



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

Memo No. 46.06.0000.331.37.010.2025-39

Date: 15.09.2025


Chattogram Water Supply Improvement Project (CWSIP)

REQUEST FOR EXPRESSIONS OF INTEREST (NATIONAL)

For Selection of **Institutional Expert** (Package No.: CWSIP/S17)

1. The Government of the People's Republic of Bangladesh (GoB) has received a credit/loan from the International Development Association (IDA) towards the cost of “**Chattogram Water Supply Improvement Project (CWSIP)**”, to be implemented by Chattogram WASA and intends to apply a part of the proceeds of this credit for the services of an **Institutional Expert**.
2. **Scope of Services:** The Scope of Services of the **Institutional Expert** includes, but not limited to:
 - a) Assist the PMU by preparing the Terms of References (ToR) including scope of services, support in procuring, managing and supervising project consultancies and help implement recommendations for improvements in CWASA's systems, procedures, and decision-support systems.
In particular, the consultancy shall support and/or help implement the following:
 - b) Managing the consultancy for preparation of Long-term Master plan (25-30 years) along with subsequent preparation of business plan and Capital Investment Plan (CIP) for its implementation for the short to medium term (5-10 years); and development and implementation of tariff framework;
 - c) Supporting the consultancies for the development of digital transformation strategy and implementation roadmap for the integrated data management system for Financial Management (FM) and MIS functions; and implementation of the Enterprise Resource Planning (ERP) system;
 - d) Supporting the consultancies for strengthening the CWASA's asset management practices and implementing a GIS-enabled integrated asset management system;
 - e) Support consultancies for improving and expanding the customer relationship management system including customer engagement and communication strategy, and GIS-enabled customer database; and manage the conduct of regular customer satisfaction surveys;
 - f) Manage the consultancies for Capacity Development Plan and Support for CWASA Training Center, including the preparation and implementation of the Capacity Building plan and Training modules;
 - g) Assess the current organizational structure and operating procedures of CWASA and recommend areas of strengthening and improvements;
 - h) Assess the Human Resources Management policies and systems, make recommendations for their improvements, and assist in implementing the changes therein;
 - i) Review the monitoring and evaluation system being implemented by CWISP in particular, and CWASA in general, and advise improvements in data capturing and reporting;
 - j) As directed by the PMU, provide support in strengthening the institutional aspects of other project components in general, and in particular support the consultancies for: Construction Supervision, Social intermediation, Community Mobilization and Awareness Raising for Improved Water Supply and Sanitation System for LICs; gender assessment; Independent Verification Agency (IVA) for Performance based condition (PBC), and any other consultancy or activity as advised by the PMU,
 - k) As advised by the PMU from time to time, provide support to activities for the successful implementation of the project.
3. **Duration and Timing :** The duration of the consultancy services is tentatively 24 (Twenty four) months throughout the project period. The consultant will provide inputs intermittently that will average about 8-10 days in a month, with the proviso that the PMU shall advise on the exact timing and duration of inputs. The Consultant shall provide her/his inputs based in Chattogram, and shall operate out of the CWASA PMU offices.

4. **Selection Procedures:** Chattogram WASA now invites the eligible Applicants to submit the Expressions of Interest (EoI) for providing the services. The interested Applicants need to provide information demonstrating that s/he has the required qualifications and relevant experience to perform the services. The selection criteria are:
- a) **Educational qualifications:**
The incumbent should have a Master's degree from a recognized university in Business/ Engineering/ Finance or any other discipline relevant to strengthening of utilities or business enterprises, water supply and sanitation, urban development etc.
 - b) **General Experience:** At least 15 (Fifteen) years of experience as Institutional Specialist.
 - c) **Specific Experience:**
 - i. At least ten years of relevant experience in institutional reform and strengthening systems and capacities of any public or private utility/enterprises ;
 - ii. Experience of anchoring Master Planning, and enterprise development activities in the areas of digital transformation, Enterprise Resource Planning (ERP), Customer Relations Management, capacity building and training etc.;
 - iii. Proven work-experience with and familiarity with systems of the World Bank or other Multilateral Development Agency funded projects;
 - iv. Having excellent written and verbal communication skills in English and Bangla.
5. Applicants are required to submit their Expressions of Interest (EoI), comprising of a CV (including employment history with duties and responsibilities) and a forwarding letter briefly describing the reasons that the applicant considers him/her-self best suited to perform the assignment.
6. The attention of interested Applicants is drawn to paragraphs 3.14, 3.16, and 3.17 of the World Bank's Procurement Regulations, setting forth the World Bank's policy on conflict of interest.
7. Detailed Terms of Reference (ToR) and other information will be available upon request from the address provided below either through email or in person. ToR is also available on Chattogram WASA's website (www.ctg-wasa.org.bd).
8. The consultant will be selected following the Selection of Individual Consultant method of the World Bank Procurement Regulations for IPF Borrowers, Fifth Edition, September 2023.
9. Expression of Interest needs to be submitted (either through e-mail or in person or by mail) to the following address by **16:00 hours (BST) (GMT+6) on or before 07 October 2025**. Please clearly mention "**Expression of Interest (EoI) for Selection of Institutional Expert, Package No: CWSIP/S17**" in the e-mail's subject line or on the top of the envelope.
10. EoIs received after the last date of submission will not be considered for short listing. The authority reserves the right to accept or reject any or all EoIs without assigning any reason, whatsoever.

 15.09.2025

(Md. Rejaul Ahsan Chowdhury)

Deputy Chief (Development) (A.C.)

Chattogram WASA

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Copy for kind information:

- 1) Deputy Managing Director (Engineering), Chattogram WASA, Chattogram.
- 2) Chief Engineer, Chattogram WASA, Chattogram.
- 3) System Analyst, Chattogram WASA, Chattogram- with request to publish the REOI to CWASA website.
- 4) PRO, CWASA-6 copies of REOI enclosed herewith for publication to News Papers as per PPR-2008.
- 5) P.A. to Managing Director , Chattogram WASA, Chattogram. (for kind information to Managing Director, CWASA)