

21 April 2026

REQUEST FOR PROPOSAL (RFP)

Development of a Digital Water Billing System for Satkhira Municipality

Proposal submission deadline: 30 April 2026, till 23:59

Interested companies/ agencies are requested to submit a technical and a financial proposal through email at wateraid-tender-ta@wateraid.org

There will be an online (through MS Teams) pre-bid meeting scheduled on **26 April 2026, 10am**. Interested bidders are requested to join in the pre-bid meeting by accessing the below link.



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



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House 28, Road 43
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SECTION 1. INFORMATION TO BIDDERS

- 1. Introduction**
 - 1.1. All interested and eligible Consultant/Firm/Agency/Consortium(s) with required qualifications and experience may submit their proposals.
 - 1.2. Costs of preparing the proposal and attending the pre-bid/ negotiation meeting, if provisioned, are not reimbursable.
 - 1.3. The interested Consultant/Firm/Agency/Consortium(s) are expected to follow highest ethical standards in their participation in the bidding process; and must 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 and modify this RFP document. Also, to select the consulting firm(s) for providing selected goods and services cited in section 2 (article 9) 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 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 team Consultant/ Firm/ Agency/ Consortium(s), amend the RFP. Any amendment shall be issued in writing and shall be posted and will be binding on all bidders. WaterAid Bangladesh may at its discretion extend the deadline for the submission of proposals.
- 3. Preparation of technical proposal and financial proposal**
 - 3.1. Interested Consultant/Firm/Agency/Consortium(s) are requested to submit their proposals (**font: Arial, Size: 11**). Both the technical and financial proposals must remain valid for a minimum of 90 days after the date of submission.
 - 3.2. **The technical proposal should contain the following (section 3):**
 - Appreciation to the Terms of Reference (TOR)
 - Detailed workplan and methodology to address the objectives of the assignment
 - CVs of the team leader and key resource person(s) of the consulting firm(s)
 - Relevant experience and credibility to undertake the given assignment
 - 3.3. The financial proposal from the Team of Consultant/Firm/Agency/Consortium(s) are expected to take into account the requirements for accomplishing the deliverables specified in the section-2 (article-9) and conditions outlined in the RFP documents. Maximum budget for this assignment is **BDT 2,000,000 (Twenty Lacs)**.
 - 3.4. Provide a justified financial proposal consistent with the technical proposal which clearly mentions item wise summary of cost for the assignment with detail breakdown following the provided template (section 4). The budget must include applicable AIT; however, VAT should be mentioned separately at the bottom on total budgeted amount.

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

4. Submission of Proposals

4.1. The original proposal (technical and financial) should be submitted electronically to the email address WaterAid-Tender-TA@wateraid.org with the subject line: “**Development of a Digital Water Billing System for Satkhira Municipality**”.

4.2. Proposals submitted to any other e-mail account except the above will not be accepted.

4.3. Proposals submitted after the deadline of **30 April 2026, till 23:59** will be treated as disqualified.

4.4. Two different files (PDF) should be generated for technical proposal and financial proposal. However, both files should be submitted into one zip folder with a cover letter. Please name the zip folder after your consulting firm.

4.5. The technical proposal should not exceed 40 pages.
The financial proposal should not exceed 5 pages.
CVs should not exceed 10 pages per Consultant/Expert.
Organisational/individual profile should not exceed 10 pages

5. Proposal Evaluation

5.1. The evaluation committee will evaluate the proposals based on their responsiveness to TOR and 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 they do not respond to important aspects of the TOR.

5.2. The final selection will be done following 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 scores of each evaluated proposal and then computing the relevant combined total score for each consultant(s)/ consulting firm(s). However, the financial evaluation will be made only for the qualified bidders.

- Technical proposal: **80**
 - Understanding of the assignment and overall quality: 10
 - Proposal with detailed methodology and workplan: 40
 - Proposed team to accomplish the assignment: 15
 - Relevant experience and accomplishments: 15
- Financial proposal with a detailed breakdown: **20**

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

5.4. Once the proposals are evaluated, WaterAid may go for negotiation, if required, with one or more consulting firm(s) for final selection.

5.5. If negotiations fail, WaterAid Bangladesh may invite the consulting firm(s) with next highest score to negotiate a contract or go for re-advertisement with fresh Requests for Proposals (RFP).

- 6. Presentation and negotiation**
- 6.1. Once the proposals are evaluated, only the shortlisted consulting firm(s) will be contacted for next process, presentation or further clarifications. However, if a shortlisted bidder does not communicate within 5 days, their proposal will be treated as unsuccessful.
- 6.2. WaterAid Bangladesh may enter negotiation with one or more bidders before final selection. If negotiations fail, WaterAid Bangladesh will then invite those consulting firm(s) whose proposals have received the next highest score. If none of the invited proposals led to an agreement, a new RFP will be called upon.
- 6.3. The presentation and negotiations may include a discussion on the proposed methodology, workplan, staffing, costing, or any suggestions made by the bid participating consulting firm(s) to improve the terms of reference.
- 6.4. WaterAid Bangladesh and the contracted consulting firm(s) may revise the TOR which should be incorporated into the final contract document.
- 7. Notification of Award**
- 7.1. The selected Consultant/Firm/Agency/Consortium(s) will receive the notification of award within one week of successful negotiation.
- 8. Penalty clause**
- 8.1. The Consultant/Firm/Agency/Consortium(s) are expected to deliver required outputs within the stipulated timeframe maintaining the quality. If for any reason, the consulting firm(s) fails to deliver the required deliverables within the stipulated time, the consulting firm(s) need to inform WaterAid in time with a valid and acceptable explanation in written. Failing to this may evoke penalty clause at the rate of 0.5% for each day of delay.
- 9. Confidentiality**
- 9.1. 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 has been notified of the award of the contract.
- 10. Pre- bid meeting**
- 10.1. There will be an online (MS Teams) **pre-bid meeting at 10:00 AM, on 26 April 2026** to brief the objectives of the assignment. Interested entities are requested to join the meeting from [this link](#). In case of any technical difficulties, kindly inform farhanamahzabin@wateraid.org to receive assistance prior to the start of the session.
- 11. Focal person**
- Mr Md Zarif Oeishik
Project Delivery Expert
WaterAid Bangladesh
Email: ZarifOeishik@wateraid.org

SECTION 2. TERMS OF REFERENCE

1. Introduction

GO4IMPact is a programme supported by the Embassy of Switzerland in Bangladesh. The programme aims to strengthen local governance and improve the equitable, climate-resilient delivery of basic public services, particularly in water and solid waste management (SWM). It adopts a systemic, adaptive, and facilitative approach to enhance the capacities of relevant actors, stimulate dialogue among stakeholders, and encourage participatory and participatory decision-making processes.

In many municipalities across Bangladesh, piped water supply systems play a critical role in ensuring safe water access, particularly in climate-vulnerable regions affected by salinity, arsenic contamination, and declining groundwater quality. Despite significant investments in water infrastructure, revenue collection from water services remains weak due to manual, fragmented, and inefficient billing and payment systems. These limitations reduce financial sustainability, constrain operation and maintenance, and affect service reliability and equity.

To address these challenges, this initiative aims to establish a digital water billing and payment system that enables municipalities to manage water billing more efficiently while offering citizens a convenient, transparent, and accessible mechanism to query and pay water bills. The system is expected to support improved revenue collection, reduce operational losses, and strengthen the financial viability of municipal water utilities.

In accordance with the Local Government (Paurashava) Act 2009, and Paurashava Budget (Formulation and Approval) Rules, 1999, municipalities are responsible for managing water supply services and collecting user charges to ensure financial sustainability. By introducing a digital platform for water billing system, municipalities will be better equipped to monitor service performance, track payments in real time, and enhance accountability in public service provision.

Through this initiative, GO4IMPact seeks to contribute to improved governance and climate resilience by strengthening the link between water service delivery and municipal financial management. The digital water billing system is expected to enhance transparency, improve user experience, particularly for women, elderly persons, and remote households, and provide a foundation for scalable digital public service solutions that can be adopted by other municipalities in the future.

2. Objectives

The overall objective of this assignment is to establish a robust, secure, and scalable digital water billing and payment system for municipalities that improves operational efficiency, strengthens revenue collection, and enhances transparency and accountability in water service delivery.

Specific objectives:

- Build a digital system that automates water billing system including bill generation, querying, and payment processing, integrating municipal billing databases with multiple digital payment channels and ensuring accurate, real-time transaction recording.
- Develop an administrative dashboard for municipalities that provides real-time visibility of billed amounts, collections, arrears, and payment trends.
- Enable a citizen-facing self-service platform (web/mobile) where municipal residents can view bills, receive notifications, lodge complaints, and download receipts.

3. Scope of work

The selected agency/firm(s) will be responsible for, but not limited to, the following tasks, and is encouraged to propose additional innovative features or services that can enhance the budgeting and planning process for Union Parishads:

- Design and develop a digital water billing system aligned with the statutory responsibilities of municipalities under the Paurashava Act, 2009 and Paurashava Budget (Formulation and Approval) Rules, 1999.
- Establish a complete digital workflow covering customer registration, bill generation, bill querying, payment processing, receipt generation, and transaction confirmation.
- Develop a secure administrative portal with role-based access for authorised municipal officials to manage customer records, billing, payments, arrears, tariffs, users, and administrative controls.
- Incorporate or migrate existing municipal billing data and workflows into the proposed system.
- Integrate multiple digital payment channels, including mobile financial services and bank payment gateways, ensuring secure and real-time transaction reconciliation.
- Develop an integrated user-facing interface and administrative dashboard enabling bill access, notifications, payments, and real-time monitoring of billing, collections, arrears, and system performance.
- Ensure system resilience through structured data backup and export mechanisms (e.g. Excel/CSV), enabling full system restoration in case of failure.
- Implement configurable billing and penalty rules, including due dates, arrears thresholds, and automatic surcharge calculations with full audit tracking.
- Ensure system security, data integrity, and auditability through access controls, activity logs, and secure data storage.
- Ensure usability and accessibility, including Bangla language support and optimisation for smartphone use.
- Integrate a service request and grievance management module with tracking and resolution workflows.
- Support multi-year data storage and comparative analysis of billing and revenue performance.
- Generate print-ready billing outputs compatible with commonly used printers, enabling efficient bulk printing and distribution.
- Incorporate offline-capable features where feasible, with data synchronisation upon connectivity restoration.
- Enable full municipality-level administrative control, including user management, signature authority updates, and service configuration.
- Conduct stakeholder consultations and assess existing operational challenges to inform system design and improvements.
- Develop a sustainability and revenue model to support long-term system operation without vendor dependency.
- Develop Standard Operating Procedures (SOPs), user manuals, and technical documentation to support long-term system management.
- Conduct pilot implementation and refine the system based on user feedback.
- Provide structured training and knowledge transfer to ensure operational independence of municipal users.
- Provide post-deployment maintenance and support for a defined transition period (minimum 1 year, extendable up to 2 years).
- Transfer full system ownership, including source code, documentation, system architecture, and deployment configuration, to WaterAid Bangladesh.

4. Sustainability and Exit Strategy

The proposed system must be designed as a self-sustaining digital platform that can operate independently beyond the project support period. The selected consultant/agency will be responsible for developing a sustainability and transition plan to ensure long-term operational continuity. The system shall be designed modularly to allow future integration of additional municipal services.

The consultant/agency will provide technical support and maintenance for an initial period of up to five (5) years following deployment. During this period, the consultant/agency shall gradually transfer operational responsibilities to designated personnel from the municipality and WaterAid Bangladesh.

The consultant/agency shall develop SOPs covering system administration, user management, financial configuration, report generation, backup procedures, and troubleshooting guidelines.

The system must enable municipality-level administrative control, including but not limited to:

- User role management
- Signature and approval authority updates
- Service configuration
- Tariff and billing adjustments
- Report generation

The system must be designed with a revenue-generating mechanism to support long-term sustainability, including transaction fees, service charges, or other viable models agreed upon by WaterAid Bangladesh.

5. Methodology

1) Approach & design principles

- Municipality-first system design aligned with existing water utility billing and collection workflows, ensuring ease of use for staff with limited technical capacity.
- Compliance-driven digitisation aligned with municipal mandates under the Paurashava Act, 2009, and Paurashava Budget (Formulation and Approval) Rules, 1999, focusing on billing, payment, and revenue management functions.
- Mobile-friendly and low-bandwidth-aware design to ensure smooth performance on commonly used Android smartphones and web browsers.
- Security-by-design approach incorporating role-based access control, secure authentication, and audit logging for financial and user data.

2) Inception & system assessment

- Rapid inception phase to confirm objectives, user roles, data structures, billing logic, payment flows, acceptance criteria, and implementation plan.
- Consultation with municipal officials and relevant stakeholders to validate operational requirements and existing practices.
- Assessment of existing practices and field data collection workflows, including identification of gaps in manual and semi-digital processes, to define requirements for a digital or mobile-based meter reading system with validation and error-checking mechanisms.
- Mapping of end-to-end customer service and grievance handling processes, including complaint intake, categorisation, assignment, resolution tracking, and escalation procedures to define system workflow requirements and service-level expectations.

- Review of municipal water supply revenue management status, including arrear thresholds, disconnection and reconnection procedures, penalty application logic, and approval hierarchies, to ensure alignment with municipal policies and applicable legal provisions and to inform system workflow design.
- Where applicable, assessment of any existing digital water billing systems or components proposed by the bidder to determine suitability for reuse, takeover, or adaptation.
- Assessment of sustainability requirements, operational ownership structure, revenue model, and transition plan for long-term system independence.

3) System architecture & development approach

- Modular system architecture to support future expansion, integration, or replacement of components without major redevelopment.
- Design intuitive and standardised GUI components for both administrative and user interfaces, ensuring consistency, usability, and compliance with public service application design standards.
- Development or adaptation of core system components covering customer management, bill generation, bill querying, payment processing, reconciliation, reporting, and administrative dashboards.
- Web-based and mobile-responsive solution optimised for smartphone access, with flexibility to support mobile applications if required.
- Lightweight dashboards and reporting interfaces designed for clarity, performance, and operational use.

4) Data security & protection

- Role-based access control defining data entry, review, approval, and administrative privileges.
- Secure data handling practices, including encrypted data transmission and controlled access to sensitive information.
- Audit trail mechanisms to track billing actions, payment confirmations, data changes, and administrative activities.
- Secure credential management and administrative controls to prevent unauthorised access.

5) Accessibility & user-centric design

- Bangla-first interface with English option where required.
- Simple and guided user journeys for both municipal users and water service consumers.
- Optimised user interface for touchscreen devices, minimising steps and input burden.
- Compatibility with low-end smartphones, varied screen sizes, and commonly used browsers.

6) Development process & prototyping

- Iterative development approach with phased delivery and regular validation checkpoints.
- Progressive prototyping from system wireframes to functional modules covering billing, payments, reporting, and dashboards.
- Continuous stakeholder feedback to ensure functional accuracy, usability, and compliance with requirements.

7) Quality assurance & testing

- Functional testing of billing logic, payment workflows, reconciliation, reporting, and dashboards.
- Cross-device and browser testing focusing on commonly used low-cost Android devices.
- User Acceptance Testing (UAT) during pilot deployment with municipal users.

- Bug fixing and refinements based on testing and pilot feedback prior to final acceptance.

8) Training & knowledge transfer

- Structured training programme for designated municipal officials including water supply section responsible for water billing, finance, and system administration.
- Hands-on training covering system operation, reporting, troubleshooting, and basic administrative tasks.
- Training of Trainers (ToT) approach to ensure long-term institutional capacity.
- Provision of Bangla user guides, quick reference materials, and basic technical documentation.
- Knowledge transfer sessions to ensure municipal readiness for system use and oversight.

9) Sustainability & transition approach

- Development of sustainability model including operational responsibility, cost recovery, and revenue generation mechanisms
- Development of SOPs for operational continuity
- Gradual transition of system management responsibilities to municipality and WaterAid Bangladesh
- Capacity strengthening of designated municipal administrators and technical focal persons
- Exit strategy ensuring system continuity without vendor dependency

10) Deployment & handover

- Pilot deployment in Satkhira municipality followed by stabilisation and refinements.
- Final deployment upon pilot acceptance.
- Handover package including full system source code, database structure, API documentation, deployment instructions, configuration details, system architecture, and administrative control access, ensuring complete ownership transfer to WaterAid Bangladesh.

11) Hosting, security certification & support

- Provision of hosting and system support for a defined transition period (**up to five years**), followed by full operational independence of WaterAid Bangladesh and municipalities.
- Configuration of secure hosting environment, routine backups, and system monitoring.
- Deployment and maintenance of valid SSL/TLS certification to ensure secure access.
- Technical support covering troubleshooting, bug fixing, and system stabilisation during the support period.
- Initial hosting may be vendor-supported, followed by migration to infrastructure designated by WaterAid Bangladesh.

12) Monitoring, evaluation & reporting

- Monitoring of system performance and usage during pilot and initial rollout.
- Identification of implementation challenges and corrective actions.
- Submission of an assignment completion report summarising implementation activities, outcomes, issues addressed, and recommendations for future scaling or enhancement.

6. Deliverables

The assignment should be completed within **50 days** after signing the agreement.

The following template should be submitted with the technical proposal:

Table 1: Template for deliverables and timeline setting

#	Deliverable	Description	Timeline
1	Inception Report	<ul style="list-style-type: none"> Conduct inception meetings with WaterAid Bangladesh, selected municipalities, and relevant stakeholders. Prepare an inception report including detailed work plan, stakeholder mapping, risk matrix, and proposed system architecture. Submit UX/UI concept notes, wireframes, and proposed user journeys for administrative and user-facing interfaces for review and approval. 	
2	System Design & Development	<ul style="list-style-type: none"> Finalise approved UX/UI designs and system architecture. Develop or adapt database structure, billing logic, and API specifications. Develop core modules for customer management, bill generation, bill querying, payment processing, reconciliation, and reporting. Integrate authentication, notifications (SMS/OTP where applicable), and digital payment gateways. Develop administrative dashboard and user-facing interface (web/mobile-responsive). Conduct internal testing and validation of core functionalities. 	
3	Testing & Refinement	<ul style="list-style-type: none"> Conduct functional, security, and performance testing of the system. Carry out User Acceptance Testing (UAT) with municipal officials and selected users. Incorporate revisions and refinements based on UAT and stakeholder feedback. 	
4	Deployment & Training	<ul style="list-style-type: none"> Deploy the system in the production environment. Conduct hands-on training sessions for designated municipal officials and system administrators. Provide Bangla user manuals and training materials. Provide initial technical support and monitor system stability post-deployment. 	
5	Final Report & Handover	<ul style="list-style-type: none"> Deliver fully tested system, including source code, configuration files, user manual, deployment documentation, and technical manuals. Submit a final completion report summarising activities undertaken, challenges faced, and recommendations for future scaling. Provide all training materials, handover documentation, and completion confirmation. 	

7. Mode of payment

Payment will be made in four instalments upon submission of an invoice. All invoices are to be submitted to WaterAid and certified by the respective personnel.

Instalments	Percentage	Schedule for payment
First	30%	Deliverable 1
Second	40%	Deliverable 2 & 3

Instalments	Percentage	Schedule for payment
Fourth	30%	Deliverable 4 & 5

8. Intellectual property rights (IPR) & data protection

All materials, deliverables, source code, system designs, software, documentation, reports, databases, configurations, and any other outputs produced, developed, adapted, or deployed under this assignment shall be considered *work made for hire* and shall be the exclusive property of **WaterAid Bangladesh**.

The consultant hereby irrevocably assigns and transfers to WaterAid Bangladesh all intellectual property rights, title, and interest in and to all such materials, including but not limited to software applications, source code, system architecture, APIs, databases, documentation, reports, training materials, and any derivative works thereof. This assignment shall be exclusive, perpetual, royalty-free, and valid worldwide.

The consultant shall hand over **complete and functional source code** for all system components developed or deployed under this assignment, including front-end, back-end, databases, APIs, configuration files, build scripts, deployment instructions, and technical documentation, in a format acceptable to WaterAid Bangladesh. Partial handover, compiled binaries only, or restricted access shall not be acceptable.

The consultant shall not reuse, replicate, resell, sublicense, adapt, or deploy the source code, system design, or any substantially similar system or components developed under this assignment for any other client, project, or purpose, whether commercial or non-commercial, without the prior written consent of WaterAid Bangladesh. This restriction shall remain in force beyond the completion or termination of the contract.

Where the consultant proposes to use any pre-existing software, system, or components, the consultant must clearly declare such components and confirm that it holds full legal rights and authority to use, modify, and transfer them. Any such components shall be transferred to WaterAid Bangladesh with equivalent rights, free from third-party claims, licence restrictions, or usage limitations. The consultant/agency shall not retain any dependency or exclusive control over any component required for system operation, maintenance, or scaling.

Any modification or changes to the agreed deliverables shall require prior written approval from WaterAid Bangladesh. The consultant shall be responsible for ensuring that all project materials, both physical and digital, are securely stored, transmitted, and handled throughout the assignment.

The consultant shall ensure full compliance with **WaterAid Bangladesh's data protection requirements**, applicable **GDPR principles**, and relevant **Bangladesh data protection and cyber security laws**. This includes implementing appropriate technical and organisational measures for data encryption, access control, confidentiality, secure storage, and prevention of unauthorised access, particularly when handling sensitive financial or personal data.

Upon completion or termination of the assignment, the consultant shall return or securely destroy any copies of project data or materials retained in its possession, except where retention is explicitly authorised in writing by WaterAid Bangladesh.

9. Competencies

The interested agency/firm is expected to have the following competencies and experience:

- Demonstrated expertise in designing and developing open-source, web-based and mobile-friendly digital systems, using commonly adopted frameworks and technologies suitable for secure and scalable public service applications.
- Understanding of public sector governance systems, including alignment with Paurashava laws and institutional decision-making structures, ensuring that system design supports accountability and transparency in service delivery.
- Strong understanding of user experience (UX) and user interface (UI) design principles, particularly for administrative systems used by local government institutions and non-technical users.
- Strong understanding of data governance frameworks, citizen data protection principles, and secure handling of public service data in compliance with relevant national laws and policies.
- Proven experience in backend system development, including database design, API integration, role-based access control, audit logging, and secure handling of sensitive data.
- Experience in developing digital systems that process financial transactions or sensitive personal data, with appropriate security controls and data protection measures.
- Familiarity with municipal service delivery, revenue collection, or utility management systems in Bangladesh will be considered an advantage.
- Prior experience in developing or implementing digital platforms for municipalities or other local government institutions will be considered an advantage.
- Demonstrated capacity in project management and iterative or agile development approaches, including documentation, version control, and structured delivery.
- Experience in managing complex digital system delivery, including coordination with multiple stakeholders and structured handover processes.
- Knowledge of information security and privacy best practices, including secure coding principles, vulnerability mitigation, and data protection standards applicable in Bangladesh.
- Ability to provide effective training, documentation, and knowledge transfer to government officials to support system adoption and sustainability.
- Demonstrated ability to work with development partners, NGOs, or government agencies and deliver donor-funded or public-sector digital initiatives.
- Commitment to maintaining confidentiality and complying with contractual obligations related to intellectual property, data protection, and non-disclosure.

9. Confidentiality

All digital platforms, systems, source code, data, documentation, analyses, and other materials developed, adapted, or produced under this assignment shall be treated as confidential and shall be governed by the Intellectual Property Rights provisions of this RfP. The consultant/agency shall not disclose, reproduce, or share any part of the work, in whole or in part, with any third party without the prior written consent of WaterAid Bangladesh.

The selected consultant/agency shall comply with WaterAid's Global Code of Conduct and Safeguarding Policies, including safeguarding standards applicable to staff, partners, and contractors, as outlined at: www.wateraid.org/uk/safeguarding.

SECTION 3. TECHNICAL PROPOSAL SUBMISSION FORMAT

- 3A. Forwarding letter format
- 3B. Understanding of the assignment
- 3C. Implementation strategy
- 3D. Team composition
- 3E. Relevant experience
- 3F. Company profile (if applicable)
- 3G. Ethical practice

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

Subject:

Dear Sir,

We, the undersigned, are offering to provide the following assignment following your Request for Proposal (RFP) dated _____ (date and subject)

We are hereby submitting our proposal, which includes a technical proposal and a financial proposal.

If negotiations are held during the period of validity of the proposal, we undertake to negotiate based on 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 concept note on overall 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 member(s) in below format)

- CV of proposed key team members

Name	
Role in this assignment aligning with the workplan	
Highest academic qualification	
Professional summary	<i>(a brief overview summarising your expertise for the proposed position)</i>
Professional experience	<i>(please mention your last five relevant experiences for the proposed role in the assignment; in either narratives or tabular format)</i> <i>Professional experiences should include the following:</i> <i>- Name of the organisation and job title</i> <i>- Duration</i> <i>- Key responsibilities</i>

Also, attach the CVs of the proposed personnel.

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 consulting firm, 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 (if applicable)

(Please attach portfolio and other relevant documents)

3G. Ethical practice

(Please specify your policies on safeguarding, health & safety, safety, and security)

SECTION 4. FINANCIAL PROPOSAL SUBMISSION FORM

4A. Summary of budget/costs, including narratives

4B. Legal documents

4A. Summary of budget/costs, including narratives

(The financial budget summary should be prepared in line with below guidance)

- 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 include applicable AIT; however, VAT can be mentioned separately at the bottom on total budgeted amount.** WaterAid Bangladesh shall deduct VAT and Tax at source as per government rules.
- Apart from the activities mentioned in this RFP, the consultant(s)/consulting firm(s) are 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 of means	Unit cost	Total cost (BDT)
Component - 01		xxxxx	xxxxxxxxx
a.			
b.			
c. <i>(please add more rows as required)</i>			
Component - 02		xxxxx	xxxxxxxxx
a.			
b.			
c. <i>(please add more rows as required)</i>			
Component - 03		xxxxx	xxxxxxxxx
a.			
b.			
c. <i>(please add more rows as required)</i>			
Component - 04		xxxxx	xxxxxxxxx
a.			
b.			
c. <i>(please add more rows as required)</i>			
Component - 05		xxxxx	xxxxxxxxx
a.			
b.			
c. <i>(please add more rows as required)</i>			
Sub-total (including AIT)		xxxxx	xxxxxxxxx
Applicable VAT XX%		xxxxx	xxxxxxxxx
Gross total		xxxxx	xxxxxxxxx

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)
- Bank detail or copy of Cheque Leaf.