Expression of Interest (EOI)

The International Organization for Migration (IOM) is looking for NGO/INGO to provide WASH services by increasing access to improved WATSAN services along with community awareness in Cox’s Bazar as per the Terms of Reference (ToR)

Background

Following the outbreak of extreme violence in Rakhine State of Myanmar on 25 August 2017, an estimated 687,000 Rohingya refugees crossed the border into Cox’s Bazar, Bangladesh. The estimated total Rohingya population in Bangladesh now is 898,312, taking into account previous influxes before 25 August 2017. New arrivals fled with very few possessions and are living in spontaneous settlements whilst being almost wholly reliant on humanitarian assistance to meet their needs. This includes shelter, WASH (water, sanitation and hygiene), health, food and other necessary assistance. IOM is responding by providing lifesaving assistance in new settlements, existing camps and the host communities; improving the management and development of sites; and upholding the rights, dignity and safety of Rohingya refugees.

IOM has been providing WASH relief assistance to Rohingya and host communities in the Cox’s Bazar district since September 2013, ensuring the installation of appropriate water and sanitation infrastructure in the settlements Leda, Shamlapur, Balukhali and Kutupalong mega camp in Teknaf and Ukhia Upazilas (administrative sub-units of Cox’s Bazar district), creating sustainable solutions for the management of sanitation (i.e. permanent latrines producing biogas for energy generation; decentralized waste water management systems) and water (i.e. water treatment and filtration unit in Leda). Since new influx from 25 August 2017, IOM WASH Programme has been providing solutions tailor-made to the scale of the emergency, mobilizing resources to provide rapid relief and ensure that a healthy environment is secured for the populations in distress.

In line with the WASH Sector strategy IOM focused on the provision of clean water, emergency latrines and the distribution of hygiene materials, supported by promotion activities. With transition to the next phase of the emergency the strategy is changing to reflect the more settled position of the Rohingyas. Focus has changed to the rationalization and improved water supply systems, the construction of semi-permanent toilets, operation and maintenance of these facilities including sludge treatment, a greater emphasis on hygiene and community engagement, and the solid waste collection and disposal. As per this approach, as and where appropriate, facilities constructed should be more durable and reduce the need for further costly operation, maintenance and reinvestment. The overall approach of the program will be to put the refugees at the center of the programme rather than the top down approaches used during initial emergency response phase. Overcrowded population, lack of space for installing WASH facilities, installation of low-quality water sources requiring rehabilitation or replacement, less than standard distancing of water source installations and latrines, substandard latrines, risk of flood and landslides has created need of decommissioning of many latrines, with vastly increased number of latrines and dense population, increased number of desludging tanks are needed.
There are limited primary collection centers for solid waste. For safe excreta and solid waste management, finding suitable land has been a challenge. An effective solid waste management system development is urgently needed to improve overall hygiene and reduce the risks of disease outbreak. The current situation poses a real threat for Acute Watery Diarrhea (AWD) and other WASH related disease outbreaks, and incidences of Hepatitis A and E have already been reported by the Health Sector.

IOM WASH Programme is focusing on the construction of semi-permanent Latrines, bathing facilities, provision of water through pipeline network from underground source, perform full treatment of surface water and distribute and drilling of Deep Tube-Wells (DTW) and equipping with hand pumps, garbage pits, desludging tank with the corresponding Operation and Maintenance of the WASH infrastructure, water quality testing, provision of WASH sector common pipeline of Top Up Hygiene kit and Aquatab and monitoring to ensure that facilities are always functional and adequate for the population needs. IOM aims also for the provision of a systematic hygiene promotion programme that leads to behavior change through a strong engagement with the beneficiary community.

IOM wants to ensure that all its interventions are aligned with international standards (i.e. Sphere), country regulations and Cox’s Bazar context specific WASH Sector strategies and targets. In this regards IOM is willing to establish partnership with a NGO/INGO with technical expertise to undertake WASH interventions in Leda makeshift and surrounding communities.

**Objective**
To ensure effective Implementation of WASH services for the Forcedly Displaced Myanmar Nationals in Leda makeshift settlement and extension areas in Teknaf upazila, Cox’ Bazar District.

**Intervention area**
- Leda Makeshift Settlement (LMS) and extended camp sites.

**Scope**
The NGO/INGO to ensure operation and maintenance of existing water supply (Water Treatment Supply System), sanitation facilities, bathing sheds, waste pits, bio-gas and kitchens, drainage systems and hygiene promotion activities in accordance with the WASH Sector’s standards and strategy for 2018 to meet the needs of the Rohingya population living in Leda Makeshift Settlement. In addition, regular operation and maintenance of water treatment and supply for Leda-A, B C & D camp site.

**Duration**
The project implementation duration is 12 months (August 01, 2018 – July 31, 2019). All activities and deliverables outlined in this ToR should be completed within the timeframe stated herein.

**Activities**
The NGO/INGO to undertake the following activities as a minimum in order to meet the terms of reference.
Water;

- Daily pump water from surface source, sedimentation, treatment and distribution of safe water to the Rohingya population living in Leda MS. The distribution is 2 times a day. Test water for Turbidity and FRC, the range of FRC should be (0.2 – 0.5 mg/l) at the point of collection. The total daily average is 280,000 liters.
- Daily pump water from borehole, treatment and supply through tap-stands in Zone-B camp site at least 10,000L per day.
- Setting up new water treatment unit at Zone-A camp site with a capacity of 30,000L per day, the plant will pump water from surface source, sediment, treat and supply.
- Conduct regular patrol along the pipeline network to check on leakages, bursts and provide repairs and replacement if need.
- Maintain regular backwashing of biological filtration chambers and replace filter media as necessary.
- Support in Earthen Dams construction, regular monitoring of the water reservoirs, ensure safety cleaning of debris and protect from contamination.
- Undertake rainwater harvesting during rainy seasons for storage and use during the dry season.
- Regular monitoring of the existing tap stands to ensure functionality. During distribution, staffs stationed to control the community to ensure each household gets sufficient water for domestic use.
- Collect random water sample from tap stands and conduct tests for Free residual chlorine to ensure that the water contains chlorine and is safe for human consumption. In case of no free chlorine residual, implement the corrective measures.

Sanitation and waste management;

- Undertake a regular and systematic care and maintenance of the sanitation facilities, ensuring that the appropriate systems for monitoring are put in place to maintain the latrines, desludging units, hand washing stations and bathing facilities and they are always accessible and in hygienic conditions.
- Ensure that the latrines and bathing facilities have the appropriate gender marking in line with the consultation process (see cross cutting activities) and discussions with community members.
- Undertake the regular desludging of the latrines and dispose the sludge in the dedicated FSM system, ensuring that the removal, handling and transportation of the fecal sludge does not pose a health risk for the beneficiary communities and the personnel are involved with the desludging.
- Ensure regular operation and maintenance service of bio-gas plant and kitchens including desludging and renovation of gas line and kitchens.
- Implement a comprehensive solid waste management in LMS in accordance to WASH sector strategy proposed for 2018, including installation of hardware facilities (primary bins, secondary dumping pit) and regular operation & maintenance (collection, transportation and treatment of
solid waste, cleaning of drainages and necessary campaigns and vector control activities following sectoral technical guidance).

- Regular operation and maintenance of hand washing facilities ensuring water and soap is available always.
- Regular maintenance of the incinerator to ensure it is functional. Proper disposal of the waste in consideration of the environmental aspect.

**Hygiene Promotion;**

- Identify, recruit, train and mobilize Hygiene Promotion Volunteers among the Rohingya community. The Implementing Partner to ensure mobilization of adequate number of Hygiene Promotion Volunteers to implement a systematic hygiene promotion following the WASH sector strategy\(^1\), to reach all the beneficiary community, that should include at least:
  - Conduct hygiene awareness sessions (on various hygiene topics relevant to the context) with a participation of 14-20 beneficiaries per session (make sure all households are targeted under HP sessions).
  - Regular house to house visits to disseminate hygiene awareness messages and to follow-up hygiene and sanitation practices.
  - Conduct a bi-weekly camp cleaning campaign targeting the total beneficiaries.
  - Conduct on a weekly basis, and each time in a different location, a water containers’ (buckets, Jerry cans, pitchers) cleaning campaign, targeting at least 100 users in the respective water point location.
  - Conduct Focus Group Discussions (FGDs) for adolescent girls and women to address menstrual hygiene management and other cross cutting issues.

- Monitoring water quality at water point and at household level:
  - Collect water sample (stored water at household for consumption) from randomly selected 400 households quarterly and test for bacteriological parameter [F.C test]. If water contamination is found in household level organize appropriate intervention such as proper cleaning and handling of water and water containers, use of Aquatab, etc.
  - In case of disease outbreak, organize water quality testing and proper intervention as advised by IOM.

- Conduct distribution of Top Up hygiene kits and Menstrual Hygiene Management (MHM) kits to beneficiaries. The Top Up HK and MHM kits are consumable items. In addition, distribute hygiene kits for new arrivals whilst providing awareness on how to use each of the items in the hygiene kit, MHM and Top Up kits.

**Cross cutting activities;**

- Regular maintenance of the kitchen facilities, ensuring all stoves, gas pipes are fixed properly, no gas leaks. The kitchen should be well lit and ventilated. There should be bucket with dry sand in all kitchens for fire extinguishing in case of fire outbreak. It should be located in an easily reached place.

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\(^1\) Two Hygiene Promoters, one male, one female, for every 200 families (1,000 individuals)
• Commemoration of WASH related special events: NGO will participate/organize WASH related special events/days in coordination with local Upazila administration and relevant partners. The events are;
  o Global Hand washing Day 15 October 2018
  o World Toilet Day 19 November 2018
  o World Water Day 22 March 2019

• Ensure all solar street lights are functional by regularly cleaning the solar panels, replacing of batteries and circuit control.

• Conduct a thorough consultation process with the beneficiary communities, ensuring targeting women, girls and differently-able people, before the implementation of the activities to ensure that the needs of the beneficiaries are addressed.

• Number and tag all the constructed infrastructure. The marker should acknowledge IOM as the source of funding (if implemented through IOM funding), and a serial number provided by IOM staff. For the bathing facilities, use a marker in the body of the superstructure to indicate the serial number.

• Ensure adequate visibility, acknowledging IOM and donors (following the marking and branding policies of IOM) in all the interventions.

• All staffs and volunteers should use organizational identify in properly visible way while on duty. Other visibility initiatives will be as per IOM instruction.

• Ensure that all project implementation staffs are trained at least on:
  ❖ Code of Ethics and Conduct (CEC)
  ❖ Protection against sexual exploitation and abuse (PSEA), Ensuring that IOM policy and guidelines on child protection will be strictly followed.
  ❖ Emergency preparedness and response mechanism (E-Prep)

Expected Deliverables

• Monthly progress (narrative and financial) reports (electronic form) and inventory (WASH materials) report within 5 calendar days of the preceding month.

• Uninterrupted supply of around 280,000 liters to beneficiaries

• Maintained 9No underground reservoirs and recharge with rainwater using PVC gutter and existing roofs as catchment.

• Regular cleaning of 394 cubicles of latrines and ensure fully functional

• 68 hand washing stations with water and soap always

• Effectively managed 49 garbage bins including collection and disposal

• Fully functional biological filter and sedimentation process properly maintained

• 123 wash rooms fully functional

• Well maintained 3,680 meters of masonry drain

• Functional 40 bio-gas and 41 kitchens

• 70 solar street lights functional always
All beneficiary households are participating in the awareness sessions and receiving Top-up hygiene kits.

Selection criteria
IOM seeks credential NGO/INGO with technical expertise to undertake this WASH intervention in Leda. Individual local/International NGOs are encouraged to express their interest and submit a project Concept Note and Financial proposal including detail workplan in line with this ToR. The successful NGOs should have:

i. Experience in working in a camp setting in providing comprehensive WASH services in Bangladesh and among Rohingya communities.

ii. Experience of engaging community groups and volunteers

iii. Experience in humanitarian and development activities

iv. Good relations with local administrative authorities

v. Have sufficient financial and administrative capacity with good standing

vi. Have good governance and internal control system

Applications deadline:
10 July 2018; during office hour.

The completed Eoi should be placed in a plain, sealed envelope and clearly marked: (EOI-WASH-TEK-01-2018)

“Improving access to health and WATSAN services along with community awareness/empowerment in Cox’s Bazar” in the below address:

Procurement Department
International Organization for Migration (IOM)
House 13/A, Road 136, Gulshan-1, Dhaka 1212
Phone: +880-2-55044811 – 13

Or

Procurement Department
IOM Cox’s Bazar Office
Parjatan Luxury Cottage (1-3)
Motel Road, Cox’s Bazar
Office: +88-03-4152194-6

For more clarification, please contact: Mizanur Rahman at mrahman@iom.int

Required Documents:

i. A brief summary of the organization (max ¼ page)

ii. Details of the organizational governance structure
iii. Valid legal identity documents of the organization
iv. Proof of Registration with Ministry of Social Welfare under the Social Welfare Act and NGO Bureau
v. Organizational vision, mission, goal and objectives
vi. Organizational set-up in the target districts and nationally
vii. Programs and projects (current and past) with short descriptions
viii. Partners (current and past) with government and non-government
ix. Donors (current and past)
 x. Reporting and monitoring systems
xi. Copies of annual financial audited reports for last two years
xii. CV of the Key Personnel

The EoI should be written in English.

Any attempt for persuasion will be considered as a disqualification

ONLY SHORT-LISTED NGOs/INGOs WILL BE ASSESSED

ORGANIZATIONS WILL BE RESPONSIBLE FOR ANY TAX OR VAT ISSUES IF APPLICABLE.