

REQUEST FOR PROPOSAL (RFP)

on

Comprehensive module for government official training on HH4A (Hand Hygiene for All) developed and endorsed by stakeholder (LGD, WAB & UNICEF)

Key Dates:

RFP Circulation	19 September 21
Clarifications	24 September 21 via email to nurullahawal@wateraid.org
Submission deadlines	28 Sept 2021 email only to WaterAid-Tender-TA@wateraid.org



Country Office | House 97/B, Road 25, Block A | Banani, Dhaka 1213
Tel: +88 02 58815757, Fax: +88 02 9882577

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SECTION - 1 (INFORMATION TO ORGANISATIONS)

- 1. Introduction**
- 1.1 The organisations are invited to submit a profile of the organisation and a financial proposal.
- 1.2 Costs for preparing the proposal and of negotiating the contract are non-reimbursable.
- 1.3 Organisations should observe the highest standard of ethics during the selection process and implementation of contracts. The attempt of any organisation to influence the internal WaterAid Bangladesh independent evaluation and selection process will automatically lead to the removal of this organisation'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 organisation(s) for providing goods and services cited in section-2 (point 6). 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 organisation, 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 Organisations 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, organisations must give particular attention to the following:
- Description of the organisation and an outline of recent experience on assignments of a similar nature using the format as placed in the annexure.
 - 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 organisation(s) as part of this assignment must be in English.
- Financial Proposal*
- 3.3 In preparing the Financial Proposal, organisations 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 organisation's end.

4. Submission, receipt and opening of proposals

- 4.1 The original proposal (Profile of the Organisation and Financial) should be submitted electronically to the email address WaterAid-Tender-TA@wateraid.org with '**Module for government officials on HH4A**' 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 **28 September 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 organisation.
- 4.5 The proposal altogether should not exceed 10 pages, and both the Profile of the Organisation (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 Organisation and the Financial score of each evaluated proposal and then computing the relevant combined total score for each organisation.

Technical: 80

- Organization profile: 10
- Experience working with government officials: 15
- Innovative and government officials focused capacity building experience: 25
- Team expertise and staff competence: 20
- Work plan for the assignment: 10

- 5.3.1 The evaluation committee will determine whether the Financial Proposals are complete (i.e. whether they have costed all items

*Evaluation of
Financial
Proposals*

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 organisation for final selection.
- 6.2 Negotiations will include a discussion on the proposed methodology, performer, staffing, costing, any suggestions made by the organisation(s) to improve the Terms of Reference. WaterAid Bangladesh and the organisation(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 organisation(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 organisation is expected to commence the assignment immediately after signing the agreement and deliver the final work within the stipulated Timeline as mentioned in ToR.

8. Confidentiality

Information relating to 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 winning organisation has been notified that it has been awarded the contract.

Comprehensive module for government officials training on HH4A (Hand Hygiene for All) developed and endorsed by stakeholder (LGD, WAB & UNICEF) and implement the training

1. Introduction to the project

Sixty-one million people – 36 per cent of the Bangladesh population – do not have a place in their homes to wash their hands with water and soap. The COVID-19 pandemic is a stark reminder that one of the most effective ways to stop the spread of a virus is also one of the simplest: hand hygiene. It not only protects us from contracting the disease, but also stops transmission to other people. To beat the virus today – and be better prepared for future pandemics – universal access to hand hygiene must become a reality for everyone, in all settings, especially in health care facilities, schools and crowded public spaces. This approach is reiterated in WHO's recommendations on ensuring universal access to hand hygiene and improving hand hygiene practices to prevent COVID-19 transmission.

The primary goal of this initiative is to enhance capacity of government officials, equipping them for supporting HH4A initiatives. The initiative aims to influence government planning system to instill HH4A roadmap milestone activities and translate them as sustain actions for planning and implementation towards universal hand hygiene for all access.

Bangladesh UNICEF and WaterAid agreed be partnered to support UNICEF-WHO Global initiative on HH4A through existing government officials' platforms.

Hand Hygiene for All (HH4A) is new domain in the development sector which has not received the right attention. In a pandemic situation the need for its importance with adequate training and capacity building across different service delivery institutions within government officials is needed for a long-term sustainable solution. Effective and timely training on the HH4A roadmap and realization to responsibility will ensure wider uptake of hygiene practices at scale through instilling the HH4A aspects in community and government officials' networks.

2. Objective of this assignment

As part of the project HH4A there is a need for a comprehensive module for government officials training on HH4A (Hand Hygiene for All) including basics on Infection prevention and control (IPC) developed and endorsed by stakeholder including LGD, Unicef and WaterAid. The module will be used as a national document for government officials training in Hand Hygiene Initiatives to help them align their activities at communities and be ready to initiate in policy dialogues through better understanding on the critical aspects of hand hygiene access for all.

3. Target audience

Government officials as participants who are active in community mobilization. Government officials network and CSO working with government officials to be able to disseminate and

instill the HH4A critical knowledge to their peers. Government officials from all backgrounds regardless of gender, ethnicity and tiers.

4. Scope of Work and Engagement of Government officials based organization

- i. **Module Development:** develop the module based on the ToR and consultation with HH4A roadmap documentation. The development will include government officials CSO facilitating the engagement of WASH specialist and government officials specialist.
- ii. **Government officials FGD on Module:** facilitate and conduct FGD with you from different backgrounds to develop the module
- iii. **Design and Printing module:** support in printing 150 pieces of module with design to be used in capacity building workshop.
- iv. **Imparting the training** for about 50-60 government officials (10-15 per batch) in coordination with HH4A team including Unicef and WaterAid, in Dhaka venue for 5 days

5. Duration

The agreement will require the organization to perform various supporting tasks during 03 October 2021 to 15 December 2021. All assigned tasks must be accomplished within 15 December 2021 including printing of 150 HH4A module for government officials and training the government participants.

6. Timeline

The timeframe of the assignment is from 03 October to 15 December 2021, after signing the agreement. Breakdown of key dates for completion of this task is as follows:

Activities	Timeline
RFP circulation	19 Sept 2021
Clarifications	24 Sept 2021
RFP closing at 11.59pm and submission date	28 Sept 2021
Agreement signing	By 30 Sept 2021
Outline of Module	By 15 Oct 2021
Module Development and key activities completed	By 15 December 2021

** Note: exact dates of tasks will be specified following a submission of the detailed work plan by the organisation. This is a time driven work. Only organizations having experience of working with government officials and confident of being able to meet the requirement of the assignment within the mentioned date are encouraged to apply.

7. Deliverables

- A. Comprehensive Module for training
- B. 150 pieces of printed Module
- C. Following HH4A strategy document and roadmap
<https://globalhandwashing.org/resources/bangladesh-country-roadmap-infographic/>
- D. Imparting the training of government officials (5 days)

For this assignment the selected organisation must have government officials development projects and engagement and have experience working WASH sector.

The selected organisation must adhere to the WaterAid's global code of conduct and Safeguarding requirements as Safeguarding standard and policies at WaterAid which is found here www.wateraid.org/uk/safeguarding

8. Contact person

Nurullah Awal from WaterAid Bangladesh will be available to answer any queries or clarifications you might have in regard to this RFP at nurullahawal@wateraid.org; questions will be entertained only till close of business **24 September 2021**.

9. STANDARD WATERAID BANGLADESH CONTRACT TERMS AND CONDITIONS

WaterAid Bangladesh practices the following terms and conditions stated below applicable to signing any contract with external agencies/consultants:

- All documents/products/materials produced under the Agreement remains the intellectual property of WaterAid. The organisation might be allowed to use these products only for non-commercial purposes, subject to written approval from WaterAid Bangladesh.
- All project records and copies of records, data sets, electronic data and photocopies, etc., which the organisation remains for the successful execution of the assignment, shall remain the exclusive properties of WaterAid Bangladesh.
- During the period of the Agreement or afterwards, the organisation shall not issue any written material or express public or personal opinions concerning the services under the Agreement to parties outside except with the prior written approval of WaterAid Bangladesh.
- The organisation assumes all responsibility for complying with local legal codes as they apply to an Agreement and work performed there under. In addition, the organisation shall be liable to pay all applicable taxes and fees as required by the laws of Bangladesh. WaterAid Bangladesh will deduct Income Tax and VAT at source as per Govt. rules.
- The organisation shall not without first obtaining the consent in writing of WaterAid, permit any of its duties or obligations made under the Agreement to be performed or carried out by any other person, or reassign his/her interest in the Agreement.
- In the event that the organisation requires additional time to complete the Agreement, over and above that previously agreed to, without WaterAid changing the scope of the Agreement, WaterAid's prior written concurrence to the same is necessary in order to charge WaterAid for Agreement expenses incurred during an Agreement extension.
- However, WaterAid may, by written order, make general changes within the scope of the Agreement affecting the services to be performed or the time of performance. If any such changes cause an increase or decrease in the cost of, or time required for performance of, any part of the work under the Agreement, WaterAid shall make an equitable adjustment in the Agreement price, the delivery schedule, or both, and shall modify the Agreement in writing accordingly.
- The organisation may communicate with parties external to WaterAid through and with prior intimation to WaterAid, while performing services under the Agreement.
- Notwithstanding anything contained in the Agreement or in these conditions WaterAid may at any time by notice in writing terminate the Agreement in whole or in part by requiring the organisation to stop performing the work or any part thereof, in which event the organisation shall have no claim against WaterAid by reason of such termination other than payment of expenses actually incurred by the organisation plus a fair and

reasonable fee to be in proportion to the work performed under the Agreement, less any sum previously paid on account thereof. However, if the Agreement is cancelled by WaterAid due to negligence on the part of the organisation, termination expenses shall be borne by him. In this later case, WaterAid's independent determination of negligence on the part of the organisation shall be considered to be final and non-negotiable.

- The organisation shall not hold WaterAid liable for any accident or misadventure befalling them whilst on duty or pursuing activities to fulfil the Agreement.
- WaterAid Bangladesh reserves right to accept and reject any proposal without assigning any verbal and or written rationale whatsoever;
- WaterAid Bangladesh reserves the right to monitor the quality and progress of the work during assignment.
- Further items/tasks might be incorporated by WaterAid Bangladesh and in such case budget will be revised accordingly.
- Payments will be made by account payee cheque or bank transfer in the name of the organisation or individual as per the contract.

11. Mode of payment

WaterAid will sign an agreement with the organization. The payment will be made in two installments 40% on signing agreement and submission of approved work plan. 50% after completion of work.

SECTION - 3 (TECHNICAL PROPOSAL SUBMISSION FORM)

- 3A. Forwarding letter format
- 3B. Organisation profile
- 3C. Experience working with development sector with list of organization and
- 3D. Innovative and government officials programme development experience
- 3E. Team expertise and staff competence
- 3F. Work plan for the assignment
- 3G. One-page concept note on over all understanding of the assignment

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 Sir:

We the undersigned are offering to provide the following assignment in accordance with your Request for Proposal (RFP) dated [*Date*] on '*Comprehensive module for government officials training on HH4A (Hand Hygiene for All) developed and endorsed by stakeholder (LGD, WAB & UNICEF) and implement the training*'.

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. ORGANISATION PROFILE

Please attach portfolio and other relevant documents

3C. PAST EXPERIENCE WORKING WITH THE DEVELOPMENT SECTOR

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

Using the format below, please provide maximum 6 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)	Partner name with contact details	Contract value in Taka

3D. 3D. Innovative and Government officials focused

Key Government officials focused/Government officials led initiatives	
Ideas and Project	Dates

3E. TEAM EXPERTISE AND STAFF COMPETENCE

Please attach resume and other relevant documents

3F. WORK PLAN FOR THE ASSIGNMENT

3G. ONE-PAGE CONCEPT

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 “Comprehensive module for government officials training on HH4A (Hand Hygiene for All) developed and endorsed by stakeholder (LGD, WAB & UNICEF) and implement the training”.

Our service fee for providing support to the mentioned project is Taka [Amount in words and figures] 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,

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

FOR 4B:

- Budget for the assignment should be broken down into individual items covering all logistical, travel, accommodation, staff, equipment and other costs.
- VAT and Tax shall be deducted at source as per government rules, please mention whether the price is inclusive VAT and Tax or not.
- Apart from the activities mentioned in this RFP, the organization 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 agreement.