



Expression of Interest (EOI)

For

Technical assistance to Directorate of water, Ninawa towards achieving equitable and sustainable water services in Mosul and Tal Afar, Iraq

April 2022.

# Request for Expression of Interest - EoI

## Technical assistance to Directorate of water, Ninawa towards achieving equitable and sustainable water services in Mosul and Tal Afar, Iraq.

### 1. Context

The International Committee of the Red Cross (ICRC) has worked in Iraq continuously since 1980. The role of ICRC Water and Habitation unit is to restore access to essential services including projects that repair and upgrade water supply and wastewater treatment systems, improve sanitation, energy supply and build/rehabilitate critical facilities like hospitals and physical rehabilitation centers. Programs focus on both hardware interventions essential components including training and capacity building to increase resilience and ensure sustainability. The ICRC is currently working on improving the water services in the cities of Mosul and Tal Afar through the Ninawa urban water services improvement program.

### 2. Objective of project

This request for expression of interest aim at providing technical assistance to DoW Ninawa through a consultancy service, the specific objective of this project is as following:

- Assist the DoW Ninawa in framing the policy, vision, mission and strategy
- Reassess or reconfirm the institutional functions and gaps based on the existing [comprehensive assessment reports](#).
- Assist in the reformulation of organization and staffing structure
- Establish suitable baseline indicators to assess the capacity and performance of the organization
- Propose strategic actions and direction.
- Develop the Standard Operation procedures, processes and best management processes and guide the DoW in implementing the same.
- Formulate the roles and responsibility for individuals and departments.
- Assist in building the diverse individual and institutional capacities.
- Benchmark the improved performance of the organization and in the development of key performance indicators (KPI).
- develop a quality plan and agree upon the proposed quality plan in terms of activities, deliverables and performance indicators of this technical assistance project.

### 3. Scope of project

The scope of the assignment shall include: the identification, analysis, and reformulation of the current practices, processes, flows, internal coordination, and operations of the DoW Ninawa that are associated with water service provision in Ninawa Governorate; strengthening DoW as an institution and enabling DoW to propose and implement activities that DoW can pursue on its own, during or after the end of this assignment, to achieve the program objectives in Mosul and Tal Afar. One of the main scope of the work entails the development of the Standard Operation procedures, processes and best management processes and guide the DoW in implementing the same in the areas of:

- Administration – Both operational and non-operational
- Commercial and financial viability
- Planning engineering and design
- Quality management, quality monitoring and quality audit
- Operation and maintenance
- Asset management
- Water demand management
- Human resource management.

- Modernisation.
- Legal and contractual processes.

The consultant shall develop a staffing portfolio, which comprise job description for every role, staffing for each department, framework of objective setting for staff, staff profile register, feedback mechanisms and staff development strategy. Assist the DoW in building the capacities of the staff and the institution by: developing a capacity building program: finalization of various capacity building curriculum by coordinating with organizations offering capacity building trainings; and, coordinate the on the job and off the job trainings of DoW staff sponsored by the client and other Donor organizations. Based on the consultant review of performance of DoW, establish, justify and select suitable indicators to assess the capacity, monitor the performance of the Company and publish the benchmark reports. These indicators shall reference either the International Benchmarking Network for Water and Sanitation Utilities (IBNET) or the International Water Association (IWA) volumes, Performance Indicators for Water Supply and Wastewater Services. The Consultant shall produce a report which benchmarks the organization against expected performance for the Year 2022. The consultant shall review and assess the benchmark reports prepared by the Dow for the year 2023 and 2024. The consultant shall present a detailed feedback and closure report on the Technical assistance, and present or assist the DoW in presenting these outcomes of the assignment in a stakeholder's forum. The feedback and potential for future improvement shall comprise the summary of the major organizational, administrative, operational and technical aspects pertaining towards achieving sustainable and equitable water services in Mosul and Tal Afar.

#### 4. Eligibility

ICRC invites for expressions of interest from qualified consulting firms (international or national consulting companies or organizations; engineering consulting offices of reputed universities - Joint Venture partnerships between consulting companies or organizations and universities are strongly recommended) to provide technical assistance Services and strengthen the capacity of directorate of water, Ninawa Governorate, Iraq.

A contract will be awarded to provide this consultancy service over a period of three years 2022,2023 & 2024, the implementation of the project will be according to the terms of reference that will be shared with the shortlisted consultants. The selected consultants shall have strong capability and experience in strengthen the capacity of DoW Ninawa in different aspect such as technical, managerial, administration, financial etc. Interested consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the services and will be shortlisted based on an analysis of this information:

- Evidence of registration from the firm's home country
- The firm's core business
- Financial information clearly identifying annual turnover (in US Dollars) for the past 3 years (accounts certified by a statutory auditing company).
- Number of employees - permanent staff and staff on limited-term project contracts
- Relevant experience in the past 10 years (in agreement with the objective and scope)
- Technical and managerial capability – including an organigram or narrative
- Experience as a company of joint venture in similar conditions in the region
- The available experts with experience and qualifications in assignments similar to the mention objective and scope.

- A letter confirming the following requirement: “The Consultant represents and warrants that neither it or any of its Affiliates, or Personnel or directors, is subject to any sanction or temporary suspension imposed by any United Nations System organization or other international inter-governmental organization. The consultant will immediately disclose to the Employer if this representation is no longer true during the term of the contract”.

## 5. Information session

An information / questions and answers online session will be held on 28.04.2022 at 10:00 AM Geneva time, for interested parties to obtain introductory information about the project. This session will be conducted via Teams and does not require in-person representation. The interested consultant to have information before submitting their expression of interest shall confirm via E-mail to.

To: [gva\\_logpurchengineering\\_services@icrc.org](mailto:gva_logpurchengineering_services@icrc.org)

Email should contain at a minimum:

- Name of organization;
- Address;
- Contact person;
- Telephone number;
- Preferred email address;
- Approximate cost and time for the service;
- Company profile;
- Detailed list/fact sheets about similar operations.

## 6. Submission

Expressions of interest submissions must be a maximum of 40 pages with a minimum size 11 font. Interested parties are invited to submit their **Eol by email no later than 16:00 hrs. Geneva time – 6<sup>th</sup> of May 2022 with the following subject in the title:**

**“Request for Expression of Interest – Eol for Technical assistance to Directorate of water, Ninawa towards achieving equitable and sustainable water services in Mosul and Tal Afar, Iraq”**

to the following address:

[gva\\_logpurchengineering\\_services@icrc.org](mailto:gva_logpurchengineering_services@icrc.org)

Email should also contain:

- Name of organization;
- Address;
- Contact person;
- Telephone number;
- Preferred email address;
- Approximate cost and time for the service;
- Company profile;
- Detailed list/fact sheets about similar operations.

ICRC will review and respond to submissions, those firms who demonstrate the required capabilities will be invited to submit detailed proposals in response to a Request for Proposal - RfP to be launched later in 2022.

## 7. Procurement

Organizations or Consultancy firms expressing interest in the project as a result of this request and demonstrate the required capabilities will be subsequently invited to submit their detailed offer for consultancy services through a request for proposal (RfP).

The RfP will elaborate the nature and content of the project in further detail, including:

- Terms of reference (ToR), providing detailed information on the objectives, scope, deliverables, methodology, provisions and requirements for consultancy services;
- The general conditions for consulting contracts based on standard FIDIC conditions for consultancy services, adjusted to ICRC
- Minimum expertise, technical and financial requirements;
- Guidance for consultants around rules to be observed by staff in the field.

Consultant can expect the RfP to be open for a period of four weeks, in which they may prepare and submit proposals based on the ToR and supporting documents.

The process will include a compulsory information session in lieu of a site visit.