

REQUEST FOR PROPOSAL (RFP)

Development of E- Module for Programme “Supporting Authorities for accountable, responsive and transparent systems for solid waste management in Bihar”

Issued on (Date)	31 st May 2019
Solicitation Number	AKF INDIA/2019/SERVICE/BH/05
Deadline for request for clarification	6 th June 2019
Quotes Deadline (Date by which it has to be submitted)	11th June 2019

Background of AKF:

The Aga Khan Foundation (India) (AKF (India)) is a member of the Aga Khan Development Network (AKDN), a group of 11 development agencies addressing the needs of poor and marginalized communities in more than thirty countries where it operates. Since 1978, it has operated in India, implementing programmes both directly and supporting work by other AKDN agencies and partners in both rural and urban areas. Active in six states, its multi-sector programmes include the creation of robust and vibrant community institutions, early childhood development, education, community health, livelihood improvement and agriculture development, skill development, and water and sanitation.

Brief about the project:

AKF (India) is implementing a five-year Programme on Solid Waste Management in Urban Patna, supported by the European Union. The overall objective of this Initiative is to improve the governance of Urban Local Bodies (ULBs) to enable effective delivery of public services around solid waste management (SWM) that facilitates inclusive, safe, resilient and sustainable urban settlements. The intervention will target three Urban Local Bodies in Bihar’s Patna district and will build the capacities of the ULBs in decentralized governance and strengthen their technical expertise in effective SWM; develop a robust, sustainable and environmentally viable model for effective SWM in urban and peri-urban areas; and, promote citizen engagement in planning and public monitoring of SWM to improve transparency, accountability and responsiveness of ULBs.

The expected results for the project are:

- Improved capacity among ULBs for effective delivery of SWM services;
- Development of a robust, sustainable and environmentally viable model for effective solid waste management in urban and peri-urban areas;

- Increased citizen participation around SWM

Purpose of the RFP:

The key purpose of this assignment therefore is to develop a manual containing 03 different modules that will help ULBs, community members and citizen leaders and rag-waste pickers and SHGs women **in both print ready format as well as blended audio/video format**. The objective of the manual is to orient the stake holders regarding their roles & responsibilities in overall Solid Waste Management process according to SWM Rules 2016, collection mechanism including levy charges, safety aspects during collection process etc.

Scope of Work:

1. Review relevant program documents (proposal, activities, implementation methodology, etc.) to develop a conceptual understanding of the program.
2. Interact with AKF SWM team members to assess capacity gaps and the existing awareness levels of the communities on SWM.
3. Design the training manual **in both print ready format as well as blended audio/video format**, after exploring current modules already developed and available in this domain.
4. Develop distinct modules that cover the key aspects of SWM relevant for ULB workers working on SWM and for citizen leaders engaged in improving SWM in their neighborhoods
5. The manual should include suggested training exercises/activities/ to aid the target audience with understanding the key messages
6. Pictures and info-graphics to assist the target audience's learning should also be an integral part of the modules.

Eligibility Criteria:

Aga Khan Foundation will consider agencies with the following criteria for this assignment

- Should have geographical presence in India, if in Bihar would be an advantage.
- Should have at least 2 years of experience for relevant work.

Key Deliverables and Scheduling:

Activity	Date
Sharing of first draft of training module (Draft)	24 th June 2019
AKF team shares feedback on module	26 th June 2019
Sharing of first draft of training module (Video)	1 st July 2019
Delivery of final draft of training manual (with pictures and info-graphics)	5 th July 2019

Proposal Timeline:

Aga Khan Foundation expects to award contracts no later than **13th June 2019** with a start date of **14th June 2019**

All proposals must be in writing, in the English language, and signed and dated by an authorized employee of the bidder.

The proposals should be submitted to the email address akfindia@akdn.org with the subject line "**Response to Development of E-Module for Solid Waste management [Insert Name of Bidder/ Solicitation Number]**"

All documents should be sent in pdf format. However, the cost proposal should also be submitted in **Ms Excel file along with the PDF file.**

Emails must be received by **11th June 2019, 17.00 pm.**

Pre-bid Queries

All questions regarding the preparation of proposals must be submitted in writing (by e-mail) to akfindia@akdn.org. Responses will be provided to all interested organizations by **6th June 2019** through email.

Evaluation Criteria:

The criteria presented below has been tailored to the requirements of this particular RFP. Bidders should note that these criteria serve to:

- Documents related to the previous experience in the relevant field.
- Work order of previous work.

All proposals will be evaluated by the review committee based on the extent to which proposals meet the selection criteria outlined below, to the extent that they are deemed necessary, negotiations may be conducted with highest rated bidders. Evaluation percentage scores are also provided against each of the selection criteria. The number of points assigned indicates the relative importance of each factor.

Technical Evaluation

Each technical proposal shall be evaluated on:

Sl. No.	Technical Assessment	Weightage
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1	Proposed methodology clearly outlining the concept of E-Module, understanding, their design and content for development of the manual and use of tools and techniques in preparation of module	40
2.	Demonstrated capabilities to have developed E-Modules and Audio-Visual Modules in the past.	30
3.	Team Composition: CV of lead and support staff	30
	Total - Technical Assessment	100

Financial Evaluation:

Upon completion of the technical evaluation, the financial offers which were not eliminated during the technical evaluation (i.e. those which have achieved an average score of 80 points or more) will be considered.

The most economically advantageous proposal is established by weighing technical quality against price on an 80/20 basis.

Selection

Successful bidders will be notified of selection and a draft contract will be shared for contractor's review.

Format

a. Technical Proposal

The technical proposal should clearly detail the following:

- Background and profile of the agency, with a clear detailing of their previous expertise and experience in undertaking similar projects in the past
- Proposed methodology clearly outlining the concept of micro-plans, understanding and use of tools and techniques in micro plan and their plan for development of the manual **and Audio- Video Modules.**
- Team composition, profile and CV of lead and support team members who will be engaged in this assignment.

CONTACT PERSON (for this Proposal)

Name	
Address	
Telephone	
E-mail	

b. Financial Proposal:

Detailed budget line item-wise costs under the broad cost heads of Personnel, Travel, Training, Printing and stationery, Communication, Data analysis, etc. should be given in the following template.

		Person Days	Rate	Total Cost
Personnel Cost	Position			
Total Personnel Cost-A				
Reimbursable Costs	<p><u>These costs will be paid as per actual costs against bills. The travel expenditure should be supported by tickets for train/bus/air, vehicle hire bills, Hotels Bills & Food Bills and any other expenditure should also be supported by original bills/invoices. Further the air tickets should be accompanied with invoice and Boarding passes. Please note that we will not be able to reimburse any per diem and expenditure supported by selfdeclaration.</u></p>			
Travel & Conveyance				
Other Direct Costs (Printing & Stationery, Recruitment, Communication etc.)				
Total Reimbursable Cost-B				
Total Cost (A+B)				

General terms:

- Short listed service provider is not allowed to sub-contract the work to any other agency.
- Service Provider is bound by their quote for 45 days from the deadline for the submission of proposal.
- The entire evaluation procedure is confidential.
- Issuance of this solicitation does not constitute an award commitment on the part of Aga Khan Foundation, nor does it commit Aga Khan Foundation to pay for any costs incurred in the preparation or submission of proposal. Aga Khan Foundation reserves the right to reject any and all offers.

Terms of Reference

Background:

The Aga Khan Foundation (India) (AKF-India) is a member of the Aga Khan Development Network (AKDN). Active since 1978, its multi-sector programmes in India include early childhood development, education, community health, livelihood, agriculture, skill development, and water and sanitation.

AKF (India), supported by the European Union, is currently implementing a five-year Programme on Solid Waste Management in peri-urban areas of Patna city with an objective to improve the governance of Urban Local Bodies (ULBs) to enable effective solid waste management (SWM) services. The intervention under implementation in three Nagar Parishad in Bihar's Patna district is expected to achieve the following results: (1) Improved capacity among ULBs for effective delivery of SWM services; (2) Development of a robust, sustainable and environmentally viable model for effective solid waste management in urban and peri-urban areas; and (3) Increased citizen participation around planning and community monitoring of SWM.

The situational assessments have revealed that there is a significant shortage of awareness levels of the sanitary workers designated for this work, and no training on SWM practices has been provided to these workers. The ULBs have minimum engagement with citizens on the improved services and citizen's participation of SWM and have not carried out awareness-raising activities around waste reduction, reuse and segregation. Further, the assessments noted that the households/businesses dump their waste at designated dumping sites or in public spaces, without segregation. Furthermore, it is also noted that ULBs are faced with institutional challenges that impede their ability to effectively communicate with citizens and conduct sensitization campaigns.

AKF understands that the success of the initiative rests on the efficient delivery of services by the ULBs as well as the proactive involvement of the general public in waste segregation, reuse and recycle. Therefore, building the knowledge and raising the awareness is critical; hence AKF under this initiative intended to develop appropriate training modules to build capacities of key stakeholders.

Objective of the assignment

As part of capacity building efforts for the ULB staff and community members in the project's target areas of Phulwarisharif, Khagaul and Danapur in Patna district, AKF is looking to engage a consultant to develop a training E-Module on solid waste management.

This training module should contain three distinct sections/modules with different chapters: One aimed at ULB staff/functionaries/elected officials, geared towards raising their knowledge around the overall policy environment, the SWM scenario in the country, their roles and responsibilities on the technical, financial, legal and institutional aspects governing the efficient delivery of SWM services.

The second section/module with different chapters is aimed at community member's/citizen leader/citizens, and will be used to orient them on the basics of SWM, and on the critical concepts of 4R, and importance of waste segregation and management.

The third section/module with different chapters is aimed at rag pickers, waste pickers and SHGs and will be used to orient them on the basics of SWM, and on their rights, roles and responsibilities according to SWM Rules 2016, collection mechanism including levy charges, safety aspects during collection process etc.

This is important to develop the module in both print ready and audio- visual format.

Scope of Work:

1. Review relevant program documents (proposal, activities, implementation methodology, etc.) to develop a conceptual understanding of the programme.
2. Interact with AKF SWM team members to assess capacity gaps and the existing awareness levels of the communities on SWM.
3. Design the training E-Module, after exploring current modules already developed and available in this domain.
4. Develop distinct modules that cover the key aspects of SWM relevant for ULB workers working on SWM and for citizen leaders engaged in improving SWM in their neighborhoods
5. The module should include suggested training exercises/activities/ to aid the target audience with understanding the key messages
6. Pictures and info-graphics to assist the target audience's learning should also be an integral part of the modules.
7. **Design effective audio-video module.**

Specific deliverables of the assignment

- Inception Report/presentation detailing the key outline and chaptalization/sections of the training module
- Development of the training E-module with clear distinct modules for all three Stakeholders ULB Officials, community member's/Citizen leaders and waste-rag pickers & SHGs with clear suggestions on the modalities of training: including detailing aspects such as the number of sessions, optimal training batches and the number of participants to be targeted per session.
- Development of the module in both print ready and audio- visual format**

Target audience of training module: A training manual for all three stakeholders ULB, community member's/Citizen leaders and waste-rag pickers & SHGs will be required to be developed under the programme, in line with the target audience mentioned below:

- ULB Staff
- Citizens/Community people/ Citizen Leaders
- SHGs, Rag pickers & Waste Pickers

Contents of training E-Module: The training E-module is expected to be comprehensive, covering all the key aspects of solid waste management (including, but not limited to, waste segregation, reduction, reuse, recycling and safe disposal) so that both ULB staff and citizens understand the technical, practice-based and policy aspects of solid waste management, therefore, enabling them to contribute to improved SWM practices in the areas they work and live. The module should also include specific sections to orient the community members on the basic aspects of SWM, including building their understanding on the 4R concepts and on waste segregation. The module geared for orienting the ULB staff and community member's/Citizen leaders should cover different aspects as outlined below, relevant to the stakeholders being targeted. It should include, but not be limited, to the following:

Target Group	Area covered	General topics covered
ULB officials & Elected Representatives	General orientation on Solid waste Management: <ul style="list-style-type: none"> <input type="checkbox"/> Technical <input type="checkbox"/> Financial Management <input type="checkbox"/> Institutional and legal aspects 	Technical Aspects: <ul style="list-style-type: none"> <input type="checkbox"/> SWM Scenario in India, including a description of the waste value chain <input type="checkbox"/> Solid Wastes-Overview <input type="checkbox"/> 4 R Concept-Reduce, reuse, recover, recycle Technology Options for SWM (a) Composting (b) Bio methanation (c) Vermi composting (d) Incineration (e) Pyrolysis (f) Landfill (g) Leachate Treatment Institutional Aspects: <ul style="list-style-type: none"> <input type="checkbox"/> Collection & Storage <input type="checkbox"/> Transportation <input type="checkbox"/> Transfer Stations <input type="checkbox"/> Role and responsibilities of key stakeholders. Legal Aspects <ul style="list-style-type: none"> <input type="checkbox"/> Municipal Solid waste management Rules, 2016 <input type="checkbox"/> Other Policy regulations
Citizen Leaders & Citizens	Orientation on general orientation on SWM Importance of waste segregation & storage of waste Sharing of good example adopted by citizens	In addition to undertaking a general orientation on SWM & its Pros & Cons: <ul style="list-style-type: none"> <input type="checkbox"/> Different Types of MSW <input type="checkbox"/> Handling of Hazardous/dangerous items <input type="checkbox"/> Primary Collection and Transportation <input type="checkbox"/> Tips for effective collection and transportation in form of levy charges <input type="checkbox"/> Benefits of segregation <input type="checkbox"/> Harmful effects of ignoring municipal waste

	elsewhere	
Waste- Rag pickers & SHGs	Orientation of effective collection, segregation & transportation of waste Start Up of SHGs	<input type="checkbox"/> Different Types of MSW <input type="checkbox"/> Handling of Hazardous/dangerous items <input type="checkbox"/> Primary Collection and Transportation <input type="checkbox"/> Tips for effective collection and transportation in form of levy charges <input type="checkbox"/> Health and safety aspects <input type="checkbox"/> Safe handling of MSW <input type="checkbox"/> Health Risks of Collection Staff <input type="checkbox"/> Precautions against Health Risks <input type="checkbox"/> Solid Waste overview, including a description of waste value chain <input type="checkbox"/> 4 R Concept-Reduce, reuse, recover, recycle <input type="checkbox"/> Importance of Waste Segregation and Storage at Source and Composting <input type="checkbox"/> Sharing of good examples adopted by SHGs to other cities <input type="checkbox"/> Municipal Solid Waste Rules, 2016.

Methodology

The selected agency/consultant will design the training E-Module in consultation and coordination with AKF's Programme teams, after interaction with the AKF team in the project area. The Agency/consultant will keep AKFI regularly informed about the progress of the manual development process by showing them edited text, samples of lay-out and image designs. The agency will share a sample of the first draft for review with the AKF team who will give their feed-back for incorporation. A second-draft, will incorporating AKF's feedback will be shared again for AKFs review and comments after which the design will be completed and finalized.

Language to be used for the module will be Hindi & English both.

Deliverables

A comprehensive training E-Module on SWM for ULB workers and citizen leaders & SHG, Rag-waste pickers living in urban India that is well-structured. The module should contain two distinct sections/modules as described above, geared towards has distinct modules that address the key aspects of SWM and includes suggested exercises as well as illustrations and info-graphics to aid the target audiences learning.

We note that the trainings will be delivered in Hindi and that the final manual should be developed in Hindi & English both.

Roles and Responsibilities

- AKF India will select the stylistic treatment/presentation style of the training module
- Provide support to the agency/consultant by providing text for manual
- Provide timely feedback on the edited text, infographics and sample lay-out and the first and second drafts
- Provide all relevant documentation useful to the agency for this assignment
- All copyright for photos will belong to AKF India.

Consultant/Agency:

- Inception Report/presentation outlining the key concept and chapterization/sections of the training module.
- Interact with field teams remotely to understand local context, capacity gaps and awareness levels of SWM
- Provide edited text for review by AKF before finalization
- Provide images for AKF to review before inclusion in any creatives
- Provide first draft of designs for review by AKF
- Provide second draft of designs for review by AKF before finalization
- Keep AKF informed on the progress of the designing through regular updates and discussions.
- Provide AKF with high resolution and low resolution electronic copies of all materials in two formats – one suitable for printing, one suitable to share widely.

Time line for the above specific responsibilities are as below:

Activity	Date
Sharing of first draft of training manual (Draft)	24 th June 2019
AKF team shares feedback on manual	26 th June 2019
Sharing of first draft of training manual (Video)	1 st July 2019
Delivery of final draft of training manual (with pictures and info-graphics)	5 th July 2019
Delivery of final training manual in Audio- Video	15 th July 2019

Note: The print ready documents of the module will be in Hindi & English both. And the audio/visual module will be in Hindi compulsorily.