

# Terms of Reference

## For

### User Satisfaction Survey at the Project Initial Stage (Baseline Study)

#### The Project at a Glance

<b>Title of the Project</b>	<i>Bangladesh Regional Waterway Transport Project 1 (BRWTP-I)</i>
<b>Implementing Organization</b>	<i>Bangladesh Inland Water Transport Authority (BIWTA), Ministry of Shipping (MoS)</i>
<b>Funding source(s)</b>	<i>IDA ( Cr. No.: 5842-BD)</i>
<b>Package Name of Consultancy Services</b>	<i>User Satisfaction Survey at the Project Initial Stage (Baseline Study)</i>
<b>Package Number</b>	<i>Ref. No. BRWTP-S13/1</i>
<b>Market Approach</b>	<i>Open-National</i>
<b>Assignment duration</b>	<i>4 (Four) months</i>
<b>Location of assignment</b>	<i>Within project area in Bangladesh</i>
<b>Contracting Entity</b>	<i>Project Director, BRWTP-I Project, BIWTA</i>

#### 1. Project Background

The Government of the People’s Republic of Bangladesh has received an US\$ 360 million in IDA funds for “Bangladesh Regional Waterway Transport Project 1 (BRWTP-1) to finance interventions aimed at improving IWT for cargo and passengers along the heavily trafficked Chittagong-Dhaka-Ashuganj Regional Corridor. The development objective of the project is to improve transport efficiency, reliability and safety for passengers and cargo on priority inland waterways along the Chittagong-Dhaka-Ashuganj Inland Water Transport Corridor of Bangladesh. The project is also being implemented within the broader context of the BBIN (Bangladesh, Bhutan, India, and Nepal)/Eastern Corridor regional program which aims to facilitate the movement of passengers and cargo on multimodal transport networks for the benefit of traders, transporters, producers, passengers and communities in Bangladesh, Bhutan, India, and Nepal.

Main interventions to achieve objectives include: navigation channel maintenance and improvement; navigation safety improvements; the construction and modernization of select river terminals; development of River Information Systems (RIS); institutional capacity development; and, funding for research and development and feasibility studies for continuing sector improvement to ensure future IWT sustainability. This includes work on sector policies and strategies needed to: improve revenue collection and management; incentivize public and private sector investments especially related to container transport; and, mitigate and improve IWT’s impact on the social and physical environment. The Project consists of three components as follows:

#### **Component 1: Improved Inland Waterway Navigation (Dhaka – Chittagong – Ashuganj IWT Corridor)**

This component includes work to maintain and increase advertised depths and to delineate channel routes through provision of long-term navigation Performance-Based Contracts (PBCs). In addition, six vessel storm shelters, located at (i) Satnal in Chandpur, (ii) MajherChar in Chandpur, (iii) Chandpur Sadar, (iv) Hizla Bazar in Barisal, (v) Nalchira in Noakhali, and (vi) Sarikait in Chittagong, will be developed within areas on the Project Corridor route allowing vessels to seek shelter from inclement weather.

The Dhaka–Chittagong–Ashuganj river navigation routes (with extensions to Narayanganj and Barisal) are identified as high priority routes for domestic trade and as well as bilateral trade with

India. About 80% of country's IWT transport is routed through these corridors and about daily 200,000 passengers use these routes. Inland river terminals at Dhaka, Narayanganj, Chandpur and Barisal along these routes play very important role in transporting and handling passenger and cargo. The cargo terminal at Ashuganj is a key terminal for Bangladesh–India trade and it is connected by road to the north eastern states of India. Improved maintenance of advertised depths along the protocol route waterways will ideally spur increased trade. **This component will benefit the following type of people/users** (indicative): (1) Traders for import or exports, (2) Passengers/Travelers to and from surrounding areas, (3) Neighborhood businesses, (4) Surrounding communities,(5) Cargo vessels and water transports associations and (6) Govt. water transport.

### ***Component 2: Improved Services at Priority Inland Waterway Terminals and Landing Ghats/ Stations***

This component supports the development of 2 cargo terminals, located at (i) Ashuganj in B.Baria, (ii) Pangaon in Dhaka; 4 passenger terminals, located at (i) Shashanghat in Dhaka, (ii) Narayanganj, (iii) Chandpur,& (iv) Barisal; and 15 landing ghats, located at (i) Bhairab Bazar in Kishoreganj, (ii) Alubazar in Chandpur (iii) Harina in Chandpur, (iv) Hijla in Barisal, (v) Ilisha in Bhola, (vi) Moju Choudhury in Laskmipur, (vii) Laharhat in Barisal, (viii) Beduria in Bhola, (ix) Daulatkha in Bhola, (x) Tojumuddin in Bhola, (xi) Monpura in Bhola, (xii) Chairman Ghat in Noakhali,(xiii) Sandwip RCC Jetty, and (xiv) Boddarhat in Laskmipur, (xv) Tomuruddin in Bhola. The facilities shall specifically incorporate the needs of women users (such as toilet facilities for women, women-only waiting rooms) and less able users, and address safety-related issues for all users. BIWTA will also make suggested changes to operational guidelines to improve safety and using inland water transport services. All investments under this component will also aim to enhance the climate change resiliency of terminals and landing stations, such as through design adaptations to account for the expected increased variation in river flows, more intense or frequent extreme storm events, etc.

The cargo terminals include: (i) development of a new common user general cargo terminal with access infrastructure at on the Buriganga River adjacent to the existing Pangaon container terminal; and, (ii) Rehabilitation and modernization of the existing general cargo terminal at Ashuganj.

The passenger terminals include: (i) the development of a new passenger terminal at Shashanghat in Dhaka District, (ii) rehabilitation of the passenger terminal at Narayanganj, (iii) rehabilitation of the passenger terminal at Chandpur, and (iv) extension of the existing passenger terminal at Barisal. The inland river terminals at Dhaka, Narayanganj, Chandpur and Barisal along the Project routes play very important role in transporting and handling passenger and cargo. These four river ports together transport annually about 53 million tons of cargo and 22 million passengers (as in 2013-2014). **This component will benefit the following type of people/users** (indicative): (1) Traders for import or exports, (2) Passengers/Travelers to and from surrounding areas (3) Neighborhood businesses (4) Surrounding communities (5) Cargo vessels and water transports associations(6) Govt. water transport. (7) Bus & Truck associations (8) Boat owner associations (9) Commuters and (10) Auto Rickshaw unions.

### ***Component 3: Institutional Capacity Development and Sustainability***

A series of activities are proposed in the project to support BIWTA's overall enhancement of its management systems and human resources capacity for modern, efficient, and high quality management of the IWT sector in line with international standards. This in turn is critical for the long-term sustainability of the investments supported through the project, as well as the sector's ongoing attractiveness to users, its potential for green innovations in support of national climate mitigation targets, and its resilience to changing conditions including those posed by climate change. Activities to be supported include: (i) the development of River Information Systems to help BIWTA improve data collection for the planning, maintenance and development of IWT, as well as enhance climate resiliency of the IWT sector in Bangladesh by creating a more systematized baseline understanding of river hydrology and navigational implications, and provision of a Traffic Monitoring System for passengers and cargo (ii) improvement of Human Resources capacity for better management of the IWT sector through upgrading and modernizing the IWT Deck and Engine Personnel Training. The Deck and Engine Personnel Training Centre

(DEPTC) is located at opposite to Narayanganj passenger terminal. **This component will benefit the following type of people/users** (indicative): (1) Trainees of the Deck and Engine Personnel Training Centre (DEPTC) and (2) BIWTA & concerned Govt./Non Govt. organization's deck and engine personnel.

## **2. Objective(s) of the Assignment (Baseline Study)**

### **2.1 Overall Objective(s)**

The overall objective of the survey assignment is to receive clear feedback on the citizens'/users'/stakeholders' experiences and perceptions of adequacy and efficiency of services provided through improved passenger river terminals, cargo river terminals, landing stations/ghats, vessel storm shelters, idle berthing centers and navigability of the IW routes. The specific objectives will include but not limited to:

### **2.2 Specific objectives will include:**

- i. To develop and carry out a reliable survey to establish the baselines of the satisfaction of the expected users/beneficiaries of the different interventions under the project's 3 components;
- ii. To obtain a clear understanding of the situation as regard the satisfaction of the beneficiaries/users on the functions, effectiveness and efficiency of the facilities and services of the interventions under all the above-mentioned 3 components of the project;
- iii. To develop a methodology to assess user/beneficiary satisfaction;
- iv. To analyze the data from the survey according to an agreed plan, so that the findings and recommendations can be used by the Implementing Agency (IA) for ensuring effectiveness and efficiency of the interventions;
- v. To develop an implementation plan of the findings and recommendations of the survey for use of closing the feedback loop of the beneficiaries.

## **3. Scope of Services, Tasks and Expected Deliverable**

### **3.1 Scope of Services, Tasks**

A local Organization/Firm to be engaged shall perform consultancy services under guidance and supervision of PIU, BIWTA and provide services as detailed below vis-à-vis the aforementioned 2 Cargo Terminals, 4 Passenger Terminals, 15 Landing Ghats/Stations, 4 Vessel Storm Shelters & 2 Idle Berthing Centers and IWN dredging. In specific terms, the scope of tasks & services for the assignment shall include the followings but not limited to:

- a) Collect and review of all related project documents along with other relevant secondary literature/data/information from BIWTA, World Bank and other sources, related to the 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. For guidance, the interest group/criteria/indicators may be included inter-alia, followings:
  - i. Big exporters with interest in modal options based on reliability, efficiency, cost of transport, cost of storage space, customs facilities, banking facilities, QC facilities, any preferential treatment availed, facilitation for intermodal transfer, safety of cargo, facilitation for the overseas importers;
  - ii. Big importers with interest in modal options based on reliability, efficiency, cost of transport, cost of storage space appropriate to the goods, customs facilities, quarantine facilities, QC facilities, facilitation for intermodal transfer, safety of cargo;
  - iii. Cargo ship owners with interest in reliability of the warranted draft, numbers of years to which such warranties will be availed, berthing space, safety against

- adverse weather/sabotage, fueling/maintenance/office/crew lodging facilities, any financial support provided for encouragement, policies for/ against monopoly);
- iv. Passenger boat owners with interest in measures to encourage shift from other modes, freedom to set ticket price, routes required to be catered, berthing space, duration availed for passenger pickup/drop, safety against adverse weather/sabotage, fueling/maintenance/ office/eatery/facilities, any financial support provided for encouragement, policies for/against monopoly);
  - v. Passengers with interest in measures to encourage shift from other modes: economy of travel, warranted hours up to which trips could be made, adherence to trip timings, routes available, safety against adverse weather/criminal elements, eatery/shopping/light/toilet/lady's toilet/prayer facilities, facilitation for intermodal transfer); and
  - vi. Workers/Crew (degree of mechanization planned, chances of job opportunity loss/gain, improved facilities for eating/resting/vessel maintenance/fueling/light/prayer, storage space, safety against adverse weather/criminal elements/sabotage).
- 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) Deploy 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. This includes making a series of slide presentations at the Client's (Employer's) office as well as at the relevant ministry.

### **3.2 Expected Deliverable**

The tasks & services those to be conducted at the field, will be reflected in the expected certain deliverables like reports. Expected deliverables/reports to be submitted by the consultant local Organization/Firm will be-

1. Inception Report;
2. Draft Final Report; and
3. Final Report.

### **4. Rationale of the User Satisfaction Survey (Baseline Study)**

At the initial stage of the project, the implementing agency (IA), BIWTA, intends to conduct Citizen/User Satisfaction Survey to establish the baseline that will provide a quantitative assessment of government performance and service delivery based on users' experience and perceptions. This will give a clear understanding of the situation as regard the satisfaction of the users and beneficiaries on the functions, effectiveness and efficiency of the facilities and services under the project.

In total, three (3) surveys are envisaged: the first to be carried out at the beginning of the project to establish the baseline; the second during the mid-term review; and the third and final one the

year before the closing of the project to generate the end-line. The second and the final survey will be carried out following the approach and methodology of the first/baseline survey and will demonstrate the overall progress achieved against the benchmarks established in the baselines.

Given the differences of the interventions under the three components, the types and groups of beneficiaries are likely to vary from one component to another. The survey(s) will follow a sampling approach and content of the survey will be finalized in discussion with the respective implementation agencies in the course of survey preparation.

This survey for measuring users' satisfaction to be conducted at initial stage of the project activities will provide program staff with detailed baseline data on knowledge, individual's experience, perception, attitudes and practices of communities and institutions on project works and to measure anticipated changes or achievements of the project against the indicators of the project results. This assignment of baseline survey could be presented, inter-alia, in number of forms, i.e., recorded interview, paper questionnaire, outcome of FGDs, phone or online survey and the required instruments shall be used in consultation with the implementing agency. However, survey conducted through direct interview should not be longer in terms of time as because longer time can result in less thoughtful undermining the quality of the resulting data and may increase number of drop outs amongst respondents.

#### **5. Location of Survey Area**

The survey will cover the various project areas such as the Passenger Terminals, Cargo Terminals, Landing Ghats (landing stations), neighboring settlements offices etc. as mentioned in the project description above and in the **Figure 1** as bellow:



## 6. Approach and Methodology

The survey will adopt quantitative and qualitative methods and the Consultant will clearly mention it in detail in his Technical Proposal. Survey questionnaires will be used to collect the quantitative data whereas a number of other instruments may be used for qualitative information/data which will include: focus group discussions, key informant interviews, public consultations, etc. All the tools used for the survey will be decided during the inception phase in consultation with the Client and will be clearly detailed in the Inception Report.

While carrying out the survey, the Consultant will identify the areas/issues (as indicated under 5.b above) against the interventions under all the 3 components of the project to determine the level of satisfaction of the users/beneficiaries on the services set up/provided under the project and which will be used as benchmarks for the subsequent second and third/final surveys. The areas for benchmarks will be decided in discussion with the Employer before the survey starts.

A representative statistically significant sample size shall be determined for the survey in consultation with the Client's representatives. Depending on components, the sampling unit may be either households or individual user/beneficiary and will be decided for each component according to agreed catchment area(s). Particular attention will be paid to the women and ethnic and religious minority and persons with disability in deciding the sampling units.

## 7. Implementation Time Frame

The tentative total duration of consulting services for beneficiary perception assessment is **4** (four) months from the date of signing contract. Further extension may be agreed upon justification as well as the requirements and budget provision of the project.

## 8. Team composition & Qualification Requirements for the Key and Non-Key Experts

### 8.1 Team composition

The Consulting Services for the baseline survey may be awarded to individual Consultant leading a team or package through a Consulting Firm/ Organization, as considered appropriate. The Team of Consultant will be composed of the following positions:

#### 8.1.1 Key and Non-Key Experts (Minimum)

Sl. No.	Key Professional Experts	Nos.	Input in person-months	Indicative Responsibilities (but not limited to)
K-1	<b>Team Leader cum Socio-economic Expert (National)</b>	1	4.0	<ul style="list-style-type: none"><li>- Lead the assignment and be responsible for its conduct and quality assurance including design of the data collection instruments in consultation with the implementing agency (IA);</li><li>- Coordinate and guide the team of survey to obtain realistic data and information;</li><li>- Keep liaison with concerned Project Director/staffs/consultants/ officials of the IA, discuss the relevant issues with the Client; and</li><li>- Report and present finding to the Client</li></ul>
K-2	<b>Gender Expert (National)</b>	1	1.0 Intermittent throughout the contract period	<ul style="list-style-type: none"><li>- Support the Team Leader (TL) on the issues related to gender and women's access to the facilities and services of the projects. interventions</li></ul>
K-3	<b>Transport/Traffic Expert (National)</b>	1	1.5 Intermittent	<ul style="list-style-type: none"><li>- Support the Team Leader (TL) determine the main user/beneficiary groups of the project</li></ul>

			throughout the contract period	and criteria/indicator of their satisfaction and develop a methodology to assess their satisfaction
K-4	<b>Data Administrator/ Analyst (National)</b>	1	2.0  Intermittent throughout the contract period	<ul style="list-style-type: none"> <li>- Analyze the relevant primary and secondary data of the survey and based on this, will make necessary recommendations for the project team in the IA;</li> <li>- Assist the TL on findings and in reporting</li> </ul>
NK-1 NK-2 NK-3	<b>Research Assistant</b>	3	6.0  Intermittent throughout the contract period	<ul style="list-style-type: none"> <li>- Collect data and information from expected users/beneficiaries of the different interventions under the project through administering questions/FGD/Key informant interview etc. for specific group of beneficiaries/users.</li> </ul>

**Note:**

List of Key Experts and estimated person-month shown above is indicative and for reference only. The Consultant is responsible to review the required services and may propose own requirements for the Key Experts/Non-Key Experts and other support staff (eg: Interviewers, Data Entry Operators, Data Enumerators, IT Technician/Software Developer, etc.) required to complete the proposed services in a satisfactory level. The Consultant after being shortlisted shall have to submit RFP document with Technical Proposal and Financial Proposal in accordance with the procedures set out in the World Bank's "Guidelines that should include all the expense on personnel, training, transport, survey logistics/equipment and all other required logistic supports including customization of survey app, license of software if required, as well as other direct and indirect costs including overhead necessary to execute the services and reporting, and complete the required jobs as mentioned in the Terms of Reference.

**8.2 Qualification Requirement for the Key and Non-Key Experts**

**(1) Team Leader cum Socio-economic Expert**

**Education:** The incumbent shall have Master's degree in Social Sciences/ Economics/ MBA or in similar discipline from any recognized university.

**Experience:** Minimum shall have 15 years of experience with specific experience of at least for 5 years in carrying out similar baseline surveys/studies with any renowned national, international or private sector organizations. S/he shall have experience working as Team Leader (TL)/Project Manager (PM)/Deputy Team Leader (DTL) with at least one assignment; and as the Lead Researcher/Team Leader. Should have excellent communication and facilitation skills to develop high quality research reports in English and ability to produce high quality work under tight program and excellent interpersonal and professional skills in interacting with various kinds of stakeholders and ability to work collaboratively with multiple individuals and groups.

**(2) Gender Expert**

**Education:** The incumbent shall have Master's degree on Social Science/Economics/MBA or in similar discipline from any recognized university.

**Experience:** Minimum shall have 10 years of general professional experience and at least 5 years' experience on gender related issues. S/he shall have experience working as Gender Expert or identical position with at least two assignments. Previous experience of working on marginalized/rural communities and women's groups including ethnic minorities will be an asset.

### **(3) Transport/Traffic Expert**

**Education:** The incumbent shall have at least Bachelor degree in Civil Engineering/ Master degree in Transport Economics or relevant discipline from any recognized university/institution.

**Experience:** Minimum shall have 10 years of general professional experience and at least 5 years' experience on transport/traffic related issues. Experience for working in the water transport sector will be preferable.

### **(4) Data Administrator/Analyst**

**Education:** The incumbent shall have at least Bachelor degree in software applications CSE/EEE from any recognized university.

**Experience:** S/he shall have a minimum of 10 years' general professional experience in developing cell phone apps and at least 2 years' experience working as Database Management/Administration/Analyst or similar position. Previous experience of working on similar project will be an asset.

### **(5) Research Assistant**

**Education:** Graduate in any discipline from any recognized university

**Experience:** Proven experience of at least 3 (three) years in socio-economic or relevant field survey works. Previous experience for collect data and information from expected users/beneficiaries of the different interventions under the project through administering questions/FGD/Key informant interview etc. for specific group of beneficiaries/users

## **9 Key Deliverables**

Contract will be 'Lump Sum' basis and deliverables shall be as follows:

- 1) **Inception Report:** The Inception Report which will be submitted within **2** (two) weeks from the date of contract signing. Report shall include inter-alia, appropriate methodology, detailed action plan for data collection, sampling, timeline, roles and responsibilities of researchers of the particular assignment.
- 2) **Draft Final Report:** The comprehensive draft survey report with recommendation which will be submitted at the end of the **3<sup>rd</sup> month** of contract signing or within **7**(seven) days after completion of the field work of survey, whichever is the earliest. The Consultant will make a presentation of the draft report to the Client and comments/feedback received from the presentation will be incorporated in the final report.
- 3) **Final Report:** The final report which will be submitted within seven days after the findings dissemination workshop based on the draft report. 15 (Fifteen color printed book binding copies of the Final Report shall be submitted to the Client along with one in soft preferably in CD/USB flash.

## **10. Procurement Method**

Selection Based on the Consultant's Qualifications (CQS) method in accordance with the procedures set out in the World Bank's "Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits and Grants by World Bank Borrowers", dated January 2011 (2014), will apply in selecting a Consultant.

## **11. Experiences, Skills and Competencies Required for the Prospective Consultant/Firm**

An individual local Consultant leading a team or packaged through a legal status enabling the organization to perform abovementioned tasks and must demonstrate capacity and capabilities in the following terms:

- Minimum 15 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.

- 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
- Experience working on similar assignment with public projects/programs or development agency operation.
- Experience in qualitative and quantitative data collection, validation, interviewing business of all sizes, data entry and analysis using statistical software and drafting skills.
- 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.
- Strong analytical skills on gender analysis in overall aspects of designing and conducting baseline survey.
- List of Resources with logistic supports and list of professional employees with key qualifications, detailed curriculum vitae, having excellent academic, research background in conducting similar assignment.
- Demonstrated financial statement on liquid asset enabling to deploy qualified staffs in field and to mobilize for commencement of the assignment.

## **12. Institutional Arrangements**

The Consultant, throughout the assignment, will work closely with the Client's Representative(s) who will take regular feedback and make decisions associated with the assignment.

## **13. Facilities to be provided by the Consultant**

During the study, the Consultant shall provide all the facilities for their staff and other logistical requirements on their own to fulfil their obligations. These will also include support staff and office facilities, office equipment and supplies, required equipment (including cell phone sets with ODK app to all the interviewers) and materials for field data collection, vehicles, and communications as required. The Consultant will set out the requirements in the Technical Proposal and provide the financial cost estimates for these in their Financial Proposal.

## **14. Facilities to be provided by the Client**

The Client as an Employer will provide the Consultant with all available studies and reports and data relevant to the services. The Client will provide access to the related government offices and information required for the study and shall provide assistance where the Consultant, for the purpose of executing these services, needs to coordinate with other Government agencies, and non-government agencies. The Client will also participate in all stakeholder consultation events, with the technical and logistical support of the consultant as required.

## **15. Response to the ToR**

Please include the following in the EoI Proposal:

- a) Methodology for the review within the scope of this ToR and the tools that will be used (if any);
- 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 Staff to be assigned in this project.