

Terms of Reference  
for

## **Conducting Service Quality Management Training for Public Toilet Attendants**



**WaterAid Bangladesh**

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## SECTION - 1 (Information to Consultant/consulting firm)

<b>1. Introduction</b>	<p>1.1. Consultant/consulting firms are invited to submit a technical and a financial proposal.</p> <p>1.2. Costs for preparing the proposal and of negotiating the contract are not reimbursable.</p> <p>1.3. Consultant/consulting firms should observe the highest standard of ethics during the selection process and implementation of contract. The attempt of any consultant/consulting firm to influence the internal WaterAid Bangladesh independent evaluation and selection process will automatically lead to the removal of consultant/consulting firm'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.</p> <p>1.4. WaterAid Bangladesh reserves the right to amend and modify this bidding document and can also select consultant/consulting firm for providing service cited in this bidding document either for the entire content of the proposal or a part thereof.</p>
<b>2. Preparation of Technical &amp; Financial proposal</b>	<p>2.1. Consultant/consulting firms are requested to submit their proposal written in English (Font - Arial, Size -12, Page- Max-10).</p> <p>2.2. The technical part of the proposal should contain the following:</p> <ul style="list-style-type: none"> <li>• Detailed methodology of the study including work plan.</li> <li>• Detailed timeframe (including dates for submission of first draft, dissemination of findings and final report);</li> <li>• Detailed account of experience of employing quantitative (i.e., conducting surveys) as well as employing qualitative methods;</li> <li>• Detailed CV of the team leader and key members of the study team;</li> <li>• Copy of VAT/BIN registration certificate (for consulting firm);</li> <li>• Copy of proof of return submission on last year and bank account detail.</li> <li>• Technical proposal must not exceed ten pages (excluding CVs) and be submitted in PDF format.</li> </ul> <p>2.3. The consultant/consulting firm is expected to provide justified budget which is consistent with technical proposal.</p> <p>2.4. The financial proposal should clearly identify, item wise summary of cost for the assignment with detail breakdown. The budget should not contain income tax as a separate head; it can be blended with the other costs as it will be deducted from the source. However, VAT can be mentioned in the budget as per government regulation. WaterAid Bangladesh will deduct VAT and Tax at source according to the GoB rules and deposit the said amount to government treasury.</p>

<b>3. Submission of Proposal</b>	<p>3.1. The technical and financial proposal should be submitted electronically to the following email address: <a href="mailto:WaterAid-Tender-TA@wateraid.org">WaterAid-Tender-TA@wateraid.org</a> with subject line as follows: <b><u>Conducting Service Quality Management Training for Public Toilet Attendants</u></b></p> <p>3.2. Proposals submitted to any other e-mail account except the above will not be accepted.</p> <p>3.3. Submission of proposal after the deadline will not be accepted.</p> <p>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 Admin, WaterAid Bangladesh.</p>
<b>4. Proposal Evaluation</b>	<p>4.1. The evaluation committee will evaluate the proposals in relation to the RFP and the ToR and applying the set evaluation criteria and point system.</p> <p>4.2. The final selection will be done following a Quality and Cost (QCBS) method. This will be done by applying a weight of 80% and 20% respectively to the technical and financial proposal respectively.</p> <p>4.3. WaterAid reserves the right to accept and reject any proposal without assigning any reason and may decide to go for re-advertisement without going further down the process.</p>
<b>5. Negotiation</b>	<p>5.1. Once the proposals are evaluated, WaterAid may enter a negotiation, if required, with one or more consultant/consulting firm for final selection.</p> <p>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).</p>
<b>6. Awarding of Contract</b>	The selected consultant/consulting firm is expected to sign an agreement with WaterAid within a week of communication of selection decision and before commencing the work.
<b>7. Confidentiality</b>	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.

## SECTION – 2 (Terms of Reference)

### 1. Background

Water, sanitation and hygiene are basic requirements for daily survival and for people to live healthy, dignified lives. Progress on WASH services is unequal within countries, cities, settlements, and even at households. People who are marginalised, such as women living in informal settlements, children with disabilities or sanitation workers working in unsafe and discriminated professions, continue to face multiple barriers to even basic WASH. Seeking justice is key to making progress for people who are marginalised from these essential services.

WaterAid, which is registered as a charity in the United Kingdom in 1981, has been operating across 28 countries since 1981. In Bangladesh, WaterAid has been operating since 1986 and till date, our efforts to mitigate the challenges faced due to water and sanitation crisis have been supported by mobilizing financial resources from Institutional donors, philanthropic foundations and private sector foundations.

WaterAid Bangladesh has collaborated with city authorities in five (5) cities and Bangladesh Railways and constructed a total of 44 inclusive public toilets which have created a breakthrough in changing perception about public toilet and demonstrated the potential for better public sanitation services for city-dwellers. The toilets were designed and constructed in an inclusive manner considering the needs of women like separate chambers equipped with menstrual hygiene management facilities, breastfeeding/children care unit, elderly and persons with disability. In addition to that, most of them are equipped with bathing facilities, safe drinking water points, and CCTV to ensure safety and security of the users. The presence of female caretakers in every toilet boosts the confidence of women to use services that they normally avoided. These public toilets played a major role in transforming the highly negative public perceptions of public toilets. This has influenced other city authorities to improve their public toilet services. Besides WaterAid Bangladesh is actively advocating for better public toilets as a priority agenda for different city corporations.

Public toilets of WaterAid Bangladesh are being operated through a number of implementing partners. Based on the location and demand for public toilets, some public toilets remain open 24/7 and some 16 hours. Public toilet attendants/caretakers are primarily responsible for providing services and maintain cleanliness of these facilities. A total number of 160 attendants are working in public toilets of WaterAid and 95% of them belong to low-income community and have limited or no institutional education background. In order to ensure cleanliness of the facility round the clock, improve the quality of services towards users and to deal with challenging situations professionally, WaterAid felt the urge to provide service quality management training to all the attendants of public toilets.

## **2. Objectives**

The overall objective of this assignment is to orient public toilet attendants on overall cleanliness of the public toilets and providing quality services to users. The training is expected to improve the cleanliness the toilets, user satisfaction of the users and efficiency among attendants in managing public toilets and dealing with customers as well as other challenging situations.

The specific objectives of the assignment are as follows:

- i) Develop a Standard Operating Procedure (SoP) for maintenance and cleanliness of the facilities. The SoP should include a toilet management protocol and checklist for efficient management of public toilet (cleanliness, ticket counting, maintenance, handover during different shift, communication, etc.)
- ii) Develop a training module for public toilet attendants on facility and customer management and implementation of the SoP
- iii) Orient all attendants on the SoP and the module and provide ToT to partner staff

## **3. Methodology**

The methodology will be detailed out by the consultancy firm with rationale as appropriate to attain the mentioned objectives of the assignment. The assignment may require desk review, observation, consultation with concerned staff, relevant stakeholders including users of different categories, review financial transection records etc., analysis of data/ information

collected throughout the process. The consulting firm is welcome to suggest applicable methodology as per the merit of the assignment.

#### **4. Scope of work**

The scope of work can be considered as below but not limited to:

- Conceptualization of the assignment through in house meetings
- Visit public toilets and consult with public toilets attendants, partners, users and other relevant stakeholders
- Development of appropriate methodology, data collection instruments in consultation with WaterAid and partners
- Identify limitations in current customer management approaches
- Develop the SoP and module on facility and quality service management addressing limitations of current practices
- Finalize the SoP and the module incorporating feedbacks from WaterAid
- Conduct orientation for Public toilet attendants and partner staff on the SoP and the module

#### **5. Expected competency of the consultant**

Interested consultant/consulting firm is expected to have the following competencies and experience:

- Expertise in developing SoP related to facility management, training module and conducting training session
- Experience of working in the area of water, sanitation and hygiene including public toilet/ community toilet, waste management, public health
- Having sufficient manpower in the team for smooth completion of assignment

#### **6. Outputs / Deliverables**

Once awarded, the agency or individual consultant(s) is expected to deliver the following outputs:

- i) A detailed SoP for Public toilet operations and quality service management including facility management protocols and checklist
- ii) training module for public toilet attendants on facility and customer management and implementation of the SoP
- iii) Orient 160 public toilet attendants and 7 partner staff on the module. (this number may vary)
- iv) A task completion report with recommendations (not more than 5 pages)

#### **7. Contents of the proposal**

Interested agency or individual consultant(s) shall submit their proposal containing the following:

- a) Technical proposal including comment on the ToR, detailed methodology to address the objective, detailed work plan, brief CV of the consultant(s) and organizational experience (only applicable for firm)
- b) Financial proposal with major break down of costs including VAT and TAX as applicable

## 8. Evaluation criteria

The proposals will be evaluated based on the following criteria:

- i) Relevant experience including the composition of the team: 20%
- ii) Technical Proposal with detailed methodology and work plan: 60%
- iii) Financial Proposal with a detailed budget: 20%

## 9. Timeframes

The total assignment must be completed within 90 calendar days after signing of the contract. The individual/firm will submit a proposed work plan with key milestones within 5 days of signing of the contract. The work plan will be reviewed and approved by WaterAid. It is anticipated that the outputs (i) and (ii) will be delivered within 60 working days after signing the contract. The outputs (iii) & (iv) will be delivered within 30 days after finalisation of SoP and Training Module.

## 10. Mode of payment

The payment will be made as follows:

Installment	Percentage	Time
First installment	10%	After receiving the inception report
Second installment	60%	After receiving the SoP and training module
Third installment	30%	After receiving the assignment completion report

## 11. Contact person

The contact person for this assignment is Afsana Kona ([Afsanakona@wateraid.org](mailto:Afsanakona@wateraid.org)). For any queries, please reach out by 20 September 2022