



MILLENNIUM
CHALLENGE ACCOUNT - JORDAN
Partners in Development

Water Smart Homes Activity-Social and Outreach Services

Minutes of Brainstorming Workshop

Venue: Sheraton Hotel-Amman/ Dushara II Ballroom

Date: December 11, 2012

Time: 9:00 am-2:00pm

Name	Questions/Comments	MCA-Jordan Response
Part one: Questions and Answers		
Mr. Osama Abu Rayan, ECODIT	How much is the budget?	- We have a ceiling for the whole activity.
Eng. Yaser Tebaishat, Greenhouse Foundation	- How do you apply the water smart home concept in poor houses, since many of them do not have sanitation facilities?	- The water smart homes Activity does not target the poor only, the outreach program targets all homes in Zarqa.
	- What are we going to change in the home kitchen, bathrooms?	- We will assess the socio-economic situation of targeted households and their infrastructure condition. Based on that, we will come up with a proposed list of infrastructure works for maintenance and rehabilitation of the water and wastewater network.
	- The quality of the material used in Jordan is one of the worst? How will you deal with that?	- We will ensure that all materials used are up to standards. Quality control will be conducted by the Consultant.
	- Plumbers' professionalism issue, will we need to train them?	- This activity will target qualified plumbers.
	- If our target is to save water, then poor houses are not our target?	- Our target is to improve water quality and increase its availability at the household level for this group of people. This is why we will be rehabilitating their infrastructure network.

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Eng. Loay Hidmi, IDRC	<ul style="list-style-type: none"> - How the role of DOS will be coordinated in this activity? 	<ul style="list-style-type: none"> - DOS will conduct the socio-economic assessment while the Consultant will conduct the infrastructure assessment. The team may be made up of a surveyor from DOS and one technician/plumber from the Consultant team. Management of the teams will be conducted by DOS. - The Consultant has the lead role in defining the survey objectives, components, and analyzing the outputs.
Ms. Laura Hagg, ICMA	<ul style="list-style-type: none"> - Will there be a more defined number of the household beneficiaries before the RFP released? 	<ul style="list-style-type: none"> - The exact number of beneficiaries will be determined upon completion of the socio-economic and infrastructure assessment. Right now we have an estimate.
Ms. Nisreen Qatamish, Impact Consulting	<ul style="list-style-type: none"> - Are we targeting big campaigns? what is the type of outreach campaign that we need to be performed? Is it to focus on the behavior change? 	<ul style="list-style-type: none"> - Yes, the outreach campaign aims at achieving behavioral change. The type of campaign will be proposed by the Consultant as part of his Communication Strategy.
Eng. Jumana Al-Ayed, Miyahuna	<ul style="list-style-type: none"> - Shared a case study in Yemen where they used clay filters to mitigate the impact of poor water quality. These households are not supplied with water through their public system. 	<ul style="list-style-type: none"> - Comment received and acknowledged.
Ms. Mona Grieser, USAID-PAP	<ul style="list-style-type: none"> - Need to carry out thorough research and deep analysis in the design stage to ensure successful implementation. 	<ul style="list-style-type: none"> - Comment received and acknowledged.
	<ul style="list-style-type: none"> - The role of the contractors and how the consultant can ensure getting the right contractor if not involved in selecting it? 	<ul style="list-style-type: none"> - The Consultant will assist in preparing the RFP for the Construction Contractor and will assist in selecting the Contractor.
Ms. Setta Tutundjian, W4LS	<ul style="list-style-type: none"> - Raised a concern in addressing water quality issue: are we trying to change the public's perception on water quality and convince them to use tap water while water quality is a question? Addressing perception or change behavior? 	<ul style="list-style-type: none"> - The MCA-Jordan Compact is comprehensive and includes improvement of the water supply network, wastewater collection and wastewater treatment. By that, public water quality shall be improved. We aim at changing the behavior of people to implement water best management practices

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		and safe storage of water to avoid any contamination at the household level, in addition to changing their perception in the quality of water.
Eng. Nazir abu Arqoub, MCA-Jordan	- How long is the period given to DOS to carry out the survey?	- Around 13 weeks.
Dr. Amal Hijazi, SEES	- I did not see any indicator to address gender?	- All indicators are gender disaggregated but they are not presented.
	- Diarrhea is also caused by food issues not only water? How you will deal with that?	- The Consultant will study this to neutralize the other factors.
	- I believe that water quality is good in Jordan, but need to fix the network in some areas.	- This is what the Compact will do in Zarqa.
Mr. Mehran Meserlian, CDM Smith	- Clarify the option part of the scope?	- The option phase was explained, however, upon discussions and comments in this workshop, MCA-Jordan may do some changes to the draft RFP.
Eng. Yaser Tebaishat, Greenhouse Foundation	- I think I have a problem in the concept of reducing poverty. How can this activity be linked to that?	- Conducting maintenance and rehabilitation for the water and wastewater network at the household level would improve the condition of these houses, provide them with adequate water storage, delivery and sanitation, and decrease certain costs paid to substitute the water network with costly alternatives.
Eng. Nedaa Halaseh, Al Omaria Contracting Co.	- Is there any feedback from the beneficiaries?	- We have done some investigation but the consultant is going to work on this further.
Part two: Feedback and Comments of Participants		
<i>Comments on the Water Smart Homes Activity</i>		
Mr. Mehran Meserlian, CDM Smith	- Is there any role for the Zarqa Water Authority? Any coordination role? How they will interact with the consultant and contractors?	- ZWA's role is to assist MCA-Jordan in providing supervision and oversight of the activity not coordination between the consultant and the contractor.
Ms. Nisreen Qatamish, Impact Consulting	- Who is developing the SOW of the contractors?	- The consultant will be developing the scope in coordination with MCA-Jordan. The latter will do the procurement.

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Eng. Yaser Tebaishat, Greenhouse foundation	<ul style="list-style-type: none"> - Believes that there is no connection between engineering consulting and outreach activity? He suggests to finish the outreach before the engineering part. 	<ul style="list-style-type: none"> - The outreach component is linked to the engineering part and therefore will be conducted in parallel.
Dr. Amal Hijazi, SEES	<ul style="list-style-type: none"> - USAID had a similar experience with the proposed project management structure and it did not work out. - Suggested to have the PMC conduct the supervision part? 	<ul style="list-style-type: none"> - We will explore this further; however the USAID project is different in scope and nature.
Eng. Muttasim Al-Hayari, JOHUD	<ul style="list-style-type: none"> - Where the behavior change activities are placed in this management structure? How can we address the behavior change more? 	<ul style="list-style-type: none"> - Behavioral change will be addressed as part of the outreach campaign.
Ms. Sabrina Doetjes, SAAF Consult	<ul style="list-style-type: none"> - To ensure sustainability of intervention, need to assign responsibilities to the beneficiaries. 	<ul style="list-style-type: none"> - Sustainability is one of the major issues that we want to maintain after the Compact. One of the proposed approaches is to build the capacity and train the beneficiaries of the WSHs-ISW on implementing water best management practices. However, this is left to the Consultant to explore and advise.
Ms. Nermeen Obeidat, Cross Channel Communications	<ul style="list-style-type: none"> - We see this structure as winning arrangement if we can benefit from the combination of engineering and outreach consultants. - It is important to explain the used terminology. - Suggested to be provided with detailed information/TOR to provide their comments. 	<ul style="list-style-type: none"> - All workshop materials are published on the MCA website: www.mca-jordan.gov.jo - Your comments and feedback are welcomed till December 18, 2012.
Ms. Nisreen Qatamish, Impact Consulting	<ul style="list-style-type: none"> - To ensure sustainability, it is suggested to engage grass root organizations to adopt and disseminate messages. - Give access to appropriate and affordable services to ensure successful behavioral change. - Capacity building of involved staff. 	<ul style="list-style-type: none"> - Comment received and acknowledged.
Comments on the Outreach Campaign		
Eng. Wael Suleiman, RSS	<ul style="list-style-type: none"> - If the consultant is asked to prepare and design a plan advocate for behavior change, then the design phase should be longer than the suggested period. 	<ul style="list-style-type: none"> - Upon clarification of the tasks, it was determined that the allocated duration is adequate.
Ms. Nermeen Obeidat, Cross	<ul style="list-style-type: none"> - Agreed that the 8months duration for the design phase is adequate. 	<ul style="list-style-type: none"> - Comment received and acknowledged.

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Channel Communications	<ul style="list-style-type: none"> - Suggested to ask for a communication strategy rather than only a communication plan. - Suggested not to limit the consultant with any tasks related to the outreach campaign and leave it to the Consultant to decide. 	
Ms. Nisreen Qatamish, Impact Consulting	<ul style="list-style-type: none"> - Suggest to include a pilot phase for around 6 months (as a mid-phase between design and implementation) to test the activities that have been proposed in the design phase before going to the implementation. 	<ul style="list-style-type: none"> - Comment received.
Eng. Ekhlass Nassar, MWI	<ul style="list-style-type: none"> - This project activity should be conducted within the same timeframe of the water network project to better address the impact of the whole program. 	<ul style="list-style-type: none"> - Comment received and acknowledged.
Eng. Rania Omari, Consolidated Consultants	<ul style="list-style-type: none"> - Will you have a stage of the design phase? Is there a Timeframe? 	<ul style="list-style-type: none"> - Yes, the duration of the design phase is 8 months.
Eng. Nedaa Halaseh, Al Omaria Contracting Co.	<ul style="list-style-type: none"> - The Consultant that proposes the most suitable communication plan to promote behavioral change should be given the highest mark in the selection process. 	<ul style="list-style-type: none"> - Comment received.
Comments on the Infrastructure Works		
Ms. Nermeen Obeidat, Cross Channel Communications	<ul style="list-style-type: none"> - Suggested to have the following: - A mechanism for selecting the eligible beneficiaries from the National Aid Fund (NAF) and how to respond to the ineligible ones. - Expectations management. - Crisis management. 	<ul style="list-style-type: none"> - Comment received and acknowledged.
Mr. Matthew Clarke, ACEPO	<ul style="list-style-type: none"> - Does the intervention aim to reduce poverty or the impact of poverty? By improving water quality and quantity, we are increasing the necessary water consumption..... 	<ul style="list-style-type: none"> - Comment received and acknowledged.
Other Comments		
No comments	-	-