

EXPRESSION OF INTEREST

HIRING OF CONSUMER SURVEY FIRM



**WATER AND SANITATION AGENCY
RAWALPINDI**
Liaqat Bagh, Murree Road , Rawalpindi
Phone # (051)-5555490-92

EOI # -----

DISCLAIMER

The Water and Sanitation Agency Rawalpindi, Rawalpindi Development Authority (The WASA Rawalpindi) has prepared this Expression of Interest (EOI) Document to provide information regarding the relevant procurement of “Hiring of Consumer Survey Firm”. Maximum efforts have been made to incorporate available information relevant to the assignment but however; this EOI Document does not claim to contain all the information related to this assignment. The WASA Rawalpindi does not make any representations or warranties, express or implied as to the adequacy, accuracy, completeness or reasonability of the information contained in this EOI Document. No decision should be based solely on the basis of the information provided in this EOI Document. The WASA Rawalpindi has no liability for any statements, opinions, information provided in this memorandum. The WASA Rawalpindi 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, this EOI Document. Furthermore, the WASA Rawalpindi will not be liable for any written or oral communication transmitted to third parties in relation to this EOI Document.

TABLE OF CONTENTS

1. Introduction	4
2. Rationale.....	4
3. Key Objectives.....	4
4. Applicant	5
5. Shortlisting Criteria.....	5
6. Ineligibility of a Prospective Bidder	5
7. Preparation Costs	5
8. Language	6
9. Clarifications	6
10. Proposed Timeline for Shortlisting	6
11. Submission of EOI Application.....	7
12. Evaluation of EOI Applications.....	8
13. Announcement of Shortlisted Applicant	8

ANNEXES

Annex 1: Draft Terms of Reference	10
Annex 2: Format of Cover Letter	13
Annex 3: Evaluation Criteria.....	14
Annex 4: List of Supporting Document.....	16
Annex 5: Similar Assignment	17
Annex 6: Basic Information of Applicant.....	18
Annex 7: Financial Capacity	19
Annex 8: Non Blacklisting Certificate.....	20
Annex 9: Format of CV	21

1. INTRODUCTION

The Water and Sanitation Agency Rawalpindi, Rawalpindi Development Authority (hereinafter referred to as "WASA Rawalpindi") has advertised the Expression of Interest (EOI) for the "Hiring of Consumer Survey Firm" to invite application from prospective bidders (herein after referred to as "Applicant") to conduct the detailed Android Based Consumer Survey all the consumers (domestic, commercial, industrial, housing societies and other) in the controlled/service area of WASA Rawalpindi (herein after referred to as "Assignment") under the technical oversight of M/s Urban Sector Planning and Management Service Unit (herein after referred to as "Technical Advisor"). The underlying EOI Document is in accordance with Punjab Procurement Rules 2014. The short-listed applicants will only be issued the "Request for Proposal" regarding this assignment. The draft Terms of Reference of the assignment are attached as *Annex 1* for the understanding of the assignment by the Applicant and the final Terms of Reference will be provided in the "Request for Proposal"

2. RATIONALE

WASA Rawalpindi is the second largest water and sanitation utility of Pakistan operating in the area with around 120,000 registered consumers. Water and Sewerage Tariff was fixed in May 2004. It has not been revised despite major increases in salaries and power costs between 2004 and 2013. Presently, the operating costs of WASA cannot be recovered through WSS 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

3. KEY OBJECTIVES

The major objectives of the assignment is to:

- a) Conduct a comprehensive consumer survey to detect illegal connections and check whether correct tariff is being applied to consumers to enhance Own Source Revenue.
- b) Plan, coordinate and organize all related activities of consumer survey to ensure timely completion of the assignment.

4. APPLICANT

A Prospective Bidder may be a single entity or may take the form of a consortium comprise of companies, firms, corporate bodies or other legal entities.

Each Consortium shall appoint and authorize one (01) lead member (hereinafter called as "Lead Member") to represent and irrevocably bind all members of the Consortium in all matters connected with the shortlisting, including but not limited to the submission of the EOI Application on behalf of the Consortium.

After short-listing, any change in the composition of the Consortium (except lead member) will be subject to approval from the WASA Rawalpindi.

5. SHORTLISTING CRITERIA

The short-listing criteria for the evaluation of applicants are based on the company / consortium's experience, technical ability and financial capability. Details of shortlisting criteria is attached as *Annex 3*.

6. INELIGIBILITY OF A PROSPECTIVE BIDDER

If the Applicant or a Consortium member has been barred from participating in any project by the Federal , Provincial or local government or government instrumentality in Pakistan or in any other jurisdiction to which the Applicant or a Consortium member belongs or in which the Applicant or a Consortium member conducts its business, whereas the bar subsists as on the EOI Application Submission Deadline, such entity shall not be eligible to submit Application for EOI, either individually or as a Consortium member.

7. PREPARATION COSTS

The Applicant shall bear all costs associated with the preparation and submission of this EOI Application, all costs and expenses related to the Applicant's preparation of responses to questions or requests for clarification.

8. LANGUAGE

The EOI Application and all related correspondence and documents must be written in English. Supporting documents and printed literature furnished by Applicant with the EOI Application may be in any other language provided that they are accompanied by appropriate translations of the submitted documents in English and being duly certified. Supporting materials, which are not translated into English, will not be considered for shortlisting purpose.

9. CLARIFICATIONS

The Applicant requiring any clarification on the EOI document, may send a request for clarification to WASA Rawalpindi at the address given below on or before ten (10) working days of application submission date:

Director Revenue

Water and Sanitation Agency Rawalpindi
Liaqat Bagh Mureee Road Rawalpindi
Phone # (051)-5555490-92

The copies of the response, including an explanation of the query but no identification of its source (the "Response to Questions Document"), will be sent on or before seven (07) working days of application submission date to all Applicant who has obtained the EOI Document and will form part of the EOI Document. If similar or repeated queries are made by Applicant, those queries may be listed as one query and responded once.

10. PROPOSED TIMELINE FOR SHORTLISTING

The proposed timeline of assignment is as follows:

Activity	Proposed Timeline
Advertisement of EOI	19 th October 2015
Clarification Requests Submission Deadline	26 th October 2015
Communication of Response to Questions Clarification	30 th October 2015
EOI Applications Submission Deadline	2 nd November 2015
Evaluation and Announcement of Shortlisted Applicant	12 working days

11.SUBMISSION OF EOI APPLICATION

a) Format and Signing of the EOI Application

- i. Each Applicant shall prepare and submit one (1) printed original, two (2) printed copies and (1) electronic copy (on DVD, CD or USB drive) of its EOI Application, clearly marking each one as "Original", "Copy No. 1", "Copy No. 2", etc., as appropriate. In the event of any discrepancy between the copies and the original, the original shall govern.
- ii. The original and all printed copies of the EOI application shall be typed or written in indelible ink. The person or persons duly authorized shall sign the EOI application by:
 - a. Signing the original EOI Application; and
 - b. Initialing all the pages of the EOI document.
- iii. The relevant EOI application shall contain no alterations, omissions or additions, unless such corrections are signed by the person or persons duly authorized.
- iv. The information to be provided within the DVD/CD/USB shall contain non-compressed and un-protected files in printable formats. Furthermore, the DVD/CD/USB must be free from virus.

b) Sealing and Marking of EOI Applications

- i. The Applicant shall seal the original EOI Application and each copy in separate envelopes, each containing the documents specified in the EOI application. The envelope bearing original documents shall mark "EOI Application - Original" on the front. Likewise, the copies submitted must mark "EOI Application - Copies" (all duly marked as required herein). All the copies and original EOI Application sealed individually should be submitted to the WASA Rawalpindi enclosed in a single envelop bearing the words "HIRING OF CONSUMER SURVEY FIRM".
- ii. The inner envelope shall each indicate the name and address of the Applicant (in case of a Consortium, the name and address of the Lead Member) to enable the relevant EOI Application to be returned unopened if it is declared "late".
- iii. The DVD/CD/USB requested shall be submitted with the printed EOI Application as provided in Annex 1 (Data Sheet). For the avoidance of doubt, it is expressly specified that the Prospective Bidders shall not be allowed to submit their EOI Applications by e-mail or fax.

c) Application Submission Date and Time

EOI applications should be submitted via post or in person on or before 3:00 pm 2nd November 2015 at the office of the undersigned in the manner and form as detailed in this EOI document. The applications submitted electronically will not be considered for evaluation and short listing. However, WASA Rawalpindi reserves the right to extend the EOI application submission Date and Time, at any time prior to opening of EOI applications.

12.EVALUATION OF EOI APPLICATIONS

The WASA Rawalpindi will open the applications for the shortlisting as per Punjab Procurement Rules 2014 and will subsequently examine and evaluate EOI Applications in accordance with the criteria mentioned in *Annex 3*.

13.ANNOUNCEMENT OF SHORTLISTED APPLICANT

After the evaluation of EOI Applications, The WASA Rawalpindi will announce a list of “Shortlisted Applicants” Bidders who meet the evaluation criteria. “Request for Proposal” for the said assignment will be issued only to the “Shortlisted Applicants”.

ANNEXES

DRAFT TERMS OF REFERENCES

(Final Terms of Reference will be given in the RFP Document)

The Applicant 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 : Survey Tools and Methodology

- i. The applicant will hold meetings with the officials of WASA Rawalpindi and technical advisor to develop survey tools and 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 WASA Rawalpindi.
- ii. The applicant will also prepare a first draft “Consumer Survey Form” based on the:
 - a. Attributes of Tariff Notification of WASA Rawalpindi.
 - b. Attributes provided by the WASA Rawalpindi.
- iii. The consumer survey form shall have all the attributes for the calculation of water and sewerage bills of all types of consumers of the WASA Rawalpindi as per tariff notification.
- iv. The consumer survey form will be submitted to the WASA Rawalpindi for approval.
- v. Based on the approved consumer survey form the WASA Rawalpindi will develop an “Android Based Consume Survey Form” for Pilot Survey.

b) Task 2: Public Awareness Campaign:

- i. The applicant shall develop a comprehensive public awareness plan for the citizens of Rawalpindi suitable for detailed consumer survey including, but not limited to, the following:
 - a. Detailed plan to carry out “Public Awareness Campaign” with details of places for the placement of communication material for the assignment including streamer and banners and complete schedule for the radio announcement and cable TV ticker advertisement of the assignment for the period of the assignment.

- b. Soft copies of communication material for Public Awareness Campaign in both English and Urdu (brochures, streamers, banners, radio announcement, cable TV tickers etc) to be installed at each town.
- ii. The above documents will be provided for the approval of the WASA Rawalpindi..
- iii. After the approval of the soft copies of communication material with proposed places, the applicant will print/prepare the communication material and fix them or broadcast them accordingly.

c) Task 3: Pilot Survey

- i. Based on the approved survey methodology, the applicant will conduct a Pilot Survey in two towns (preferable with both planned and Un-planned area) identified by the WASA Rawalpindi in which all possible types of connections will be surveyed.
- ii. The applicant will engage two teams of field survey along with monitoring and GIS officers.
- iii. The monitoring officers and GIS professional will be housed in the office of WASA Rawalpindi and will work under the direct supervisor of the WASA Rawalpindi.
- iv. The applicant shall be responsible for the arrangement of android based handset to carry out assignment which is compatible with the android based consumer survey application.
- v. The Pilot Survey will not only test the Android based consumer survey form but also compatibility of the survey tools and methods with the monitoring, GIS web application and analysis web application managed by the technical advisor.
- vi. The applicant will provide complete database of field staff along with their IMEI numbers for the monitoring purpose.
- vii. The WASA Rawalpindi will provide the soft copies of survey sheets of Pilot area for printing purpose to the applicant.
- viii. The applicant will make all arrangement for one day training of the all field and office staff hired for consumer survey and the WASA Rawalpindi will provide the trainers for the training.
- ix. The Pilot survey will be conducted for two weeks and it is the responsibility of the applicant to uphold highest ethical behavior in the assignment
- x. The results of pilot survey will be analyzed by the WASA Rawalpindi keeping in mind the overall objective of the assignment

- xi. The WASA Rawalpindi will ensure that the consumer survey form developed by the applicant is complete in all respects and if any addition/deletion is required, the applicant will be asked to re-submit the amended consumer survey form with missing/deleted attributes.

d) Task 4: Complete Consumer Survey

- i. The consumer survey form will be finalized after the Pilot Survey for the development of amended android based consumer survey form (if any).
- ii. The WASA Rawalpindi will instruct the applicant to conduct full survey to complete the assignment.
- iii. The applicant will make all arrangement for two (02) day training of the all field and office staff hired for consumer survey and the WASA Rawalpindi will provide the trainers for the training.
- iv. The WASA Rawalpindi will provide the soft copies of all the survey sheet to applicant for printing purpose.
- v. The applicant shall be responsible for the arrangement of android based handset to carry out assignment which is compatible with the android based consumer survey form.
- vi. The applicant will provide complete database of field staff with their IMEI numbers for the monitoring purpose.
- vii. After successful training, the applicant will engage all the field and office staff on the assignment.
- viii. The monitoring officers and GIS officers will be placed in the office of the WASA Rawalpindi and will work under the direct supervision of WASA Rawalpindi.
- ix. It is the responsibility of the applicant to uphold highest ethical behavior during the assignment.
- x. The approved brochures will be printed by the applicant and provided to the field staff for circulation during survey.
- xi. The applicant will liaison and coordinate with all the stakeholders of this assignment.

WATER AND SANITATION AGENCY RAWALPINDI

RAWALPINDI DEVELOPMENT AUTHORITY
GOVERNMENT OF PUNJAB

Annex 2: Format of Cover Letter

To

Director Revenue

Water and Sanitation Agency Rawalpindi
Liaqat Bagh Mureee Road, Rawalpindi
Phone # (051)-5555490-92

Subject: HIRING OF CONSUMER SURVEY FIRM FOR WASA RAWALPINDI

Dear Sir,

Being duly authorized to represent and act on behalf of _____, and having reviewed and fully understood all of the terms and condition set forth in the EOI document and attached annexes.

We hereby expresses our interest and apply for the shortlisting of the “Hiring of Consultancy Firm” for WASA Rawalpindi.

Authorized Signature: _____

Name : _____

Designation : _____

Applicant's Official Seal: _____

Sign & Stamp of Applicant

EVALUATION CRITERIA**1- Mandatory Checklist**

The applicant shall meet the following mandatory requirement in order to be considered for the evaluation purpose, failing to meet the below mentioned mandatory requirement will lead to dis-qualification and that applicant will not be considered for evaluation purpose:

Sr.No	Check List	Status		Document Provided	
		Yes	No	Yes	No
1	Registration with Taxation Authorities				
2	Non-Black Listing Certificate				
3	Registration status of applicant (Company, Partnership Firm, Sole Proprietor ship, NGO etc.)				

2- Evaluation Criteria

All applicants fulfilling the mandatory requirement will be eligible for evaluation purpose. The applicant will be shortlisted on the basis of the following criteria mentioned in the table below.

Sr No	Criteria	Requirement	Marks
1	Relevant Experience	Four (04) similar* assignment will be provided by the applicant of at least Rs 10 Million each. <i>* Similar nature means designing, planning conducting, management and reporting of surveys having financial cost of Rs. 10 Million per project. In case of financial cost of similar project is less than Rs. 20 Million, in that case the evaluation will be pro-rata reduction in score.</i>	400 Marks (100 Marks each for similar assignment)
2	Management	Resume of proposed staff of the assignment: a) Project Manager (1 No) b) Surveyor Manager (2 No)	350 Mark 150 Marks (Project Manager) 100 Marks (each for Surveyor Manager)
3	Financial Capacity	Average Annual Turnover for last three (03) year: Above 20 Million 20 to 15 Million 15 to 10 Million 10 to 05 Million	250 Marks 150 Marks 100 Marks 50 Marks
Total Marks			1000 Marks

 Sign & Stamp of Applicant

WATER AND SANITATION AGENCY RAWALPINDI

**RAWALPINDI DEVELOPMENT AUTHORITY
GOVERNMENT OF PUNJAB**

(Note: The minimum points required to be shortlisted is 650).

LIST OF SUPPORTING DOCUMENT

The following documents shall be provided as evidence in addition to any other document requested for the shortlisting purpose:

Sr No	Details of Document	Document Submitted	
		Yes	No
1	Company Profile		
2	NTN Registration Certificate		
3	Three (03) year Audited Financial Statement		
4	Non-Blacklisting Certificate		
5	Contract/Assignment Completion Certificates from Client		
6	All Annexes of EOI document		

SIMILAR ASSIGNMENT

[Using the format below, provide information on each assignment for which you, and each associate for this assignment, was legally contracted as a corporate entity or as one of the major members within an consortium, for carrying out project similar to the ones requested under this Assignment. Please provide Client’s certification and/or evidence of the contract agreement.]

Project name:	Value of the project (in current PKR):
Country: Location within country:	Duration of project (months):
Name of Client:	Total No. of staff-months (by your company) on the project:
Start date (month/year): Completion date (month/year):	In case of contractor or subcontractor: Value of part of the project provided by Bidder or subcontractor (in current PKR):
Name of associated members, if any:	No. of professional staff-months provided by associated members:
Name of senior professional staff of your company involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):	
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

Note:

- 1. Only the eligible projects that satisfy technical criteria shall be included.*
- 2. All the Financial numbers are to be given in PKR*

(Signature of Authorized Signatory)

Bidder seal & stamp

BASIC INFORMATION OF APPLICANT

Prospective Applicant

- (a) Name:
- (b) Country of Incorporation:
- (c) Address of the corporate headquarters and its branch office (s), Pakistan:
- (d) Date of incorporation and / or commencement of business:
- (e) Type (corporation, partnership, etc):
- (f) Telephone No:
- (g) Cell No:
- (h) Fax:
- (i) Email:

Consortium Member's Information

- (a) Name:
- (b) Designation:
- (c) Bidder's Company:
- (d) Address:
- (e) Telephone No:
- (f) Cell No
- (g) Fax No:
- (h) E-mail Address:
- (i) Primary area of business

Details of individual (s) who will serve as the point of contact / communication for the Bidder's company:

- (a) Name:
- (b) Designation:
- (c) Address:
- (d) Telephone No.
- (e) E-mail address:
- (f) Fax No.

FINANCIAL CAPACITY

Turnover (Last 03 years)

Financial Year End (insert the date and year)

Prospective Bidder

(or if the Prospective Bidder is a Consortium, the relevant Consortium Member)

(Rs in Million)

Year (Enter the Financial Year)	Annual Turnover
1	
2	
3	
Total	
Average	

(Signature of Authorized Signatory)

Bidder seal & stamp

Non Blacklisting Certificate
(On Stamp Paper)

- We, [**Name and Address of the Applicant**], do hereby declare on solemn affirmation that:
 - I. We have not been black listed from any Government Department / Agency
 - II. We acknowledge that we have read, understood and accepted the EOI Document along with all terms and conditions specified above in the EOI document
 - III. We understand that the WASA Rawalpindi shall have the right, at his exclusive discretion, to require, in writing, further information or clarification of the EOI, from any or all the Applicant(s)

Dated _____ day of _____, 2015.

APPLICANT

Signature: _____

CNIC # _____

Name _____

Designation _____

Address _____

WITNESSES

Signature _____

CNIC # _____

Name _____

Designation _____

Address _____

Signature _____

CNIC # _____

Name _____

Designation _____

Address _____

FORMAT OF SHORT CV OF PROJECT/SURVEY MANAGER

1. Name :
2. Profession/Expertise :
3. Date of Birth :
4. Years with the Firm :
5. Nature of experience in this firm and others :
6. Membership of Professional Societies :
6. Education :
8. Other Training :
9. Knowledge of Languages :
10. Key Qualifications (Maximum $\frac{3}{4}$ of a page) :