

**18 May 2026**

## **REQUEST FOR PROPOSAL (RFP)**

# **Assessing Long-Term Sustainability and Systems Transformation in WASH for Urban Poor and PEHUP Initiatives**

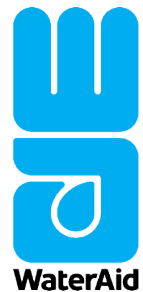
**Proposal submission deadline: 7 June 2026**

Interested consultant/ consulting/research firms are requested to submit a technical and a financial proposal through email at [WaterAid-Tender-TA@wateraid.org](mailto:WaterAid-Tender-TA@wateraid.org)

There is a pre-bid meeting scheduled on **24 May 2026 at 10:00 AM via online**. If you are interested, please join through the link below:

[Sustainability Assessment - Prebid Meeting | Meeting-Join | Microsoft Teams](#).

**Md. Mamun Chowdhury from WaterAid Bangladesh** will be available to answer any queries, you can reach him [MamunChowdhury@wateraid.org](mailto:MamunChowdhury@wateraid.org).



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

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## SECTION - 1 : INFORMATION TO ORGANISATIONS

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- 1. Introduction**
- 1.1 All interested and eligible consultant/consulting/research firms with required qualifications and experience can submit their study proposal.
- 1.2 Costs of preparing the proposal and attending the pre-bid/ negotiation meeting, if provisioned, are not reimbursable.
- 1.3 Consultant(s) are expected to follow highest ethical standard in their participation in the bidding process; and refrain from influencing the internal section 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 company / agency/ individual for providing selected goods and services cited in section 2 (article 4) 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 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 Technical and Financial Proposal**
- 3.1 Consultants are requested to submit their proposal written in English (font - Arial, Size -11). Proposal must remain valid for a minimum of 90 days after submission.
- 3.2 The technical part of the proposal should contain the following:
- Detailed methodology of the study including work plan in line with the assignment objective(s);
  - Detailed timeframe including dates for submission of the outputs/deliverables as specified in the Term of Reference (TOR).
  - Relevant experience and credibility to undertake the given assignment and experience in relation to the methodology proposed.
  - Detailed CV of the team leader and key members of the study team.

- Technical proposal must not exceed ten pages (excluding CVs and organisational profile) and be submitted in PDF format.

- 3.3 The maximum quotation price for this assignment is **BDT. 15,00,000/- (Taka Fifteen Lac)** only inclusive all applicable VAT and AIT. Any proposal exceeding this limit will result in disqualification. The Consultant is expected to provide justified budget to be consistent with technical proposals.
- 3.4 The financial proposal should clearly identify, item wise cost for the assignment with necessary details. The unit cost must include applicable AIT; however, VAT can 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 technical and financial proposal should be submitted electronically to the following email address: [WaterAid-Tender-TA@wateraid.org](mailto:WaterAid-Tender-TA@wateraid.org) with subject line as follows: ***“Assessing Long-Term Sustainability and Systems Transformation in WASH for Urban Poor and PEHUP Initiatives”***.
- 4.2 Proposals submitted to any other e-mail account except the above will not be accepted.
- 4.3 Submission of proposal after the deadline **07 June 2026** will not be accepted.
- 4.4 Two different files should be generated for technical and financial proposals. However, both files should be submitted into one zip folder with a cover letter.
- 4.5 The technical proposal should not exceed 30 pages. The financial proposal should not exceed 5 pages. CVs should not exceed 3 pages per Consultant/Expert. Organisational/individual profile should not exceed 10 pages.

#### 5. Proposal Evaluation

- 5.1 The evaluation committee will evaluate the proposals in relation to the RFP and the TOR and applying the set evaluation criteria and point system specified herein. Each responsive proposal will be given score. Proposal(s) will be rejected at this stage if it does not respond to important aspects of the TOR.
- 5.2 The final selection will be done following a Quality and Cost Based (QCBS) method. This will be done by applying a weight of 80% and 20% respectively to the technical and financial proposal respectively. However, the financial evaluation will be made only for the technically qualified bidders.
- Technical Proposal: **80**
    - Proposal with detailed methodology: 30

- Composition of the team: 15
- Relevant work experience: 15
- Work plan and overall quality of proposal: 20

Following the evaluation of the technical proposals, bidders who achieve more than 80% of the total points will qualify for further assessment based on financial submissions. Among the technically qualified bidders, preference will be given to the lowest financial bid.

- Financial proposal with a detailed breakdown: **20**

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 consultant / consulting firm 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 a pre-bid meeting on **24 May 2026** at 10:00AM through online to brief the objectives of the assignment and answer related queries, if you are interested please join to [Sustainability Assessment - Prebid Meeting | Meeting-Join | Microsoft Teams](#).

## 7. Presentation and Negotiation

7.1 Once the proposals are evaluated, only the shortlisted consultant/agency/ research firm will be contract for next process for presentation or further clarifications. However, if no communication is made with any bidder within 60 days, the proposal will be considered as unsuccessful.

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 organisations /individuals 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 bid participating organisation(s) to improve the terms of reference.

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

## 8. Notification of Award

8.1 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.

- 9. Penalty clause** 9.1 The consultant/ agency/ research firm(s) is expected to deliver required outputs within the stipulated timeframe maintaining the quality. If for any reason, the consultant/ consulting/ research firm(s) fails to deliver required deliverables within stipulated time, the consultant/ consulting/ research firm(s) 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% 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 has been notified with award of the contract.
- 10. Focal person** 11.1 Md. Mamun Chowdhury  
Project Coordinator- Universal Access  
WaterAid Bangladesh  
Can be reached directly at:  
[MamunChowdhury@wateraid.org](mailto:MamunChowdhury@wateraid.org)

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## Terms of Reference

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### Assessing Long-Term Sustainability and Systems Transformation in WASH for Urban Poor and PEHUP Initiatives

#### 1. Introduction

Although Bangladesh has achieved remarkable gains in national water and sanitation coverage, significant disparities persist within urban areas, especially in informal settlements and slums. While overall national statistics show high basic sanitation coverage at the aggregate level, slum and low-income communities are dramatically underserved: only a small fraction of households in slums use hygienic, safely managed sanitation, and many lack basic handwashing facilities, contributing to persistent public health risks.

The **Promoting Environmental Health for the Urban Poor (PEHUP)** project (2011-2017) was an initiative of WaterAid Bangladesh under its Urban WASH programme supported by the Government of Sweden, aimed at improving access to safe water, sanitation, and hygiene (WASH) for low-income urban communities. The project focused particularly on people living in slums and underserved urban areas, working in partnership with communities, local governments, and service providers to strengthen both infrastructure and institutional capacity to deliver WASH services. Some of the key achievements include:

- Provided WASH support to over 170 urban slums across major cities like Dhaka, Khulna, and Chattogram
- Enabled households access to safe drinking water from improved sources
- Helped households adopt improved hygienic latrines
- Promoted hygiene awareness, with majority people practicing handwashing with soap after defecation
- Strengthened collaboration between communities and local institutions to ensure sustainable WASH services

The **WASH for Urban Poor (WASH4UP)** project is a urban WASH initiative of WaterAid Bangladesh supported by the Government of Sweden (Sida) and implemented across large metropolitan city corporations and municipalities. Phase I (2018–2022) of the project focused on establishing basic water supply, sanitation, hygiene behavior change, and improved WASH infrastructure in six urban locations:

- Four major city corporations: Dhaka North, Dhaka South, Chattogram, and Khulna.
- Three municipalities: Paikgacha, Sakhipur, and Saidpur.
- Over its life, Phase I directly benefited approximately 450,000 people through a combination of improved services and behavior change programming. Some of its key achievements include:
  - 960 water facilities installed/renovated in communities and institutions
  - 506 improved community toilets installed/renovated including institutions
  - 5258 improved toilets at household level installed/renovated through motivation
  - 1559 caretakers trained/oriented on O & M
  - 70 schools/institutes supported with WASH facilities
  - 7 health care centres supported with WASH facilities
  - 2 FSM plants to be supported in the project area

Despite these successes, phase I findings also showed continued reliance on shared or communal facilities, persistent health risks, and challenges in scaling and sustaining services beyond the life of project support.

The WASH for Urban Poor (WASH4UP) Project phase II aims to improve environmental health and resilience of WASH-deprived urban poor in slums and low-income settlements across seven

urban locations in Bangladesh (Dhaka North, Dhaka South, Chattogram, Khulna City Corporations, Paikgacha, Sakhipur and Saidpur municipalities) from April 2023 to December 2026. It focuses on contextualized, adaptive WASH systems strengthening, sector-level institutional capacity, and climate resilient service delivery. Under Phase II, supported activities include:

- Access to safe water for an estimated 50,000 urban poor.
- Improved sanitation facilities for approximately 46,000 people.
- Motivation and behavior change interventions for 90,000 people.
- Enhanced health service access for about 18,000 individuals.
- Community-level solid waste management services, and improved use of public sanitation facilities.

This phase explicitly integrates climate resilience, environmental sustainability, and governance type systems strengthening, intending to ensure that WASH services remain robust, inclusive, and owned by local stakeholders long after donor support ends.

Given this context, a **sustainability assessment** will be essential to:

- Understand whether improvements made through PEHUP and WASH4UP are durable/sustainable and can be maintained without continued external support – if not what needs to be done for overall sustainability.
- Assess effective association between the projects and local government bodies (actual role they are currently playing versus the expected role beyond the project support).
- Assess institutional ownership by communities, local governments, private service providers, and other system actors.
- The effective utilization of the WASH fund/cost sharing model implemented by the project beyond project support
- Assess the advocacy efforts of the projects and whether they have transitioned from policy to action as intended by the projects.
- Evaluate the integration of WASH solutions into local systems and budgets, aligning with inclusive and resilient market system principles.
- Identify opportunities and challenges for scaling successful practices across additional urban settings, strengthening broader city-wide and national WASH agendas.

## 2. Objective of this assignment

The specific objectives of the assessment are, but not limited to:

- **Assess the long term sustainability** of the project's WASH services/solution implemented during the projects (2011-2026) in terms of functionality and financial viability beyond donor support.
- **Propose and apply relevant sustainability assessment tools (such as AAER matrix, Sida' green toolbox and others)**
- **Evaluate stakeholder ownership**, including community, local governments, private sector actors, and other system actors.
- **Identify enabling and constraining factors** for sustainability especially focusing on market-linkage, adaptive capacity, resilience, and scalability of implemented WASH solutions.
- **Generate actionable recommendations** to inform policy dialogue, future programming, and system-level integration across urban WASH contexts.

### 3. Scope of Work

The selected consultant / consultancy / research firm will conduct a sustainability assessment of the PEHUP and WASH4UP initiatives implemented between 2011 and 2026 across the targeted urban locations. The assessment will examine the long-term sustainability of project-supported WASH services, systems, financing mechanisms, governance structures, and behaviour change outcomes beyond donor support.

The scope of work will include, but not be limited to, the following:

- a. Assess the functionality, utilization, operation and maintenance, and financial sustainability of WASH infrastructure and services, including water supply, sanitation, FSM, hygiene facilities, solid waste management, and institutional WASH systems.
- b. Evaluate institutional ownership, governance, and accountability among communities, CBOs, LGIs, WASAs, municipalities, private sector actors, and other stakeholders in sustaining inclusive and climate-resilient WASH services.
- c. Assess systems strengthening, market linkages, financing mechanisms, and the extent to which project-supported policies, advocacy initiatives, and governance models have transitioned into institutional practice and scale-up.
- d. Analyze climate resilience, environmental sustainability, and adaptive capacity of the supported WASH solutions and systems against environmental and socio-economic challenges.
- e. Apply relevant sustainability assessment frameworks and tools (such as AAER Matrix, Sida Green Toolbox, FIETS, OECD-DAC criteria, etc.) to assess adoption, institutionalization, replication, and long-term sustainability of interventions.
- f. Document key lessons learned, good practices, challenges, and provide actionable recommendations to strengthen future urban WASH programming, policy implementation, institutional ownership, and sustainability.

### 4. Methodology

The selected consultancy firm is expected to propose the detailed methodology. The core methodology should be to reach out to all relevant stakeholders to understand the long term sustainability (financial viability, operational and functionality) of the WASH solutions that were initiated by the projects, the institutional ownership of the relevant government institutes and private sector where relevant, evidence of advocacy efforts that led to transition from policy to action, behaviour change at the beneficiary level and ownership at the community level. The consultancy firm will be expected to:

- **Review Documents** (project reports, baseline/endline data, policies, maintenance records)
- **Interview:**
  - Local government officials
  - Community leaders and user groups
  - Private service providers and local entrepreneurs

- Representatives from WaterAid and implementing partners
- Users of WASH services (disaggregated by gender, age, ability)
- Sanitation workers, women’s groups, youth
- **Conduct field observations and service functionality testing** (water points, toilets, hygiene facilities, FSTPs)
- **Market system mapping** to understand service delivery networks and incentives

**5. Deliverables & Timeline**

The tentative timeframe of the assignment will be start from 1 July 2026 after signing the agreement. The assignment to be accomplished within 75 calendar days (13 September 2026) unless there are valid reasons for extension and approved by the authority.

The awarded consultancy firm(s) will be expected to submit the inception report within 10 calendar days after the signing of the agreement. An Interim report with preliminary findings and draft report will be expected to be submitted by 2 months of the agreement signing date. The final report and presentation slidedeck comprising of feedback from WaterAid Bangladesh will be completed within **13 September 2026**. The contracted consultancy firm(s) is expected to deliver the following outputs:

Table 1: Expected deliverables with timeline

<b>Deliverables</b>	<b>Description</b>	<b>Timeline (after contract signing date)</b>
<b>a. Inception Report</b>	<ul style="list-style-type: none"> <li>● Assessment plan</li> <li>● Study tools</li> <li>● Work schedule.</li> </ul>	10 days
<b>b. Interim Progress Report</b>	<ul style="list-style-type: none"> <li>● Preliminary findings and data summaries.</li> </ul>	40 days
<b>c. Draft Final Report</b>	<ul style="list-style-type: none"> <li>● Comprehensive analysis with findings, gaps, and recommendations.</li> </ul>	60 days
<b>d. Final Report</b>	<ul style="list-style-type: none"> <li>● Comprehensive assessment report incorporating stakeholder WaterAid Bangladesh feedback.</li> </ul>	75 days
<b>e. Presentation slidedeck</b>	<ul style="list-style-type: none"> <li>● Key insights from the assessment report delivered to WaterAid Bangladesh and stakeholders.</li> </ul>	75 days

**Note:** All deliverables must be presented to WaterAid Bangladesh, and comments to be addressed accordingly.

## 6. Mode of payment

Payment will be made in three instalments through BFTN/Account Payee Cheque to the agency/consultant up on submission of invoice. In case of any changes in the deliverables, payment will be made at actual based on the type and quantity of content delivered. All invoice to be submit to WaterAid Bangladesh and certified by the respective personnel.

<b>Instalments</b>	<b>Percentage</b>	<b>Amount</b>
1 <sup>st</sup> installment after submission of deliverable 'a'	20%	
2 <sup>nd</sup> installment after submission of deliverable 'b' and 'c'	40%	
3 <sup>rd</sup> installment after submission of deliverables 'd' and 'e'	40%	

## 7. Competencies

- Interested team of consulting/research firm(s) is expected to have the following competencies and experience:
- Demonstrated experience conducting sustainability assessments, end-line evaluations, or system-level reviews of complex, multi-phase development programs.
- Strong understanding and practical application of systems thinking, including the analysis of institutional, financial, market, and behavioral dimensions of sustainability.
- Familiarity with OECD-DAC evaluation criteria, particularly sustainability, effectiveness, relevance, and coherence.
- Extensive experience in urban WASH programming, particularly in: Water supply systems; Sanitation and fecal sludge management (FSM); Hygiene behavior change; Solid waste management and environmental health
- Knowledge of challenges related to shared and communal WASH services, informal settlements, tenure insecurity, and high-density urban environments.
- Proven experience applying Market Systems Development (MSD) or Inclusive Market Systems approaches in evaluation or program design.
- Ability to analyze: Market actors and service delivery models; Incentives, relationships, and power dynamics within WASH markets; Financial flows, cost recovery, and sustainability mechanisms
- Ability to analyze institutional ownership, accountability mechanisms, and policy uptake of project-supported models.
- Proven capacity to integrate gender equality, disability inclusion, and social equity into sustainability assessments.
- Demonstrated expertise in assessing climate-resilient and environmentally sustainable WASH systems
- Ability to evaluate environmental risks, adaptation measures, and long-term resilience of WASH infrastructure and services.
- Proven capacity to design and implement mixed-methods research, including qualitative and quantitative data collection.
- Experience with participatory methods, stakeholder mapping, and systems diagnostics.
- Strong analytical and report-writing skills, with a track record of producing clear, evidence-based, actionable recommendations.

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**SECTION – 3 PROPOSAL SUBMISSION TEMPLATE**

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- 3A. Forwarding letter format
- 3B. Suitability for the Assignment
- 3C. Understanding of the Assignment
- 3D. Implementation Strategy
- 3E. Team Composition
- 3F. Relevant Experience
- 3G. Company Profile
- 3I. 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

Dear Sir:

We the undersigned are offering to provide the following assignment in accordance with your Request for Proposal (RFP) dated [*Date*] on “**Assessing Long-Term Sustainability and Systems Transformation in WASH for Urban Poor and PEHUP Initiatives**”.

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. Suitability for the Assignment**

(please mention competencies of your organization that strongly support for this assignment in maximum one-page)

**3C. Understanding of the Assignment**

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

**3D. 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)

**3E. Team Composition**

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

**- CV of Proposed Key Team Members**

Name	
Role of this Assignment	
Academic Background	
Professional Summary	<i>(a brief overview summarizing your expertise for the proposed position. Mention your years of experience, key sectors, and expertise for the proposed position)</i>
Professional Experience	<i>(please mention your last five relevant experiences for the proposed position; it can be either narratives or tabular format)</i> <i>Professional Experiences should include the following:</i> <i>- Name of the organization and job title</i> <i>- Duration</i> <i>- Key responsibilities</i>
Publications	<i>(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)</i>

**3F. Relevant Experience**

*(relevant services carried out in the last three tears 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

**3G. Company Profile**

*(Please attach portfolio and other relevant documents maximum)*

**3H. Ethical Practice**

*(please specify, Safeguarding, Health & Safety)*

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**SECTION 4. (FINANCIAL PROPOSAL SUBMISSION FORM)**

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**4A. Summary of budget/costs, including narratives**

**4B. Legal Document**

**4A. Summary of budget/costs, including narratives**

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

- A separate forwarding letter for financial proposal may or may not be submitted.
- 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 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 Price	Total Price
<b>Component -01</b>	xxxxx	xxxxxxxxx
a.		
b.		
c. <i>(please add more rows as required)</i>		
<b>Component -02</b>	xxxxx	xxxxxxxxx
a.		
b.		
c. <i>(please add more rows as required)</i>		
<b>Component -03</b>	xxxxx	xxxxxxxxx
a.		
b.		
c. <i>(please add more rows as required)</i>		
<b>Component -04</b>	xxxxx	xxxxxxxxx
a.		
b.		
c. <i>(please add more rows as required)</i>		
<b>Component -05</b>	xxxxx	xxxxxxxxx
a.		
b.		
c. <i>(please add more rows as required)</i>		
<b>Sub-Total</b> (including AIT)	<b>xxxxx</b>	<b>xxxxxxxxx</b>
Applicable VAT 15%	xxxxx	xxxxxxxxx
<b>Gross Total</b>	<b>xxxxx</b>	<b>xxxxxxxxx</b>

**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