



Request for Proposal (RFP)

Consulting Opportunity: Develop a Long-Term Operations and Maintenance Strategy for Water, Sanitation, and Hygiene Infrastructure for Addis Ababa, Ethiopia Schools

Issue Date: March 10, 2021

Questions Due: March 24, 2021

Response to Questions: March 31, 2021

Proposal Due: April 14, 2021

Please note that we reserve the right to modify this schedule as needed. All bidders will be notified simultaneously by email of any changes.

I. BACKGROUND

Splash International (Splash) is a US-based non-profit organization registered and licensed in Ethiopia as a foreign charity by the EFDRE Charities and Societies Agency since 2013 with registration NO. 3038. Splash is one of the foremost leaders in providing urban water, sanitation, and hygiene (WASH) at scale. We have a distinct and clear intervention goal: to improve the lives and health of children living in population-dense, urban cities. Splash's WASH in Schools program intends to reach 450 schools in Addis Ababa by 2022 with its holistic WASH-in-Schools model consisting of quality WASH infrastructure, innovative menstrual health solutions, and health and hygiene behaviour change programming.

II. OVERVIEW

Installation and maintenance of WASH infrastructure is a large part of Splash's work in schools. Splash has a standard package of WASH infrastructure interventions that we install at schools, including water filtration systems (manufactured by [A.J. Antunes](#)), rehabilitation or new construction of sanitation facilities, water storage, and [handwashing and drinking water stations](#). We assess existing WASH infrastructure at each site prior to beginning work and create a site-specific plan that ensure that the school has coverage in each of these critical areas. And Splash's work does not stop with installation; our in-house operations and maintenance (O&M) team provides two years of O&M support to every school after our initial work is complete.

Over the last few years, we have built Splash's capacity to implement and maintain WASH infrastructure work at scale in Addis Ababa. We are now at a critical juncture where we need to identify high quality, affordable third-party service provider and spare part options that we can link schools with so that they can successfully maintain WASH infrastructure once our two-year support period is up. We anticipate that third-party options could include government or private sector stakeholders. To this endeavor Splash brings learnings from previous handover of WASH infrastructure O&M to social enterprises in Asia, strong existing relationships with government stakeholders in Addis Ababa, Ethiopia, collaborative and supportive relationships with the key product manufacturers that supply our products, and



a thorough understanding of the opportunities and challenges associated with O&M of WASH infrastructure in Addis Ababa schools.

To help us move forward with this critical scope of work, Splash is looking to hire an experienced consultant in Ethiopia with general knowledge of WASH infrastructure, the ability to research and understand local spare part and service provider options for WASH infrastructure, and the ability to liaise with government and the private sector on Splash's behalf as we investigate and test different third-party service provider and spare part options.

Please note that any work around financing for O&M or creating an enabling environment to support O&M is separate from this engagement; Splash recognizes that these are part of a successful O&M strategy but is focusing on these aspects through separate scopes of work.

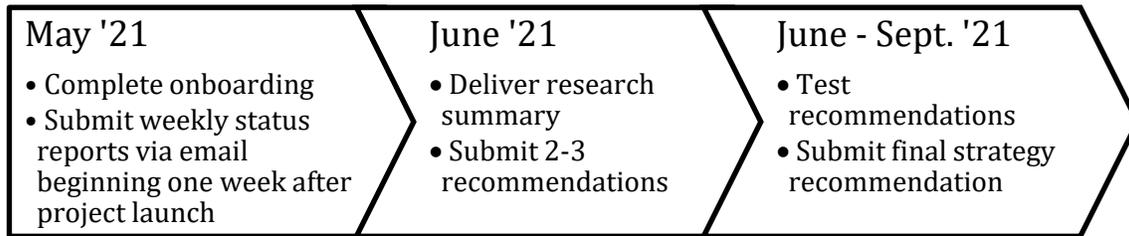
III. SCOPE OF WORK

Over the course of six months, the selected consultant will be responsible for researching the existing spare part and service provider options for WASH infrastructure in Addis Ababa, proposing 2-3 third-party O&M strategies for Splash, and assisting Splash to test out third-party options. The full scope of work includes the following activities:

- Complete onboarding with Splash team to develop a thorough understanding of our WASH in Schools infrastructure model and learnings to date. Specifically, the consultant will:
 - Review Splash's complete WASH infrastructure model
 - Review Splash's approach to O&M of WASH infrastructure at schools during the 2-year support period and discussion of current challenges and gaps
 - Review Splash's draft strategy for O&M and gain understanding of what we see as the key attributes of a successful strategy. In particular, getting a detailed understanding of what products/services need to be addressed by the O&M strategy will be key.
 - Complete conversations with key Splash team members to understand the approach Splash has taken to O&M via third-party social enterprise partners in Asia
- With Splash, develop a tool to guide information gathering process that is focused on the key attributes that Splash needs to see from third-party service and spare part providers.
- Complete desk research and conversations with 15-20 stakeholders from the private, NGO, and government sectors in Ethiopia to understand existing options for service and spare parts for WASH infrastructure, gaps, and possibilities. This should be distilled into a research summary that is submitted to Splash. Splash will support the consultant to identify key stakeholders to include in the interview process.
- Develop 2-3 recommendations for ways that Addis Ababa schools can receive affordable, high quality service and spare parts for WASH infrastructure from third parties.
- Assist Splash to develop and execute a pilot program to test the 2-3 recommendations at 30 schools in Addis Ababa.
- Analyze pilot program results and develop a final strategy recommendation for Splash.



IV. KEY DELIVERABLES



V. SKILLS, ATTRIBUTES, AND EXPERIENCE

- Understanding of Ethiopian market dynamics required
- Experience with international development/NGO clients preferred
- Experience engaging local stakeholders in Ethiopia required
- WASH sector experience required, with WASH in Schools experience preferred
- Must have an existing presence in Ethiopia
- The firm or consultant must be responsible for the quality of the work of any sub-contractors that they employ for this project
- One to two members of the working group from the hired firm for this project must be maintained throughout the engagement to promote consistency and efficiency

VI. PROPOSAL REQUIREMENTS

Splash would like bidders to submit a proposal that includes a technical narrative and budget for the full scope of work (no more than 5 pages, please). Please include details on the following:

- Detailed timeline and proposed methodology for each workstream deliverable
- Profile of relevant corporate qualifications, similar clients
- Profile of relevant experience and related work, countries served
- Provide additional details on your service model and identify team members Splash will engage with
- Biographies of proposed product development team members and any relevant subcontractors
- Detailed budget by workstream, including daily rates

VII. RESPONSE GUIDELINES

Instructions and Deadlines for Responding

A. Contacts

Leslie Llado, leslie@splash.org

B. Proposals



Completed proposals should be submitted by email to the contact listed above. The subject line of the email should read: O&M Strategy Development RFP (your company name). We advise that you send files in commonly recognized MS or Adobe PDF formats. We will not accept responsibility for resolving technical transmission problems with proposals. A hard copy of the proposal **should not** be sent. Your proposal should only include information specific to accomplishing the scope of work. Additional information submitted outside of the proposal requirements will be reviewed at Splash's discretion only and should be placed in an appendix. Elaborate materials, artwork or other information not directly related to the scope of work are not suggested.

C. Conclusion of process

Applicants will be notified of Splash's decision by **April 30, 2021**. Final award is subject to the terms and conditions included in this solicitation, as well as successful final negotiations of all applicable terms and conditions affecting this work.

VIII. TERMS AND CONDITIONS OF THE SOLICITATION

A. Notice of non-binding solicitation

Splash reserves the right to reject any and all bids received in response to this solicitation and is in no way bound to accept any proposal.

B. Confidentiality

All information provided by Splash as part of this solicitation must be treated as confidential. If any information is inappropriately released, Splash will seek appropriate remedies as allowed. Likewise, Proposals, discussions, and all information received by Splash in response to this solicitation will be held as strictly confidential.

C. Conflict of interest disclosure

Suppliers bidding on Splash business must disclose, to the procurement contact listed in the RFP, any actual or potential conflicts of interest. Conflicts of interest could be present if; there is a personal relationship with a Splash staff member that constitutes a significant financial interest, board memberships, and other employment. Suppliers and Splash are protected when actual or perceived conflicts of interest are disclosed. When necessary, Splash will create a management plan that provides mitigation of potential risks presented by the disclosed conflict of interest.

D. Communication

All communications regarding this solicitation shall be directed to appropriate parties at Splash indicated in Section VIII A. Contacting third parties involved in the project, the review panel, or any other party may be considered a conflict of interest and could result in disqualification of the proposal.

E. Acceptance

Acceptance of a proposal does not imply acceptance of its terms and conditions. Splash reserves the option to negotiate on the final terms and conditions. We additionally reserve the right to negotiate the substance of the finalists' proposals, as well as the option of accepting partial components of a proposal if appropriate.

F. Right to final negotiations



Splash reserves the option to negotiate on the final costs and final scope of work, and also reserves the option to limit or include third parties at Splash's sole and full discretion in such negotiations.

G. Proposal Validity

Proposals submitted under this request shall be valid for 60 days from the date the proposal is due. The validity period shall be stated in the proposal submitted to Splash.