Terms of Reference for Community Support for Sustainable Access to WASH Services

## THE HANWASH MISSION

## SETTING THE SCENE

## OBJECTIVES

The aim of this mandate is to carry out all community activities for the delivery of sustainable WASH services in HANWASH's areas of intervention.

These activities are to be carried out in close collaboration with the OREPAs and Rotarys Clubs in the intervention zones. The duration of this mandate is estimated at 24 months. The main phases of this mandate consist of :

Phase 1: sensitize and support the community to put an end to open defecation according to the approach promoted by DINEPA and its partners ACAT. The service provider will implement ACAT to support the community through FDAL status. (Appendix 1)

Phase 2: creation of the CPE and training of the CPE, a key stage before the start of work. The specific aim of this phase is to strengthen local players, validate and "operationalize" the water supply system. The service provider will support the community in fulfilling the criteria required to start work, with the creation of CPEs, the approval by the beneficiary community of a tariff schedule that will generate sufficient revenue to at least cover the costs of maintaining and repairing the water supply system, the provision of the land required to install the financed infrastructure, legally but free of charge, and so on.

Phase 3: Support for community involvement during the construction phase of the water supply system. During this construction phase, the contractor will be responsible for continuing the work of accompanying the community and the CPE with the aim of increasing the capacity of the community and the CPE to understand, maintain, operate, repair and manage the water point or AEP system. Specific responsibilities during this phase include:

* Familiarizing CPE managers and other interested parties with the main techniques and details of the system under construction.
* General communication about the project, including potential benefits, breakdown of planned responsibilities, progress of work, etc.
* Coordination of the works program with the community to minimize disruption to daily life,
* Technical assistance and ongoing training for the CPE on the technical and financial aspects of the operation.
* Facilitating relations between the construction contractor and the community,
* Sanitation promotion (offering specific support to households to help them build latrines to DINEPA standards and requirements) and hygiene and sanitation promotion,

This phase therefore requires the service provider to plan monthly follow-up visits to the community.

Phase 4: follow-up and support for the community (post-construction) to ensure payment for the water service (for 12 months, corresponding to the warranty period). During this phase, the contractor will ensure (1) the strengthening, in close collaboration with OREPA and the supervisory club, of the CPE's technical and financial management capacity to maintain the water point or drinking water system in good condition and be able to manage foreseeable challenges; (2) the continuation of hygiene promotion and sanitation programs. This phase therefore requires the contractor to plan quarterly follow-up visits to the community.

## INDICATIVE TERM OF OFFICE

The service provider's contract will be spread over a maximum period of twenty-four (24) months and can be broken down as follows:

Phase 1 – FDAL : six (6) months

Phase 2 – CPE : two (2) months (simultaneous with phase 1)

Phase 3 – Construction : six (6) months

Phase 4 – Post-construction monitoring : twelve (12) months

## REPORTS TO BE SUBMITTED

1. **Start-up status report** - submitted no later than one (1 ) month after the start of the mandate.

This report will present: (i) a **detailed inventory of the state of the drinking water infrastructure** currently used by the communities to be served (site, access, distance to communities to be served, high and low season flows, water quality during these seasons, seasonal flow currently used for agricultural use, repairs to be carried out, etc.); (ii) an inventory and characterization of potential sources that could supply drinking water to the communities to be served (site, access, distance to communities to be served, high and low season flows, water quality during these seasons, repairs to be carried out, etc.).(ii) an **inventory and characterization of potential springs** that could supply drinking water to the communities to be served (site, access, distance to communities to be served, flows in high and low seasons, water quality during these seasons, seasonal flow currently used for agricultural purposes, number of households to be served from the spring, average number of people per household, current daily human consumption); and (iii) a **social inventory** that would provide demographic information on households, walking time to the spring, characteristics of people (women, children, men) seeking water, population of the locality already served by a system, status of village organization around water management or other social activities.

1. **Report on the FDAL "sanitation" component** will be submitted no later than 15 days after the end of phase 1: this report will present the hygiene promotion activities carried out, including details of the plan to raise people's awareness of good sanitation practices, involvement and commitment of all stakeholders (including local authorities) and the results achieved, including the list of families who have built latrines (reviewed and approved by local authorities), in order to be able to confirm the FDAL status of the said community.
2. **Report on the creation and operation of the CPE:** will be submitted no later than 15 days after the end of the training provided by the contractor to create and strengthen the capacity of the CPE members selected for their new responsibilities. This report will present the activities carried out and the results of the training sessions and will also include copies of official documents confirming the creation of the CPE. The service provider will transfer to OREPA all the tools and materials used to support and train the CPE and local players, with a view to strengthening OREPA's skills in this area as a key partner in the HANWASH initiative.
3. **Monthly activity reports (6 reports) during the construction phase:** this monthly report, submitted no later than 15 days after the end of the month, will present the activities carried out over the past month and the results achieved and progress made in the management of the water point by the CPE. This report will also present the issues encountered and make recommendations. (Appendix 3: Report template)
4. **Quarterly activity reports (3 reports) during the post-construction phase:** this monitoring report will be submitted no later than 15 days after the end of each quarter and documented by a visit to the community by the contractor. It will present the community's drinking water and sanitation situation and progress.
5. **Final report:** this report will be submitted no later than one month after the final reception: this last deliverable will present the situation of the community in the form of a final evaluation. It will present the overall assessment of the intervention, and the lessons learned.

## SUPPLIER PROFILE

As the objectives of the HANWASH initiative are to achieve sustainable improvements in access to drinking water and sanitation for the Haitian population in rural areas, the contractor and his team assigned to this mandate must have solid experience in the fields of Social Engineering (SE), Drinking Water Supply and Basic Sanitation in Haiti. It is desirable that the team include women in order to facilitate relations with all community members.

As the HNWASH initiative aims to strengthen the institutional capacity of OREPA and all the partners involved in implementing sustainable EAP services, the service provider will need to demonstrate its ability and interest in working closely with the staff of this state institution. The methodology and work schedule proposed by the contractor should reflect this concern, and concretely integrate OREPA staff as well as representatives of ASECs, CASECs, etc.

In order to be able to carry out the tasks entrusted to it, the service provider will need to have staff with community intervention skills (social engineering specialist, animator aware of water, sanitation and hygiene awareness issues, social worker or other) and staff with tariff calculation skills.

More specifically, the service provider will have to mobilize a team composed of :

The team leader will be technically and socially competent, with proven experience in drinking water projects (and preferably sanitation too) at community level. He/she will demonstrate an understanding of the technical issues involved in the construction and maintenance of drinking water systems, and the key role of social engineering in ensuring the sustainability of systems. He/she will be particularly involved in supporting the CPE. In particular, he/she will provide support to the CPE with regard to the envisaged tariff schedule and the drawing up of summary budgets for the management of the water point (estimated income and expenditure) approved by the population and compatible with the population's ability and willingness to pay.

The social engineering specialist will have experience in community mobilization and the participatory approach. He/she will understand the key issues related to drinking water to support the creation of the CPE and the capacity building of the CPE members, as well as the issues related to sanitation and hygiene promotion in order to carry out his/her work of coaching the community to achieve FDAL status.

A facilitator should have experience in community mobilization and skills in sanitation and hygiene promotion. He/she should have experience with the ACAT approach and knowledge of human excreta disposal systems and community work to improve people's hygiene practices in order to end open defecation. In view of the sanitation-related issues, this resource is to be full-time during Phase 1 and gradually withdrawn as leadership is developed and a sense of responsibility is appropriated by the CPE and the community during construction of the AEP system (Phase 3).

APPENDICES

# APPENDIX 1: see ACAT

# APPENDIX 2: Details on the creation and implementation of CPEs.