21 November 2026

REQUEST FOR PROPOSAL (RFP)

Digital register, network mapping of CWASA non-DMA areas - Utility Strengthening Project

Proposal submission deadline: 10 December 2026

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

There will be an online pre-bid meeting scheduled on **29 November 2026, 03:00 PM.**

Interested bidders are requested to join the pre-bid meeting through below link https://teams.microsoft.com/meet/327744312895655?p=3jibmZXM9TRHAy3uFT.

Bangladesh Country Office

House 97/B, Road 25, Block A

Banani, Dhaka 1213

Tel: +88 09611678962-65

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SECTION 1: INFORMATION TO ORGANISATIONS/INDIVIDUALS

1. Introduction

1.1 All interested and eligible organisations, consulting firms, or multidisciplinary teams having required qualifications and experience may submit their proposal and shall hereinafter be referred to as the **"Bidder"**

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

1.3 Bidder are expected to follow 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 cancellation of the proposal from the subsequent process.

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

1.6 WaterAid Bangladesh reserves the right to amend this RFP, modify the scope or select a bidder to provide the goods and services cited in Section 2.6 as deliverables of this RFP, either for the entire scope of the proposal or for a part of it.

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 Bidder are requested to submit their proposal written in English (font-Arial, size-11). Proposals must remain valid for a minimum of 180 days after the submission date.

Technical proposal

3.2 The technical proposal shall contain the following:

- Appreciation of the Terms of Reference (TOR) including understanding the assignment
- Detailed methodology aligned with the scope, deliverables, and specific requirements of the assignment, and a workplan showing activities, milestones, deliverables, and responsible team member
- Organisational profile covering relevant experience and credibility to undertake the given assignment and experience in relation to the methodology proposed.
- Proposed team composition including allocation of responsibilities level-of-effort for each member, CV(s) of proposed key person(s); 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
- Quality-control and assurance arrangements including data management, protection, confidentiality, and ethical-research arrangements as applicable. Key risks, assumptions, dependencies and proposed mitigation measures.

3.3 Technical proposal shall not exceed **10 pages**. CVs, organisational profiles, evidence of experience, and other supporting documents shall be attached as annexes and will not be counted within the main technical-proposal page limit unless otherwise stated. The organisational/ individual profile should be attached following the guidance of section 3F.

Financial proposal

3.4 The maximum quotation price for this assignment is **BDT 50,00,000 (Fifty lakh taka only)** inclusive all applicable VAT and AIT. Any proposal exceeding this limit will result in disqualification.

3.5 The financial proposal for should contain item wise costs for the assignment with necessary details and shall be fully aligned with the activities, staffing, deliverables, and timeframe proposed in the corresponding technical proposal. Interested bidders are requested to use financial proposal template given in section 4A. Copy of VAT registration certificate including BIN, TIN certificate, latest proof of submission of return (PSR) and bank account details should be attached with the financial proposal.

3.6 WaterAid Bangladesh will deduct VAT and Income Tax at source according to the GoB rules and deposit the said amount to 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 subject line as follows: '**Digital register and network mapping – Utility Strengthening Project'**

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

4.3 Submissions after the deadline **10 December 2026** will be treated as disqualified.

4.4 Proposals shall be submitted as a distinct proposal package containing two separate files (PDF) for technical and financial proposals, and both the files should be submitted into one zip folder. Please name the zip folder in the name of the bidder.

5. Proposal evaluation

5.1 The evaluation committee will evaluate the proposals in relation to the RFP and applicable set of evaluation criteria and scoring system specified herein. Each responsive proposal will be scored and at this

stage, if the proposal(s) does not respond to important aspects of the TOR, it may be rejected.

5.2 The final selection will be done following a Quality and Cost Based Selection (QCBS) method. This will be done by applying a weight of 70% and 30% respectively to the technical and financial proposal respectively. However, the financial evaluation will be made only for the technically qualified bidders who will achieve at least 60 percent of the total technical score.

Technical proposal: **70**

- Understanding of the assignment: **20**
- Proposed methodology and detailed workplan: **20**
- Composition and qualifications of the proposed team: **15**
- Professional experience and accomplishments: **15**

Financial proposal with a detailed breakdown: **30**

5.3 WaterAid reserves the right to accept and reject any proposal without assigning any reason or whatsoever and may decide to go for re-advertisement without going further down the process.

5.4 Once the proposals are evaluated, WaterAid may enter into negotiation, if required, with one or more bidders for final selection.

5.5 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).

6. Pre-bid meeting

6.1 There will be an online pre-bid meeting scheduled on **29 November 2026, 03:00 PM.**

Interested bidders are requested to join the pre-bid meeting through below link
https://teams.microsoft.com/meet/327744312895655?p=3jibmZXM9TRHAy3uFT

7. Presentation and negotiation

7.1 Once the proposals are evaluated, only the shortlisted bidder will be contacted for next process for presentation or further clarifications. However, if any bidder does not communicate within two weeks, the proposal will be treated as un-successful.

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

7.3 The presentation and negotiations may include a discussion on the proposed methodology, workplan, staffing, costing, or any suggestions made by the bidder to improve the TOR.

7.4 WaterAid Bangladesh and the contracted organisation/ group of individuals may revise the TOR which should be incorporated final contract document.

8. Awarding of contract

8.1 The selected bidder is expected to sign the contract agreement with WaterAid within one week of receiving the notice of award, or within the period specified by WaterAid, before commencing work.

9. Penalty clause

9.1 The bidder is expected to deliver required outputs within the stipulated timeframe maintaining the quality. If for any reason, the bidder fails to deliver required deliverables within stipulated time, the bidder needs to inform WaterAid intime with valid and acceptable explanation in written. Failing to this may evoke penalty clause at the rate of 0.5% of the value of the contract agreement for each day of delay.

10. Confidentiality

10.1 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 winner(s) has been notified with award of the contract.

11. Focal person

11.1 **Md Yeasin Arafat**
Technical Specialist
WaterAid Bangladesh
Can be reached directly at: YeasinArafat@wateraid.org

SECTION 2: TERMS OF REFERENCE

2.1 Background & Introduction

2.1.1 CWASA service context

Chattogram City Corporation is home to more than 3.2 million people and serves as Bangladesh's principal seaport and one of its most important commercial and industrial centres. Rapid urbanisation, industrial expansion, population growth, and the continued development of peri-urban areas are placing increasing pressure on the city's water-supply infrastructure. The resulting demand for safe, reliable, affordable, and climate-resilient water services is growing faster than the existing system's ability to provide equitable and continuous supply. Chattogram Water Supply and Sewerage Authority (CWASA) is responsible for producing and distributing water across the metropolitan area and selected surrounding locations. Current water demand is estimated at approximately 650 million litres per day, while nominal production capacity is reported to be 560 MLD. Surface water accounts for most of CWASA's production, while groundwater provides a smaller but strategically important contribution.

As of June 2026, CWASA serves approximately 100,000 registered connections, of which 93% are domestic. The service area comprises two distinct supply contexts: the DMA area, supplied by Karnaphuli WTP 1 and 2 (143 MLD each) through Nasirabad, Batali Hill, and Halishahar distribution stations, encompassing all 59 DMAs and approximately 49,000 connections; and the non-DMA area, where Modunaghat treatment Plant (90 MLD), Mohora treatment plant (90 MLD), Kalurghat IRP (68 MLD) and CWASA production wells supply the remaining parts of the city through older networks without DMA-based monitoring and management.

2.1.2 Utility Strengthening Project

WaterAid recently launched a project in partnership with CWASA titled, Utility strengthening project as part of a multi-country initiative to improve access to sustainable clean water supply services for vulnerable populations in Chattogram. This project has three outcomes: equitable and inclusive water supply services expanded in target areas (Outcome 1), water supply services improved and made more resilient through strengthened utility performance (Outcome 2), and a strengthened enabling environment (Outcome 3). The project combines network extension and decentralised solutions for underserved areas, strengthening of CWASA operations and customer service, digital innovation including a customer-facing mobile application and digital customer records, and sector learning.

2.1.3 Necessity of this assignment

CWASA's non-DMA service areas lack a complete, verified and integrated digital record of customer connections, network assets, distribution pipelines and service boundaries. Existing information is dispersed across billing databases, manual records and sperate network maps, limiting effective operational management,

intervention planning, supply-source attribution and auditable assessment of project reach.

This assignment will establish a secure digital register for approximately 51,000 non-DMA connections, develop validated GIS network and service-area datasets, and reconcile the register with available CWASA records. It will also establish common identifiers, data standards, quality controls and practical arrangements for updating, securing and maintaining the information.

The resulting datasets will strengthen CWASA's operational and asset-planning capacity and provide the connection denominators, supply-source information and service-area maps required by technical feasibility, baseline and customer needs assessment studies under Utility Strengthening Project.

2.2 Objectives

- Conduct a census of all non-DMA connections (about 51,000 as per CWASA records) and register them using agreed unique identifiers and a secure, CWASA-compatible digital platform.
- Develop and validate GIS layers for connections, infrastructure assets, transmission and distribution networks, and service areas, as specified in Annex B, with documented data sources and confidence codes.
- Establish sustainable data governance, maintenance, updating and handover arrangements to support CWASA's continued ownership and use of the digital register and geodatabase.

2.3 Scope of Work

The assignment covers the following components:

- Conduct census-based registration of non-DMA connections and reconcile records with CWASA's customer and billing databases.
- Collect and compile existing distribution network map from CWASA and identify key data gaps within the network maps for non-DMA areas. Digitise manual map records and conduct GIS survey and physical verification. In case of resource intensive primary data collection requirements, a rapid data collection scheme should be proposed in consultation with WaterAid and CWASA.
- Develop and validate geospatial datasets for customer connections, infrastructure assets, transmission and distribution mains, secondary and tertiary networks, and service-area boundaries, as specified in Annex C. All mapped features shall include source documentation and confidence codes
- Establish data standards, metadata, identifiers and integration arrangements compatible with the project customer application and/or mWater, as applicable.

- Implement data quality controls and provide training, standard operating procedures, access controls, backup arrangements, change logs, maintenance procedures and a comprehensive handover package.

A meeting may be arranged with CWASA, either in person or online, to further clarify and refine the scope of work, ensuring alignment with CWASA's needs, priorities, and expectations for effective implementation.

2.4 Methodology

The consultant shall propose appropriate methodology and a realistic implementation plan, staffing structure on verified connection counts, the availability and quality of existing records, field access conditions and the required level of verification. During inception, the consultant shall assess the feasibility of completing the assignment within the proposed timeframe. This should include digitisation of existing manual records of connection datasets and geodatabase of distribution network and physical verification of key landmarks within the network, with pipe tracing by Ground Penetrating Radar (GPR) or other equipment only at a limited number of agreed locations where records conflict. Where full coverage is not feasible, a prioritised geographic phasing plan shall be proposed without compromising data standards, auditability or future integration. As a planning reference, WaterAid estimates about 100 enumerators over six to eight weeks for the census; bidders shall state the team size and field days they assume. CWASA will assign personnel to accompany field teams for meter access and photographs. The census shall be conducted using an appropriate digital data-collection platform, such as ODK, KoBoToolbox or mWater, that is compatible with and capable of integration into existing WaterAid or CWASA systems and applications. The census shall use the data fields and unique identifiers specified in Annex A. If the intended WaterAid or CWASA system is not operational when data collection begins, the consultant shall use the same agreed fields, formats and identifiers to ensure that all records can subsequently be attributed, migrated and integrated without loss of information

The assignment shall be designed and implemented in close collaboration with CWASA. CWASA shall nominate data owners and zonal focal points, approve identifiers and data schemas, participate in validation, and agree on responsibilities for maintaining customer, asset and service-area records. The consultant shall establish practical arrangements for data access, security, backup, change management, routine updates and long-term maintenance, and transfer the agreed datasets, systems documentation and operational knowledge to CWASA through WaterAid.

2.6 Deliverables and timeframe

The consultant is expected to complete the assignment within 18 weeks from the date of contract signing. The consultant shall submit a detailed weekly workplan, including key activities, sub-tasks, milestones, dependencies and a RACI matrix defining roles

and responsibilities. The workplan shall account for verified connection counts, data availability, field verification requirements and coordination with CWASA.

#	Deliverable	Key contents	Due
D1	Inception report	Final focused methodology; data architecture report, including application readiness, interoperability assessment and phased implementation plan	End of week 2
D2	Connection register	Clean, validated non-DMA connection register reconciled with CWASA billing and/or relevant records.	End of week 12
D3	GIS network mapping	Validated GIS geodatabase and maps, including the layers and service-area polygons specified in Annex C, with source documentation and confidence codes.	End of week 12
D4	Final report	Compiling all datasets, data quality assessment reports, metadata, access-control protocol, orientation on data register, data handover, maintenance plan, presentation of findings to WaterAid and CWASA, revised report addressing review and recommendations from WaterAid and CWASA	End of week 18
D5	Additional deliverables	• Submit all deliverables in editable, interoperable electronic formats compatible with CWASA's GIS environment and the project customer application and/or mWater, as applicable. • Ensure all datasets are quality-assured, traceable, and supported by appropriate metadata and validation records. • Incorporate feedback from WaterAid and CWASA within agreed review periods. • Confirm implementation feasibility during inception and obtain WaterAid approval for any phased coverage plan.	End of week 18

2.7 Schedule of payment

Instalments	Percentage	Schedule for payment
First	30%	After acceptance of D1: I**nception report**

Second	50%	After acceptance of deliverables D2 & D3
Third	20%	After acceptance of deliverables D4 & D5

2.8 Eligibility and Required Expertise

The consultant shall demonstrate relevant experience in large-scale digital registration, utility or infrastructure GIS, database architecture, data engineering and reconciliation, secure data management, field operations, quality assurance and institutional capacity development. The proposed team shall include appropriate expertise in GIS, database and data architecture, utility operations, field management, data protection, quality assurance, and training and change management. Bidders shall have at least five years of relevant experience, including at least one registration, census or GIS mapping assignment of 20,000 or more units and field operations with 100 or more enumerators.

SECTION 3: PROPOSAL SUBMISSION TEMPLATE

3A. Forwarding letter format

3B. Understanding of the Assignment

3C. Implementation Strategy

3D. Team Composition

3E. Relevant Experience

3F. Company Profile

3G. Ethical Practice

3H. Annexures

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 '[Subject]".

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:

Technical Proposal

3B. Understanding of the Assignment

(please provide one-page concept note on over all understanding of the assignment)

3C. Implementation Strategy

- **Methodology**

(please describe about the methodology/approach to be adopted or applied to collect, analysis, evaluate the data)

- **Deliverables**

(please specify the major deliverable to be achieve from the study)

- **Work Plan**

(please provide detail work plan with work chart)

3D. Team Composition

(please provide short BIO of the proposed key team members in below format)

Name	
Role of this Assignment	
Academic Background	
Professional Summary	*(a brief overview summarizing your expertise for the proposed position. Mention your years of experience, key sectors, and expertise for the proposed position)*
Professional Experience	*(please mention your last five relevant experiences for the proposed position; it can be either narratives or tabular format)* *Professional Experiences should include the following:* *- Name of the organization and job title* *- Duration* *- Key responsibilities*
Publications	*(Please mention maximum five relevant publications and provide accessible links to the output. In the case of a confidential project report, share the link to the executive summary of the report)*

3E. Relevant Experience

(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)	Completion date	Client name with contact details

3F. Company Profile

(Please attach portfolio and other relevant documents maximum)

3G. Ethical Practice

(please specify, Safeguarding, Health & Safety)

3H. Annexures

(please add annexures if any)

SECTION 4: FINANCIAL PROPOSAL SUBMISSION TEMPLATE

4A. Summary of budget/costs, including narratives

4B. Legal Document

4A. Summary of budget/costs, including narratives

(*The financial budget summery should be prepare in line with below guidance*)

- A separate forwarding letter for financial proposal may or may not be submit.
- Budget for the assignment should be broken down into individual items covering all logistical, travel, accommodation, staff, equipment and other costs.
- The financial proposal should clearly identify, item wise cost for the assignment with necessary details. ***The budget must be including applicable AIT; however, VAT can be mentioned separately at the bottom on total budgeted amount***. WaterAid Bangladesh shall be deduct VAT and Tax at source as per government rules.
- Apart from the activities mentioned in this RFP, the consultant is expected to list any other/additional services WaterAid shall be receiving under this agreement.

- **Calculation Format (please maintain below format for your financial budgeting)**

Name of item/deliverables	Unit	Unit Price	Total Price
Component -01		xxxxx	xxxxxxxx
a.			
b.			
c. (please add more rows as required)			
Component -02		xxxxx	xxxxxxxx
a.			
b.			
c. *(please add more rows as required)*			
Component -03		xxxxx	xxxxxxxx
a.			
b.			
c. *(please add more rows as required)*			
Component -04		xxxxx	xxxxxxxx
a.			

b.			
c. *(please add more rows as required)*			
Component -05		xxxxx	xxxxxxxx
a.			
b.			
c. *(please add more rows as required)*			
Sub-Total (including AIT)		**xxxxx**	**xxxxxxxx**
Applicable VAT 15%		xxxxx	xxxxxxxx
Gross Total		**xxxxx**	**xxxxxxxx**

4B. Legal Document

Please attach all updated legal documents mentioned below:

- Copy of Trade License
- Copy of TIN certificate
- Copy of BIN certificate
- Copy of PSR (last tax return submission acknowledgement slip) and
- Bank Detail or Copy of Cheque Leaf

SECTION 5: ANNEXURE

A. Minimum data set for the non-DMA connection census

Group	Fields
Identification	Application record ID; CWASA customer ID looked up from the billing export; ward; MOD zone; supply source or zone as confirmed; address; GPS point and accuracy; date and enumerator; supervisor acceptance
Premises	Building type (single household, multi-storey residential, mixed, commercial, institutional, industrial, LIC or informal); number of floors; number of households served; number of people served; tenure of account holder
Account	Account holder name and phone; bill payer if different; account status (active, disconnected, no account found); tariff class; billing channel used; digital account activated with reason if not; confirmation sent
Meter	Meter present; serial number; reading; photograph; functional status (working, stuck, damaged, submerged, inaccessible); average-billed flag
Service	Reported supply hours per day and days per week; schedule known; pressure adequacy; storage tank present and volume class; visible leak at or near the connection; observable service-line condition
Consent	Consent for study use, CWASA service use, transfer to CWASA and re-contact, recorded on the device

B. GIS deliverable requirements

Coordinate system WGS 84 / UTM zone 46N (EPSG 32646). Delivery in GeoPackage and shapefile with a data dictionary and metadata. One pipe and asset ID convention is agreed with CWASA at inception. Every feature carries a source code (field-verified, inferred) and a confidence code (confirmed, inferred, unknown).

Layer	Geometry	Minimum attributes
1. Connection points	Point	Application record ID; CWASA customer ID; GPS accuracy; ward; MOD zone; supply source; customer type; meter serial and status; households and persons served; account status; visit date
2. Network assets	Point	Asset type (valve, chamber, air valve, washout, hydrant, tap stand, booster, pumping station, reservoir, bulk meter, production well); CWASA asset ID; condition; photo reference; source and confidence
3. Transmission and distribution mains	Line	Pipe ID; diameter; material; year laid if known; from-node and to-node; source and confidence; DMA or non-DMA
4. Secondary and tertiary lines	Line	Line ID; parent main ID; connection ID served; length; source and confidence. No line is drawn without a stated basis
5. Service areas	Polygon	Supply source; zone; number of connections, households and people inside, taken from layer 1; basis of delineation; date; validation status with the MOD zone office