



BANGLADESH INLAND WATER TRANSPORT AUTHORITY (BIWTA)
Office of the Project Director
Bangladesh Regional Waterway Transport Project1 (BRWTP-1)
BSC Tower (Level- 19 & 21) 2-3 Rajuk Avenue
Motijheel, Dhaka-1000, Bangladesh.



Memo No. 18.11.0000.181.14.127.19.214

Dated: 15 March 2021

Request for Expressions of Interest

(Consulting Services- Firms Selection)

(Market Approach: Open-National)

Country : Bangladesh
Name of the Project : Bangladesh Regional Waterway Transport Project1 (Dredging in Chittagong-Dhaka-Ashuganj IWT Corridor along with associated linked routes and construction of terminal with allied infrastructure)
Credit No. : IDA Credit No.: 5842-BD
Assignment Title : Consultancy Services for User Satisfaction Survey at the Project initial stage (Baseline Study)
Reference No. : Package No. BRWTP-S13/1

1. The Government of People's Republic of Bangladesh (GoB) has received financing credit from the International Development Agency (IDA) towards the cost of the "Bangladesh Regional Waterway Transport Project1 (*Dredging in Chittagong-Dhaka-Ashuganj IWT Corridor along with associated linked routes and construction of terminal with allied infrastructure*)" being implemented by Project Implementation Unit (PIU) of Bangladesh Inland Water Transport Authority (BIWTA) under Ministry of Shipping of Government of the People's Republic of Bangladesh, and it intends to apply part of the proceeds for consulting services.
2. The consulting services ("Services") for 2 cargo terminals, 4 passenger terminals, 15 landing Ghats/stations, 4 storm shelters & 2 idle berthing centers and IWN dredging which include mainly (a) Collect and review of all related project documents along with other relevant secondary literature from BIWTA, World Bank and other sources, related to assignment; (b) In consultation with PIU of BIWTA, determine the main user/beneficiary groups of the project and criteria/indicator of their satisfaction and develop a methodology to assess their satisfaction; (c) Develop a one single set of questionnaire incorporating questions for specific group of beneficiaries/users; (d) Prepare the appropriate methodology with different options for the survey including a statistically significant sample size, data collection tools and roll-out plan for the survey. Consultants should explore all modern methods of survey collection including mobile apps; (e) Develop data enumerators and other relevant personnel of the survey team after providing necessary training to carry out pre-testing of the data collection tools; (f) Select the appropriate survey methodology in the field and with other relevant stakeholders to ascertain the appropriateness of the tools and survey methodology; (g) Carry out baseline surveys including focus group discussions, interviews with the users/ beneficiaries and other relevant stakeholders to collect additional complementary information/data for the survey; and (h) Review and analyze the collected data and based on this analysis, prepare a Draft Final Report with recommendations that could be subsequently used by the Client (the Employer) to improve the effectiveness and efficiency of the project's interventions to the benefit of the users/beneficiaries.
3. BIWTA now invites eligible and qualified consulting Firms ("Consultants") to indicate their interest in providing the indented services. Interested Consultants should provide information demonstrating in the EOI Proposal (a) Methodology for the review within the scope of the ToR and the tools that will be used; (b) Recent experiences or engagements relevant to the User Satisfaction Survey (Baseline Study) to be

performed; and (c) Detailed curriculum vitae of Key and Non-Key Staffs to be assigned in this project in response to TOR.

4. The consulting Firms should have (i) Minimum 10 years' experience in conducting and monitoring representative sample-based satisfaction survey, including survey sampling, designing, survey administration, monitoring and supervision in the field preferably in area of transportation and quality control, and conducting similar baseline survey/research/assessment in Bangladesh; (ii) Demonstrated experience in similar monitoring task including planning and organizing survey tasks on similar nature and complexity scale of this project over the past five years; (iii) Experience working on similar assignment with public projects/programs or development agency operation; (iv) Experience in qualitative and quantitative data collection, validation, interviewing business of all sizes, data entry and analysis using statistical software and drafting skills; (v) Knowledge and experience of using research/survey concept, outlines on approaches and methodologies, tools, techniques, sampling, database designing and management, implementation protocols, reporting techniques, etc.; and all these shall be demonstrated for the target assignment in Express of Interest (EOI) to be submitted by the Consultant/Firm; and (vi) Strong analytical skills on gender analysis in overall aspects of designing and conducting baseline survey.
5. The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank's *Guidelines: Selection and Employment of Consultants [under IBRD Loans and IDA Credits & Grants] by World Bank Borrowers* [January 2011, revised July 2014] ("Consultant Guidelines"), setting forth the World Bank's policy on conflict of interest.
6. Consultants are not encouraged to associate with other firms in the form of a joint venture or a sub-consultancy to enhance their qualifications as the assignment is very small.
7. A Consultant will be selected in accordance with the **Selection Based on the Consultants' Qualifications (CQS) method** set out in the Consultant Guidelines.
8. Terms of Reference (TOR) in details of the assignment would be available at Office of the Project Director during office hours i.e. 09:00 to 17:00 hours (local Time/GMT+6), from Sunday to Thursday except public holidays; and also TOR in website: www.biwta.gov.bd. Further information can be obtained at the address below during office hours.
9. Interested Consultant must submit **Two (2) sets** of Expressions of Interest (EOI) including **one (1) original and one (1) copy** in written duly enveloped shall be delivered to the address below by **April 06, 2021** within 15:00 hours local time (BST/GMT+6:00). In addition to the above, submission of softcopy (pdf version) of EOI document preferably in CD/DVD/USB Flash Drive will be appreciable. If there is any discrepancy between softcopy and hardcopy, the information provided in hardcopy will prevail.
10. The authority reserves the right to accept or reject any or all EOIs, or annul the process at any stage without assigning any reason(s) whatsoever and without incurring any liability to the affected applicant(s).

Sd/-

15/03/2021

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BRWTP-1 Project

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