



**TERMS OF REFERENCE FOR**

**FOR**

**Outsourcing of WATSAN bills distribution in Peshawar**

**August 2019**

**Bid #: WSSP/Fin/01-06/2018 (Rev)**

**WATER & SANITATION SERVICES, PESHAWAR**  
**Local Government Complex, Phase-VII, Hayatabad, Peshawar. 091-9219098**  
**Ext: 121.**

## 1. Background

The government of Khyber Pakhtunkhwa established the Water and Sanitation Services Peshawar (WSSP), an urban utility in Peshawar as a public limited company, registered with the securities and exchange commission of Pakistan (SECP), under section 42 of the companies Ordinance, 1984 in September 2014 for efficient delivery of water and sanitation services to around 2 million consumers residing in 43 urban Union Councils of Peshawar in the territorial jurisdiction of defunct Municipal Corporation Peshawar. It is the first of its kind water and sanitation company in Pakistan with integrated approach for delivery of water, sanitation and solid waste management services in the Urban Area under a corporate structure. With its head office located in Hayatabad, Peshawar, WSSP has four regional Zonal offices (A, B, C, & D) appropriately located to be conveniently accessible to the general public. (To know more about WSSP, its working methodology and progress update, please visit WSSP website: [www.wssp.gkp.pk](http://www.wssp.gkp.pk))

Although the Government of Khyber Pakhtunkhwa is financing the WSSP in form of Annual grants and development funds, but for attaining the self – sustainability and financial strength, the WSSP is also generating its revenue through charging the customer in its jurisdiction against the rendered services of water supply, conservancy and sewerage and all those commercial entities that are extracting ground water through its own resources. Currently the WSSP is billing around 68000 regular customers on quarterly basis. The Pre-printed bill printing has been already outsourced while its subsequent distribution to the connection holders is made through employing its internal resources. Currently the WSSP is also conducting GIS based customer survey to identifying all those customers who are either legally or illegally using the aforementioned services of WSSP, and recently concluded Zone-A has revealed around 30000 customers. It is expected that by December 2019 the total strength of the regular customers will be around 200,000 to 250,0000

For efficient and effective management of billing services and to utilize most of its internal resources for revenue generation and to pursue 100 % recovery from current / longstanding defaulters, the Management of WSSP under the direction of the BoD WSSP intends to outsource the **Distribution of Bills within Jurisdiction of WSSP** on bi-monthly basis for the fiscal year 2019-20.

## 2. **TERMS OF REFERENCE.**

### **Single stage Two Envelope procedure**

WSSP intends to invite sealed bids under single stage two envelop procedure of KPPRA Rules 2014 from KPPRA/ income tax / Sales Tax registered reputed (having active on ATL for all taxes) Firm / NGO/ Courier Company having experience in

distribution (in conventional or GIS based tracking system or both) of Utilities bills in Urban Peshawar.

Briefly, the bidders will be required to submit two separately sealed Envelops Marked with “**Technical Proposal**” and “**Financial Proposal**” further placed in One large envelop Marked “**Outsourcing of WATSAN Bills Printing & Distribution**”

The number of billing customer which are currently total 70000 will be substantially increased to around 200,000 after the conclusion of GIS based door to door survey by the end of December 2019

### **Requirement (on Bi-monthly basis)**

1. Distribution of bills in the WSSP jurisdiction areas across all the four Zones.
2. The delivery time of the bills to the consumers shall be 8-12 days before the Bill due date.
3. All un-identified / undelivered bills with proper justifications shall be handed over to the concern WSSP Zonal Office within one week after identification.
4. Presentation of authentication / confirmation of delivery of bills report in soft form within one week of job completion.
5. The bidder shall be provided with Customer Information / profile by WSSP; however, it shall be the responsibility of the bidder to complete the said profile of all those consumers whose data / information is missing with in contract time period.
6. Rates for serial # 1 of **Financial Proposal** shall be quoted and same shall be inclusive of all applicable Government Taxes and other relevant charges. WSSP will not pay over and over the quoted rates in the financial proposal.
7. The rates offered shall be valid for the period of 60 days.
8. The Contract shall be signed with Best Evaluated bidder initially for One YEAR, extendable upto two years on satisfactory performance and if both the parties agreed.
9. The Successful bidder will be required to furnish 10% Performance Bond in sharp of Bank Guarantee based on 100,000 Nos of Bills, for Contract Period before award of Contract.

### **WSSP Obligations**

1. The WSSP will provide the Customer bills in the sequence as per vendor desire up to 8<sup>th</sup> day of every billing cycle generation month.
2. The Zonal revenue staff will assist selected organization in bill distribution activity for the 1<sup>st</sup> bi-monthly billing cycle after award of contract.

### 3. Terms and condition are provided as under.

#### A. GENERAL TERMS & CONDITIONS

1. Tender Opening Date & Procedure:
  - Under a single Stage two Envelope Procedure Financial Bids in complete conformity with Tender Documents will be entertained.
  - The tenders will be received and will be opened on the same day as per date and time specified in the NIT in the presence of bidders / representatives in the Head Office of WSSP Peshawar.
2. Tender Requirements:
  - Bid must be accompanied with the photo-copies of NTN and STN certificates of the Firm / Organization.
  - KPRA Registration is Required – (Services)
  - Active status on Active Taxpayer list for all applicable taxes.
  - The rates / bids should be inclusive of all applicable Govt. Taxes / other charges.
  - The Pre-Conference meeting will be held as per date / time specified in the NIT in WSSP Conference room.
3. Failures and Terminations of Bids.
  - Bid received not in accordance with specifications of TORs.
  - Bid received after the fixed date and time.
  - Bid incomplete in any respect or unsigned.
  - Bid offer ambiguous or conditional.
  - Bid offer from a firm / Institute which is black listed at any level.
  - Bid contain any erasing / cutting / overwriting etc. and corrections are not duly authenticated.
  - Successful bidder failed to provide standard & quality services after award of the contract.
  - Those bidders who failed Technical qualification Criteria.
4. The services are required in the Jurisdiction of Peshawar.
5. All Government Taxes will be deducted according to enforced rules
6. The payment shall be made within 10 working days after receiving the bills distribution report and invoice in favor of Service Provider.
7. The Best evaluated bidder as set in the evaluation criteria will be declared as successful Bidder among the qualified bidders.
8. **If the services provided are founds substandard i.e customer complaints for non-receipt of bill within given frame of time / totally non-delivery of bills, the deduction from invoice processing for payment at that time shall be made as penalty.**
9. **In case of poor performance / service the firm will be imposed penalty upto 5% of the total invoice, and which may increase up to 10% if the services are not rectified / improved. Furthermore, It may include**

**blacklisting of the firm OR debarment with WSSP in future business. The performance bound may also be forfeited in favor of Govt. treasury.**

10. The Bidder shall not be paid over and above the quoted price.
11. The decision of the CEO WSSP would be final & binding on both the parties in case of any conflict.
12. The WSSP reserve the right to reject all bids at any time prior to the acceptance of a bid, as provided under KPPRA Rules.
13. A Proper Agreement on Stamp Paper Shall be signed between lowest successful bidder as per terms and conditions laid down in the TORs
14. For further clarifications Manager Finance Billing & Collection / Manager Procurement of WSSP may be contacted.
15. The SBD placed on KPPRA Web site pertaining to the Service shall be considered as the part and parcel of this proposal and shall be referred to in case of any dispute among both the firm.

## **B. SPECIFIC TERMS AND CONDITIONS**

### **D. Technical & Financial Evaluation Criteria.**

The Bidders applying shall be evaluated / undergo the following technical evaluation criteria. Those institutes / Bidders who qualify the technical evaluation criteria shall be considered for the Financial opening. The Combine Technical / Financial Evaluation Criteria shall be based on 60:40 Criteria (i-e 60% Weightage will be given to technical Evaluation and 40% weightage will be given to financial Proposal). The highest ranked bidder shall be declared as best Qualified bidder for the award of Contract.

Those firms who do not qualify the technical evaluation their financial bid shall be returned unopened.

### **Annexure-A**

<b>S. No</b>	<b>Evaluation Criteria</b>	<b>Marks</b>
<b>1.</b>	Proven track record / experience for the distribution of Utility bills / Service Bills of any Organization (Bank/ NGOs/ Public Sector Companies etc.) in Peshawar Urban Areas <b>No experience = 0 Marks</b> <b>Up to 2 Years = 10 Marks.</b> <b>More than 2- and less than 10 Years = 20 Marks.</b> <b>More than 10 Years = 35 Marks</b>	<b>35</b>
<b>2.</b>	Comprehensive Methodology / plan for identification of completion of missing customer data profile. distribution of 100 % bills to the WSSP consumers, tracking system of the distributed bills and any other added facilities that can	<b>20</b>

	escalate the efficiency and execution of the bills distributions activity. Poor plan = 0 Marks Average plan = 10 Marks Good plan = 20 Marks	
<b>3.</b>	Experience of both GIS based tracking and Manual system (15 Marks) Experience of GIS tracking system (10 Marks) Manual tracking System (5 Marks)	<b>15</b>
<b>4.</b>	Registration with KPPRA and having active status on ATL for all applicable taxes.	<b>10</b>
<b>5.</b>	Availability of full-time dedicated staff and resources for distribution of bills. (0-10) marks as per presentation of facts and figures.	<b>10</b>
<b>6.</b>	Certificate on Stamp Paper that Firm is Nor Blacklisted or in litigation with any Govt. Semi Govt. or Public Organization.	<b>10</b>
	<b>TOTAL Score (Marks)</b>	<b>100</b>
	<b>Passing Score is 65% i-e (65 Marks Out of 100 Marks)</b>	
	<b>Evaluation Criteria Standard 60:40</b>	

#### **E. Disclaimer**

Though adequate care has been taken while preparing this document and information provided therein, but it is advised that the bidder must satisfy himself for the corrections and sufficiency of the Data. Information on any discrepancy should be intimated to this office immediately. If no information is received from any of the bidders within the time of submission date, it shall be presumed that this document is correct and complete in all respects. If considered necessary in the interest of work / public, Water & Sanitation Services Peshawar (WSSP) reserves the rights to modify, amend or supplement this document

**Financial Proposal**  
**(to be filled and sealed in Separate Envelop)**

**Bill of Quantities**

**For the Work Services titled: “Outsourcing of WATSAN Bills Printing & distribution in Peshawar”.**

The Rate shall be provided as per following details in separate Sealed Envelope.

The Rate shall be inclusive of all charges / applicable taxes.

<b>S. No</b>	<b>Description</b>	<b>Total</b>
1.	Distribution of bills in WSSP jurisdiction (across all four Zones) as per TORs @ per bill	
	<b>Total Cost in Figure</b>	

**In**  
**Words** \_\_\_\_\_.

**The rate quoted must be inclusive of all applicable taxes.**

**Authorized Signature.**

**Stamp.**