 November 2022.** The focal person/nominated personnel will answer the relevant/appropriate queries **on or before 16:00 Bangladesh time on 05 December 2022.**

7. Presentation and negotiation

7.1 Once the proposals are evaluated, WaterAid will request the team of consultants/consulting/research firm(s) with valid and complete proposals for a presentation within a week of the submission deadline.

7.2 WaterAid may negotiate with one or more bidders before final selection. If negotiations fail, WaterAid Bangladesh will then invite those organisations/individuals whose proposals received the next highest score. If none of the invited proposals led to an agreement, a new RFP would be called upon.

7.3 The presentation and negotiations may include discussing the proposed methodology, work plan, staffing, costing, or any suggestions for the participating bid organisation(s) to improve the terms of reference.

7.4 WaterAid Bangladesh and the contracted consultant/consulting/ research firm(s) may revise the TOR, which should be reflected in the final contract document.

8. Awarding of the contract

8.1 The team of consultants/consulting/research firm(s) is expected to sign the final contract document within a week of selection and commence the assignment within two weeks.

9. Penalty clause

9.1 The team of consultants/consulting/research firm(s) is expected to deliver the required outputs within the stipulated timeframe to maintain quality. Suppose for any reason, the consultant/ consulting/research firm(s) fails to deliver the required deliverables within the stipulated time. In that case, the consultant/consulting/research firm(s) needs to inform WaterAid in time with a valid and acceptable explanation in writing. Failing to do this may evoke a penalty clause of 0.5% for each day of delay.

10. Confidentiality

10.1 Information relating to the evaluation of proposals and recommendations concerning awards will not be disclosed to the organisations who submitted the proposals or to other persons not officially concerned with the process until the winner has been notified of the award of the contract.

11. Focal person

11.1 Mr Md Tahmidul Islam
Technical Advisor – WASH
WaterAid Bangladesh

Can be reached directly at: tahmidulislam@wateraid.org

SECTION 2: TERMS OF REFERENCE

1. Background

Bangladesh is one of the pioneering countries promoting sanitation since the Millennium Development Goals (MDG) era. The country is developing strategies and action-taking for attaining targets of the Sustainable Development Goals (SDG). The Joint Monitoring Programme (JMP) progress report of 2021 jointly published by the World Health Organisation (WHO) and UNICEF reflects that Bangladesh is an open defecation free country. However, the basic sanitation and safely managed sanitation coverage at household level are 16% and 39% respectively.

Urban areas are getting overpopulated due to natural population growth and high rate of migration towards cities and towns. In addition to that, lack of adequate infrastructures, insufficient human resources, and lack of proper technical and financial support are key constraint in ensuring safely managed sanitation services for all. Consequently, municipal authorities (*Paurashava*) of those areas are unable to provide adequate sanitation services for their citizens and posing threat in the attainment of SDG 6 targets within 2030.

To ensure safe, equitable, and sustainable sanitation for everyone, paying special attention to the needs of the poor, the marginalised, and women and girls, WaterAid promotes **Citywide Inclusive Sanitation (CWIS)**[1] approach, which is a public service approach for planning and implementing urban sanitation systems to achieve outcomes of Sustainable Development Goal (SDG) 6. CWIS focuses on how a city's service delivery system functions, which is influenced by national/ local level policy/ legal/ institution. It establishes sanitation as a public service without marginalising the role of the private sector.

To accelerate actions toward CWIS approach, WaterAid launched the project titled 'National and Bilateral WASH Advocacy (NaBWASHA)' funded by Bill and Melinda Gates Foundation (BMGF). WaterAid along with Municipal Association of Bangladesh (MAB), Citywide Inclusive Sanitation-Faecal Sludge Management (CWIS-FSM) Support Cell of Department of Public Health Engineering (DPHE), and International Training Network Centre of Bangladesh University of Engineering and Technology (ITN-BUET) will focus on internalising system functions of responsibility, accountability, and resource planning, building local capacities and ensuring core service outcomes of safety, equity, and sustainability to bring CWIS solutions to municipalities in Bangladesh. This will require generating political will among the relevant government agencies in Bangladesh to institutionalise CWIS in local government policy and structures. WaterAid Bangladesh with its key collaborators will continue to support the government in building necessary research and data to understand progress and shortcomings on sanitation, increased and better targeting of resources in the sector and appropriate integration of SDG 6.2, CWIS measures, gender considerations and other relevant issues. WaterAid would like to have a clear picture on FSM issues such as the conditions of on-stie sanitation systems (OSS), emptying and transport of sludge from septic tanks/pits, and the Faecal sludge Treatment Plant (FSTP), conditions of the waste and sanitation workers, involvement of the local communities in FSM process as well as gender perspectives in the FSM process for selected cities.

In light of this, WaterAid intends to commission a study to assess the baseline situation at five cities/municipalities to investigate and identify all critical aspects of FSM in five selected cities in the purview of CWIS framework. Furthermore, the study will assess city's capacity and the identify challenges they face in providing citywide sanitation services.

[1] https://s3.amazonaws.com/resources.cwis.com/learning/201/CWISMeasurementNote2021Julyv3.pdf

2. Objectives

The overall goal of this baseline study is to understand the current situation of the sanitation value chain with a focus on faecal sludge management (FSM) and to generate a solid foundation of evidence with regard to CWIS indicators *(as mentioned in annex, Table-2)* of the five selected areas under the NaBWASHA project. It will also help to generate baseline value as a benchmark for indicators set towards adopting CWIS.

To prepare a sanitation plan for the municipality it is required to understand current practices of FSM which includes types of containments, mode of emptying and transportation, treatment and/or reuse, and volume of sludge generation etc. The consultant/consulting/research firms are expected to develop **Excreta flow diagram (SFD)**[1] to present the status of safely managed sanitation of the municipality**.** Along with developing SFDs, the consultant/consulting/research firms are also required to assess the enabling environment of the municipality by using the tool '**City Service Delivery Assessment (CSDA)**[2]'.

To develop an integrated waste management plan, it is required to understand the current practice of solid waste management (SWM) in terms of total waste generation, collection, transportation, treatment or/and reuse. The consultant/consulting/research firms are expected to develop **Waste flow diagram (WFD)**[3] to present the flow or path of the waste in selected cities.

The consultant/consulting/research firms are also expected to conduct the '**Political Economy Analysis (PEA)**[4]' to understand how decisions related to sanitation and waste management are made by looking at the dynamic interaction between structures, institutions, and actors (stakeholders).

The data to be collected under this study will provide the government, development and implementing partners and city authorities with a baseline assessment of their preparedness towards mainstreaming CWIS. The outcome of this study is anticipated to be presented at global platform.

Specific objectives of the study are as follow:

i. Assess current practice of FSM and SWM in terms of waste generation, collection, transportation, treatment, and reuse
    a. Assess existing sanitation value chain of selected cities which includes, containments, faecal sludge generation, emptying, transportation, treatment, and re-use
    b. Assess current practice of solid waste management in terms of waste generation, collection, transportation, treatment, and re-use
ii. Assess enabling environment of the municipality to identify gaps in the capacity and resources in implementing CWIS
iii. Measure women's empowerment in terms of their participation in decisions making related to sanitation
iv. Understand institutional arrangement, regulation, and organisational structures in relation to health and safety of waste and sanitation workers and identify the challenges they are facing

[1] https://sfd.susana.org/knowledge/the-sfd-manual
[2] https://incsanprac.com/files/CSDA%20Users%20Guide.pdf
[3] https://www.giz.de/expertise/downloads/giz-waste-flow-diagram-user-manual.pdf
[4] Political Economy Analysis toolkit | WASH Matters (wateraid.org)

3. Scope of work

The team of consultant/consulting/research firm(s) will be responsible for the following activities:

- Collect primary data from all relevant stakeholders (i.e., officials of municipal authorities, inhabitants, sanitation workers, members of civil society, and other relevant stakeholders) by using a digital survey platform (using tab/mobile)
- Secondary document review which includes but not limited to relevant policy papers, strategies, and documents related to FSM and SWM
- Develop SFD and WFD, conduct PEA, and CSDA
- Organise workshop/meeting(s) to inform and engage municipal authority to conduct assessments for measuring the enabling environment
- Validate collected data and findings with the respective municipal and/or local authority(s)
- Obtain consent from the respondents during the field survey
- Provide required support (accompany/guide) to the core study team members during field trips
- Ensure safe storage and handling of survey data following the General Data Protection Regulation (GDPR)

4. Methodology

The team of consultant/consulting/research firm(s) is expected to develop baseline study reports using appropriate methods in selected areas. It is expected that, data will be collected using an online platform (e.g., Kobo toolbox). A mixed approach combining qualitative and quantitative methods is expected to be used for data collection and analysis. Primary and secondary sources of data must be gathered. Both quantitative and quantitative survey tools need to be used to collect primary data from relevant key stakeholders. Structured questionnaires are expected to be used in quantitative data collection from city dwellers, including slum households, non-slum households, municipal authorities as well as sanitation workers.

In addition, semi-structured questionnaires are expected to be used in conducting Key informant interviews (KII) with sanitation service providers, community leaders and people in charge of different aspects of sanitation in the city. Focus group discussions (FGDs) with community representatives and sanitation service providers in the area are also expected in this study. However, the team of consultant/consulting/research firm(s) may modify the proposed methodology or can suggest an appropriate approach and methodology for the study. The method and relevant instruments should be adjusted and finalised in consultation with WaterAid before implementation. The selected five cities for this assignment are shown aside (Figure 2-1).

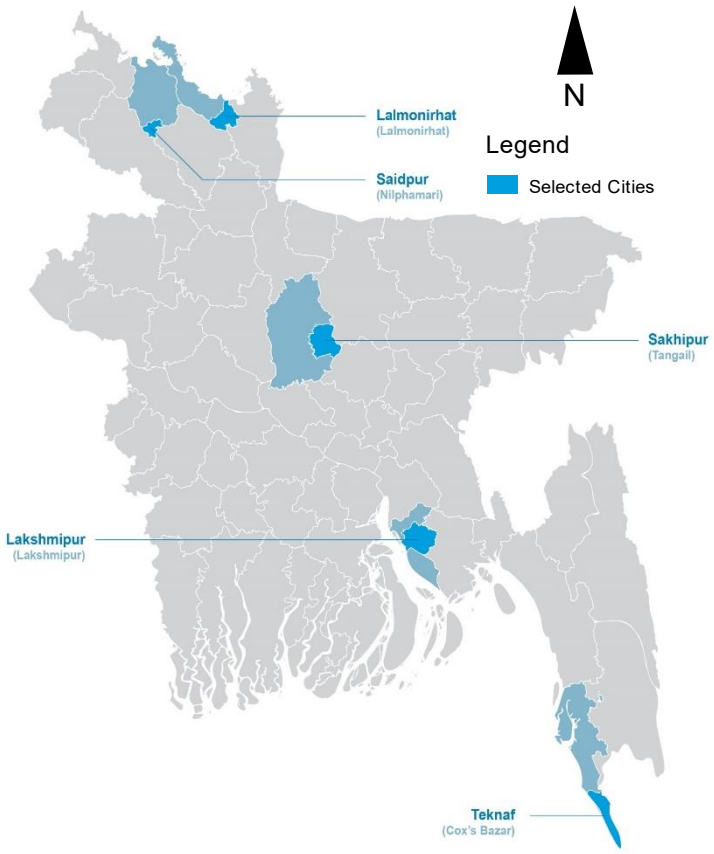


Figure 1: Selected cities for the baseline study

5. Timeframe and deliverables

The assignment should be completed **before April 2023** after signing the contract. The team of consultant/consulting/research firm(s) will submit a detailed work plan with key milestones; the work plan will be reviewed and approved by WaterAid; the team of consultant/consulting/research firm(s) is responsible to get the approval within 2 weeks of the contract signing. The draft report for one city including essential deliverables to be produced within 8th week from contract signing. WaterAid will share feedback on the first draft report within two weeks after receiving the report from team of consultant/consulting/ research firm(s) to finalise the structure of the report. The team of consultant/consulting/ research firm(s) will follow the same format for the remaining reports and share with WaterAid according to the agreed timeline. Please use following template (Table-1) for setting timeline.

Table 1: Template for timeline setting

Deliverables	Description	Timeline
1. Work Plan	• Milestone	E.g.: 1st week or 4th week of December
2. Inception Report	• Approaches and Methodology • Sampling techniques • Target respondents • Sample distribution • Field plan • Roles and responsibilities of team members	

3. Digital Survey Tools	• Quantitative Survey tools
	  ○ Face to Face interviews
	• Qualitative Survey tools
	  ○ Key informants' interviews
	  ○ Focus Group Discussion
	  ○ Observation etc.	

4. Report	• One baseline study report	
5. Report	• Four baseline study reports	
6. Presentation	• Present key findings and recommendations to WaterAid	

The consultant/consulting/research firm(s) is expected to deliver the following outputs:

- Inception report containing agreed methodology and detailed workplan
- A well-written draft and final report for baseline studies according to study objectives and containing required deliverables
- Five Excreta flow diagrams (SFD) for five municipalities [example shown in Annex, Figure-2] with lite reports[1]
- Five Waste flow diagrams (WFD) for five municipalities [example shown in Annex, Figure-5 and Figure-6]
- Results of Political-economic analysis (PEA) and assessment using CSDA tool
- All dataset, and transcriptions etc. collected and generated under this study
- Final reports incorporating the feedback of WaterAid

[1] https://www.susana.org/_resources/documents/default/3-4948-7-1648802039.pdf

6. Mode of payment

The payment will be made in the following three instalments:

Instalments	Percentage	Schedule for payment
First	40%	After acceptance of the inception report (along with the revised methodology and work plan)
Second	30%	After submission of one baseline study report
Third	30%	After submission of four baseline study reports and acceptance of the final report (along with raw data)

7. Expected competency

Interested team of consultants/consulting/research firm(s) is expected to have the following competencies and experience:

- Experience in conducting research, baselines or consultancy work
- Knowledge and proven experience in quantitative and qualitative data collection for solid waste management and/or sanitation related projects
- Networking ability to access and collect relevant stakeholders' data/information
- Proven track record of work on CWIS will get advantages
- Competent team for data collection and analysis
    - Proficiency in computing, including Microsoft Office, and the ability to organise, save, and share files
    - Ability to translate information collected into English
    - Ability to document quality field data
    - Competency in writing good-quality reports in English

SECTION 3: ANNEX

1. Key Performance Indicators

This data in terms of CWIS indicators will be used to track the progress of selected cities toward CWIS. The CWIS indicators are organized around and designed to measure the key aspects of each of the six focus areas in the CWIS Service Framework. These indicators will be used as a guide for the development of sanitation data systems at various levels. They can be used by city-level service authorities to plan interventions and improve services, by national policymakers to improve accountability and allocate resources more effectively, and by international financial institutions and donors to better understand investment outcomes and improve the design of new investments.

Table 2: KPIs for CWIS (Source: www.cwiscities.com/Dashboard/DashboardInfo#cwis)

	Equity *Services reflect fairness in distribution and prioritization of service quality, prices, and deployment of public finance/ subsidies*	**Safety** *Services safeguard customers, workers, and communities from safety and health risks—reaching everyone with safe sanitation*	**Sustainability** *Services are reliably and continually delivered based on effective management of human, financial*
Service outcome	**EQ-1:** % safely managed sanitation in low income areas ○ % wastewater (WW) contained ○ % supernatant (SN) contained ○ % FS contained ○ % FS emptied **EQ-2:** Women's participation in sanitation related matters **EQ-3:** Gender friendly PT/CT design **EQ-4:** % of sanitation workers covered by social security and health insurance	**SF-1**: % safely managed sanitation ○ % WW contained ○ % WW contained delivered to treatment ○ % SN contained ○ % FS contained ○ % FS emptied (contained + not contained) ○ % wastewater treated ○ % FS treated **SF-2**: Health and safety standards and SOPs exist to protect sanitation workers from occupational hazards, and compliance is monitored	**SS-1:** % of treated wastewater that is reused **SS-2:** % of treated biosolids that is reused **SS-3:** % of utility capital investments covered by budget line/ government transfers **SS-4:** % of O&M cost recovered for sanitation infrastructure (STPs/WWTPs, FSTPs, CT/PTs)

System function	**Responsibility** *Authority (ies) executes a clear public mandate to ensure safe, equitable, and sustainable sanitation for all.*	**Accountability** *Authorities' performance against their mandate is monitored and managed with data, transparency, and incentives.*	**Resource Planning/ Management** *Resources – human, financial, natural, assets – are effectively managed to support execution of mandate across time / space.*
	RS-1: Policy mandate for service delivery covers both sewered and non-sewered sanitation across the entire sanitation service chain o Mandate has no exclusions ○ Mandate is explicitly pro-poor ○ Mandate is gender intentional and inclusive of vulnerable groups	**AC-1:** Service authority performance is monitored externally with clear KPIs and targets **AC-2:** Performance data is sufficiently collected and reported, representative, and transparent **AC-3:** Incentives and/or penalties tied to performance exist for sanitation service authority	**RPM-1:** Clear financing framework **RPM-2**: Staff are in place and capable to execute mandate **RPM-3:** Quality of investment decision-making **RPM-4:** Integrated citywide sanitation plan

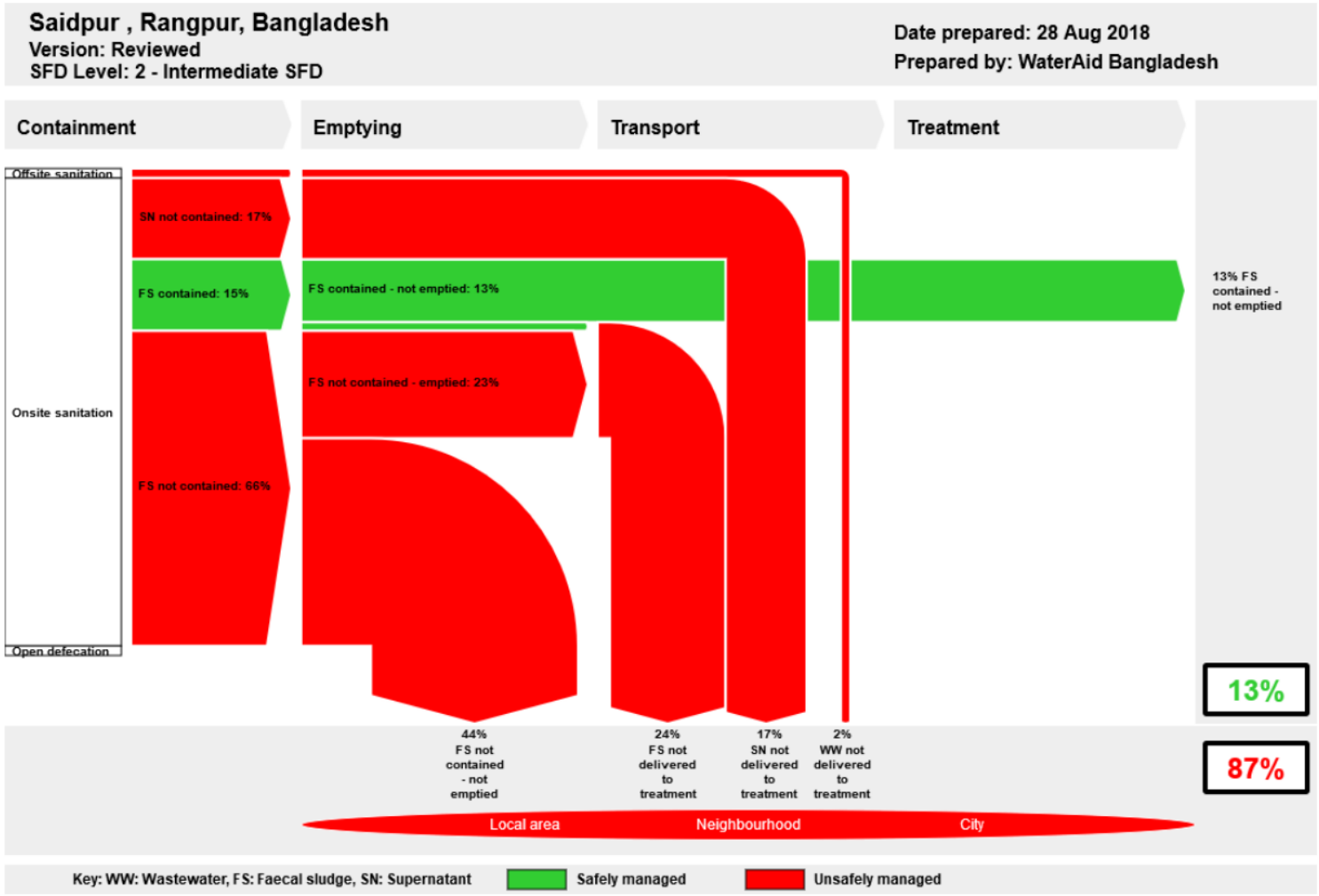
2. CWIS Service Framework

The consultant/consulting/research firms are expected to use the CWIS service framework consisting of three core outcomes and three core functions while developing the methodology and digital survey tools. The core CWIS outcomes of Equity, Safety, and Sustainability are closely correlated with various SDGs. These outcomes can only be achieved through a service delivery system that demonstrates the core CWIS functions of Responsibility, Accountability, and Resource Planning and Management. The table below presents the definition of each of the CWIS outcomes and functions as well as their mapping to the SDGs.

Table 3: CWIS Service Framework (Source: www.cwiscities.com)

	EQUITY	**SAFETY**	**SUSTAINABILITY**
CORE CWIS OUTCOMES	Services reflect fairness in distribution and prioritization of service quality, prices, and deployment of public finance/ subsidies.	Services safeguard customers, workers, and communities from safety and health risks—reaching *everyone* with safe sanitation.	Services are reliably and continually delivered based on effective management of human, financial and natural resources.
	RESPONSIBILITY	**ACCOUNTABILITY**	**RESOURCE PLANNING AND MANAGEMENT**
CORE CWIS FUNCTIONS	Authority(ies) executes a clear public mandate to ensure safe, equitable, and sustainable sanitation for all.	Authorities' performance against their mandate is monitored and managed with data, transparency and incentives.	Resources—human, financial, natural, assets—are effectively managed to support execution of mandate across time/space.

3. Example of excreta flow diagram (SFD)



Produced with support from the SFD Promotion Initiative with funding from the Bill & Melinda Gates Foundation.
The SFD Promotion Initiative recommends that this graphic is read in conjunction with the city's SFD Report which is available at: sfd.susana.org

Figure 2: SFD of Saidpur Municipality

4. Example of city service delivery assessment (CSDA) output diagram

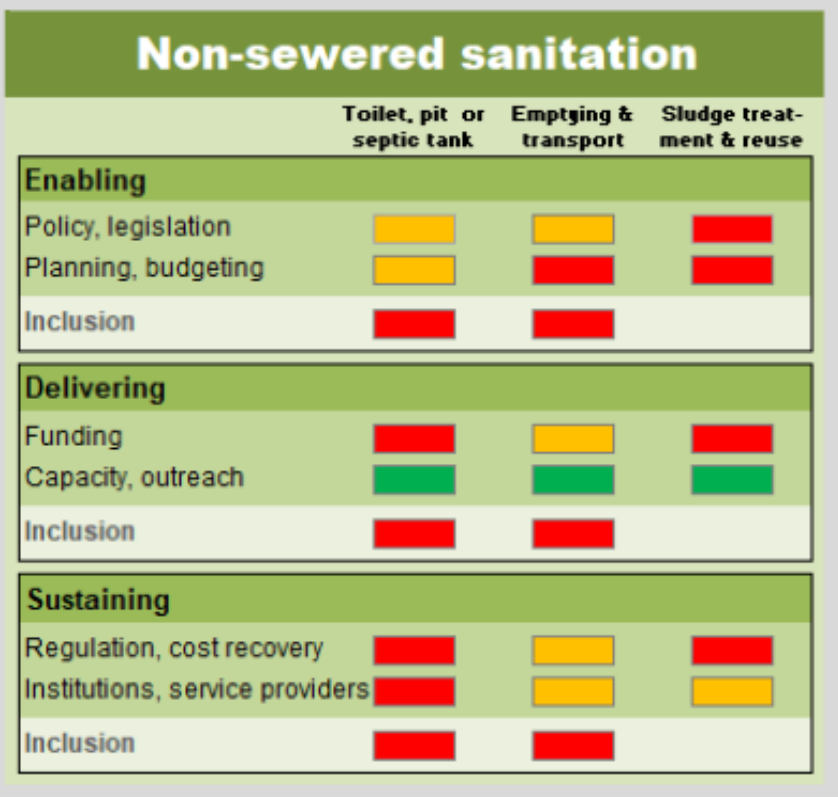


Figure 3: Sample output diagram from CSDA

5. Example of political economy analysis (PEA)

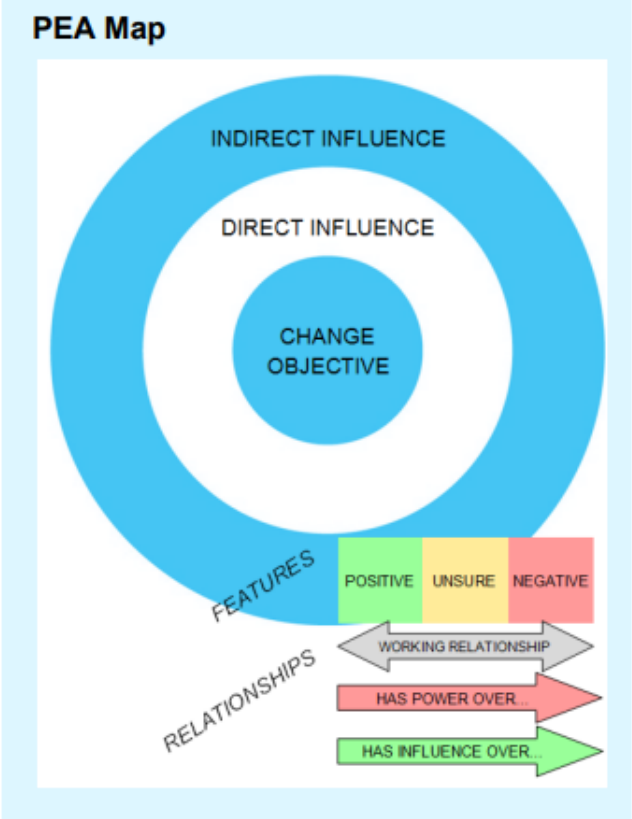


Figure 4: Sample PEA map

6. Example of solid waste life cycle

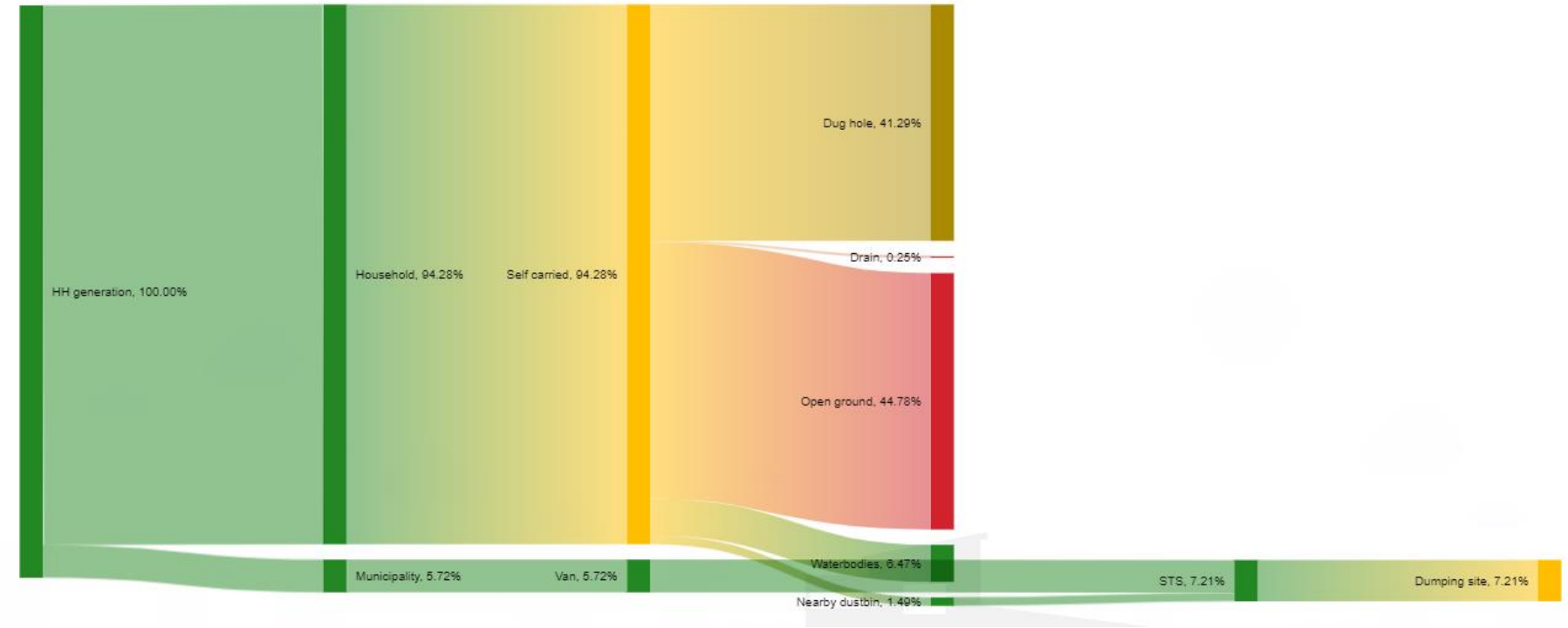


Figure 5: Sample diagram for solid waste life cycle

7. Example of waste flow diagram (WFD)

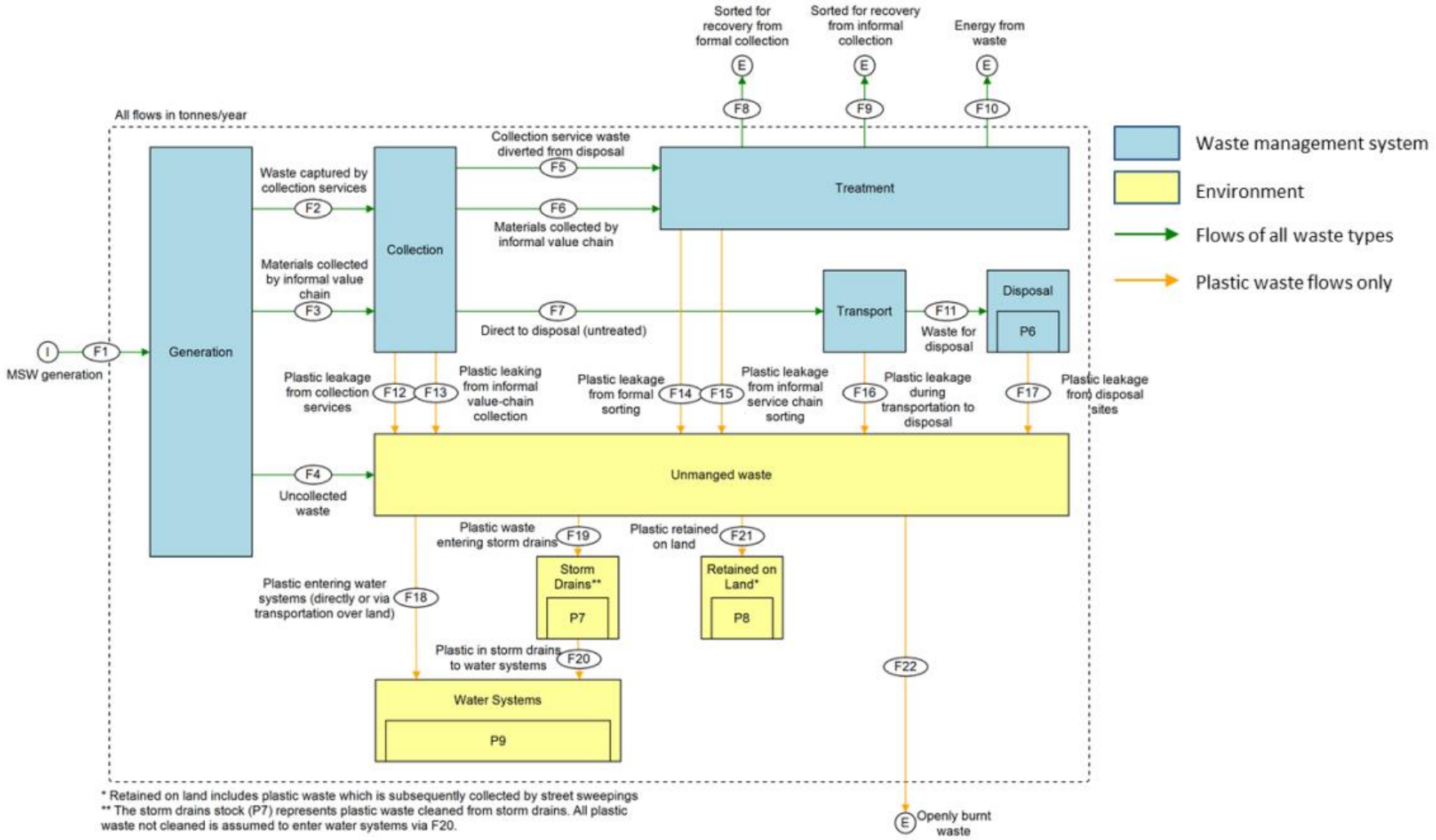


Figure 6: Sample waste flow diagram