



**WATER AND SANITATION AGENCY (WASA)  
HYDERABAD DEVELOPMENT AUTHORITY (HDA)**

**TENDER NOTICE**

Sealed bids are invited from reputed & renowned suppliers / contractors for the below captioned tender:

Tender No.	Bidding Procedure	Tender Collection Date		Tender Submission Date / Time	Tender Opening Date / Time	
		Start	End		Technical Opening	Financial Opening
WASA/001	Single Stage Two Envelopes	08/02/2016	22/02/2016	22/02/2016 Till 02:00 PM	22/02/2016 Till 02:30 PM	22/02/2016 3:30 pm technically qualified bidders only

S. No.	Scope of Work	Eligibility Criteria
1	Conduct Survey of WASA Commercial / Domestic / Industrial / Construction / Bulk categories.	i. NTN ii. SRB
2	Up grading of the existing billing / payment software	iii. Experience as mentioned in Bid Document
3	Interface of Online Billing / Payment System with GIS and Provision for update Survey in the System	iv. Financial Capability as mentioned in Bid Document
4	Distribution of WASA monthly Bills with the help of GIS	

Documents Collection	Bidding Procedure
<p>Tender Document can be collected on submission of a written request on company's letterhead with Pay order of Rs. 3,000/- (non-refundable) in favor of WASA HDA during the aforementioned dates between 10:00 AM to 01:00 PM from the following address:</p> <p><b>Managing Director</b> <b>Water and Sanitation Agency (WASA)</b> <b>Hyderabad Development Authority (HDA)</b> ..... <b>Hyderabad</b> <b>Phone: 0229200106</b></p>	<p>For "Single Stage", "Two Envelopes", the bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the Financial Proposal and the Technical Proposal. The envelope shall be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion.</p>


**Note:**

- Bidder must submit 2% of One Time Charges with bid as Bid Security in the form of Pay Order / Demand Draft in the favor of WASA.
- Bidders are requested to submit all relevant documents with the bid.
- Those bidders who confirm to technical specifications & requirements including terms & conditions of the contract shall be eligible for award of contract.
- Information given, if found to be incomplete / false at any stage, will result in immediate rejection of bid.
- WASA may ask any further information and details at any time during evaluation period if required.
- Late submission of bids will not be entertained.
- Blacklisted firms / contractors shall not be entertained.
- For any further information, please contact aforementioned phone numbers.
- WASA Hyderabad reserve the rights to accept and reject any or all offers without assigning any reason thereof

9/02/2016

## ANNUAL PROCUREMENT PLAN FOR 2015-16

S.#	Name of Procurement (Description)	Estimated Cost	Procurement Method	Tentative date of Procurement Notice Publication	Tentative date of Award of Contract	Tentative date of completion	Remarks (if any)
<del>1</del>	Conduct Survey of WASA Commercial / Domestic / Industrial / Construction / Bulk categories.	700,000	Open competitive bidding	February-16	February-16	February-16	
<del>2</del>	Up grading of the existing billing / payment software	1,205,000	Open competitive bidding	February-16	February-16	February-16	
<del>3</del>	Interface of Online Billing / Payment System with GIS and Provision for update Survey in the System	1,600,000	Open competitive bidding	February-16	February-16	February-16	
<del>4</del>	Distribution of WASA monthly Bills with the help of GIS	227,000	Open competitive bidding	February-16	February-16	February-16	

  
**MANAGING DIRECTOR**  
 WATER & SANITATION AGENCY  
 HYDERABAD



**OFFICE OF THE  
MANAGING DIRECTOR, WASA, HDA,**

3<sup>RD</sup> FLOOR CIVIC CENTER THANDI SARAK HYDERABAD.

NO. E-WASA/HDA/ 414 /2016

Hyderabad dated: 29 / 01 /2016

**OFFICE ORDER**

**CONSTITUTION OF PROCUREMENT COMMITTEE- WASA,  
HYDERABAD.**

In pursuance of SPPRA Rule 7, Procurement Committee has been constituted with immediate effect to handle affairs as per given terms of reference.

1. Saleem-u-ddin  
MD, Water & Sanitation Agency, (WASA) Member/ Convener
2. Syed Mohsin Nazar  
Deputy Director Finance & Commercial, WASA Member
3. Muhammad Akram  
Accounts Officer, WASA Member

**TERMS OF REFERENCE**

Function and responsibilities of the Committee will be as per SPPRA Rule No.8 in respect procurement of goods, works, general services, IT related items and selection of premises for WASA, Hyderabad.

  
**MANAGING DIRECTOR**  
WATER & SANITATION AGENCY  
HYDERABAD

Copy f.w.cs to:

1. The Commissioner, Hyderabad Division, Hyderabad
2. The Director General, H.D.A
3. The Director Finance & Commercial, WASA
4. Members of Procurement Committee
5. Deputy Director A & F, SPPRA



**OFFICE OF THE  
MANAGING DIRECTOR, WASA, HDA,**

3<sup>RD</sup> FLOOR CIVIC CENTER THANDI SARAQ HYDERABAD.

NO. E-WASA/HDA/ 413 /2016

Hyderabad dated: 29 / 01 /2016

**NOTIFICATION**

In line with requirement under Rule 31 of SPPRA Rules 2010, the following Complaint Redressal Committee (CRC) is constituted for all the procurement in Water & Sanitation Agency, (WASA) Hyderabad.

**Complaint Redressal Committee.**

- |                                  |          |
|----------------------------------|----------|
| 1. Managing Director             | Chairman |
| 2. Director Finance & Commercial | Member   |
| 3. Representative of Accounts    | Member   |

**Functions and Responsibilities of the Committee.**

The complaint redressal committee upon receiving a complaint from an aggrieved bidder may, if satisfied:

- Prohibit the Procurement Committee of WASA from action or deciding in a manner inconsistent with the SPPRA rules.
- Annul in whole or in a part, any unauthorized act or decision of the Procurement Committee.
- Decide a case to be declared as mis-procurement if material violation of Act, Rules, Regulation, orders, instructions or any other law relating to public procurement, has been established.
- Reverse any decision of the Procurement Committee or substitute its own decision for such a decision.
- The Complaint Redressal Committee shall announce its decision within seven days and intimate the same to the bidder and the SPPRA within three working days. If the committee fails to arrive at the decision within seven days, the complaint shall stand transferred to the Review Committee as per SPPRA Rules 2010.

**MANAGING DIRECTOR**  
WATER & SANITATION AGENCY  
HYDERABAD

Copy f.w.cs to:

- The Commissioner, Hyderabad Division, Hyderabad
- The Director General, H.D.A
- The Managing Director, SPPRA Govt. of Sindh.
- The Director Finance & Commercial, WASA
- Members of CR Committee



## **Water and Sanitation Agency**

**Up-gradation of Billing Software, Conduct  
Consumer Survey and Distribution of  
monthly WASA Bills**

**TOR for Technical and Financial Proposals  
(2015-2016)**

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## 1. Preface

This Term of Reference (hereinafter referred as TOR) is the request for proposal for Up-gradation Billing Software, Survey of Consumers and Distribution of monthly WASA Bills for three years.

The document is divided into following sections:

- ✓ **Section 2 Purpose:** This section gives brief purpose of this TOR.
- ✓ **Section 3 Background of the Project:** A brief description of project background is given in this section.
- ✓ **Section 4 Overview:** This section describes the services required at overview level.
- ✓ **Section 5 Scope of the Project:** This section summarizes the scope of services and project. Bidders are advised to build their proposals in-line with this scope.
- ✓ **Section 6 Instructions to Bidders:** Necessary instructions about bid are given in this section. To avoid disqualifications, bidders are advised to follow these instructions.
- ✓ **Section 7 Bid Documents:** Requirements and instruction about bid documents are given in this section.
- ✓ **Section 8 Proposal Format and Submission:** The formats of Financial and Technical proposals are given in this section. The proposal submission instructions are also given here. To avoid disqualifications, bidders are advised to submit their proposals in these formats.

## 2. Purpose of TOR

The purpose of this TOR is to solicit proposals from vendors who wish to provide turnkey solution for Application Software for WASA Billing, Software Customization & Integration Services, Implementation & Training Services, Survey of WASA Consumers and Distribution of monthly WASA bills for 3 years.

Purpose is also to provide enough information to the respondents of this TOR (Bidders) so that they are able to submit the detailed bids both technical and financial for this outsourcing project.

The purpose of the TOR is also to ensure transparency in procurement process.

The bidder must propose total solution and provide all elements of this TOR i.e. Software, Survey and Distribution Services. However the bidder is allowed to form consortium or partnerships as required. The main bidder will be responsible for overall project management. The proposal must be submitted by the main bidder.



### **3. Background of the project**

In view of high focus of Water and Sanitation Agency, Hyderabad, on ensuring the supply of clean water to the people of Hyderabad, the management of WASA has decided to establish the organizational readiness. As first step management has decided to revamp Revenue Management System (Billing System), conduct survey to increase Consumers and outsource bills distribution for accuracy in bills distribution.

Presently there are approximately 120,000 registered consumers out of which 110,000 are active and working. Approximately 10,000 consumers are inactive and dormant. All domestic connections are unmetered. Out of these active consumers approximately 5,000 are industrial / commercial consumers. All consumers are billed on the basis of plot size. The consumers are billed for Water and Sewerage services.

Hyderabad territory is divided into 50 UCs. These UCs are to be grouped into 4 towns. So the revenue management units will be Towns and UCs.

The collection (i.e. bills payment) services are provided by Banks, Post office, and NADRA Kiosks.

The IT is mostly used for billing, payment recording and basic MIS reporting. IT infra-structure is mostly PC based. These are supported by 4 printers which meets the printing needs. The Application Software currently running was internally developed. IT department is headed by Director IT who is also responsible for Application Software maintenance. He is supported by 5 operation staff.

#### **4. Overview of Services and Requirements**

This TOR requires successful bidder (Service Provider) to provide Revenue Management System for Billing and related services for customization, integration, implementation and outsourcing services for Survey and Bills distribution. In general the Service Provider will be responsible for:

- Implementation of Revenue Management System which covers complete cycle of billing process i.e. Consumer Management, Bills Processing, Bills Printing, Payment Processing and MIS. This new system will also have capability to interface with GIS (already installed at WASA) and provision to manage Consumer Survey data.
- Service Provider will also require migrating historical data of billing in new database provided with the new system for billing.
- Service Provider will also be responsible to provide training to WASA personnel to run / operate the new system.
- Conduct survey of Commercial consumers of WASA in Hyderabad.
- Distribute WASA bills on monthly basis in Hyderabad for 3 years.
- WASA will allow advertising the commercial advertisements on the bills as per available size.

The overall work to be done by the successful bidder under this TOR is further summarized in the section 5 i.e. Scope of the Project in this TOR.

## **5. Scope of the Project**

### **5.1. *IT related Services***

Under the scope of this project the bidder will provide the following IT related services:

#### **5.1.1. Requirement and Gap Analysis**

Document requirements in details, propose the packaged Revenue Management System based on these requirements, map these requirements with the functionalities of the proposed Revenue Management System, identify the gaps and produce Requirement / Gap Analysis Report (RGAR). The re-engineering and Integration with GIS requirements should also be established and documented in this report. This report should clearly identify Scope of the whole project in detail, Logical / Physical database and process model, detailed Implementation Plan with start and completion dates for each activity, Major Milestones with description of the Deliverables and Completion Criteria, Project Organization chart with job descriptions, Responsibility list identifying the tasks to be performed by each stakeholder and key Assumptions based on which the work on this project will be completed.

#### **5.1.2. Customization and Integration Services**

Under these services Billing system will be customized as per requirements identified and documented in RGAR. During this phase this new billing system will also be integrated with GIS (already installed at WASA).

#### **5.1.3. Implementation Services**

Under these services required Application Software is to be installed at central site and workstations. The implementation support includes installation support, documentation, system testing, acceptance testing.

#### **5.1.4. Training and Handover**

The purpose of these services is to ensure that WASA Hyderabad is able to take over the complete IT facility from the contractor at the end of implementation period. The contractor should define training plan to ensure this purpose. These should include on job training as well as classroom training. Minimum following WASA staff must be trained:

- a) 2 IT Manager
- b) 2 IT in-charges
- c) 8 Data Entry Operators

After implementation period, the contractor will provide its resources o handover IT system to WASA Hyderabad.

**5.1.5. Warranty**

All products and services are to be warranted. The outcome of services will be warranted for 3 months. During this period any malfunction of software will be addressed by the service provider.

**5.2. Survey of WASA Consumers**

Under the scope of this project the successful bidder will conduct survey of WASA Consumers in Commercial areas of Hyderabad. During this survey vendor will collect information from Consumers as per requirements of WASA including the data required for billing. After collecting survey data, vendor will tag this information on GIS which is already installed at WASA.

**5.3. Distribution of WASA monthly Bills**

Under the scope of this project the successful bidder will provide Distribution Services for the distribution of WASA bills on monthly basis. During distribution, vendor will also report the properties which are not in the WASA database. Vendor will collect their information and submit to WASA for billing. Bills distribution services are required for 3 years.

## 6. Instructions to Bidders

### 6.1. Scope of Bid

For detail on Scope of Bid, see section 5 'Scope of the Project' of this TOR.

### 6.2. Eligible Bidders

Bidding is open to all firms / consortiums meeting the following requirements:

#### a) Tax Registration

S. No.	Tax Information	Tax Number	Reference
1	National Tax Number (NTN)		Attach Certificate with Technical Proposal
2	Sindh Revenue Board (SRB)		Attach Certificate with Technical Proposal

#### b) Related IT Experience

Bidders are required to provide following IT related experience:

##### i. General IT Experience

Bidders are required to provide minimum 5 years' experience for Software Development, Integration and Implementation services. Following detail is required:

S. No.	Name of Project / Organization	Year	Cost of Work (in PKR)	Efforts	Reference
					Attach evidence with Technical Proposal

##### ii. Similar Experience

Bidders are required to provide minimum 2 references where similar system (Billing System) has been implemented by the bidder. Following detail is required:

Term of Reference

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S. No.	Name of Organization	Year	Cost of Work (in PKR)	Contact Person	Reference
					Attach Closing / Completion Certificate with Technical Proposal

c) Survey and Bills Distribution Experience

Bidders are required to provide minimum 3 years' experience for Survey and Bills Distribution services. Following detail is required:

S. No.	Name of Organization	Year	Cost of Work (in PKR)	Volume of Bills Distribution	Reference
					Attach Experience Letter with Technical Proposal

d) Financial Capability

Annual 30 Million Turnover for last three years is required:

Year	Turnover (in PKR)	Reference
2014-15		Attach Audited Financial Statements with Technical Proposal
2013-14		
2012-13		

e) CVs of Key Personnel

Bidders are required to provide CVs of following key personnel including following information:

Term of Reference

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S. No.	Personnel	Availability on Project (in %)	Qualification	Experience
1	Project Manager		MCS	Five Years
2	Implementation Manager		BCS / BS	Three Years
3	Software Developer		BCS / BS	Three Years
4	Field Manager for Survey		BA / B.Com / BSc	Three Years
5	Field Manager for Bills Distribution		BA / B.Com / BSc	Three Years

- f) Attach Affidavit that Firm has not been Black Listed
- g) List of Litigation with their outcomes
- h) Letter of association in case of consortium

i)

## 7. Bid Documents

**7.1 Contents of Bidding Documents:** for contents of bidding, see section 8 of this TOR.

**7.2 Language of Bid:** all documents relating to Bid shall be in English.

**7.3 Documents Comprising the Bid:** for Bid documents, see section 6 and 8 of this TOR.

**7.4 Bid Prices, Currency of Bid and Payment:** Prices in the Financial Proposal shall be quoted entirely in Pak Rupees.

Items for which no rate or price is entered by the Bidder will not be paid for by the Procuring Agency when executed and shall be deemed covered by the other rates and prices.

**7.5 Bid Security:** Each Bidder shall furnish, as part of his bid, at the option of the bidder, a Bid Security as **2 (Two) % percent of One Time Charges (OTC)** stipulated in Financial Proposal format section 8 of this TOR. Bid Security shall be in form of Pay Order issued by a Scheduled Bank in Pakistan in favor of the **M/s Water and Sanitation Board, Hyderabad** valid for a period up to twenty eight (28) days beyond the bid validity date.

Any bid not accompanied by an acceptable Bid Security shall be rejected by the Procuring Agency as non-responsive.

The bid securities of unsuccessful bidders will be returned upon award of contract to the successful bidder or on the expiry of validity of Bid Security which is earlier.

The bid security of successful bidder will be returned when the bidder has signed the Contract Agreement.

The Bid Security may be forfeited:

- a) If a bidder withdraws his bid during the period of bid validity
- b) If a bidder does not accept the correction of his bid price
- c) In the case of successful bidder, if he fails to sign the Contract Agreement within the specified time limit

**7.6** Each bidder shall prepare and submit one copy of Technical and Financial proposals.



Term of Reference

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**7.7** The Bidder shall bear all costs associated with the preparation and submission of its bid and the Procuring Agency will in no case be responsible or liable for those costs.

**7.8** The bid shall be delivered in person or sent by registered mail at the address to Procuring Agency as given in section 8 of this TOR.

**7.9** Information given, if found to be incomplete / false at any stage, will result in immediate rejection of bid.

**7.10** WASA may ask any further information and details at any time during evaluation period if required and WASA may reject any / all bid(s) according to SPPR rules.

**7.11** Late submission of bids will not be entertained.

**7.12** Blacklisted firms / contractors shall not be entertained.

## 8. Proposal Format and Submission

### 8.1. *Proposal Formats*

The format for submission of Financial proposal is given in section 8.2 and format for the Technical proposal is given in section 8.3. The bidder should submit proposal in these formats. This is mandatory for accurate evaluation of proposals by the Procuring Agency. Proposals not in-line with these formats will not be considered for evaluation.

The complete proposals, technical and financial should be submitted by **February 22, 2016 before 02:00 PM.**

**The bidder shall deliver one original set of each proposal**, which shall be physically separated, bound, sealed and labeled as:

- Financial Proposal
- Technical Proposal

**8.2. Financial Proposal Format**

Bidders are to provide Financial proposal in following format:

S. No.	Item Description	Unit Price (Pak Rs.)	Quantity / Base Volume	Total Price (Pak Rs.)
<b>1</b>	<b>One Time Charges (OTC)</b>			
1.1	Conduct field Survey for WASA Commercial Consumers	Per Consumer	25,000	
1.2	Implementation of Billing System and migrate existing billing data	N/A	Single Server & Unlimited Users	
1.3	Develop Interface of GIS (already installed at WASA) with Billing System	N/A	Fixed	
1.4	Develop Provision of Survey data updating in the Billing System	N/A	Fixed	
	<b>Total One Time Charges (OTC)*</b>			
<b>2</b>	<b>Recurring monthly charges</b>			
2.1	WASA Bills Distribution on monthly basis	Per Bill	N/A	N/A
2.2	Survey of updating information of existing WASA Consumers	Per Consumer	N/A	N/A

**\*(OTC):** The bidder shall furnish, as part of his bid, a Bid Security as **2 (Two)** % percent of **One Time Charges (OTC)**. Bid Security shall be in form of Pay Order issued by a Scheduled Bank in Pakistan in favor of the **M/s Water and Sanitation Board, Hyderabad**.

**All charges inclusive of all taxes except GST.**

### **8.3. Technical Proposal Format**

The bidder shall submit a technical proposal comprising of the following section:

1. **Management Summary:** Summarize the proposal for high management and decision-makers. The Management Summary should at-least include, the brief description of the services offered and organization's relevant experience and skills.
2. **Goals and Objectives:** In this section the Goals and Objectives to be achieved by your organization should be listed. These should be in-line with the spirit of the TOR.
3. **Scope of the Services:** This section should describe in detail the services which bidder will provide to WASA. Bidder should comment on each requirement mentioned in TOR.
4. **Mandatory Requirements:** In this section bidder will provide the mandatory information i.e. Tax Information, Experience and Financial capability etc as mentioned in section 6 of this TOR.
5. **Responsibility List:** A table summarizing the major activities and distribution of responsibilities between bidder and WASA to be included in this section.
6. **Key Assumptions:** Include here the key assumptions that provide the basis on which the work will be performed by the bidder for WASA.
7. **Appendix:** A brief profile of the Company, Experience letters, Financials Statements etc should be included in Appendix.

**8.4. Mode of Delivery and Address**

Proposals shall be delivered by hand or through Courier Service to:

**Director Admin  
Water and Sanitation Agency (WASA)  
Hyderabad Development Authority (HDA)**

.....  
**Hyderabad**

**Phone.....**

**Latest date of Submission: February 22, 2016 02:00PM.**

**Bid Opening date:**

**Technical Proposal: February 22, 2016 02:30 PM**

**Financial Proposal: February 22, 2016 03:30 PM.**

**8.5. Communication**

Enquiries regarding this TOR shall be submitted to:

**Director Admin  
Water and Sanitation Agency (WASA)  
Hyderabad Development Authority (HDA)**

.....  
**Hyderabad**

**Phone 022-9200106**