

## Terms of Reference (ToR)

### To Conduct Early Signs of Impact Assessment of H2O

#### Background

Swisscontact was established in 1959 as an independent foundation by notable figures from the worlds of commerce and science in Switzerland. It is exclusively involved in international development co-operation and has carried out its own and mandated projects since 1961.

'H2O: A Systemic Water Entrepreneurship Project in Bangladesh' is a project by Swisscontact Bangladesh. It is built upon the insights gained from the experiences of "Shujola – Promoting Water Entrepreneurs and Digital Financing Mechanism in Bangladesh," which aimed to provide access to safe drinking water by establishing five water enterprises in residential communities of Ready-Made Garments (RMG) workers. The H2O project's objective is to create access to safe drinking water through implementing innovative water entrepreneurship models in the severely water crisis-prone southern coastal region of Satkhira. With a specific focus on low-income communities, the project has set up two distinct water enterprises, each with its unique business model. One serves a climate-vulnerable community, while the other supports a remote school. Through the implementation of market-driven strategies, H2O aims to establish sustainable examples of safe drinking water initiatives that can be replicated nationwide and beyond. Currently, H2O is exploring the scalability of the unique community-based market-driven business models it has introduced.

For further information, please visit: <https://www.swisscontact.org/en/projects/h2O-innovative-business-model-for-safe-and-affordable-drinking-water>

#### Objective of the assignment

The H2O project intends to engage a firm/consultant (referred to as "the consultant" hereafter) to capture and assess the impact achieved by H2O through the water enterprises. Specifically, the consultant is expected to achieve the following objectives:

- Evaluate the effectiveness of the different water entrepreneurship models introduced by Swisscontact through Shujola and H2O;
- Assess the project's impact on target populations and communities, particularly in terms of access of clean water and health outcomes;
- Evaluate the strengths and weaknesses of the different business models including challenges and opportunities for further expansion;
- Identify key success factors and areas for improvement; and
- Provide actionable recommendations for future project development.

#### Geographic location

08 water enterprises located in Satkhira Sadar, Shyamnagar, Savar, Gazipur City Corporation, Narayanganj City Corporation and Chattogram City Corporation, and the communities surrounding in 01-kilometre radius of each.

#### Duration of Assignment

April 21, 2024, to May 30, 2024

## Scope of the assignment

### 1. Business feasibility of the models:

- Evaluate the financial performance of entrepreneurial ventures, including revenue generation, profitability, and cash flow. Conduct a cost-benefit analysis to determine the return on investment and financial viability of the project.
- Assess the effectiveness of pricing strategies and revenue models in ensuring the financial sustainability of the models.
- Evaluate the impact of the entrepreneurship models on the financial freedom and sustainability of the entrepreneurs involved in operating the water treatment plants.
- Evaluate the target community's sense of ownership and capacity to independently manage the implemented water treatment plants after the project period ends, considering their level of involvement throughout the project.

### 2. Effectiveness of the intervention:

#### 2.1. Access creation:

- Measure the number of people gaining access to safe drinking water due to the intervention.
- Assess the project's effects on the quality-of-life indicators among beneficiaries, with a focus on satisfaction levels.
- Assess the affordability of the safe drinking water provided by the project for different income groups and provide a comparative analysis with other options.

#### 2.2. Awareness raising:

- Evaluate the projects' contribution in shifting water consumption behaviour towards practices that promote health and hygiene (e.g., proper storage, menstrual hygiene etc.).
- Compare target populations' knowledge about waterborne diseases, safe water handling practices, and importances of the water quality before (from the initial market assessment) and after the intervention.
- Assess the effectiveness of the projects' educational efforts in promoting long term knowledge retention and behaviour change related to safe water practices.

### 3. Health impact/outcome:

- Measure the changes in reported cases of waterborne diseases and associated healthcare expenditure within the target communities after project implementation.

### 4. Inclusivity/equity:

- Evaluate the project's impact on promoting equity and inclusivity in access to safe drinking water, particularly among LNOB population within the target communities.
- Identify any disparities in access and participation and provide recommendation to address inequalities.

### 5. Environmental impact/outcome:

- Measure carbon footprint associated with the process of reverse osmosis (RO) technology of the water treatment plant Measure the carbon credit achieved by the water treatment plants having solar energy.
- Examine whether the project is contributing to any positive or negative impact on the environment.

### 6. Policy and Institutional Impact:

- Evaluate the project's influence on shaping policies and institutional frameworks related to water governance, entrepreneurship development, and public health at the local, regional, and/or national levels.
- Measure effectiveness of the inclusion of plant management committees in operating the water enterprises (where applicable).

## Specific Tasks, Roles, and Deliverables

## **I. Roles of the Firm/consultant**

The consultant will be responsible for conducting a holistic assessment of Swisscontact's water entrepreneurship models, including the business viability and performance of the different models and the social, economic and environmental impact on the target population.

## **II. Tasks or deliverables of the Firm/consultant**

*The suggested, but not limited to, specific tasks or deliverables of the entity are:*

- An inception report which must include study design, methodology and a detailed workplan;
- Design tools for data collection (qualitative and quantitative) and data collection methodology where assignment objectives should be reflected;
- Pilot-test the data collection tools and methodology and make necessary changes (if needed);
- Organise the training for the field enumerators;
- Collect, validate, clean, transcript and analyse data, and share initial findings based on the field data;
- Preparation of draft report for feedback;
- Organise data validation or reflection meeting where data will be validated from reflection of different team or stakeholders;
- Incorporating feedback and preparing a final report (with infographics) and a summary presentation (on MS PowerPoint); and
- Share raw data, field notes, transcripts, recordings etc. with Swisscontact.

## **III. Roles of Swisscontact**

- Assist in study planning activities and provide technical assistance (as required);
- Provide a list of the enterprises and their locations;
- Share relevant project documents;
- Provide technical support in enumerator and supervisor training;
- Provide overall guidance; and
- Finalising the deliverables with maximum quality ensured.

## **Payment Schedule**

The payment schedule will be decided in consultation with the selected entity before issuing the contract.

## **Required Qualification**

This guideline shall ensure uniformity of applications submitted by all Consultants and transparency of the evaluation process. However, the minimum eligibility criteria are:

- Minimum 5 years of proven experience in development project evaluation, especially experience in market systems development project evaluation will be preferred. .
- Preferably the firm should have a broad understanding of Bangladesh's WASH system and prior evaluation experiences in the WASH sector.
- Expected to maintain a strong level and flow of communication with the project stakeholders for better assessment of the project.
- Demonstrated ability to produce high-quality study, review, and analytical reports.
- Should demonstrate multidisciplinary expertise and skills necessary for monitoring and evaluation of project implementation.

- Work experience with international organisations will be a plus point.
- Adequate resource pool (human and financial), ability to mobilize additional resources.

## Evaluation Criteria

	Criteria	Score
<b>Technical Proposal</b>	Understanding of the assignment	5
	Proposed methodology	20
	Professional capacity and qualifications to carry out the assignment (relevant skills, knowledge, resources)	20
	Efficiency of the proposed work plan	10
	Relevant experience in similar projects and/or in the sector	10
	<b>Sub-total</b>	<b>65</b>
<b>Financial Proposal</b>	Value for money	20
	Presentation (top three proposals only)	15
	<b>Sub-total</b>	<b>35</b>
	<b>Total</b>	<b>100</b>

*N.B.: Swisscontact will open the financial quotation of those bidders who achieve at least 70% marks in the technical evaluation. Again, top 3 bidders (Technical + Financial) will be considered for giving a short presentation where the overall assignment will be discussed in detail including budget negotiation.*

The following method will be applicable for the evaluation of the potential firm<sup>1</sup>:

- Quality and cost-based evaluation will be conducted by an evaluation team.
- The bidder achieving the highest score out of 100 will be awarded the contract, provided both parties reach an agreement on the final budget. If there is no agreement on the final budget, then the bidder with the second-highest score will be considered.

## Submission of the proposal

All competitive tenders require submitting the following:

- A technical proposal (Maximum 12 pages) showing understanding of the assignment, proposed methodology, timeline (activity plan), key staff profiles, roles, and individual time to be spent on the assignment;
- A separate financial proposal setting out a detailed budget for the assignment;
- A summary of relevant assignments that took place during the last 5 years;
- Submission of an organisational profile, with the CVs of key personnel who will be involved in the assignment;
- A list of the existing clientele of the organisation;
- It is mandatory for the bidding organisations to submit documentary evidence demonstrating their legal, taxation, and financial status. This includes:
- A certificate of incorporation (for individual companies, a trade license);

<sup>1</sup>a) Swisscontact has no obligation to award the contract to any applicant if the proposals submitted do not match the quality and/or the budget requirements of Swisscontact

b) Swisscontact has no obligation to provide any further information to bidders or any other third party about the evaluation process and its results

- NGO bureau registration (if applicable);
- An organizational organogram of key personnel, inclusive of the names of such personnel;
- Tax identification number (TIN);
- VAT registration number;
- Proof of a segregated account (providing the name and address of such account);
- A signed statement testifying that all information contained within the proposal is correct and true.

## Submission Details

Interested firms should submit soft copies of technical proposal and hard copies of financial proposal (separately) with other necessary legal documents by **16 April 2024 before 05:00 pm**.

Soft copies should be emailed with the subject line: **“Early signs of Impact Assessment of H2O”** to the following address: [bd.procurement@swisscontact.org](mailto:bd.procurement@swisscontact.org)

Hard copies should be submitted to the address below:

**Senior Officer - Procurement**

Swisscontact Bangladesh

House 28, Road 43, Gulshan-2, Dhaka 1212, Bangladesh