



চট্টগ্রাম পানি সরবরাহ ও পয়ঃনিষ্কাশন কর্তৃপক্ষ
Chattogram Water Supply & Sewerage Authority
WASA Office Building, Dampara, Chattogram, Bangladesh

আইসিটি সার্কেল
উপস্থান: ওয়াসা, চট্টগ্রাম
Date: 26.01.2023
তারিখ: 26.01.2023

Memo No. 46.06.0000.335.23.011.2025-53

Chattogram Water Supply Improvement Project (CWSIP)

**REQUEST FOR EXPRESSIONS OF INTEREST (REOI) FOR
Consultancy Service for Preparation of Digital Transformations Strategy for
Chattogram WASA
(Package-CWSIP/S3)
(Firm Selection)**

1. The Government of the people's Republic of Bangladesh (GoB) has received a credit from the International Development Association (IDA) towards the cost of 'Chattogram Water Supply Improvement Project (CWSIP)', to be implemented by Chattogram Water Supply and Sewerage Authority (CWASA), an autonomous entity of the GoB and intends to apply a part of the proceeds of this credit to pay against the **Consultancy Service for Preparation of Digital Transformations Strategy for Chattogram WASA (CWASA)**
2. The main objective of the proposed consulting services is to Develop a comprehensive digital transformation strategy, and roadmap that contain a list of proposed digital solutions that CWASA can implement over the coming years.
3. CWASA will appoint a Consulting firm to achieve the above objectives. The consultant under this assignment will render the following services mainly:
 - a) Develop a comprehensive digital transformation strategy, and roadmap that contain a list of proposed digital solutions that CWASA can implement over the coming years. The document should also serve the following strategic purpose:
 - i. Foundation for Digital Transformation: The document acts as the official blueprint of CWASA to transition into a digitally advanced organization. This means using data analytics to optimize water distribution, anticipate maintenance needs, improve customer service, and ensure sustainable water management practices.
 - ii. Strategic Alignment: The strategy ensures digital initiatives align with CWASA's budget, available resources, and strategic goals. This alignment is crucial to prioritizing initiatives that deliver the most value and are feasible within the utility's operational constraints.
 - iii. Blueprint for Technology Adoption: The document provides a technical roadmap for future IT changes or additions, acting as a guiding framework for evolving CWASA's technology architecture. This encompasses immediate IT improvements and longer-term digital innovation, such as smart metering systems, advanced water quality monitoring, and automated billing and customer service platforms.
 - iv. Blueprint for Advanced IT Organization: Forming a capable IT organization within CWASA is pivotal for driving technological advancements and supporting the utility's data-driven transformation. This document proposes the capabilities required to drive the change.

- b) Assess feasibility of proposed solutions, along with necessary hardware requirement as well as data storage requirements, data digitization needs; assess the costs (CAPEX and OPEX) & system requirements of various solutions, implementation & operations models.
- c) Design an integrated digital & data management system/ERP for CWASA (including module specific requirements and key business process maps for key functions) and GIS based Asset Management System for CWASA.

4. CWASA now invites eligible consulting firms ("Consultants") to indicate their interest in providing the services. Interested Consultants should provide information demonstrating that they have required qualifications and relevant experience to perform the services .The short-listing criteria are:

- (a) General experience of the Firm(s);
- (b) Experience in similar projects of compatible size, complexity and technical specialty as a consultant; especially projects related to Developing Digital transformation strategy, roadmap and implementation of ERP in any organization preferably Water utility/Sewerage Utility/Power Utility.
- (c) Overall staffing and logistics of the firm.

Consultants are requested to submit the following supporting documents in support of the above -mentioned criteria:

- (a) Registration paper of the firm; (b) JV agreement /letter of intent (if applicable) ; (c) Firm's brochure ; (d) service experience record (including nature, total cost ,total input in terms of man month, employer, location of service etc.)

5. The attention of interested Consultants is drawn to section III, Conflict of Interest paragraphs, 3.14, 3.15 , and 3.16 of the World Bank Procurement Regulations for IPF Borrowers, Fifth Edition, September, 2023.


6. Consultants may associate to enhance their qualification, but should mention whether the association is in the form of a "joint-venture" or "sub-consultancy". In the case of an association ,all members of such" association" should have real and well-defined inputs to the assignment and in such "association " it is preferable to limit the total number of firms including the associates to a maximum of three .

7. A Consultant will be selected in accordance with the Quality and Cost Based Selection (QCBS) method set out in the Procurement Regulations.

8. Interested Consultant may obtain further information from the address below during office hours (i.e. 0900 to 1700 hours) and the intending entities may contact for any clarification and background information at the address given below. Terms of Reference (if necessary, may be modified) will be available in the CWASA's website (www.ctg-wasa.org.bd).

9. Expression of Interest (EoI) (both hard copy and soft copy preferable) needs to submitted (either in person or by mail or by email) to the following address by **15:00 hours (BST) (GMT+6) on or before December 21, 2025**. Please clearly mention **"Expression of Interest (EoI) for Consultancy Service for Preparation of Digital Transformations Strategy for Chattogram WASA (CWASA) (Package Number: CWSIP/S3) under Chattogram Water Supply Improvement Project (CWSIP), CWASA"** on the top of the envelope.

10. The authority reserves the right to accept or reject any or all EoI proposals either in part or in full without assigning any reason, whatsoever.

 26.11.2025

(Md. Rejaul Ahsan Chowdhury)

Project Director

Chattogram Water Supply Improvement Project (CWSIP)

Chattogram WASA

WASA Bhaban, Dampara, Chattogram, Bangladesh.

Phone: +8802333389376

Email: rejaulahsan87@gmail.com

Copy:

- 1) Deputy Managing Director (Engineering), Chattogram WASA, Chattogram.
- 2) Chief Engineer, Chattogram WASA, Chattogram.
- 3) PRO, CWASA-10 copies of REOI enclosed herewith for publication to News Papers as per PPR-2025.
- ✓4) System Analyst, Chattogram WASA (with request to publish the REOI Notice to CWASA website).
- 5) P.A to Managing Director, Chattogram WASA, Chattogram (for kind information to Managing Director, Chattogram WASA)
- 6) Office copy.