



KARACHI WATER & SEWERAGE CORPORATION

**REQUEST FOR
EXPRESSION OF INTEREST
(REOI)**

**TO OPERATE KW&SC CUSTOMER
SERVICE CENTER, LOCATED AT SAKHI
HASAN, HAROONABAD & KARSAN.**

JULY-2026

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FINANCIAL PROPOSAL

1. COSTING.



KARACHI WATER & SEWERAGE CORPORATION

“ACCOUNT OFFICER / SECRETARY (PC)”

BLOCK-C 9TH MILE, KARSAZ, SHAHA-E-FAISAL, KARACHI

EXPRESSION OF INTEREST (EOI)

Subject: REQUEST FOR EXPRESSION OF INTEREST (EOI) TO OPERATE KW&SC CUSTOMER SERVICE CENTER, LOCATED AT SAKHI HASAN, HAROONABAD & KARSAZ IN KW&SC.

The Karachi Water & Sewerage Corporation (KW&SC) is the public utility responsible for water supply, sewerage collection, waste water management and revenue collection and related services for consumers in Karachi, Pakistan's Largest City. It operates under Government of Sindh and serves to more than 25 million of residents / consumers across the metropolitan area. KW&SC was established under the Karachi Water & Sewerage Corporation Act 2023, replacing the former KW&SB. The corporation manages the complete water cycle including treatment transmission distribution and sewerage collection till ultimate disposal after treatment.

Nature of Assignment: 03 Nos Customer Service Center at Different Locations in Karachi to facilitate consumers with all KW&SC related issues.

Task required	KW&SC seeks "Expression of Interest" from interested / willing parties/individual firms or in JV registered with FBR, SRB (active tax payers on FBR list), other relevant institution / bodies. The operator shall deployed team of experts with technical support staff. The operator shall install operational equipment, consumables to run the center along with required software license fees / purchase or any other payment regarding internet / IT. The teams of expert with support staff at each CSC shall provide best service and relief to the consumers in minimum time in accordance with there submitted proposal / work methodology by which the deliver services to KW&SC consumers.
Submission of proposal	The submission of EOI's in accordance with scope of services provided in EOI documents with all requisite information will be uploaded on the EPADS system of SPPRA as per clause # 36(a) of SPPRA Rules 2010 (Amended till to date).
Mandatory Requirement	The firm must possess valid registration with FBR and own active tax payer list, registration certificate with SRB, affidavit on stamp paper (Rs.100) that the firm is not involved in any litigation against any organization / department or agency and nor be black listed by any authority.

	Integrity pact duly signed with official seal on stamp paper (Rs.100) should be upload with submission. Annexures must attached where required as evidence in submission.
Terms and condition of submission	The submission will be rejected if: • Found conditional. • Bid security is not submitted physically before deadline of submission in the office of Secretary Procurement Committee. • If it is found at any stage that forge document are submitted by the firm. • The complete submission should be signed along with company stamp.
Bid Security	Bid Security Amounting to Rs. 4.0 million in shape of Pay order or Bank Guarantee issued by any scheduled Bank operated in Pakistan in favor of Karachi Water & Sewerage Corporation must be delivered to the secretary of the committee at the office address mention below before the document submission / uploaded deadline. The image of instrument be uploaded on EPAD System, along with uploaded documents. Office Address: Room No.13 First Floor Block-C 9th Mile offices of KW&SC Shahr-e-Faisal Karsaz Karachi.
Submission deadline	The EOI documents containing technical submission i.e. description / scope of work, operational detail & work methodology required to operate CSC smoothly and financial submission can be upload on EPAD System of SPPRA upto 12.00 Noon on Monday the 20th July 2026, as per terms & conditions, bidding method, selection criteria, deadline and place of submission of Bid Security of the bid.
EOIs Opening	The Technical submission will be opened / downloaded at 12.30 Noon on Monday, 20th July, 2026 at office of the Secretary Procurement Committee address mentioned above in the presence of interested parties or their authorize representatives.
Rejection	As per Clause 33 (2) of SPPRA Rules 2010 (Amended till to date)

KARACHI WATER & SEWERAGE CORPORATION

1. Executive Summary

Karachi Water & Sewerage Corporation (KW&SC) has developed a comprehensive model for district-level Customer Service Centers (CSCs) to transform how the corporation interacts with over 1.25 million customers, improve complaint redressal, and strengthen revenue recovery. The physical CSC buildings and core infrastructure have been developed under reform and customer relationship program. KW&SC now requires a professional partner to operate these centers, deploy the necessary IT systems, and manage human resources and ongoing maintenance.

The firm interested to act as KW&SC's **managed services partner** for CSC operations, responsible for:

- End-to-end management of CSC day-to-day operations, aligned with the approved CSC SOP and organogram.
- Recruitment, training, and performance management of all CSC staff.
- Deployment and management of CRM and other integrated systems.
- Integration with KW&SC's Complaint Management Center (CMC), hydrant cell, SAP (RRG) and existing IT environment.
- Provision of operations & maintenance (O&M) services for all IT and electronic systems within the CSCs.

The proposed model:

- Uses the CSC design, roles, and processes already defined by KW&SC (complaint categories, resolution timelines, queue management, OTS/tanker subscription, etc.).
- Commits to measurable KPIs on complaint logging, resolution within defined timelines, customer wait times, system uptime and customer satisfaction.
- Provides transparent costing for staff, operations, software licensing, and O&M, with a clear per-CSC annual fee and scalability across districts.

Initially, we propose to operate **CSC Sakhi Hassan, Haroonabad and Karsaz (Shahrah-e-Faisal) Locations**.

2. Background & Alignment

2.1 KW&SC CSC Concept

The CSC Concept has been designed by KW&SC to:

- Provide one-window access for water and sewerage complaints, service requests, billing inquiries and new connections.
- Introduce standardized SOPs, complaint categorization, escalation mechanisms and resolution timelines.
- Integrate digital tools (CRM, WMP, OTS, SAP, fleet management) for transparency, traceability and performance monitoring.
- Support revenue enhancement by reactivating dormant consumers, resolving billing issues and facilitating recovery department through data.

2.2 Role of the Proposed Operator

As the operator the firm will:

- Take over **operations only** of CSCs.
- Deploy and manage all **human resources and IT systems** required to run CSCs as per KW&SC SOPs.
- Provide continuous performance reporting and support CSC Committee and senior management reviews.

3. Scope of Services

The scope is structured to mirror the CSC SOP and organogram.

3.1 Customer Operations

- Manage walk-ins using the token-based queue management system and priority counters for women, senior citizens and persons with disabilities.
- Register and manage all complaint categories:
- Billing, water supply, sewerage, water theft, staff misconduct and other complaints.
- Process and track:
- New water/sewerage connection applications.
- Consumer data updates, title changes and ownership transfers.
- NDC/NOC issuance requests.
- Provide complaint acknowledgments, SMS confirmations and status updates.
- Collect post-service feedback and log satisfaction scores.

3.2 Commercial & Revenue Support

- Handle billing dispute complaints and corrections.
- Support recovery follow-up for defaulting or inactive customers.
- Support reconnection drives and customer re-engagement campaigns.
- Provide structured reporting on recovery impact (e.g. amounts recovered, customers reactivated).
- Verify bill distributions in the CSC area.

3.3 OTS Subscription & Field Dispatch

- Operate the GPS Tanker Subscription service: registration, verification, scheduling, order tracking and delivery confirmation.
- Maintain coordination between CSCs and the Hydrant Cell for district-wise tanker quotas and allocations.
- Manage field riders/field surveyors:
- On-site verification of complaints and new connection sites.
- Geo-tagged photography and verification reports.

- Emergency dispatch for sewer overflows and other critical issues.

3.4 Technology Systems Operation

- Deploy and manage:
- CSC CRM / ticketing platform (complaint & request lifecycle). Queue Management System (QMS) for walk-in traffic.
- OTS and tanker management application.
- Integrate with:
- KW&SC's Complaint Management Center (CMC)
- SAP
- WMP
- OTS
- Fleet management
- Ensure data security, access control and backups in line with KW&SC policy.

3.5 Human Resource Management

- Recruit all CSC staff according to the qualification criteria.
- Conduct induction and role-based training:
 - SOPs, scripts, complaint categorization.
 - Emergency and safety protocols.
 - IT system usage
- Manage attendance, leave, payroll processing and performance evaluation.
- Enforce dress code, conduct and discipline policies consistent with CSC guidelines.

3.5 Operations & Maintenance (O&M)

- Preventive and corrective maintenance of:
 - IT hardware (PCs, laptops, printers, networking equipment).
 - Queue systems, and related peripherals.
 - CCTV, time attendance, burglar alarm systems, etc.
- Provide a helpdesk and on-site visits as per SLA.

4. Responsibility Matrix (KW&SC vs Operator)

Area / Asset	KW&SC / Other Vendor Responsibility	Operator Responsibility
Civil works, building shell, major repairs	Design, construction and structural maintenance of all CSC buildings	Not in scope (only report issues)
Furniture & basic fixtures	Initial provision and replacement of major damaged items	Daily care and reporting of damage
Water supply, utilities connection	Utility provision to CSC premises	Efficient usage; coordination for outages

Area / Asset	KW&SC / Other Vendor Responsibility	Operator Responsibility
IT hardware (if provided by KW&SC)	Supply and ownership (as agreed)	Operation, configuration, first-line support
IT hardware (if provided by Operator)	–	Supply, configuration, warranty, support
CRM	Data ownership; policy & standards	Deployment, configuration, daily operations
Hydrant & tanker infrastructure	Hydrant Cell ownership and operation	Subscription management, scheduling and monitoring via CSC
Field technical crews (XEN and engineering)	Field works and technical resolution on ground	Complaint routing, coordination, follow-up and reporting
Staff employment contracts	As agreed, (directly by Operator)	Recruitment, HR management, performance monitoring
Final responsibility delineation can be refined in the contract schedule.		

5. Implementation & Transition Plan

Phase 0 – Mobilization (Month 0–1)

- Contract signing and kick-off with CEO- KW&SC, COO & Director CSC.
- Finalize IT architecture and integration points with existing KW&SC systems.
- Approve staffing plan, salary bands and recruitment timelines.

Phase 1 – Recruitment, Training & System Setup (Month 1-2)

- Recruit General Manager, CSC Managers, Deputy Managers, CSRs, IT officers, riders and other staff.
- Conduct initial training, closely following CSC SOPs (complaint handling, queue management, scripts, emergency SOPs, etc.).
- Install and configure CRM, QMS, other technology integrations, and reporting tools in each CSC.

Phase 2 – Pilot Operations (Month 2–3)

- Go-live in initial CSCs.
- Daily monitoring and troubleshooting; tight feedback loop between KW&SC and Operator.
- Weekly pilot review meetings with Director CSC.
- Adjust SOP application, staffing rosters and system configuration based on real usage & pilot data.

Phase 3 – Scale-up and Stabilization (Month 4 onward)

- Extend operations to remaining CSCs (target 6 CSCs in first full year).
- Standardize performance dashboards, reporting templates and escalation flows across all CSCs.
- Transition to steady-state O&M and continuous improvement mode

6. Resource & Staffing Plan

Based on CSC SOP, each CSC requires **staff** for full-scale operations.

6.1 Staffing Per CSC

Role	Quantity
General Manager CSC for all locations	OR may supervise multiple CSCs)

Role	Quantity
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CSC Manager (district level – shared) :

Deputy Manager Operations :

Deputy Manager Commercial :

Assistant Managers / Supervisors :

Customer Service Representatives (CSRs) :

Front Desk Officer :

IT / MIS Officer :

Field Coordinator / Surveyor :

Dispatcher / Riders :

Billing Officer:

BDO / Outreach Officer :

Any other :

Janitorial Staff & Peon :

Security Staff :

Total (per CSC) / 3 Locations:

Staff may be optimized as operations data accumulates; initially we propose to follow the SOP design to ensure service quality.

7. Service Levels (SLAs)

The Service Level agreement (SLA) shall be aligned with CSC SOP targets.

7.1 Complaint & Request Handling

- ≥ 95% of walk-in complaints logged into CRM within **15 minutes** of customer arrival at the counter.
- ≥ 70-90% of complaints resolved within the **defined policy timelines** by category (e.g. Billing complaints, 24–48 hours for most water/sewer complaints).
- ≥ 90% of requests (new connections, title change, NOC) processed within the target timeframes.

7.2 Walk-In & Queue Management

- Average waiting time for water/sewer complaints: **≤ 15 minutes**.
- Priority customers (women, senior citizens, differently-abled): **≤ 5 minutes** average waiting time.

7.3 System Uptime

- CRM and QMS dashboards: **≥ 99% uptime during operating hours** (9:00 AM – 5:00 PM, Monday–Saturday).

7.4 Customer Satisfaction for CSC Management

- Average feedback score $\geq 4.0 / 5$ on post CSC service surveys.
- Repeat complaints for the same issue and same customer: **< 10% per month.**

7.5 Reporting & Governance

- Daily and weekly performance reports submitted to General Manager CSC and Director CSC (KW&SC) by agreed cut-off times.
- Full support for bi-annual CSC Committee reviews, providing analysis of trends, bottlenecks and improvement recommendations.

Performance against these SLAs will be reviewed quarterly by the management to improve service.

8. Operations & Maintenance Service Model

8.1 Preventive Maintenance

- Monthly inspection and reporting of all IT equipment, CCTV, QMS, Fire Alarm, Power Backups and other items.
- Firmware and software updates as per vendor recommendations.
- Backup verification and test restores.

8.2 Corrective Maintenance

- Helpdesk to log incidents and categorize by priority.
- Response and resolution targets:
 - Critical system outage: response within 1 hour, resolution within 4 hours (where feasible).
 - Non-critical issues: response within 4 hours, resolution within 24–48 hours.

8.3 Documentation

- O&M logs maintained for each CSC.
- Monthly O&M reports summarizing incidents, root causes and corrective measures.

9. Commercial Terms (Indicative)

- **Contract Duration:** 1 year, with annual performance reviews and auto renewal by mutual agreement.
- **Billing:** Quarterly, based on number of operational CSCs.
- **Indexation:** Annual contract renewal adjustment of HR and Opex components in line with mutually agreed index (e.g. CPI or fixed percentage).

10. Assumptions, Exclusions & Risks

10.1 Key Assumptions

- CSC buildings, civil works, basic utilities, IT equipment and major furniture are fully provided and maintained by KW&SC or its contractors.

- KW&SC will provide necessary permissions and system access for integration with existing systems (if any).
- Hydrant Cell and XEN offices will continue performing their technical/field functions; CSCs coordinate and track but do not execute engineering works directly.

10.2 Exclusions

- Cost of civil work, structural modifications, major building repairs, and base utilities.
- Provision and operation of water tankers and hydrants.
- Legal matters, litigation, or disciplinary processes outside the agreed HR framework.

10.3 Risks & Mitigation (Examples)

- **Risk:** Political instability or protests affecting CSC operations.
 - **Mitigation:** Follow CSC protest/mob SOP; shift to remote complaint logging where possible.
- **Risk:** Power and connectivity outages.
 - **Mitigation:** Power back generators and backup connectivity; manual logging procedures as per SOP.

11. Conclusion

The CSC model developed by KW&SC is a strong foundation for transforming the corporation into a modern, citizen-focused and data-driven utility. What is now required is a dedicated operations partner who can:

- Bring professional HR and IT management to CSCs,
- Strictly implement approved SOPs across all districts, and
- Deliver measurable improvements in complaint resolution, customer satisfaction and aid revenue recovery.

The firm shall perform with full responsibility, all CSC operations, staffing, systems and O&M within a clear governance and given framework.

12. Evaluation Criteria / short listing criteria.

SR. NO	SUB-CRITERIA AND POINTS	MARKS POINTS	MARKS OBTAINED	REMARKS
1.	Firm's Specific Experience			
A	i. Experience in the clientage Service through call center or customer service center for a period of Three years to an organization having more than 01 million customers in last Five years.	25		
	ii. Having handled More than 0.5 million Customers in last Five Years.	18		
B.	Understanding of Objectives and Firm's Approach			
i.	Understanding of the Scope of work	10		
C.	Quality of Methodology & Work Plan			
i.	Approach of work implementation.	5		

ii.	Methodology for Quality Assurance during operations.	5		
iii.	Methodology for coordination between different section / departments of the organization.	10		
D.	Qualification and Competence of the Key "Staff proposed			
i.	Team Leader (Graduate with Fifteen Years Experience)	15		
	Team Leader (Graduate with Ten Years Experience)	10		
	Team Leader (Graduate with Five Years Experience)	05		
ii.	IT Expert (BS with Ten Year Experience)	10		
	IT Expert (BS with Five Year Experience)	05		
iii.	Technical Support Staff (Each Staff @ 01 Nos) at each center)	12 Max.		
	Support Staff (Each Staff @ 0.5 Nos at each center)	08. Max		
	Grand Total Points (Technical Evaluation Criteria)	100		

Requirements

- 1) Each Firm must secure at-least 50% points in each Section to qualify.
- 2) Firms obtaining 70% or above score on aggregate basis shall pass short listing / Technical Proposal Evaluation.

Important Note

Non-responsiveness or non-compliance of the Technical Proposal to the information required in the TOR and Scope of Work may result in the rejection of the Technical Proposal, hence not qualified for detailed evaluation. Furthermore, the minimum passing marks for the technically qualified is 70 points (%), any applicant scoring less than 70 technical points (%) shall be rejected and will also not be invited for Financial Bid opening.

FINANCIAL PROPOSAL

Location: Sakhi Hassan CSC

1. Operating Cost (Breakup of cost – Monthly)

Personnel / Staff Detail (Remuneration)

Designation	Quantity	Pay / Wage Per month	Total (Amount in PKR)

Total / Month : Rs;_____

Total / Year : Rs;_____

(Applicable Taxes / employee benefit on wages or salary must include in total, where applicable)

2. Operational Expenses (Breakup of Cost – Monthly) / Reimbursables

Facilities / consumables Detail

Description of Items	Price (PKR)	Specification

Total / Month : Rs;_____

Total / Year : Rs;_____

(Applicable Taxes must include in total, where applicable)

3. IT Related Expenses (Breakup of cost- Monthly or yearly) Reimbursables

Software / IT Services.

System / Services	Fees / Charges (PKR)	Specification

Total / Month : Rs;_____

Total / Year : Rs;_____

(Applicable Taxes must include in total, where applicable)

Abstract of Cost

- | | |
|-------------------------|------------------|
| 1. Operating Cost: | Rs._____ / Year. |
| 2. Operational Expenses | Rs._____ / Year. |
| 3. IT Related Expenses | Rs._____ / Year. |

Grand Total: Rs._____ / Year.

Location: Haroonabad, SITE, CSC

1. Operating Cost (Breakup of cost – Monthly)

Personnel / Staff Detail / (Remuneration)

Designation	Quantity	Pay / Wage Per month	Total (Amount in PKR)

Total / Month : Rs;_____

Total / Year : Rs;_____

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2. Operational Expenses (Breakup of Cost – Monthly)

Facilities / consumables Detail

Description of Items	Price (PKR)	Specification

Total / Month : Rs;_____

Total / Year : Rs;_____

(Applicable Taxes must include in total, where applicable)

3. IT Related Expenses (Breakup of cost- Monthly or yearly)

Software / IT Services.

System / Services	Fees / Charges (PKR)	Specification

Total / Month : Rs;_____

Total / Year : Rs;_____

(Applicable Taxes must include in total, where applicable)

Abstract of Cost

- 4. **Operating Cost:** Rs._____ / Year.
- 5. **Operational Expenses** Rs._____ / Year.
- 6. **IT Related Expenses** Rs._____ / Year.

Grand Total: Rs._____ / Year.

Location: Karsaz, CSC

1. Operating Cost (Breakup of cost – Monthly)

Personnel / Staff Detail (Reimbursable)

Designation	Quantity	Pay / Wage Per month	Total (Amount in PKR)

Total / Month : Rs;_____

Total / Year : Rs;_____

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2. Operational Expenses (Breakup of Cost – Monthly)

Facilities / consumables Detail

Description of Items	Price (PKR)	Specification

Total / Month : Rs;_____

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3. IT Related Expenses (Breakup of cost- Monthly or yearly)

Software / IT Services.

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Abstract of Cost

- 4. Operating Cost: Rs._____ / Year.
- 5. Operational Expenses Rs._____ / Year.
- 6. IT Related Expenses Rs._____ / Year.

Grand Total: Rs._____ / Year

DAWN



Karachi Water & Sewerage Corporation

BLOCK-C 9TH MILE, KARSAZ, SHAHA-E-FAISAL, KARACHI

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KWSC

24/7 Help Line 1334

www.kwsc.gov.pk

Facebook.com/KWSCOFFICIAL

x.com/KWSCOFFICIAL

Instagram.com/kwscofficial

Karachi Water & Sewerage Corporation

KWSC/DPR/2026/44

آپ کی کراچی واٹر اینڈ سوریج کورپوریشن کے ساتھ مل کر پانی کی بہت چھٹی بائیں

کراچی وائر اینڈ سیوریج کارپوریشن

بلاک 9th، C، مائل، کار سناز، شاہراہ فیصل، کراچی



اظہار دلچسپی (EOI)

KW&SC میں سخی حسن، ہارون آباد اور کار سناز پر واقع KW&SC

عنوان: کسٹمر سروس سینٹر چلانے کے لیے اظہار دلچسپی (EOI) کی درخواست

کراچی وائر اینڈ سیوریج کارپوریشن پاکستان کے سب سے بڑے شہر کراچی میں صارفین کیلئے پانی کی فراہمی، سیوریج کیکشن، ویسٹ واٹر کے انتظام اور یونیٹی وصولی سمیت دیگر متعلقہ خدمات کے لیے پبلک یوٹیلیٹی کے ذمے دار ادارہ ہے، یہ حکومت سندھ کے ماتحت کام کر رہا ہے اور میٹروپولیٹن ایریا کے 25 ملین سے زائد شہریوں/صارفین کو خدمات فراہم کرتا ہے۔ KW&SC کراچی وائر اینڈ سیوریج کارپوریشن ایکٹ 2023 کے تحت سابق KW&SB کو تبدیل کر کے قائم کیا گیا تھا۔ کارپوریشن مکمل وائر سائیکل بشمول ٹریٹمنٹ ٹرانسمیشن ڈسٹری بیوشن اور ٹریٹمنٹ کے بعد حتمی ڈسپوزل تک سیوریج کیکشن کا انتظام سنبھالتا ہے۔

کام کی نوعیت: KW&SC کے متعلق تمام امور کے سلسلے میں کراچی کی مختلف لوکیشنز پر 03 عدد کسٹمر سروس سینٹر کے تحت صارفین کو بہت فراہم کرنا۔

مطلوبہ کام
KW&SC کو ایف بی آر/ایس آر بی دیگر متعلقہ اداروں/پارٹنرز کے پاس رجسٹرڈ (ایف بی آر فہرست پر فعال ٹیکس دہندگان) دلچسپی کی حامل، خواہشمند پارٹنرز/انفرادی فرمز یا جوینٹ وینچر سے اظہار دلچسپی مطلوب ہیں۔ آپریٹر کو تکنیکی طور پر معاون عملے کے ساتھ ماہرین کی ٹیم تعینات کرنا ہوگی۔ آپریٹر سینٹر چلانے کے لیے آپریٹنگ ایکوینٹ، کنزیوم ایبلو کی تخصیص بشمول مطلوبہ سافٹ ویئر لائسنس فیس/پرویزیا انٹرنیٹ/آئی ٹی سے متعلق کوئی دیگر ادائیگی کرے گا۔ ہر ایک SCS میں معاون عملے کے ساتھ ماہرین کی ٹیم اپنی جمع کرائی گئی پیشکشوں/کام کے طریقہ کار کے مطابق جس کے ذریعے وہ KW&SC صارفین کو خدمات فراہم کریں گے۔ کم از کم وقت میں صارفین کو بہترین خدمات اور ریلیف فراہم کریں گے۔

پیشکش کا جمع کرنا
EOIs اظہار دلچسپی کو تمام مطلوبہ معلومات کے ساتھ سروسز کے اسکوپ کے مطابق جمع کرایا جائے جو SPPRA رولز 2010 (تاحال ترمیم شدہ) کی شق نمبر 36(a) کے مطابق SPPRA کے EPADS سسٹم پر اپ لوڈ کر دیا گیا ہے۔

ضروری شرائط
فرم لازماً ایف بی آر کے پاس کارآمد رجسٹریشن اور ذاتی فعال ٹیکس دہندگان کی فہرست کے ساتھ SRB کے پاس رجسٹریشن سرٹیفکیٹ کی حامل ہو۔ (100 روپے) کے اسٹامپ پیپر پر حلف نامہ کہ فرم کسی ادارے/محکمے یا ایجنسی کے خلاف کسی قانونی مقدمے میں ملوث نہیں اور نہ اسے کسی اتھارٹی کی جانب سے بلک لگایا گیا ہے۔

(100 روپے) کے اسٹامپ پیپر سرکاری مہر کے ساتھ باقاعدہ دستخط شدہ ایگزیکٹو معاہدہ سیمین کے ساتھ اپ لوڈ کیا جائے۔ ضمیمہ جات لازماً منسلک کئے جائیں جو جمع کرانے میں بطور شواہد درکار ہوں گے۔

جمع کرائی گئی پیشکشیں مسترد کردی جائیں گی اگر:
• مشروط پائی گئیں۔
• دفتر بیکری پروکیورمنٹ کمیٹی میں جمع کرانے کی ڈیڈ لائن سے قبل بڈجیٹری فزیکل طور پر جمع نہ کرائی گئی۔
• اگر کسی سرٹے پر پایا گیا کہ فرم کی جانب سے جعلی دستاویزات جمع کرائے گئے ہیں۔
• جمع کرائی گئی مکمل دستاویزات دستخط شدہ اور کمیٹی کی اسٹامپ کے ساتھ ہو۔

بڈجیٹری
بڈجیٹری مالیتی 4.0 ملین روپے بصورت پاکستان میں کام کرنے والے کسی بھی شیڈول بینک سے جاری کردہ بے آرڈر یا بینک گارنٹی بنام کراچی وائر اینڈ سیوریج کارپوریشن لازماً کمیٹی کے سیکریٹری کو نیچے درج آفس کے پتے پر جمع کرائی گئی دستاویزات کے کھلنے کی ڈیڈ لائن سے قبل جمع کرادی جائے۔ اسٹورمنٹ کا بیج اپ لوڈ کئے گئے دستاویزات کے ساتھ EPAD سسٹم پر اپ لوڈ کر دیا جائے۔
دفتر کا پتہ: کمرہ نمبر 13، پہلی منزل، بلاک 9th، مائل دقا تر KW&SC شاہراہ فیصل کار سناز کراچی۔

جمع کرانے کی ڈیڈ لائن
تکنیکی سیمین (دستاویزات) کام کی تفصیل کام کے اسکوپ، آپریٹنگ تفصیل اور CSC کو سہل انداز میں چلانے کے لیے کام کے طریقہ کار اور مالیاتی سیمین پر مشتمل EOI دستاویزات SPPRA کے EPAD سسٹم پر 20 جولائی 2026 کو دوپہر 12:00 بجے تک شرائط و ضوابط، بڈجٹ کے طریقہ کار، انتخاب کے معیار، پیشکش کی بڈجیٹری جمع کرانے کی ڈیڈ لائن اور مقام کے مطابق اپ لوڈ کی جاسکتی ہے۔

EOIs کا کھانا
جمع کرائی گئی اظہار دلچسپی (EOI) 20 جولائی 2026 کو دوپہر 12:30 بجے دفتر سیکریٹری پروکیورمنٹ کمیٹی میں درج بالا پتے پر دلچسپی رکھنے والی پارٹنرز یا ان کے مجاز نمائندوں کی موجودگی میں کھولی جائے گی۔

مسترد کرنا
SPPRA رولز 2010 (تاحال ترمیم شدہ) کی شق (2) 33 کے مطابق۔

ڪراچي واٽر اينڊ سيوريڇ ڪارپوريٽ

بلاڪ-C، 9th ميل، ڪارساز، شاهراهه فيصل، ڪراچي



دلچسپي ۽ جواظهار (EOI)

عنوان: KW&SC جي سخي حسن، هارون آباد ۽ ڪارساز ۾ واقع ڪسٽمر سروس سينٽر

ڪي هلائڻ لاءِ دلچسپي جي اظهار جي درخواست (EOI)

ڪراچي واٽر اينڊ سيوريڇ ڪارپوريشن (KW&SC) پاڪستان جي سڀ کان وڏي شهر ڪراچي ۾ پاڻي جي فراهمي، سيوريڇ گڏ ڪرڻ، گندي پاڻي جي انتظار ۽ آمدني گڏ ڪرڻ ۽ صارفين لاءِ لاڳاپيل خدمتن جي ذميواري عوامي يوتيلٽي آهي. اهو سنڌ حڪومت جي تحت ڪم ڪري ٿو ۽ ميٽروپوليٽن علائقي ۾ 25 ملين کان وڌيڪ رهواسين / صارفين جي خدمت ڪري ٿو. KW&SC ڪراچي واٽر اينڊ سيوريڇ ڪارپوريشن ايڪٽ 2023 جي تحت اڳوڻي KW&SB کي تبديل ڪندي قائم ڪيو ويو. ڪارپوريشن مڪمل واٽر سرڪل کي منظر ڪري ٿو جنهن ۾ ٽريٽمينٽ ٽرانسميشن ڊسٽري بيوشن ۽ ٽريٽمينٽ کان پوءِ آخري نيڪال تائين سيوريڇ گڏ ڪرڻ شامل آهي.

اسائينمنٽ جي نوعيت: ڪراچي ۾ مختلف هنڌن تي واقع 03 عدد ڪسٽمر سروس سينٽر، KW&SC سان لاڳاپيل سڀني مسئلن ۾ صارفين جي سهولت جي لاءِ.

گهريل ڪم	KW&SC دلچسپي رکندڙ / رضامنڊ ڌرين / انفرادي فرومن يا FBR، SRB (FBR) لسٽ تي فعال ٽيڪس ادا ڪندڙ سان رجسٽرڊ JV، ٻين لاڳاپيل ادارن / باڊيز کان "دلچسپي جواظهار" طلب ڪري ٿو. آپريٽر کي ماهرن جي ٽيم کي ٽيڪنيڪل سپورٽ اسٽاف سان گڏ مقرر ڪرڻو پوندو. آپريٽر کي آپريشنل سامان، سينٽر هلائڻ لاءِ استعمال ٿيندڙ شيون، گهريل سافٽ ويئر لائسنس فيس / خريداري يا انٽرنيٽ / IT جي حوالي سان ڪا به اڌائيجي سان گڏ نصب ڪرڻو پوندو. هر CSC تي سپورٽ اسٽاف سان گڏ ماهرن جون ٽيمون صارفين کي گهٽ ۾ گهٽ وقت ۾ بهترين خدمت ۽ رليف فراهم ڪنديون جيڪي انهن جي جمع ڪيل تجويز / ڪم جي طريقيڪار جي مطابق آهن جنهن ذريعي اهي KW&SC صارفين کي خدمتون فراهم ڪن ٿا.
تجويز جمع ڪرائڻ	EOIs جي جمع ڪرائڻ خدمتن جي دائري جي مطابق هجڻ گهرجي جنهن ۾ سڀني گهريل معلومات شامل هجي جيڪا SPPRA جي EPADS سسٽم تي SPPRA رولز 2010 (اڄ تائين ترميم ٿيل) جي شق #36(a) مطابق اپ لوڊ ڪئي ويندي.
ضروري گهرجون	فورم کي FBR سان صحيح رجسٽريشن ۽ فعال ٽيڪس ادا ڪندڙ جي فهرست، SRB سان رجسٽريشن سرٽيفڪيٽ اسٽيمپ پيپر تي حلف نامو (100 روپيا) هجڻ گهرجي ته فورم ڪنهن به تنظيم / کاتي يا ايجنسي جي خلاف ڪنهن به مقدمي ۾ ملوث نه آهي ۽ نه ئي ڪنهن به اختياري طرفان بليڪ لسٽ ڪئي وئي آهي. اسٽيمپ پيپر تي سرڪاري مهر (100 روپيا) سان صحيح طور تي دستخط ٿيل سالميت جو معاهدو جمع ڪرائڻ سان گڏ اپلوڊ ڪيو وڃي. جمع ڪرائڻ وقت ثبوت طور جتي ضرورت هجي، ضميمي ڳنڍڻ گهرجن.
جمع ڪرائڻ جا شرط ۽ ضابطا	جمع ڪرائڻ رد ڪئي ويندي جيڪڏهن: - مشروط مليو. - سيڪريٽري پروڪيورمينٽ ڪميٽي جي آفيس ۾ جمع ڪرائڻ جي آخري تاريخ کان اڳ ٻڌ سيڪيورٽي جسماني طور تي جمع نه ڪرائي ويندي. - جيڪڏهن ڪنهن به مرحلي تي اهڙو جعلي دستاويز ملي وڃي ته فورم طرفان جمع ڪرايو ويندو. - مڪمل جمع ڪرائڻ تي ڪميٽي جي مهر سان گڏ دستخط هجڻ گهرجن.
ٻڌ سيڪيورٽي	ٻڌ سيڪيورٽي جيڪا 4.0 ملين روپين جي آهي، جيڪا پاڪستان ۾ ڪم ڪندڙ ڪنهن به شيڊولڊ بينڪ پاران ڪراچي واٽر اينڊ سيوريڇ ڪارپوريشن جي حق ۾ جاري ڪيل ٻي آرڊر يا بينڪ گارنٽي جي صورت ۾ دستاويز جمع ڪرائڻ جي آخري تاريخ کان اڳ هيٺ ڏنل آفيس جي پتي تي ڪميٽي جي سيڪريٽري کي پهچائڻ گهرجي. دستاويز جي تصوير EPAD سسٽم تي اپلوڊ ٿيل دستاويزن سان گڏ اپلوڊ ڪئي وڃي. آفيس جو پتو: ڪمر نمبر 13 فرسٽ فلور بلاڪ-C، 9th ميل، KW&SC، شاهراهه فيصل ڪارساز ڪراچي.
جمع ڪرائڻ جي آخري تاريخ	EOI دستاويزن ۾ ٽيڪنيڪل جمع ڪرائڻ شامل آهي يعني ڪم جي وضاحت / دائرو آپريشنل تفصيل ۽ ڪم جو طريقو جيڪو CSC کي آساني سان هلائڻ لاءِ گهريل آهي ۽ مالي جمع ڪرائڻ، شرطن ۽ ضابطن واک جي طريقي، چونڊ جي معيار، آخري تاريخ ۽ ٻڌ سيڪيورٽي جمع ڪرائڻ جي هنڌ جي مطابق، سومر 20 جولاءِ 2026 تي منجهند 12.00 وڳي تائين SPPRA جي EPAD سسٽم تي اپ لوڊ ڪري سگهجي ٿو.
EOIs کولڻ	EOI جمع ڪرائڻ سومر 20 جولاءِ 2026 تي منجهند 12.30 وڳي سيڪريٽري پروڪيورمينٽ ڪميٽي جي آفيس ۾ مٿي ذڪر ڪيل دلچسپي رکندڙ ڌرين يا انهن جي مجاز نمائندن جي موجودگي ۾ کوليو / ٻائون لوڊ ڪيو ويندو.
رد ڪرڻ	SPPRA رولز 2010 جي شق (2) 33 جي مطابق (اڄ تائين ترميم ٿيل)

KWSC

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ڪراچي واٽر اينڊ سيوريڇ ڪارپوريشن

آئين ڪرائي وارا ٻيا سڀئي ڪاروبارن ڪم ڪرائڻ کي بچت ڏيئي ٿا