

### *Call for Expression of Interest*

# Ensuring Satisfactory Water, Sanitation and Hygiene Conditions for the Rohingya Refugee Population

***HCR/BGD/2025/012***

## 1 ***Timeline***

Posted	Aug 3, 2025
Clarification Request Deadline	Aug 31, 2025
Application Deadline	Aug 31, 2025
Notification of Results	Oct 31, 2025
Start Date	Jan 1, 2026
End Date	Dec 31, 2029

## 2 ***Locations***

- A Bangladesh
  - a Chittagong

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

- A WASH and Environment
  - a Basic sanitation
  - b Hygiene
  - c Water

## 4 ***Issuing Agency***

UNHCR

## 5 ***Project Background***

While the overall water supply in the refugee camps exceeds 20 litres per person per day, seasonal shortages persist in the Teknaf region during the dry season, highlighting the need for significant infrastructure investment to ensure a sustainable solution. The completion of the upgradation of Nayapara water reservoir in Teknaf Camps in 2025, funded by the World Bank, will reduce reliance on water trucking which is resource intensive. However, improving access to water supply must go hand in hand with integrated settlement planning to ensure equitable access to services. Following the rationalisation of the WASH Sector, UNHCR assumed coordination of WASH services in the Teknaf mega camp and will connect Camps 24 and 25 to its centralised faecal sludge treatment plant in 2025. This integration is expected to significantly reduce operational and maintenance costs related to faecal sludge management. The introduction of the integrated shelter/WASH approach brings toilet and bath cubicles closer to homes and greatly improves accessibility, ownership and safety for women and people with disabilities, which will be further expanded during the multi-year period 2026-29. The transition to household level waste collection has resulted in visible

improvements in the hygiene conditions in the camps. However littering remains common, and more efforts need to be invested to bring behavioural change within the community. UNHCR will further enhance community engagement to increase ownership and accountability among the camp residents. UNHCR will continue coordinating with implementing and operational partners, enhancing their capacity, and monitoring service delivery standards. Please refer to the attached CEOI document (PDF) for more detailed information, including population statistics.

## 6 **Expected Results**

**Impact:** By the end of 2029, forcibly displaced people live in safe and healthy environments, are meaningfully engaged in service delivery to their own communities and have an increased capacity to adapt to and recover from disasters.

**Outcome:** Forcibly displaced people have access to safe and adequate water, sanitation and hygiene services

**Outputs:**

- Supply of potable water increased or maintained
- Forcibly displaced people benefit from functional sanitation facilities and infrastructures
- Forcibly displaced people adapt and maintain adequate hygiene practices in line with WASH sector standards

**Detailed Activities Description:** The selected WASH partner(s) will implement the following activities:

**Potable water increased or maintained:**

- Maintain and upgrade existing water supply infrastructure to improve resilience against climate-related shocks.
- Monitor quality and quantity of groundwater systems designed to withstand extreme weather events and ensure service continuity during emergencies.
- Install rainwater harvesting and storage systems adapted to changing hydrological patterns, - this activity is focused on Teknaf.

**Functional sanitation facilities and infrastructures:**

- Operate and maintain faecal sludge collection and treatment plants to ensure safe waste disposal and reduce environmental pollution.
- Manage and support material recovery facilities for improved waste segregation and recycling, as well as for organic compost production to be used as fertiliser.
- Maintain women's hygiene centres and latrines to provide safe and dignified access to sanitation.

**Hygiene education and behaviour change:**

- Deliver community education on water conservation practices and the environmental impact of hygiene behaviours.
- Promote climate-resilient hygiene practices to improve health outcomes and support environmental sustainability.

**Project Procurement:** For the delivery of the above-described activities, the partner will be responsible for procuring goods and services required to support project implementation – such as materials and equipment required for the operation and maintenance of existing water and sanitation infrastructure. This may include items such as spare parts, mechanical components, plumbing supplies, and other consumables necessary to ensure uninterrupted WASH service delivery. Procurement of materials for new infrastructure construction will be limited and will be defined based on specific needs identified during the implementation period. Partners are expected to have established procurement capacity, including appropriate staffing structure, segregation of duties and internal controls. UNHCR will be responsible for procurement of vehicles, medicines and Core Relief Items (CRIs), as applicable. UNHCR is seeking a partner with proven experience and knowledge in the Rohingya refugee context to address the outcomes mentioned above. The partner will be expected to apply clearly defined risk management processes and ensure that project design and implementation are aligned with, and clearly mainstream, age, gender, and diversity principles as well as environment and climate action, to ensure that all refugee groups are considered, and that protection concerns of persons with specific needs are duly addressed. The implementation of activities should be in accordance with standard operating procedures developed by UNHCR Bangladesh. To ensure the adequate protection of forcibly displaced persons, UNHCR requires partners to adhere to applicable sector standards outlined within UNHCR's areas of specialisation.

## 7 **Indicative Budget**

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## 8 **Other Information**

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## 9 **Selection Criteria**

Name	Description	Weight
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Sector expertise and experience	The required specific skills, sector specialists, performance, knowledge, material and human resources. Knowledge of relevant protection, humanitarian principles and the approach to Age, Gender, Diversity (AGDM). Approach to the participation of forcibly displaced and stateless persons in the Programme Cycle. Partner's PSEA capacity self-assessment and data protection and information security self-assessment have been completed and submitted (where relevant to the partnership). Mainstreaming measures to integrate environmental sustainability within proposed activities. Environmental considerations are aligned to the objectives of UNHCR's Strategic Framework for Climate Action.	30
Project management	Ability to effectively deliver project objectives with robust management systems/processes, and capacity to meet stakeholder expectations while ensuring accountability and transparency. This includes, but is not limited to, the following key areas: (1) Performance Management: Systems in place to monitor, evaluate, and report on project progress and results; (2) Financial Management: Sound financial system and oversight, including budgeting, delegation of authority, expenditure tracking, and financial reporting. Past performance, audit results from previous UNHCR-funded projects, past financial verification and the external audit of the partner's financial statements will be reviewed. Attention will also be paid to any pending audit recommendations (e.g., related to accounts receivable or internal controls); (3) Procurement Management/Capacity: Demonstrated ability to manage procurement processes in line with UNHCR's requirements, with clear tendering processes, and segregation of duties, risk management integration, and adequate controls over procurement, asset, and inventory management; (4) HR Management: Adequate policies and procedures to ensure qualified staffing, fair recruitment, and adherence to labor standards. Other Areas: including the presence of robust Accountability to Affected Populations (AAP), dealing with misconduct such as fraud, corruption etc, and Protection from Sexual Exploitation and Abuse (PSEA) reporting mechanisms, and whether relevant institutional policies are in place and enforced.	30
Local experience and presence	Ongoing programme in the area of operation; local knowledge; participation in inter-agency coordination fora, engaging forcibly displaced and stateless persons in the programme cycle; trust from local communities; local presence; partner policy on community relations; feedback and complaint mechanisms for affected communities; self-organised groups of forcibly displaced and stateless persons; and other factors that would facilitate access to and better understanding of the affected communities and that would reduce administrative difficulties.	20
Cost effectiveness	Evidence of a methodology for allocation of shared costs to project activities. Evidence of procedures/systems that ensure maximum resources are directed to project outcomes while also ensuring that resources are also directed to activities that ensure project risks are being appropriately managed.	20

## 10 Attachments

Description	URL
Interested organisations should complete the attached annexes (Annex A: Bud	<a href="#">Download the document here</a>
2026_CEOI_WASH (Ref:CEoI/HCR/BGD/2025/012)	<a href="#">Download the document here</a>
Please refer to the attached document for application instructions.	<a href="#">Download the document here</a>

## 11 Concept Note Template

[Download the document here](#)

12 ***For more information on this partnership opportunity, and to apply, please visit***  
[UN Partner Portal](#)