

## Call for Expression of Interest

# Establishment of a WASH Information Management System

**CEF/SYR/2025/015**

### 1 Timeline

Posted	May 13, 2025
Clarification Request Deadline	May 18, 2025
Application Deadline	May 24, 2025
Notification of Results	May 31, 2025
Start Date	Jun 10, 2025
End Date	Jan 31, 2026

### 2 Locations

- A Syrian Arab Republic
  - a Homs Governorate

### 3 Sector(s) and area(s) of specialization

- A WASH and Environment
  - a Basic sanitation
  - b Water
  - c Water and land information management

### 4 Issuing Agency

UNICEF

### 5 Project Background

The water and sanitation systems in Syria—like many across the MENA region—are urban, modern, and complex in their design and operation. These systems are state-owned and state-managed, based on expensive infrastructure that requires high and sustained operational costs as well as a mix of qualified human resources. Prior to the conflict, Syria had achieved high water service coverage rates and had already met the Sustainable Development Goal (SDG) related to water and sanitation. However, since 2011, the protracted conflict has led to a rapid deterioration of water and sanitation systems and services, further exacerbated by the partial collapse of the electricity sector. The humanitarian response, while critical in slowing down the rate of collapse, lacked the structure and scope needed to maintain or restore such sophisticated systems. Support efforts have often been fragmented, focusing primarily on hardware components without an overarching strategy. In addition, the absence of a sector-wide measurement tool has made it difficult to define the real impact of humanitarian interventions. In response to this gap, and as the WASH sector lead in Syria, UNICEF has taken the responsibility to establish a WASH Information Management System that allows for better understanding and tracking of sector performance. To achieve this, UNICEF is planning to develop a national WASH

Management Information System (WASHIMS) that will support evidence-based planning, resource mobilization, and performance monitoring. This system will be built upon a nationwide census survey targeting facilities/infrastructure and service locations. The survey will need to generate standardized, up-to-date data and define key indicators related to adequacy, efficiency, and dependability. The implementing partner will coordinate and collaborate with UNICEF, central water and sanitation authorities and those at sub-national levels to undertake the necessary data collection and establish the WASHMIS including the design of the data collection tool, the related indicators and the database required to process, display and update the information. The resulting system/indicators will provide a comprehensive assessment of sector performance, identify service gaps and inform more targeted, strategic WASH interventions. Scope of Work for Consulting Firm Under this agreement, the consulting firm shall be responsible for delivering the following key components: 1) The firm will design and develop a comprehensive digital platform equipped with offline-capable survey forms to facilitate standardized data collection on water and sanitation facilities across Syria. The platform must be able to capture critical parameters, including the facility status and operational capacity, service efficiency metrics, system dependability indicators, and infrastructure adequacy indicators. 2) The firm will develop scientifically validated indicators to measure and evaluate WASH sector performance. These indicators must align with international standards while accounting for local context. For each indicator, the firm shall establish clear measurement protocols. 3) To ensure effective stakeholder engagement and capacity building, the firm will conduct coordination workshops with WASH authorities at both national and sub-national levels. It will also implement comprehensive training programs for field enumerators (data collection methodology) preferably using local authorities' technicians and engineers, capitalizing on their knowledge of WASH systems' specifics across the country. In addition, it will train government engineers responsible for system utilization and maintenance. Standardized training materials and field manuals will be developed and distributed to support this effort. 4) The firm will be responsible for executing nationwide surveys using digital tools that offer real-time data synchronization capabilities, automated GIS mapping functions, and multi-layer visualization features. A robust data quality assurance protocol will be enforced, incorporating field verification procedures, consistency checks, and multi-tier validation mechanisms. 5) An interactive monitoring dashboard will be created by the firm. This dashboard will feature dynamic data visualization tools, customizable reporting functions, and geospatial analysis capabilities. It must be capable of enabling real-time performance monitoring, identifying operational bottlenecks, and supporting evidence-based prioritization of interventions. 6) The firm will manage all aspects of logistical coordination related to field operations. This includes arranging transportation, supporting field teams during data collection, and ensuring adherence to data collection timelines.

## 6 **Expected Results**

The successful implementation of these components will: - Establish a comprehensive WASH sector monitoring framework - Enable data-driven decision making at all administrative levels - Strengthen institutional capacity for evidence-based planning - Improve emergency response targeting - Enhance overall sector accountability and transparency The consulting firm will work in close coordination with UNICEF and relevant government counterparts to ensure alignment with national priorities and international best practices throughout all phases of implementation. On suggested indicators, please note the below examples - Efficiency Indicators: These measure how well a facility, or any of its components, is performing while delivering services. - Dependability indicators: Dependability of water supply systems is a measure of adherence to certain minimum national service standards that would ultimately define the likelihood of systems' sustainable performance over time. - Adequacy indicators: proxy indicators that assess whether water supply levels meet population needs and help identify gaps in service coverage. - Severity indicators: Combination of a set of indicators showing vulnerabilities of the service. IMPORTANT NOTE: We encourage to use eCN on this link <https://ecn.unicef.org> to fill the concept note using online platform for better alignment with UNICEF digital partnership system. This allow better accessibility after selection and during programme document development phase.

## 7 **Indicative Budget**

-

## 8 **Other Information**

-

## 9 **Selection Criteria**

Name	Description	Weight
Access/security considerations	Assess the applicant's ability to operate in all 14 governorates.	15
Cost effectiveness	The project presents an intervention that will ensure adequate cost per capita, considering low operational costs.	15
Experience working with UN	Evaluate the applicant's prior engagement with UN agencies, including adherence to UN procedures and standards, and the ability to comply with reporting, financial, and operational requirements.	10
Local experience and presence	Assess the applicant's operational presence in Syria. Consider the strength of relationships with relevant national and sub-national authorities.	10
Sector expertise and experience	Evaluate the applicant's technical capacity and track record in implementing WASH interventions, particularly in data collection, MIS development, monitoring systems, and coordination with government entities.	25
Relevance of proposal to achieving expected results	Proposal clarity in achieving the expected results against the defined indicators. The proposal is written with clarity and logic. It clearly links indicators/activities/results.	15
Realistic timelines and plans	Assess whether the proposed work plan is achievable within the given timeframe. Consider the sequencing of activities, time allocated to each phase, and alignment with project objectives.	10

#### 10 **Concept Note Template**

[Download the document here](#)

#### 11 **For more information on this partnership opportunity, and to apply, please visit**

[UN Partner Portal](#)