

# **TECHNICAL BID**

**OUTSOURCING OF BILLS  
DISTRIBUTION OF WASA, LDA,  
LAHORE  
ZONE B**

**2020**

**WATER AND SANITATION AGENCY LAHORE  
DEVELOPMENT AUTHORITY, LAHORE  
59-F Gulshan-e-Ravi Lahore.**

## **DISCLAIMER**

The Water and Sanitation Agency Lahore, Lahore Development Authority (The WASA Lahore) has prepared these Bidding Documents to provide information regarding the services of “Bill distribution for WASA Lahore”. Maximum efforts have been made to incorporate available information relevant to the assignment but however; these Bidding Documents does not claim to contain all the information related to this assignment. The WASA Lahore does not make any representations or warranties express or implied as to the adequacy, accuracy, and/or reasonability of the information contained in these Bidding Documents. No decision should be based solely on the basis of the information provided in these Bidding Documents. The WASA Lahore has no liability for any statements, opinions, information provided in these Bidding Documents. The WASA Lahore shall have no liability for any statements, opinions, information or matters (expressed or implied) arising out of, contained in or derived from, or for any omission in, these Bidding Documents. Furthermore, the WASA Lahore will not be liable for any written or oral communication transmitted to third parties in relation to these Bidding Documents.

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## **SECTION 1: DEFINITIONS AND INTRODUCTION**

*[Note: Instructions to Firms shall not be modified, except in accordance with the provisions of PPRA Rules, 2014. Any necessary changes, acceptable to the Government of Punjab, or Client, to address specific issues, shall be introduced only through the Data Sheet (e.g., by adding new reference paragraphs)]*

### **Definitions**

- (a) "Agreement" means the Agreement signed by the Parties and all the attached documents.
- (b) "Client" means the organization with which the selected Firms signs the Agreement for the Services.
- (c) "Firms" means any entity or person that may provide or provides the Services to the Client under the Agreement.
- (d) "Data Sheet" means such part of the Instructions to Firms used to reflect specific conditions.
- (e) "Day" means calendar day.
- (f) "Government" means the Government of the Punjab and all its associated departments, agencies, autonomous/semi-autonomous bodies, local governments, boards, universities and similar other organizations.
- (g) "Instructions to Firms" means the document, which provides shortlisted Firms with all information needed to prepare their Bids.
- (h) "Personnel" means professionals and support staff provided by the Firms or by any Sub-Firms and assigned to perform the Services or any part thereof; "Foreign Personnel" means such professionals and support staff who at the time of being so provided had their domicile outside Pakistan; "Local Personnel" means such professionals and support staff who at the time of being so provided had their domicile inside Pakistan.
- (i) "Proposal / Bid" means the Technical Bid and the Financial Bid.
- (j) "Services" means the work to be performed by the Firms pursuant to the Agreement.
- (k) "Sub-Firms" means any person or entity with which the Firms would sub-let any part of the Services.
- (l) "Terms of Reference" (TOR) means the document included in these Bidding documents which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Client and the Firms, and expected results and deliverables of the assignment.

## **INTRODUCTION**

Lahore Water and Sanitation Agency (WASA) is the second largest water and sanitation utility of Pakistan operating in the area with around 735,000 registered consumers. Water and Sewerage Tariff was fixed in May 2004. It has not been revised except commercial connections despite major increases in salaries and power costs between 2004 and 2020. Presently, the operating costs of WASA cannot be recovered through WASA revenues due to (i) low tariff unable to recover even operating costs (without accounting for depreciation or considering the replacement cost); (ii) non-revision of tariff for a long time; (iii) billing not based on actual water consumption; (iv) high non-revenue water due to illegal connections; (v) poor billing and collection system and practice; (vi) apparent losses like illegal connections and charging lower tariff to the consumer.

WASA Lahore LDA (herein after referred to as “Client”) intends to hire experienced bill distribution firm(s) (herein after referred to as “Firms”) to conduct the Bill distribution (door to door) in the controlled/service area of client including all the consumers (domestic, commercial, industrial, housing societies and other) of client (herein after referred to as “Assignment

## SECTION 2: INSTRUCTIONS AND GUIDELINES

### 1. OBJECTIVES

The major objectives of the Assignment is to:

- a) Distribute WASA Consumers Bills of all types
- b) Check whether correct tariff is being applied to all types of water and sewerage connections.
- c) Plan, coordinate and organize all related activities of Bill Distribution to ensure timely & accurately delivery of bills.
- d) Prepare a Comprehensive Billing Distribution Report at the end of each billing cycle
- e) Completion of all Terms of References (ToRs) mentioned in section 4
- f) Establishment of a proper office/centre within six months of Letter of Acceptance/Work Order, with related equipment and with relevant experienced staff including but not limited to GIS Geo Specialist (5 years' experience), Project Manager (5 years' experience) and Field Supervisors (2 years' experience). Purpose of this office/Centre shall be but not limited to collect information regarding consumer's Cell/Mobile Number, Landline Number and E-mail address. And to ensure timely, effective and efficient coordination with WASA, LDA
- g) Ensure identification and reporting to WASA authorities of illegal activities\* in Distribution Area/WASA Jurisdiction (Map Attached).  
*\* illegal connections, illegal water diversion or extension to non-WASA consumer, usage of residential connections for commercial(offices etc.) or industrial(bottling etc.) purposes.*
- h) WASA is planning for developing an Android Base System of Geotagging of its customers in near future. Contractors should have the capacity to capture attributes of customers and ensure Geotagging of each consumer (new, old, active, dormant, shifted) with precise position of connection using GPS / DGPS and collecting information to assign attributes i.e Property Address, and Old Account Number (in case of shifting of connection) at each GPS / DGPS point. Capturing Digital Photograph and Tagging with its GPS / DGPS position. The contractor shall complete this for current connections within

six months and shall continue till the end of contract for new or shifted connections. The contractor shall provide hard and soft copy of this information to WASA concerned office with invoice at the end of each month as and when WASA gets the Android App developed..

## **2. PURPOSE OF TENDER.**

Water and Sanitation Agency (WASA) LDA invites single stage two envelopes tender under PPRA Rules (2014) for distribution of WASA's Consumer Bills.

## **3. TYPE OF OPEN COMPETITIVE BIDDING.**

Single Stage - Two Envelopes Bidding Procedure shall be followed. The said Procedure is reproduced as follows:

The bid shall be a single package consisting of two separate envelopes, containing separately the financial and the technical Bids;

The envelopes shall be marked as "Financial Bid" and "Technical Bid";

In the first instance, the "Technical Bid" shall be opened and the envelope marked as "Financial Bid" shall be retained unopened in the custody of the procuring agency;

The procuring agency shall evaluate the technical bid in the manner prescribed in advance, without reference to the price and shall reject any bid which does not conform to the specified requirements;

During the technical evaluation no amendments in the technical bid shall be permitted;

After the evaluation and approval of the technical bids, the procuring agency shall open the financial bids of the technically accepted bids, publicly at the time, date and venue announced and communicated to the bidders in advance, within the bid validity period;

The financial bids found technically nonresponsive / unsuccessful shall be returned un-opened to the respective bidders;

The lowest technically responsive bidder shall be awarded the contract; and

The Technical bid will be opened after half an hour of the dead line of submission

## **4. TENDER PRICE:**

The quoted price shall be:

- i. In Pak Rupees.
- ii. Exclusive of all Taxes

## **BID SECURITY**

The Tenderer shall furnish the Bid Security (Earnest Money) as under:

- i. For a sum equivalent to amount mentioned in Notice published in Newspaper denominated in Pakistani Rupees;
- ii. As part of technical bid envelop, failing which will cause rejection of bid;
- iii. In the form of Call Deposit Receipt from any scheduled bank of Pakistan in favour of **Deputy Managing Director(Engg.)** WASA, LDA;
- iv. Having a minimum validity period of One Hundred Twenty (120) days from the last date for submission of the Tender or until furnishing of the Performance Security, whichever is later.
- v. The bid security shall be forfeited in case of non-execution of contract agreement
- vi. The bid security of successful bidders will be returned upon submission of Performance Security
- vii. The bid security of unsuccessful bidders will be returned upon expiration of Grievance Period.

#### **PERFORMANCE SECURITY:**

The successful bidder shall furnish Performance Security as under:

- i. Within **Fifteen days (15) days** of the receipt of the Acceptance Letter from the Agency;
- ii. For a sum equivalent to **5%** of the accepted tender price.
- iii. Denominated in Pakistani Rupees issued from any scheduled bank of Pakistan.
- iv. In the form of un-conditional bank guarantee in favour of **Deputy Managing Director(Engg.)** WASA, LDA;
- v. Performance Security shall be returned after 06-months after handing/taking over.

#### **5. CONTRACT DURATION:**

The contract duration shall be initially for a period of **(03) years** starting from the issuance of Acceptance Letter and it may be extended as per PPRA Rules.

#### **6. MODE OF PAYMENT:**

The Firm / Company shall provide all necessary supporting documents along with invoice:

- i. The Firm / Company shall submit an Application for Payment after each billing cycle. The Application for payment shall be accompanied by such invoices, receipts or other documentary evidence as the client may require, state the amount claimed, and set forth in detail. In the order of the Price Schedule, particulars of the Services and subsequent to the period covered by the last proceeding Payment; if any



- ii. The Agency will make the payment within thirty (30) days following the verification of bills by the staff of concerned Dy. Director Revenue office after completion of the task.

#### **7. BID VALIDITY:**

The bid shall have a minimum validity period of One Hundred Twenty (120) days from the last date for submission of the Tender. The Agency may solicit the Tenderer's consent to an extension of the validity period of the Tender. The request and the response thereto shall be made in writing.

#### **8. OPENING OF THE TENDER:**

Tenders (Technical Bids) shall be opened at a time and date as has already been communicated through advertisement in the office of **Director Procurement & Stores at 59-F Gulshan-e-Ravi Lahore** in the presence of the vendors for which they shall ensure their presence as per provisions of Punjab Procurement Rules-2014. In case, the last date of bid submission falls in / within the official holidays, the last date for submission of the bids shall be the next working day.

#### **9. REQUIRED DOCUMENTS FOR FINANCIAL BID:**

Financial bid shall be submitted as per financial bid document / standard forms.

#### **10. SUBMISSION CRITERIA & SCHEDULE:**

Two separate sealed envelopes each for technical and financial bid should be submitted in one sealed envelope marked as Tender Documents and addressed to as under:

**The Director Procurement & Stores , 59-F Gulshan-e-Ravi Lahore**

Envelopes should be marked the word ("Confidential") and "Technical Bid & Financial Bid" for the respective bid.

The procuring Agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal under Punjab PPRA Rules 2014.

#### **11. EVALUATION OF BIDS.**

First Technical bids will be opened and WASA LDA, will examine the same as per evaluation criteria made available in these bidding documents. Financial Bid of only those bidders will be opened who are technically qualified. Successful

bidders(s) may be called for presentation on any intimated date.

## **12. TENDERER BASIC ELIGIBILITY CRITERIA**

- i) Eligible Bidder/Tenderer is a Bidder/Tenderer who has/provides:
- a) Original/Photocopy as proof for purchase of tender documents
  - b) Bid security in form of CDR in favor of Deputy Managing Director (Engg.), Water and Sanitation Agency (WASA) Lahore from any scheduled bank of Pakistan.
  - c) Certificate of Registration i.e. Registered with SECP (Security & Exchange Commission of Pakistan)/ Registrar of firm / other relevant Authority.
  - d) Income Tax/Professional Tax Payers and registered with Punjab Revenue Authority / Sales Tax Authorities
  - e) Firms should submit detail of at least one (1) similar assignments completed/in hand that is substantially\* completed in last 05 years with documentary evidence.  
*\* Substantially completed work/services will be considered for evaluation. Substantial completion shall be based on 80% or more works/services completed under the contract, duly certified by employer*
  - f) Certified Annual Audit reports of Last 03-Years.
  - g) At least one current client for reference check with contact information.
  - h) Name of Authorized person/Account Manager with full contact information on company's Letter Head.
  - i) Affidavit on Rs.100 Judicial Stamp Paper that the "agency / company is not under any litigation and has never been litigated" by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan (Submission of undertaking on legal stamp paper is mandatory).
  - j) Affidavit on Rs.100 Judicial Stamp Paper that the "agency / company has never been blacklisted" by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan (Submission of undertaking on legal stamp paper is mandatory).
  - k) The Tenderer Basic Eligibility Criteria shall be on **knockout** basis. A bidder must have to fulfill all requirements as stated above.

### **13. GENERAL TERMS AND CONDITIONS**

- (ii) The bidder should quote rate after careful study of bid document.
- (iii) The rates should be quoted both in figures as well as in words. Similarly, the total amount of the individual items should also be mentioned both in figures as well as in words.
- (iv) The bid must accompany NTN certificate from concerned Income Tax Office without which the bid will not be entertained.
- (v) Any rebate on tendered rates of item/whole bid cost shall not be accepted.
- (vi) Bid will be valid for the 120 days.
- (vii) No tender will be received telegraphically or by post.
- (viii) Conditional tender will not be accepted.
- (ix) The bidder must provide PRA Certificate along with bid.
- (xi) The bid shall be received as single stage two envelop standard under PPRA Rules 2014.
- (xii) Each paper of the tender document has to be stamped and signed by the authorized signatory of the firms / contractor.
- (xiii) The firms shall have to establish its fully equipped office in Lahore, which will be inspected by the Agency's authorized officer (if deemed necessary).
- (xiv) The procuring agency may reject all the bids or proposals at any time prior to the acceptance of a bid or proposal. The procuring agency shall upon request communicate to any bidder, the ground for its rejection of all bids or proposal but shall not be required to justify the grounds.
- (xv) In case of any dispute the decision of the Grievance Redressal Committee constituted by Managing Director WASA will be deemed as final.
- (xvi) No bid will be entertained after due date.
- (xvii) No alteration or amendment will be allowed in any case after the submission time of bid.
- (xviii) The WASA (LDA) has right to increase or decrease the bill distribution area of the firm / company;
- (xix) The expressions used but not defined in these documents shall have the same meanings as are assigned to them in Punjab Procurement Rules 2014 or Punjab Procurement Regulatory Authority Act, 2009.

- (xx) The procuring Agency i.e. WASA, LDA reserves the right to declare disqualified a firm / company if it finds, at any time, that the information submitted was false and materially inaccurate.
- (xxi) If the acceptance of tender issued during the validity period of the offer is not accepted by the Firm / Company, the Earnest Money shall be forfeited.
- (xxii) In case the offer is withdrawn, amended or revised during the validity period of the offer, the Earnest Money is liable to be forfeited.
- (xxiii) In case the contractor fails to execute/perform the contract strictly in accordance with the Terms and Conditions laid down in the contract, the security (performance security and other securities etc) deposited by him shall be forfeited.
- (xxiv) The procuring Agency reserved the rights to super check distribution randomly or sequentially as the case may be during the contract period.
- (xxv) A bidder / contractor may also be blacklisted for the reason grounds mentioned in Rule 21 of Punjab Procurement Rule 2014 and in a manner provided in a schedule appended with Punjab Procurement Rule 2014 please see for details rule 21 and schedule appended with Punjab Procurement Rule 2014 in case of tie on financial bid(same rates) the Competent Authority reserves the right to decide the lowest evaluated bid on the basis of greater technical evaluation score.
- (xxvi) Ensure identification and reporting to WASA authorities of illegal activities\* in Distribution Area/WASA Jurisdiction (Map Attached).  
*\* illegal connections, illegal water diversion or extension to non-WASA consumer, usage of residential connections for commercial(offices etc.) or industrial(bottling etc.) purposes.*
- (xxvii) WASA is planning for developing an Android Base System of Geotagging of its customers in near future. Contractors should have the capacity to capture attributes of customers and ensure Geotagging of each consumer (new, old, active, dormant, shifted) with precise position of connection using GPS / DGPS and collecting information to assign attributes i.e Property Address, and Old Account Number (in case of shifting of connection) at each GPS / DGPS point. Capturing Digital Photograph and Tagging with its GPS / DGPS position. The contractor shall complete this for current connections within six months and

shall continue till the end of contract for new or shifted connections. The contractor shall provide hard and soft copy of this information to WASA concerned office with invoice at the end of each month as and when WASA gets the Android App developed.

- (xxviii) The successful bidder shall have provide (***E-Stamp Paper according to stamp act article No.22-A(a)(v)***) for execution of contract agreement within **15-days** of issuance letter of Acceptance
- (xxix) The Successful bidder shall have to provide contractor's all Risk Policy for project from Insurance Company with at least AA credit ranking issued by IFSR / PACRA / JCR /VIS/Equivalent or working on behalf of Federal / Provincial Govt. as indicated in section 171(1) of Insurance Ordinance 2000.
- (xxx) Financial rules issued by Government of Punjab Finance Department if any shall be applicable where relevant.
- (xxxi) **Equivalent** : Equivalency of any component shall be subject to prior approval from DMD(Engg).
- (xxxii) The bidding documents consist of **36-pages** of Technical bid (Instructions to bidder, Special Conditions, Eligibility and Qualification Criteria and other necessary forms / documents to be added with technical bid). **05-Pages** of Financial bid (Bill of Quantities and forms / documents to be added with (Financial bid). **60-pages** of WASA's General Conditions for Tender

## DATA SHEET

Refer	Particulars
1.1	<p>Name of the Client: <b>Water and Sanitation Agency Lahore</b></p> <p>Method of selection: <b>Single Stage Two Envelope</b></p> <p><b><u>As per Punjab Procurement Rules 2014</u></b></p>
1.2	<p><b>Period of Assignment:</b> The contract duration shall be initially for a period of one <b>(03) years</b> starting from the date of signing the contract agreement and it may be renewed for further period(s) on the Terms and Conditions mutually agreed upon by the concerned parties.</p>
1.4	The bid will be valid for <b>120 days</b> after the submission date.
2.1	<p>Clarifications may be requested in writing by authorised representative not later than <b>5 days</b> before the submission date.</p> <p>The address for requesting clarifications is:</p> <p style="text-align: center;"><b>Director Procurement &amp; Stores 59-F</b> <b>Gulshan-e-Ravi Lahore</b></p>

3.1	Bids shall be submitted in the following language: <b>English</b>
3.4 a	Firms should submit details of at least one (1) of similar assignments undertaken in last 05 years with documentary evidence.
3.4 f	CVs of the individuals should contain details on conduct of relevant assignments in the past ten years.
3.7	Amounts payable by the Client to the Firms under the Agreement to be subject to all local taxation: <b>Yes</b> <b>Taxes are deducted at source from payment to the Firms unless they have Tax Exemption Certificate.</b> Payment to be made in PKR.
4.3	Firms will submit in <b>Original</b> with <b>01 Printed Copies</b> of the <b>Technical Bid (along with digital copy)</b> and Original of <b>Financial Bid</b> .
4.5	The Bids(Technical & Financial) submission address is:  <b>Director Procurement &amp; Stores</b> <b>59-F Gulshan-e-Ravi Lahore</b>  Bids must be submitted not later than the date and time mentioned on the advertisement.

5.0

### EVALUATION CRITERIA

Evaluation will be based on all the criteria regarding the Relevant Experience, Personal Capabilities, Qualifications, and Methodology & Work Plan of the Firms as demonstrated by the Firms's responses in the forms attached to this letter. The Client reserves the right to waive minor deviations, if these do not materially affect the capability of a Firms to perform the contract. The experience and resources of the Sub-Firms shall not be taken into account in determining the compliance of the Firms with the qualifying criteria. However, Joint Venture/Associates' experience and resources shall be considered. Consortium or Association of firms will be considered for similar treatment as in case of Joint Venture. A general criteria merely as a model is provided as follow:

Sr. No.	Category	Marks
1.	Relevant Experience	160
2.	Personnel Capabilities	160
3.	Financial Position/Capacity	100
4.	Approach Methodology and Work Plan	80
	<b>Total:</b>	<b>500</b>

**Note:** The Bids of those Firms who will score at least sixty-five (65%) percentage of overall marks and Fifty (50%) percentage of marks in each category, will be declared as "Technically Responsive Firms" and will be eligible for Financial Opening.

**The further detailed criteria for each head is given as follows:**



5.1

**Relevant Experience(160marks)**

Credit Marks for experience shall be awarded on the basis of following criteria:

Description	Marks
<p><b>At least One Project is required however preference will be given to more experienced firms.</b> A project of similar nature* completed in last 05 years. OR A project of similar nature* in hand (at least one year completed) OR A project of Bill Distribution completed or in hand (at least one year completed)</p> <p><i>* Similar nature means the planning conducting and reporting in the same manner as to require a door to door visit for the assignment and thereupon having a financial impact of Rs.10 Million per project. In case of financial cost of similar project is less than Rs.10 Million, in that case the evaluation will be pro-rata reduction in score.</i></p>	160
<b>Sub-total:</b>	<b>160</b>

5.2

**Personnel Capabilities(160marks)**

Credit Marks shall be awarded under this category using the following criteria for relevant experience: The staff provided Should not be engaged in other assignments during the proposed period of this assignment. Otherwise that staff will not be considered and the Firms will be asked to provide alternative staff member(s) for evaluation purpose and onward proceedings.

Personal Requirement	No	Academic Education	Relevant Experience	Total Marks
Project Manager Master's Degree with 5 years relevant experience	1	60%	40%	20
Field Supervisor with 2 years of relevant experience	2	-	100%	60 (30 each)
Bill Distributors with 2 years of relevant experience	20	-	100%	80 (4 each)
<b>Sub-Total</b>				<b>160</b>

**Note:**

- 1) Preference will be given to most experienced and educated staff.
- 2) The above staff requirement is for pilot project only. Firms will have to hire the staff according to Scope of work.

**ACADEMIC EDUCATION**

**Credit Marks shall be granted on the basis of the following criteria for the Qualifications of Key staff members of Firms.**

Sr. No.	Qualification	Marks
1.	16 years education from reputable educational institution as per HEC.	50%
2.	18 years or higher education from reputable educational institution as per HEC	30%
3.	Project Management Professional (PMP) Certificate	20%

5.3

**Financial Position/Capacity(100 marks)**

For Financial Status assessment, the Applicants may be required to submit Audited financial statements for the last three years or any other document which verifies their Financial Status.

Credit Marks shall be awarded on the basis of the following criteria:

- 20 Marks are given if the available bank credit line limit is equal to 10 Million (In case Credit Line is less than Rs. 10 Million, in that case the evaluation will be pro-rata reduction in score as per the formula  $20 \left( \frac{A}{10} \right)$   
A=Value of Credit Limit)
- 40 Marks are given if Average Annual Turnover (AAT) in last 3 Years is Rs. 22 Million (In case AAT is less than Rs. 22 Million, in that case the evaluation will be pro-rata reduction in score as per the formula  $40 \left( \frac{B}{22} \right)$   
B=Value of AAT)
- 40 Marks are given if Net Bid capacity ( Available Bank Credit Line+ Working Capital – liabilities) of Rs.3.7 Million are available (In case net bid capacity is less than Rs.3.7 Million, in that case the evaluation will be pro-rata reduction in score as per the formula  $40 \left( \frac{C}{3.7} \right)$   
C= Net Bid Capacity)

5.4

**Approach Methodology and Work Plan(80marks)**

Credit Marks shall be awarded on the basis of the following criteria:

For evaluation of this aspect of the Firms, Approach and Methodology including Work Plan and Human Resources (80 marks) proposed by the Firms to carry out the assignment is further sub-divided in to:

1) Understanding the Objectives: (20 Marks)

Which should address the TOR in details with relations to Lahore and WASAs. Understanding the addresses/ locations of Lahore, hence preference in this regard will be given to local residents

- Detailed Activity Schedule (Preferable if prepared in MS Project, Primavera etc) (10 Marks)
- Role and Responsibility of Project Team (5 Marks)
- Organogram of the Project Team (5 Marks)

2) Quality of Methodology: (20 Marks)

Which should cover all phases of the assignment as per tasks with detail breakdown of activities and steps for each Task.

- Detailed plan to ensure 100% delivery of bills and demonstrate increasing recovery from current 62-65% to at least 70% till the end of first year. At least 75% recovery of bills by the end of second year. At least 80% recovery of bills by the end of third year (20 Marks)

3) Innovativeness: (30 Marks)

The Firms have proposed to carry out surveys, design or quality control etc. adoption of latest concepts of Quality Assurance which would help produce quality out-put, be economical and employs state-of-the- art technology

- Detailed plan to start delivery of bills electronically (SMS updates, E-mail delivery and QR-Code or Bar-Code Scanning) (15 Marks)
- Reduce the time between receiving and distribution of bills using not more than 20 bill distributors (Each firms plans to reduce the time will be compared with other firms in competition, firm with the least time will get the highest marks) (15 Marks)

4) The Firms will make presentations on methodology and scope. (10 Marks)

6.0	<p><b>Award of Contract:</b> Among the technically responsive bidders, the lowest evaluated bidder shall be awarded the contract</p>
7.0	<p>1. The Payment of Remuneration will be made within 30 days of the submission of Task / Invoice report on monthly basis.</p> <p>2. Payment will be recommended by Revenue Staff after receiving the invoices against completion of objectives mentioned on Page-6 and Tasks mentioned in TORs to Finance Directorate for processing. Finance Directorate will process the bill after observing all codal/ departmental formalities within 10 days.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>a) <i>The Cost includes all the activities as provided in the TORs / bidding documents.</i></li> <li>b) <i>The registered consumers of the client are approximately 735,000 as per detailed attached, but the client envisages that consumers will be increased gradually as per routine.</i></li> <li>c) <i>Initially the assignment will be carried out on Pilot Project of two Sub Divisions, and will be gradually extended, based on the results of the pilot project.</i></li> <li>d) <i>The Client will indicate the Monitoring Mechanism and Criteria for the "Acceptance of Bill Distribution" before the signing of the contract.</i></li> <li>e) <i>The payment will be released only for those Bills which are accepted according to the pre-determined criteria.</i></li> <li>f) <i>Undelivered bills will be returned back to the client mentioning thereof the reason for return. However payment against such bills will be made if reasons found justified.</i></li> <li>g) <i>It will be the responsibility of the Firms to re-distribute bills if the WASA checking team finds that bills are not distributed properly. Fine on such Irregularity will be fixed by WASA. Determination of the compensation/damages will be at the sole discretion of the Client.</i></li> <li>h) <i>The payment will be released when the bills are delivered and report is received from the concerned DDR.</i></li> </ul>
7.2	<p>Bills are required to be distributed at least 4 days before the due date. Any significant delay in the delivery of bills may result in loss to the client who may seek compensation/ damages shall not be less than payment of undelivered bills.</p>

### **SECTION 3: TECHNICAL BID - STANDARD FORMS**

Refer to Reference Paragraph of these Bidding Documents for format of Technical Bids which is required to be submitted on the Standard Forms, are mentioned below:

TECH-1 Technical Bid Submission

Form TECH-2 Firm's Organization

and Experience

A Firm's

Organization

B Firm's

Experience

TECH-3 Comments or Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be provided by the Client

A On the Terms of Reference

B On the Counterpart Staff and Facilities

TECH-4 Description of the Approach, Methodology and Work Plan for Performing the Assignment

TECH-5 Team Composition and Task Assignments

TECH-6 Curriculum Vitae (CV) for Proposed

Professional Staff TECH-7 Staffing Schedule

TECH-8 Work Schedule

**TECH-1- Letter of Technical Bid**

[Location, Date]

**LETTER OF TECHNICAL BID**

**Tender No.:** .....

.....  
.....  
[Name of Works]

To:

.....  
.....  
.....

Gentlemen,

1. Having examined the Bidding Documents including Instructions to Bidders, Conditions of Contract, Specifications, Drawings, Schedules to Bid, Schedule of Prices and Addenda Nos. .... for the execution of the above-named Works, we, the undersigned, being a company doing business under the name of and address ..... and being duly incorporated under the laws of ..... hereby offer to execute and complete such Works and remedy any defects therein in conformity with the said documents including Addenda thereto.
2. We understand that all the Schedules attached hereto form part of this Bid.
3. As security for due performance of the undertakings and obligations of this Bid, we submit herewith a Bid Security in the amount of Pak Rs.....DCR No. .... Dated .../.../..... Issued by ..... Bank, Branch Name/Code.....drawn in the favor of, or made payable to the Employer, ..... and valid for a period .... Days beyond the period of validity of Bid.
4. We undertake, if our Bid is accepted, to commence the Works and to deliver and complete the whole of the Works comprised in the Contract within the time(s) stated in Preamble to the Conditions of Contract.
5. We agree to abide by this Bid for the period of ..... days from the date fixed for receiving the same and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
6. Unless and until a formal Agreement is prepared and executed, this Bid, together with your written acceptance thereof, shall constitute a binding contract between us.
7. We undertake, if our Bid is accepted to execute the Performance Security referred to in Clause 06 of bidding documents for the due performance of the Contract.
8. We do hereby declare that the Bid is made without any collusion, comparison of figures or arrangement with any other person or persons making a Bid for the Works.
9. We do hereby declare that our firm, including any subcontractors or suppliers for any part of the Contract, have nationalities from eligible countries *[insert the nationality of the Bidder, including that of all parties that comprise the Bidder if the Bidder is a consortium or association, and the nationality of each Subcontractor and Supplier]*.

10. We, including any subcontractors or suppliers for any part of the Contract, do not have any conflict of interest.
11. We are not participating, as a Bidder or as a subcontractor, in more than one bid in this bidding process.
12. We confirm, if our Bid is accepted, that all partners of the joint venture shall be liable jointly and severally for the execution of the Contract and the composition or the constitution of the joint venture shall not be altered without the prior consent of the Employer. (Please delete in case of Bid from a single firm).

Dated this ..... day of ..... 201...

Signature ..... in the capacity of ..... duly authorized to sign the Bid for and on behalf of .....

(Name of Bidder in Block Capitals)  
(Seal of Bidder)

Bidder's Address

.....  
.....

Witness:

Signature: .....

Name: .....

Address:

.....  
.....

Occupation .....



**TECH-2-Firms's Organization and  
Experience A - Firms's Organization**

*[Provide here a brief (two pages) description of the background and organization of your firm/entity (including organogram) and each associate for this assignment.]*

**B - Firms's Experience**

*[Using the format below, provide information on each assignment for which your firm, and each associate for this assignment, was legally contracted as a corporate entity or as one of the major companies within an association, for carrying out services similar to the ones requested under this Assignment. Use maximum 20 pages. Please provide Client's certification and/or evidence of the contract agreement.]*

Assignment name:	Value of the agreement (in current PKR):
Nature of Assignment: (i) Bill Distribution      (ii) Similar Nature	No. of consumers / houses / target points to attend per month;
Country: Location within country:	Total No. of staff by your firm on the assignment: i) Office Staff                  (ii) Field Staff
Name of Client:	Value of services provided by your firm under the agreement (in current PKR):
Start date (month/year): Completion date (month/year):	Duration of assignment (months):
Name of associated Firms, if any:	No. of professional staff provided by associated Firms:
Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Supervisor):	
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

## **TECH-3-Comments ON TORS**

**(COMMENTS AND SUGGESTIONS ON THE TERMS OF REFERENCE AND ON COUNTERPART  
STAFF AND FACILITIES TO BE PROVIDED BY THE CLIENT)**

### **A - On the Terms of Reference**

*[Present and justify here any modifications or improvement to the Terms of Reference you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Bid.]*

### **B - On Counterpart Staff and Facilities**

*[Comment here on counterpart staff and facilities to be provided by the Client according to Paragraph Reference 1.4 of the Data Sheet including: administrative support, office space, local transportation, equipment, data, etc.]*

## **TECH-4-Approach and Methodology**

(Description of Approach, Methodology and Work Plan for Performing the Assignment)

*[Technical approach, methodology and work plan are key components of the Technical Bid. You are suggested to present your Technical Bid (50 pages, inclusive of charts and diagrams) divided into the following chapters:*

- 1- **Understanding the Objectives:** which should address the TOR in details.
- 2- **Quality of Methodology:** which should cover all phases of the assignment.
- 3- **Innovativeness:** The Firms have proposed to carry out surveys, design or quality control etc. adoption of latest concepts of Quality Assurance which would help produce quality out-put, be economical and employs state-of-the-art technology.
- 4- The Firms will make presentations on methodology and scope
- 5- The comprehensive **work plan and human resource allocation** provided is along with:
  - a. Activity Schedule (Preferable prepared in MS Project, Primavera etc)
  - b. Organogram of the Project Team.
  - c. Role and Responsibility of Project Team
- 6- During Technical Evaluation, the Client may ask the Firms to make **Presentations on methodology and scope** (in that case the presentation will carry 10 marks).

### TECH-5-Team Composition and Task Assignment

<i>Professional Staff</i>					
Name of Staff	CNIC No..	Firm	Area of Expertise	Position Assigned	Task Assigned

**TECH-6-Curriculum Vitae (CV) for Proposed Professional Staff**

**1. Proposed Position** [*only one candidate shall be nominated for each position*]: \_\_\_\_\_

**2. Name of Firm** [*Insert name of firm proposing the staff*]: \_\_\_\_\_

**3. Name of Staff** [*Insert full name*]: \_\_\_\_\_

**4. Date of Birth:** \_\_\_\_\_ **Nationality:** \_\_\_\_\_

**5. CNIC No (if Pakistani):** \_\_\_\_\_ **or Passport No:** \_\_\_\_\_

**6. Education :**

<i>Degree</i>	<i>Major/Minor</i>	<i>Institution</i>	<i>Date (MM/YYYY)</i>

**7. Membership of Professional Associations:** \_\_\_\_\_

**8. Employment Record**[*Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]:

<i>Client</i>	<i>Position</i>	<i>From (MM/YYYY)</i>	<i>To (MM/YYYY)</i>

## 9. Detailed Tasks Assigned as per Component of Evaluation

*[List all tasks to be performed under this assignment with separate heading ]*

## 10. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

\_\_\_\_\_Date: \_\_\_\_\_

*[Signature of staff member or authorized representative of the staff]*

*Day/Month/Yea*

*r*

Full name of authorized representative: \_\_\_\_\_

## **TECH-7-WORK PLAN / ACTIVITY SCHEDULE**

*1 Please provide detailed work plan/activity Schedule hereunder. Please use extra sheets, if required.*

*2. For Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category*

*2 Person Month from the start of the assignment by indicating arbitrary days/months (like Month1Day1, Month1Day2)*

## ***SECTION 4: TERMS OF REFERENCES***

### ***BILL DISTRIBUTION OF WASA LAHORE***

#### **BACKGROUND:**

Lahore is the provincial headquarter of the province of the Punjab, having an estimated population of 11.13 Million (Lahore District) with total area 1770 sq km, administratively divided into nine towns. Lahore is the 2nd largest city in the country and is a center for business, finance and commerce activities of the Punjab.

WASA Lahore LDA (herein after referred to as “Client”) intends to hire experienced bill distribution firm(s) (herein after referred to as “Firms”) to conduct the Bill distribution (door to door) in the controlled/service area of client including all the consumers (domestic, commercial, industrial, housing societies and other) of client (herein after referred to as “Assignment”).

#### **OBJECTIVES**

The major objectives of the assignment is to:

- a) Distribute WASA Consumers Bills of all types
- b) Check whether correct tariff is being applied to all types of water and sewerage connections.
- c) Plan, coordinate and organize all related activities of Bill Distribution to ensure timely & accurately delivery of bills.
- d) Prepare a Comprehensive Billing Distribution Report at the end of each billing cycle.

#### **SCOPE OF WORK**

The Firms will be responsible to undertake all necessary activities for the successful completion of the assignment and to obtain the above stated objectives. The necessary details are given below:

##### **a) Task 1 : Tools and Methodology**

- i. The Firms will hold meetings with the officials of client to develop distribution methodology along with work breakdown structure, work schedule, proposed town-wise team deployed plan, logistics plan, and public awareness plan as per the requirements of the Client.



- ii. The Firms will prepare a complete billing distribution plan for WASA Lahore and submit for the approval of client.
- iii. The Firms will also prepare the detailed training plan to be conducted for bill distribution team with the help of WASA staff.
- iv. **Deliverable and Timeline:** The Firms shall submit the Report containing all the activities of Task-1 along with agreed methodology.

**b) Task 2:**

**c) Task 3: Complete bill distribution**

- i. The bill distribution report .
- ii. All the undelivered bills will be returned to the client mentioning the reason of return thereof.
- iii. The Firms will make all arrangement for the training of staff if so required.
- iv. The Firms will provide the trainers for the training.
- v. The Client Filed staffs will assistant the Firm during training.
- vi. The Firms will provide the ID cards to the bill distributors after the approval of format by the client.
- vii. The client will provide team-wise authority letter to the Firms after receiving the necessary details of the field staff from the Firms.
- viii. The firms will have to deliver the bills uninterruptedly to the all assigned consumers at least four (4) days prior to due date.

- ix. It will be the responsibility of the firms to maintain and communicate updated data of all staff members.
- x. It is the responsibility of the Firms to uphold highest ethical behavior during the assignment.
- xi. It is the responsibility of the Firms to ensure the quality of the distribution data.
- xii. The client will nominate each town wise a “focal person” to coordinate with Project Manager of Firms.
- xiii. A comprehensive bill distribution report will be prepared and communicated by the firms after each billing cycle.
- xiv. The Firms will liaison and coordinate with all the stakeholders of this assignment.

**Deliverable and Timeline:** The Firms shall submit the “Bill Distribution report” of each billing cycle within seven days indicating the followings:

- a. The Training provided to staff members if any.
- b. The total bills distributed, undelivered bills, wrongly issued bills, missing bills, any other discrepancy if so noted.
- c. Total No. of staff deployed for bill distribution with average bill distribution per staff.

## **RESPONSIBILITY OF FIRMS AND CLIENT**

### **The Firms will be responsible for the following:**

- i. Distribution of WASA consumer bills well before the due date.
- ii. Liaison and coordinate with all the stakeholders of this assignment
- iii. Ensure the quality and quantity of distribution data keeping in mind objectives of the distribution.
- iv. Provision of complete database of field staff with their contact numbers for the monitoring purpose on regular basis so as to make updated record available.
- v. Make all the arrangements for the training of all staff members.
- vi. Return all the undelivered bills to the client mentioning the reason of return thereof.
- vii. Return all the authority letters if so issued to the field staff at the end of assignment.
- viii. To uphold highest ethical behavior during the assignment.
- ix. Overall responsible for planning and implementation of assignment.

### **The Client will be responsible for the following:**

- i. Provision of Bill Printing Schedule to the Firm to collect the bills from each town according to billing cycle and assignment.
- ii. Provision of bills for distribution.
- iii. Provision of assistance to the bill distributors if so requested.
- iv. Facilitation in all activities of the assignment.

## SECTION 5: TOWN WISE CONSUMER CONNECTIONS

TOWN	TOTAL
ALLAMA IQBAL TOWN	132,312
NISHTER TOWN	112,236
<b>TOTAL</b>	<b>244,548</b>

Note: 1. Each town comprises of four to seven No. of Sub-Divisions with approximately 25,000 consumers per Sub-Division.