Request for Proposals: DEWATS Capacity Development Consultancy

Training Material Development · Animated Video Production · Internal Trainer Capacity Building

Issued by: WASH Skills Development Organization (WASH-SDO)

1. Background

WASH Skills Development Organization (WASH-SDO) is a Cambodian non-governmental organization established in 2017 with a core mandate to enhance institutional and technical capacity in WASH-related implementation across Cambodia. WASH-SDO has been awarded a grant by the German Federal Ministry for Economic Cooperation and Development (BMZ), channeled through the Bremen Overseas Research and Development Association Southeast Asia (BORDA SEA), to promote decentralized sanitation solutions in targeted cities across Cambodia.

A Training Needs Assessment (TNA) conducted in February-May 2026 (WASH-SDO / BORDA SEA, BMZ-financed) established a combined training need of 47.3% (HIGH) across 28 respondents spanning the Ministry of Public Works and Transport (MPWT), DPWT provincial departments, NGOs, and academic institutions. Key findings include: 67.9% of respondents with no direct hands-on DEWATS experience; 53.6% with zero prior DEWATS training; and 82.1% selecting DEWATS technology fundamentals as their top priority. These findings underpin the design of the DEWATS Capacity Development Training Programme.

2. Assignment

WASH-SDO with the support form BORDA SEA seeks to engage a qualified consultant or consulting firm to develop a comprehensive DEWATS training materials for internal five-day trainer capacity building programme and production of two animated videos. The consultant will work remotely to deliver a five-days internal trainer capacity building program that can fully equip them to deliver the full training programme independently to MPWT officials in Khmer without the consultant's presence.

3. Objectives of the Consultancy

The consultancy has three interconnected objectives:

- Develop a comprehensive, bilingual (Khmer/English) DEWATS training curriculum for the 5-day flagship programme (Component B), building systematically on existing training materials co-developed by BORDA SEA and its technical partners, and produce a Trainer Manual enabling independent delivery by qualified regional partners.
- Produce two professional animated training videos (Module 2: DEWATS Technology Fundamentals; Module 5: O&M Planning and Performance Management) in Khmer and English, for use as standalone training resources and for dissemination via BORDA SEA's regional channels and the GIZ SuSanA network.
- Develop supporting materials for Component A (Decision-Maker Awareness Session) and deliver a 5-day internal trainer capacity building session in English for BORDA SEA staff, WASH-SDO co-facilitators, and designated local practitioners — equipping them to deliver the full programme independently to MPWT officials in Khmer without the consultant's presence.

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3. Scope of Work

The consultant shall carry out the assignment across five phases. WASH-SDO with support from BORDA SEA will provide timely access to all relevant existing technical documents, stakeholder contacts, and feedback throughout the assignment. This is a fully remote assignment — physical travel to Cambodia is not required for any phase.

Mandatory Starting Point — Existing Materials

The consultant shall draw on and adapt existing DEWATS training materials already developed by BORDA SEA and its technical partners as the mandatory starting point for all curriculum development. This is not an optional reference — applicants must demonstrate in their proposals how they intend to systematically build upon and extend this existing foundation. WASH-SDO and BORDA SEA will provide access to all relevant materials at the start of the assignment.

Phase 1 — Inception and Desk Review (approx. 5 days)

- Participate in a formal kick-off meeting with WASH-SDO and BORDA SEA to align on scope, work plan, existing materials, and communication protocols.
- Conduct a structured desk review of existing BORDA SEA and partner training materials, identifying which components can be directly adopted, which require adaptation, and which require new development.
- Review the TNA report to map competency gaps to learning objectives for each module and each target audience group.
- Submit an Inception Report (English) including: finalized curriculum outline (all modules, learning objectives, content structure); proposed work plan with milestones; methodology for animated video production; and a materials-mapping annex showing the source for each module section (existing vs. new content).

Phase 2 — Training Material Development (approx. 22 days)

2a — Component A: Decision-Maker Awareness Session Materials

- Develop a half-to-full-day briefing package for senior MPWT officials (Directors General, Department Heads, senior planners) covering: national sanitation context and DEWATS strategic rationale; MPWT regulatory mandate; key TNA evidence; budget implications; and BORDA's regional track record.
- Deliverables: PowerPoint briefing deck (bilingual KH/EN, editable); facilitation guide (English); one-page key messages summary (Khmer).

2b — Component B: 5-Day Flagship Training Curriculum

The consultant shall develop a complete, ready-to-deliver training curriculum for the 5-day flagship programme, covering the following modules:

Module	Title	Key Content Areas
Module 1	Policy, Law & Regulatory Framework	Sub-Decree No. 235; national sanitation policy; MPWT regulatory mandate; effluent discharge standards; Cambodian DEWATS case studies
Module 2	DEWATS Technology Fundamentals	System components (settler, ABR, AF, planted gravel filter); hydraulic design principles; flow calculations; component sizing; reading technical drawings. Include suitable disinfection step to fulfil local discharge standards.
Module 3	Site Selection, Environmental Factors & BOQ	Site selection criteria; groundwater and environmental considerations; Bill of Quantities preparation; cost estimation workshop

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Module	Title	Key Content Areas
Module 4	Construction Supervision & Quality Assurance	MPWT approval checklist; QMS-aligned site inspection protocols; QA checklists; common defect identification; site inspector role-play exercise
Module 5	O&M Planning & Performance Management	O&M planning framework; desludging schedules; performance indicators; troubleshooting; community operator training approaches
Module 6	Financial Sustainability & Community O&M	Cost-recovery models; tariff-setting; community fund management; private sector service contracts; financial modelling exercise
Field Visit	Operational DEWATS Site	Guided inspection of an operational installation; applying QMS inspection protocols; structured observation; Q&A with operators
Module 7	Institutional Integration & Next Steps	Inter-institutional coordination; standards development roadmap; action planning; pre/post knowledge assessment; closing ceremony

For each module, the consultant shall develop the following material components:

- Facilitator/Trainer Guide: step-by-step session plans, facilitation notes, timing, key messages, and common Q&A.
- PowerPoint slides (editable): visual aids, technical diagrams, infographics — bilingual Khmer/English key terminology and glossaries throughout.
- Participant Workbook: structured note pages, exercises, and reference tables for each module.
- Technical Annexes: field-use reference sheets, design tables, effluent standards, approval checklists, QMS inspection cards.
- Pre/post assessment tools: module-level knowledge tests and a whole-programme pre/post assessment.
- Practical Exercise Guides: for hands-on and field-based sessions including the site inspection role-play.

2c — Trainer Manual

A Trainer Manual is a required deliverable of this assignment and must be treated as a distinct, standalone output — not an appendix to the participant materials. The Trainer Manual must enable a qualified facilitator who was not involved in developing the curriculum to deliver the full 5-day programme independently and to a consistent standard, without requiring the consultant to be present. It is the primary instrument through which BORDA SEA staff and designated local trainers can take ownership of programme delivery and cascade it to MPWT officials and other government audiences across the region. The Manual shall consolidate all the training materials and design it into a full comprehensive trainer manual package include:

- Complete session-by-session facilitation guide for all 7 modules and the field visit.
- Technical background notes for each module, enabling trainers to answer participant questions beyond the slide content.
- Facilitation methodology guidance: adult learning principles, participatory techniques, managing mixed-ability groups.
- Quality assurance checklist for the trainer to self-assess each session.
- Guidelines for adapting Module 1 and Module 7 to other country's regulatory contexts (to support regional replication).

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Phase 3 — Animated Video Production (approx. 10 days)

The consultant shall produce two professional animated training videos. Animation is the required production format — not traditional site-filmed video. For DEWATS content, animated explainers are more pedagogically effective than site footage because they can clearly illustrate internal system processes (hydraulic flow through settler, ABR, and planted gravel filter) that cannot be captured on camera. AI animation also enables efficient bilingual production and allows outputs to be updated or adapted for other country contexts as the programme scales.

Video	Topic	Content Scope	Format
Video 1	**DEWATS Technology Fundamentals (Module 2)**	System overview and component function; hydraulic flow animation through settler → ABR → AF → planted gravel filter; disinfection step; component sizing principles; what to look for in technical drawings	Animated explainer, 8–10 minutes, Khmer narration with English subtitles + separate English narration version; bilingual on-screen text
Video 2	**O&M Planning and Performance Management (Module 5)**	Routine inspection and maintenance tasks; desludging schedule and indicators; common failure modes and troubleshooting steps; community operator role and responsibilities	Animated explainer, 8–10 minutes, Khmer narration with English subtitles + separate English narration version; bilingual on-screen text

For each video, the consultant shall deliver:

- Full script (Khmer and English), reviewed and approved by BORDA SEA before production begins.
- Storyboard for each video, submitted for review before animation commences.
- Draft video for two rounds of review and feedback from BORDA SEA and WASH-SDO before finalization.
- Final video files in MP4 format (minimum 1080p); separate Khmer-narration and English-narration versions.
- All source/project files delivered to BORDA SEA upon project completion.

Note on AI Production Tools

Recommended tools include Synthesia (AI avatar narration in Khmer and English) combined with Canva or Adobe Express for animated technical diagrams and process flows. Applicants must specify in their proposals which tools they intend to use and provide examples of prior AI-animated content. Khmer script rendering must be quality-checked by a native Khmer speaker before any video is submitted for review.

Phase 4 — Internal Trainer Capacity Building (5 days + 2 days preparation and close-out)

The purpose of this phase is to equip BORDA SEA staff, WASH-SDO co-facilitators, and designated local practitioners with the facilitation competency and technical confidence needed to deliver the full 5-day programme independently to MPWT officials and other government audiences in Khmer — without the consultant being present. The session is conducted in English and delivered remotely (online) or in a hybrid format.

- Conduct a pre-session orientation with BORDA SEA and WASH-SDO to align on session structure, facilitation approach, and participant preparation.
- Deliver a full 5-day internal trainer capacity building session in English for BORDA SEA staff, WASH-SDO co-facilitators, and designated local practitioners. The session covers the complete Component B curriculum in sequence, enabling participants to experience it from the trainer's perspective. For each module, the consultant models facilitation techniques, explains how to handle technical questions, and flags common participant challenges.

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- Conduct a post-session debrief with BORDA SEA and WASH-SDO, reviewing the Trainer Manual module by module and confirming that the team is ready to deliver independently to MPWT.
- Submit a Trainer Readiness Report within one week of session completion, covering: participant profiles, facilitation competency assessment, any modules requiring further preparation, and recommended next steps for the BORDA/WASH-SDO team ahead of the first MPWT cohort.

Phase 5 — Finalization and Handover (approx. 3 days)

- Incorporate all review feedback into final versions of all materials.
- Submit the complete, final materials package in editable formats (MS PowerPoint, MS Word) and PDF for all components.
- Deliver all raw video project files and source materials to BORDA SEA.
- Conduct a formal handover session with WASH-SDO and BORDA SEA to confirm all materials are received, the Trainer Manual is fully understood, and the team is ready to deliver the first MPWT cohort independently.

4. Deliverables and Timeline

#	Deliverable	Language	Due
D1	Inception Report: curriculum outline, materials-mapping annex, work plan, video production approach	English	Week 2
D2	Component A Package: decision-maker briefing deck (bilingual), facilitation guide, one-page key messages (Khmer)	KH/EN	Week 4
D3	Draft Component B Training Materials: Trainer Guide, Participant Workbook, Slides, Assessments, Technical Annexes — all 7 modules + field visit	English + KH glossaries	Week 6
D4	Draft Trainer Manual (standalone deliverable)	English	Week 7
D5	Video Scripts + Storyboards (both videos, for BORDA SEA and WASH-SDO review before animation begins)	KH/EN	Week 7
D6	Draft Animated Videos – first review cut (both videos)	KH + EN versions	Week 9
D7	Final Training Materials Package (post-feedback, print-ready, editable)	KH/EN	Week 10
D8	Final Trainer Manual (post-feedback)	English	Week 10
D9	Final Animated Videos + all source files	KH + EN versions	Week 11
D10	Pre-session orientation: alignment meeting with BORDA SEA and WASH-SDO on session structure, facilitation roles, and participant preparation	English	Week before session
D11	Internal Trainer Capacity Building Session: 5-day full-programme run-through for BORDA SEA staff, WASH-SDO co-facilitators, and designated local practitioners (English, remote/hybrid)	English	Q3 2026
D12	Trainer Readiness Report + formal handover session	English	Within 1 week post-session

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Review Process

All written deliverables: BORDA SEA and WASH-SDO will provide consolidated feedback within 7 working days of submission. The consultant shall incorporate feedback and resubmit within 5 working days.

Videos: two rounds of review (draft cut + final cut). BORDA SEA is a required technical reviewer on all video rounds alongside WASH-SDO.

No deliverable proceeds to the next phase without written approval from WASH-SDO and BORDA SEA.

5. Required Qualifications and Experience

5.1 Essentials

- Advanced university degree (Master's level or above) in environmental engineering, civil engineering, sanitary engineering, public health, or a closely related field.
- Minimum 5–7 years of professional experience in the WASH sector with a focus on wastewater treatment and sanitation technology.
- At least a Bachelor's degree is required; a Master's degree is preferred in one of the following fields: Multimedia Design, Animation, Graphic, Design, Film and Video Production, Communication Studies, Digital Media, Instructional Design, Educational Technology for video production.
- Demonstrated technical expertise in DEWATS design, implementation, operation, and maintenance, preferably in Southeast Asia or comparable LMIC contexts.
- Proven experience in developing competency-based technical training curricula and materials for adult learners in government or institutional settings.
- Demonstrated experience in producing AI-animated training videos (applicants must provide at least two examples and specify tools used).
- Strong English written and verbal communication skills; ability to work with Khmer-language translators to produce bilingual materials.

5.2 Desirables

- Prior experience working with MPWT or other Cambodian government line ministries in the WASH sector.
- Knowledge of Cambodia's national WASH legal framework and institutional landscape.
- Familiarity with BORDA SEA's DEWATS technical guidelines, design standards, and training approaches.
- Experience designing train-the-trainer program and Trainer Manuals for cascade delivery.
- Knowledge of QMS frameworks for DEWATS design, construction, and O&M.
- Experience with monitoring and evaluation of capacity development interventions.

5.3 For Consultancy Firms

If a consultancy firm applies, the proposal must clearly identify the key personnel for each work stream (curriculum development, video production, trainer capacity building). The lead expert must meet all essential qualifications in Section 5.1. CVs of all proposed team members (max. 4 pages each) must be included.

6. Management Arrangements

The consultant will work under the joint supervision of WASH-SDO and BORDA SEA. Both organizations are named supervisors for this assignment. The following arrangements apply:

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- A formal kick-off meeting will be held at the start of the assignment to align on objectives, work plan, existing materials, and communication protocols.
- Bi-weekly progress meetings between the consultant, WASH-SDO, and BORDA SEA throughout the assignment.
- All deliverables must be submitted to WASH-SDO and BORDA SEA simultaneously. A joint review period of 7 working days applies before formal sign-off.
- BORDA SEA is the named technical reviewer for all content and must provide written approval before any deliverable is considered accepted.
- The consultant will liaise with WASH-SDO on participant arrangements for the Phase 4 trainer session and coordinate with BORDA SEA on all technical content throughout the assignment.
- Any changes to scope or timeline must be agreed in writing by both WASH-SDO and BORDA SEA.

7. Duration and Level of Effort

Phase	Activity	Indicative Days
Phase 1	Inception and desk review	5
Phase 2a	Component A materials (decision-maker briefing package)	4
Phase 2b	Component B curriculum (7 modules + field visit – all material components)	18
Phase 2c	Trainer Manual (standalone deliverable)	5
Phase 3	Animated video production (2 videos: scripting, storyboarding, production, QA)	10
Phase 4	Internal trainer capacity building session (5-day session, remote/hybrid + preparation and debrief)	7
Phase 5	Finalization, feedback incorporation, and handover	4
	TOTAL	**53**

Parameter	Detail
Total Duration	Approximately 3 months (July-September 2026, subject to confirmation)
Location	Fully remote / home-based. Physical travel to Cambodia is not required for any phase of this assignment.
Trainer Session Timing	Q3 2026 — exact dates to be agreed with BORDA SEA and WASH-SDO by Week 8 at the latest

8. Application Requirements

8.1 Technical Proposal (max. 7 pages)

- Cover letter (max. 1 page): understanding of the assignment and motivation to apply.
- Technical approach and methodology (max. 5 pages): how the consultant proposes to carry out each phase, including the curriculum development approach, the materials-mapping method (building on existing BORDA materials), and the AI-animated video production workflow.
- Proposed work plan with key milestones and timelines aligned to the deliverables in Section 4.
- At least two examples of previously developed training curricula or AI-animated training videos (provided as hyperlinks or attachments).
- Company profile (if applicable) and tax registration ID (for firms)

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- CV(s) of the consultant(s) (max. 4 pages each) clearly demonstrating relevant qualifications.
- Contact details for at least two professional references.

8.2 Financial Proposal

- Detailed professional fee breakdown by phase/deliverable (all-inclusive: professional fees and taxes).
- This assignment is fully remote. No travel reimbursables are anticipated. If any in-person element is later agreed by mutual consent, reimbursables will be discussed and agreed separately at that time.

9. Intellectual Property and Branding

9.1 Intellectual Property

All materials, outputs, and knowledge products developed under this consultancy — including but not limited to training curricula, Trainer Manual, PowerPoint presentations, participant workbooks, technical annexes, assessment tools, training reports, animated videos, video scripts, storyboards, and source files — shall be the exclusive intellectual property of BORDA SEA upon final acceptance and full payment.

WASH-SDO and ESC Cambodia may use, reproduce, and adapt these materials for their program activities upon submitting a written request to BORDA SEA. The consultant shall not publish, reproduce, or use any outputs for any other purpose without prior written permission from BORDA SEA.

9.2 Branding

All outputs shall follow BORDA SEA's institutional branding guidelines. This applies to all cover pages, footers, slide templates, video credits, printed materials, and digital publications. WASH-SDO and ESC Cambodia shall be acknowledged as implementing partners. Any queries regarding branding should be directed to BORDA SEA prior to material finalization.

10. Payment Schedule

The total professional fee for this assignment is USD 12,000. Payments will be made in four instalments upon satisfactory joint acceptance of deliverables by WASH-SDO and BORDA SEA.

Milestone	Deliverable(s)	% of Fee
Inception Report accepted	D1	30%
Draft materials package, Trainer Manual, and video scripts/storyboards accepted	D2–D5	40%
Final materials and final videos accepted; trainer session delivered; final report accepted + handover	D6–D11	30%

Budget Note

The total professional fee of USD 12,000 reflects the combined and integrated scope of this consultancy, replacing two previously separate assignments (training materials: USD 9,100; video production: USD 2,900). Please note that, in accordance with the laws of the Kingdom of Cambodia, withholding tax may applied appending on the bidder's tax registration status. This assignment is fully remote - no travel costs are included in or reimbursed under this fee.

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12. Ethical Standards and Safeguarding

The selected consultant is expected to comply fully with WASH-SDO's and BORDA SEA's policies on ethical conduct, conflict of interest, anti-corruption, confidentiality, and child safeguarding and protection throughout the assignment.

13. Enquiries

Field	Detail
Contact Person (WASH-SDO):	Mr. CHEM Vibol
Email:	Vibol.Chem@wash-sdo.org
Phone	017 705 530
Office Address:	Office #3, 3rd Floor, B5 Building, National Road No. 2, Sangkat Chak Angre Leu, Khan Mean Chey, Phnom Penh, Cambodia
Technical Queries (BORDA SEA):	Mr. Alex Miller – miller@borda.org
Deadline for Enquiries:	14th July 2026

12. Submission

Proposal Submission: please submit the following documents to the emails below:	
	• Technical and financial proposals (maximum 10 pages, including initial work plan). • CV(s) of consultant(s). • Company profile (if applicable) and tax registration ID (for firms). • At least 2 (two) previous similar projects. • Portfolio or website link of consultant/firms
Primary Email:	admin@wash-sdo.org
CC:	chanthavy@wash-sdo.org ; opasith@borda-sea.org ; Vibol.Chem@wash-sdo.org ; sopheap@wash-sdo.org
Subject Line:	Application for DEWATS Capacity Development Consultancy
Deadline:	14th July 2026 at 5:00 PM (Phnom Penh time)

Executive Director, WASH-SDO

Ms. EANG Chanthavy