# Terms of Reference

# WASH Needs Assessment in Tongi: Identifying Gaps and Opportunities for Improving WASH in Factories and Worker Communities

[ March 2025]

## About WSUP

**About Water and Sanitation for the Urban Poor (WSUP)**

Water & Sanitation for Urban Populations (WSUP) is a not-for-profit company that drives inclusive and resilient urban water and sanitation systems and services through pioneering practices, partnerships, and policies. Working in seven countries across sub-Saharan Africa and Asia, with support from a UK-based office, WSUP partners with local providers to develop sustainable solutions that reach low-income communities. Since its inception, WSUP has helped over 42 million people access improved water, sanitation, and hygiene. For more information, please visit www.wsup.com.

## Purpose of the assignment

Water & Sanitation for the Urban Poor (WSUP) is looking for a consultant/consulting firm to conduct a WASH need assessment in Tongi to identify gaps and opportunities for improving WASH in the factory and worker communities. The core objective of this needs assessment is to analyse the existing WASH situation in the factory and worker communities, providing actionable insights and evidence-based recommendations for the project.

## Scope of work

**Overview and Background**

WSUP is implementing a 2-year project Factories and Worker Communities in Chattogram and Tongi. This project builds on the successful partnership with the funder, which began in 2020 with a focus on improving WASH conditions in communities where Ready-Made Garment (RMG) workers reside. In Tongi, the project aims to address significant gaps in water, sanitation, and hygiene (WASH) facilities identified during a reconnaissance visit at the factory and its surrounding community. The assessment revealed critical issues in the worker communities, including a lack of potable water and poorly maintained facilities that lack essential elements such as proper lighting, secure locks, and adequate hygiene.

The core objective in Tongi is to upgrade and construct safe and sustainable WASH facilities in the worker communities. At the factory level, the project aims to establish WASH committees and implement workplace WASH guidelines, which focus on ensuring safe, hygienic and well-maintained WASH and waste disposal facilities to boost worker productivity and well-being. In addition, the project organises capacity-building initiatives for factory management and workers, fostering sustainable behaviour change within the factory.

The project also emphasised community engagement and education. Through tailored hygiene awareness campaigns and training sessions, WSUP aims to empower local residents with the knowledge and skills necessary to effectively maintain and utilise the new WASH facilities. This integrated approach is designed to create a healthier, more productive environment that supports the well-being of factory workers and the broader community, ultimately contributing to improved public health and economic outcomes in Tongi. The project currently works with communities in Ward 55 of the Gazipur City Corporation, where many worker communities are located.

The specific key objectives of this need assessment are:

* Understand the socio-demographic and economic characteristics of the worker communities in Tongi.
* Assess the availability, functionality, and safety of water supply, sanitation, and hygiene (WASH) facilities in the community and factory, including gender-segregated toilets and MHM provisions, while also reviewing water sources, technologies, quality, safety, and tariffs.
* Understanding the current FSM and SWM value chains in the Tongi community, including identifying local WASH service providers and evaluating their capacity.
* Identify key gaps in WASH infrastructure, maintenance, and environmental sanitation risks, including waste management and desludging practices.
* Assess community and factory workers' knowledge, attitudes, and practices (KAP) on WASH and identify socio-cultural barriers affecting hygiene practice and shared facility use.
* Assess the capacity of factory management to maintain WASH facilities inside the factories and implement workplace WASH guidelines.
* Review coordination among local authorities and key stakeholders to improve sustainable WASH services.
* Provide actionable recommendations to enhance WASH infrastructure, services, and behavioural adoption at community and factory levels.

The scope of work for this assignment is to:

* Propose key assessment questions in the inception report, refined in consultation with the project team to ensure clarity and alignment with the assessment’s objectives.
* Analyse the socio-demographic and economic profiles of the worker communities in Tongi through a structured household survey.
* Assess the availability, functionality, accessibility, and safety of water supply, sanitation, and hygiene (WASH) facilities in both the community and factory settings. This will include an assessment of gender-segregated toilets and MHM (Menstrual Hygiene Management) provisions, alongside reviewing water sources, technologies, quality, safety, and tariffs.
* Assess the current status of the Faecal Sludge Management (FSM) and Solid Waste Management (SWM) value chains within the Tongi community, identifying key service providers and evaluating their capacity to manage WASH services effectively.
* Identify gaps in infrastructure, maintenance practices, and environmental sanitation risks, including waste management and desludging practices through field observations, KIIs with local authorities and factory management, and focus group discussions (FGDs) with community members and workers.
* Assess WASH knowledge, attitudes, and practices (KAP) and socio-cultural barriers affecting hygiene behaviour and shared facility use through household surveys, FGDs, and KIIs with community members and factory workers.
* Assess factory capacity to maintain WASH facilities and implement workplace WASH guidelines through KIIs with factory management, staff, and worker representatives, supported by on-site observations.
* Review coordination mechanisms between local authorities and stakeholders through KIIs and secondary documents analysis to identify challenges and opportunities for strengthening sustainable WASH services in Tongi.
* To support assessment findings, capture good-quality consented photos of community and factory WASH infrastructure, maintenance practices, and environmental sanitation conditions.
* Provide actionable recommendations based on the findings to improve WASH infrastructure, service delivery, and behaviour change initiatives at both community and factory levels.

## Deliverables

The following will be the deliverables of the baseline assessment:

* Inception report including key assessment questions, detailed methodology, data collection plan, survey tools, qualitative checklists and timeline
* Draft assessment report ( not more than 30 pages excluding annexe) in soft copies in MS Word and PDF format
* Final assessment report in soft copies in MS Word and PDF format
* Photos of community and factory WASH infrastructure, maintenance practices, and environmental sanitation conditions supporting assessment findings, with signed consent.
* RAW and clean dataset in Excel and SPSS format and qualitative transcripts

## Expected schedule of the assignment

The assignment shall be completed within four (4) weeks

|  |  |
| --- | --- |
| Deliverable/tasks  | Weeks |
| 1 | 2 | 3 | 4 | 5 |
| Inception report |  |  |  |  |  |
| Data collection and field visit |  |  |  |  |  |
| Draft assessment report  |  |  |  |  |  |
| Final assessment report  |  |  |  |  |  |
| RAW and clean dataset in Excel and SPSS format and qualitative transcripts.  |  |  |  |  |  |

## Payments

This consultancy would be a lump sum contract. Payment will be made based upon activities and deliverables being completed to the satisfaction of the Client, as follows:

|  |  |
| --- | --- |
| **Deliverable/tasks**  | **Payment** |
| Submission and acceptance of activities and deliverables being completed to the satisfaction of the Client | 100% of the total contract |

## Contract terms

A standard WSUP consultancy contract format will be used, subject to the Consultant's agreement with the terms. The whole template is available on request. In particular, the following clauses should be noted:

* All parties must adhere to the guidelines set out in the Safeguarding Policy as set out in WBP1000 (see link https://www.wsup.com/wp-content/uploads/2022/01/WBP1000-Safeguarding-Policy\_July2021.pdf ) and agree that any allegation made against you or anyone working on your behalf, directly or indirectly, relating to safeguarding or the protection of children, will be reported to WSUP within 72 hours.
* All parties must adhere to the highest standards of business ethics, and in particular, both Parties shall abide by WSUP’s Business Ethics policy detailed in: https://www.wsup.com/wp-content/uploads/2022/01/WBP800-Business-Ethics-Policy-July-21.pdf.
* The Consultant is responsible for ensuring that its staff working on WSUP projects are covered by appropriate Health and Safety and Insurance policies, including all insurance mandated by the Law of Bangladesh.
* The Consultant shall use reasonable endeavours to enforce public liability and professional indemnity insurance coverage, which is adequate to protect WSUP against claims arising from the services. The cover arranged by the Consultant shall indemnify WSUP against claims by third parties.

## Consultant team

The bidding consultant must provide supporting documents for the below team resources;

1. **Team leader**
* Advanced degree in Public Health, Environmental Science, Civil, Water and Environmental Engineering, Development Studies, or a related field.
* Minimum 5 years of professional experience in WASH-related research, including baseline, midline, and end-line assessments.
* Proven track record in working with diverse urban low-income communities and addressing gender-sensitive WASH challenges in communities and institutions.
* Experience working with RMG factories will be an advantage.
* Experience working with international development partners and their funders/donors or foundations.

**Additional team members:**

1. **Data Analyst**
* Degree in Statistics, Public Health, or a related field.
* Minimum 3 years of experience in data analysis, particularly in WASH-related assessments.
* Proficiency in statistical software such as SPSS, Stata, or R.
* Experience managing large datasets and conducting advanced statistical analysis to inform decision-making.
* Ability to synthesise data and provide actionable insights.
1. **Field Coordinator**
* Degree in Social Sciences, Development Studies, or a related field.
* Minimum 3 years of experience managing field surveys, preferably in urban low-income settings.
* Strong coordination skills, with experience working in community-based research or development projects.
* Experience conducting qualitative data collection, such as FGDs and KIIs.
1. **Gender Specialist (Desired but optional)**
* Degree in Gender Studies, Public Health, or Social Sciences.
* Minimum 3 years of experience working on gender-sensitive WASH programs.
* Expertise in designing and implementing gender-inclusive surveys and interventions.
* Strong understanding of socio-cultural barriers affecting hygiene practices and shared facility use in urban settings.

**Overall operational capacity**

* Capability to manage field operations, ensuring data collection both in community and factory settings
* Strong logistical skills to coordinate field teams and deliver outputs within tight deadlines.

## Bidding procedure

Bids including the following components should be submitted to the email wsupbangladesh@wsup.com addressing, Country Manager, WSUP Bangladesh on or before **31 March 2025**:

* Curriculum Vitae (CV) of the key staff that the Consultant intends to use to carry out this consultancy work – each CV should be no more than two pages A4.
* A technical proposal occupying no more than six sides of A4 that demonstrates an understanding of the work and that the consultants added value to the implementation.
* A bullet point summary of the three previous consultancies, publications or professional roles the Consultant considers most relevant to the present consultancy work.
* A Gantt chart/work plan outlining the Consultant's proposed methodology and timelines.
* Budget summary with a detailed breakdown in BDT. This work should be offered at a fixed cost, with the budgeted amount including all expenses and taxes. Price reasonableness and value-for-money will be a significant factor in bid evaluation.
* The Consultant will submit Proof of the latest Income TAX Return submission document and the Invoice. If the Consultant fails to submit proof of the latest income tax return submission document, WSUP will deduct the income tax as per the law.
* Proposals that do not specify TAX and VAT will be considered to have those costs included in the overall price/inclusive.
* A risk assessment identifying the key risks related to the work and describing how they will be managed.

Bidders can send their questions and clarification about the bidding process, which should be forwarded to Mohammad Fahim Sayeed at **msayeed@wsup.com**before **27 March 2025 at 2:00 PM BDT.**

The evaluation criteria will be as follows:

* Formal adherence to bidding requirements (see Bidding procedure section above)
* Strength of relevant experience and performance history, including references from others, previous experience with WSUP, and previous experience with partners, including government agencies
* Evidence of an understanding of the ToR and the context
* Strength of technical proposal, including Technical quality, approach and specifications
* Consideration of gender and inclusion
* Programme/work plan and expected ability to deliver within the timeframe
* Experience of team put forward, both professional and diversity criteria
* Value for money

The proposal will be independently scored on each criterion by a panel of at least three specialists comprising WSUP staff.

WSUP reserves the right to negotiate the scope and pricing with the selected Consultant to ensure that these services meet value-for-money standards and will be delivered within the available budget. Consultants may wish to propose different approaches that will provide the required benefits for WSUP whilst remaining within the budget available. All negotiations will be documented.