

DAWN



Karachi Water & Sewerage Corporation

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



Letter of Invitation

(REQUEST FOR PROPOSALS)

ASSIGNMENT TITLE: TO OPERATE 03 NOS KW&SC CUSTOMER SERVICE CENTER AT DIFFERENT LOCATIONS IN KARACHI

1. 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.
2. The Karachi Water & Sewerage Corporation (KW & SC) (hereinafter called "Procuring Agency") now invites proposals to provide the following services: "To Operate 03 Nos KW&SC Customer Service Centers, located at different locations in Karachi." Scope of work / TORs for the services are provided in the RFP documents may be downloaded from the EPADS System of SPPRA.
3. The firm will be selected in accordance with the "Qualification and Cost Based Selection (QCBS)" method set out in the SPPR rules 2010 (amended to date) under the Single-Stage, Two-Envelope Procedure.
4. A complete set of Request for Proposal (RFP) / bidding document, in English, is available for download from SPPRA EPADS Portal. A RFP/tender fee of PKR 5,000/- is to be submitted with the proposals before deadline of proposal submission as a "Pay Order" issued from any registered Bank operating in Pakistan in the name of "Karachi Water & Sewerage Corporation (KW&SC)." The same also needs to be uploaded on E-PADs portal as part of the proposal.
5. The Proposals must include both Technical and Financial Proposals and shall be in accordance with scope of services provided in Terms of Reference (TORs) along with all requisite information and will be uploaded on the EPADS system of SPPRA.
6. The Proposals must be accompanied by a bid security of PKR 4.0 million, in the form of a Pay Order or an "Unconditional Bank Guarantee" in favor of "Karachi Water & Sewerage Corporation (KW&SC). It must submitted physically in the office of Secretary Procurement Committee (SPC) before deadline of Bid Documents Submission.
7. The Proposals (Technical and Financial) must be submitted / uploaded on EPAD System, along with image of Bid Security before 02:00 pm on Thursday, 06th August, 2026.
8. The proposals will be opened in the office of the Secretary, Procurement Committee at the address mentioned below in the presence of Firm / bidder's representatives, who choose to attend, at 02:30 p.m. on Thursday, 06th August, 2026

"ACCOUNT OFFICER / SECRETARY (PC)"

Room No. 13 First Floor Block C, 9th Mile office of KW&SC, KARSAZ, SHAHA-E-FAISAL, KARACHI.

9. Procuring Agency may reject all or any bid subject to the relevant provisions at Clause 33 (2) of SPPRA Rules 2010 (Amended to date).

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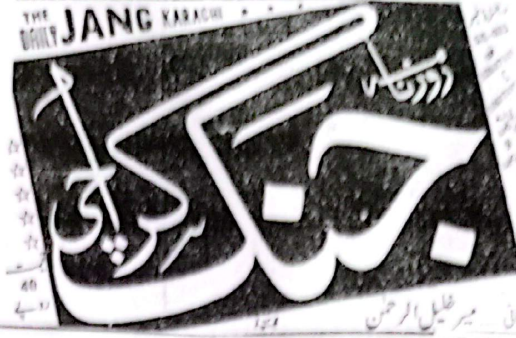
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Karachi Water & Sewerage Corporation

KW&SC/DPR/2026/49

آپ کی درخواستیں اور درخواستیں کے ساتھ مل کر پائی کی پختہ بنائی جائیں گی



کراچی وائٹرائینڈ سیوریج کارپوریشن

بلاک - 9th, C میل کارساز، شاہراہ فیصل کراچی



سید محمد عظیم شاہ

لیٹر کی طلبی

(درخواست برائے پروپوزلز)

- 1- اسائنمنٹ نام: کراچی میں مختلف مقامات پر 03 عدد KW&SC کسٹمرس سینیٹر آپریٹ کرنا۔
- 1- کراچی وائٹرائینڈ سیوریج کارپوریشن پاکستان کے سب سے بڑے شہر کراچی میں صارفین کے لیے پانی کی فراہمی، سیوریج کالیکشن، ویسٹ واٹر کے انتظام اور پمپنگ سٹیشن اور دیگر متعلقہ خدمات کے لیے ذمہ دار پبلک یوٹیلیٹی ہے۔ یہ حکومت سندھ کے ماتحت کام کر رہا ہے اور میٹرو پولیٹن ایریا کے 25 ملین سے زائد شہریوں/صارفین کو خدمات فراہم کرتا ہے۔ KW&SC سابق KW&SB کو تبدیل کر کے کراچی وائٹرائینڈ سیوریج کارپوریشن ایکٹ 2023 کے تحت قائم کیا گیا تھا۔ کارپوریشن مکمل وائٹرائینڈ سسٹم شامل فریٹس، ٹرانسمیشن، ڈسٹری بیوشن اور فریٹس کے بعد قحطی و سپورٹ تک سیوریج کالیکشن کا انتظام سنبھالتا ہے۔
- 2- کراچی وائٹرائینڈ سیوریج کارپوریشن (KW&SC) (بعد ازاں جسے "پروکیورنگ ایجنسی" کہا جائے گا) کو اب درج ذیل خدمات کی فراہمی کے لیے پروپوزلز مطلوب ہیں "کراچی کے مختلف مقامات پر 03 عدد KW&SC کسٹمرس سینیٹر آپریٹ کرنا" کام کا اسکوپ/ TORS برائے سروسز RFP دستاویزات میں فراہم کر دیے گئے ہیں جسے SPPRA کے EPADS سسٹم سے ڈاؤن لوڈ کیا جاسکتا ہے۔
- 3- فرم کا انتخاب ایک مرحلہ دو لحاظ طریقہ کے تحت SPPRA رولز 2010 (تاحال ترمیم شدہ) میں درج "کوآلیٹیشن اینڈ کاسٹ میٹنگ سسٹم (QCBS)" طریقہ کے مطابق کیا جائے گا۔
- 4- انگریزی میں درخواست برائے پروپوزل (RFP) / بڈنگ دستاویزات کا ایک مکمل سیٹ SPPRA EPADS ڈاؤن لوڈ کے لیے پورل پر دستیاب ہے 5000/- پاکستانی روپے کی RFP / ٹینڈر فیس پروپوزل جمع کرانے کی آخری تاریخ سے قبل پروپوزلز کے ساتھ بصورت پاکستان میں کام کرنے والے کسی بھی رجسٹرڈ بینک سے جاری کردہ "پے آرڈر" بنام کراچی وائٹرائینڈ سیوریج کارپوریشن (KW&SC) جمع کرانی ہوگی۔ اسے پروپوزل کے حصے کے طور پر EPADS پورل پر اپ لوڈ کرنے کی بھی ضرورت ہے۔
- 5- پروپوزلز میں لازماً فیکٹیکل اور فنانشل دونوں پروپوزلز شامل ہوں اور مزید آف ریفرنس (TORS) میں فراہم کردہ خدمات کے اسکوپ کے مطابق بشمول مطلوبہ معلومات کے ساتھ ہوں اور اسے SPPRA کے ای پیڈز سسٹم پر اپ لوڈ کیا جائے گا۔
- 6- پروپوزلز کے ساتھ لازماً 4.0 ملین پاکستانی روپے کی بڈ سیکورٹی بصورت پے آرڈر یا ایک "غیر مشروط بینک گارنٹی" بنام "کراچی وائٹرائینڈ سیوریج کارپوریشن (KW&SC)" منسلک ہونی چاہیے۔ یہ لازماً فیکٹیکل طور پر دفتر سیکریٹری پروکیورمنٹ کمیٹی (SPC) میں بڈ دستاویزات جمع کرانے کی آخری تاریخ سے قبل جمع کرادیا جائے۔
- 7- پروپوزل (فیکٹیکل اور فنانشل) لازماً بڈ سیکورٹی کے نیکس کے ساتھ EPAD سسٹم پر جمعرات 06 اگست 2026 بوقت سہ پہر 2:00 بجے سے قبل جمع / اپ لوڈ کر دیے جائیں۔
- 8- پروپوزلز درج ذیل پتے پر دفتر سیکریٹری، پروکیورمنٹ کمیٹی میں شرکت کی خواہشمند فرم / پیشکش دہندگان کے نمائندوں کی موجودگی میں جمعرات 06 اگست 2026 کو سہ پہر 2:30 بجے کھولے جائیں گے۔
- "اکاؤنٹ آفیسر / سیکریٹری (PC)"
- کمر نمبر 13، بجلی منزل بلاک 9th, C میل دفتر KW&SC کارساز شاہراہ فیصل کراچی
- 9- پروکیورنگ ایجنسی SPPRA رولز 2010 (تاحال ترمیم شدہ) کی شق (32) میں متعلقہ مندرجات سے مشروط کوئی یا تمام پیشکشوں کو مسترد کر سکتی ہے۔

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کراچی وائٹرائینڈ سیوریج کارپوریشن

آئی ایم اے ایچ سی جی کارپوریشن کے ماتحت کراچی کی صنعت کیلئے

Daily AWAMI AWAZ

روزاني عوامي آواز

19 جولاءِ 2026 ع 4 صفر المظفر 1448ھ



ڪراچي واٽر اينڊ سيوريج ڪارپوريشن



بلاڪ-9th C مائل، ڪارساز شاهراءِ فيصل ڪراچي

ڪوٽ جو خط

پروپوزل لاءِ درخواست

اسائنمنٽ جو نالو: ڪراچي ۾ مختلف هنڌن تي 03 عدد KW&SC ڪسٽمر سروس سينٽر هلائڻ لاءِ

- ڪراچي واٽر اينڊ سيوريج ڪارپوريشن (KW&SC) هڪ عوامي سهولت آهي جنهن جي ذميواري پاڪستان جي سڀ کان وڏي شهر ڪراچي ۾ ڪنٽرول لاءِ واٽر سپلائي، سيوريج ڪليڪشن، ويسٽ واٽر مينجمنٽ ۽ ناٽي جي وصولي ۽ لاڳاپيل سروسز فراهم ڪرڻ آهي. هي حڪومت هنڌ آندڙ ڪم ڪندي آهي ۽ ميٽروپوليٽن علائقي اندر 25 ملين کان وڌيڪ رهواسين/ڪنٽريومرز جي خدمت ڪندي آهي. KW&SC جو قیام ڪراچي واٽر اينڊ سيوريج ڪارپوريشن ايڪٽ 2023 اندر ٿيو جنهن ۾ پراڻي KW&SB کي هٽايو ويو ڪارپوريشن ترميم ٿرٽي سيشن ورهاڻ ۽ ترميم بعد اٽلي ميٽ ڊسپوزل ٽائين سيوريج ڪليڪشن سميت مڪمل واٽر سائيڪل سنڀاليندي آهي.
- ڪراچي واٽر اينڊ سيوريج ڪارپوريشن (KW&SC) "پروڪيورنگ ايجنسي" سڏائيندڙ هان جاڳاپيل سروسز جي فراهمي لاءِ پروپوزلز گهراڻي ٿي. اسائنمنٽ جو نالو: ڪراچي ۾ مختلف هنڌن تي 03 عدد KW&SC ڪسٽمر سروس سينٽر هلائڻ لاءِ. سروسز لاءِ ڪم جو دائرو/RFP TORs دستاويزن ۾ ۽ فراهم ڪيل آهي جيڪي SPPRA جي EPADS نظام تان ڏٺا وڃن ٿا. ڪم ڪري سگهجن ٿا.
- فورم جي چونڊ مسئلن کي حل ڪرڻ لاءِ سڀ کان گهٽ 2010 رولز SPPRA (هان ٽائين ترميم ٿيل) ۾ طئي ڪيل طريقي "ڪواليفڪيشن اينڊ ڪاسٽ بيسڊ سليڪشن (QCBS)" جي مطابق ڪئي ويندي.
- پروپوزل لاءِ درخواست (RFP) / ڊاڪ دستاويزن جو انگريزي ۾ مڪمل سٽ SPPRA EPADS پورٽل تي ڏٺو وڃي ٿو. ڊسٽياب آهي. 5000/- روپين جي ٽينڊر في / RFP ڪراچي واٽر اينڊ سيوريج ڪارپوريشن (KW&SC) جي نالي تي پاڪستان ۾ هلندڙ ڪنهن رجسٽرڊ بينڪ مان جاري ٿيل "ٻي آرڊر" طور پروپوزل جمع ڪرائڻ جي ڏيڊلائن کان پهرين پروپوزل سان گڏ جمع ڪرائي ويندي. ساڳئي پروپوزل جي حصي طور EPADS پورٽل تي اپ لوڊ ڪئي ويندي.
- پروپوزل ۾ لازمي پيشن ٽيڪنيڪل ۽ فنانشل پروپوزل شامل هجڻ ۽ سنڌي گهريل معلومات سان گڏ ترميم آف ريفرنس (TORs) ۾ فراهم ڪيل سروسز جي دائري جي مطابق هجڻ ۽ اهي SPPRA جي EPADS نظام تي اپ لوڊ ڪيا ويندا.
- پروپوزل لازمي "ڪراچي واٽر اينڊ سيوريج ڪارپوريشن (KW&SC) جي حق ۾" غير مشروط بينڪ گارنٽي ٿي يا ٻي آرڊر جي صورت ۾ پڻ سيڪيورٽي پاڪستاني 4 ملين روپين سان گڏ لازمي منسلڪ هجڻ. هي لازمي سيڪيورٽي پروڪيورمنٽ ڪميٽي (SPC) جي آفيس ۾ ڊاڪ دستاويز جمع ڪرائڻ جي ڏيڊلائن کان پهرين دستي طور جمع ڪرايا وڃن.
- پروپوزل (ٽيڪنيڪل ۽ فنانشل) لازمي EPAD نظام تي پڻ سيڪيورٽي جي تصوير سان گڏ خيس 06 هين آگسٽ 2026 تي منجهند 02:00 وڳي ٽائين جمع / اپ لوڊ ڪيا وڃن.
- پروپوزل سيڪيورٽي پروڪيورمنٽ ڪميٽي جي آفيس ۾ فورم / ٻيڊ جي موجود رهڻ جي خواهشمند نمائندن جي موجودگي ۾ هيٺ بيان ڪيل پٽي تي خيس 06 هين آگسٽ 2026 تي منجهند 02:30 وڳي تي کوليا ويندا.
- مڪائونٽنس آفيسر/سيڪريٽري (PC)
- KW&SC، ڪارساز شاهراءِ فيصل ڪراچي جي آفيس ڪمر نمبر 13 پهرين ماڙ بلاڪ C 9th مائل
- پروڪيورنگ ايجنسي SPPRA رولز 2010 (هان ٽائين ترميم ٿيل) جي شق 33 (2) جي لاڳاپيل فراهمي جي عنوان ڪري يا سمورا ڊاڪ رد ڪري سگهي ٿي.

ڪراچي واٽر اينڊ سيوريج ڪارپوريشن

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REQUEST FOR PROPOSALS

DOCUMENT

SELECTION OF FIRM (s)



TO OPERATE KW&SC

CUSTOMER SERVICE CENTERS

LOCATED AT SAKHI HASAN, HAROONABAD

& KARSAZ

JULY, 2026

Foreword

This Standard Request for Proposals is applicable to consultant assignments by the procuring agencies of Sindh province whose legal agreement makes reference to the Sindh Public Procurement Rules, 2010 (*amended to date*).

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Section 1. Letter of Invitation

Letter of Invitation
(Request for Proposals)

ASSIGNMENT TITLE: 03 Nos Customer Service Center at SAKHI HASAN, HAROONABAD & KARSAZ” in Karachi to facilitate consumers for all KW&SC related issues.

1. 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.
2. The Karachi Water & Sewerage Corporation (KW & SC) (hereinafter called “Procuring Agency”) now invites proposals to provide the following consulting services: “To operate KW&SC Customer Service Centers, located at Sakhi Hasan, Haroonabad & Karsaz.” More details on the services are provided in the RFP document.
3. The RFP includes the following documents:
 - Section 1 - Letter of Invitation
 - Section 2 - Instructions to Consultants (including Data Sheet)
 - Section 3 - Technical Proposal - Standard Forms
 - Section 4 - Financial Proposal - Standard Forms
 - Section 5 - Terms of Reference
 - Section 6 - Standard Forms of Contract
4. A Consultant will be selected in accordance with the “Qualification and Cost Based Selection (QCBS)” method set out in the SPPR rules 2010 (*amended to date*) under the Single-Stage, Two-Envelope Procedure.
5. A complete set of Request for Proposal (RFP)/bidding document, in English, is available for download from SPPRA e-PADS portal. A RFP/tender fee of PKR 10,000/- is to be submitted with the proposals before deadline of proposal submission as either a “Pay Order or CDR” from any registered Bank in Pakistan in the name of “Karachi Water & Sewerage Corporation (KW & SC).” The same also needs to be uploaded on e-PADs portal as part of the proposal.

Section 1- Letter of Invitation

6. The Proposals must include both **Technical and Financial Proposals** and shall be in accordance with scope of services provided in Terms of Reference (ToRs) along with all requisite information and will be uploaded on the e-PADS system of SPPRA as per clause # 36(a) of SPPRA Rules 2010 (*amended to date*).
7. The Proposals must be accompanied by a bid security of **PKR 4.0 million**, in the form of either a Pay Order or an “Unconditional Bank Guarantee” in favor of “Karachi Water & Sewerage Corporation (KW & SC).”
8. The Proposals must be submitted at the below mentioned office **before 02:00 pm on 06th August, 2026**
9. The proposals will be opened in the office of the Secretary, Procurement Committee at the address mentioned below in the presence of consultant/bidder’s representatives, who choose to attend, at **02:30 p.m. on 06th August, 2026**
10. Procuring Agency may reject all or any bid subject to the relevant provisions at Clause 33 (2) of SPPRA Rules 2010 (*Amended to date*).

“ACCOUNT OFFICER / SECRETARY (PC)”
KARACHI WATER & SEWERAGE CORPORATION
BLOCK-C, 9TH MILE, KARSAZ, SHAHA-E-FAISAL, KARACHI

Section 2. Instructions to Consultants

Instructions to Consultants

Definitions

- (a) “Procuring Agency (PA)” means the department with which the selected Consultant signs the Contract for the Services.
- (b) “Consultant” means a professional who can study, design, organize, evaluate and manage projects or assess, evaluate and provide specialist advice or give technical assistance for making or drafting policies, institutional reforms and includes private entities, consulting firms, legal advisors, engineering firms, construction managers, management firms, procurement agents, inspection agents, auditors, international and multinational organizations, investment and merchant banks, universities, research institutions, government agencies, nongovernmental organizations, and individuals
- (c) “Contract” means an agreement enforceable by law and includes General and Special Conditions of the contract.
- (d) “Data Sheet” means such part of the Instructions to Consultants that is used to reflect specific assignment conditions.
- (e) “Day” means calendar day including holiday.
- (f) “Government” means the Government of Sindh.
- (g) “Instructions to Consultants” (Section 2 of the RFP) means the document which provides shortlisted Consultants with all information needed to prepare their Proposals.
- (h) “LOI” (Section 1 of the RFP) means the Letter of Invitation sent by the procuring agency to the Consultant.
- (i) “Proposal” means the Technical Proposal and the Financial Proposal.
- (j) “RFP” means the Request For Proposal prepared by the procuring Agency for the selection of Consultants.
- (k) “Sub-Consultant” means any person or entity to whom the Consultant subcontracts any part of the Services.
- (l) “Terms of Reference” (TOR) means the document included in the RFP as Section 5

2. Introduction

- 2.1 The Procuring agency named in the Data Sheet will select a consulting firm/organization (the Consultant) from those listed in the Letter of Invitation, in accordance with the method of selection specified in the Data Sheet.
- 2.2 The eligible Consultants (shortlisted if so) are invited to submit a Technical Proposal and a Financial Proposal, or a Technical Proposal only, as specified in the Data Sheet. The Proposal will be the basis for contract negotiations and ultimately for a signed Contract with the selected Consultant.
- 2.3 Consultants should familiarize themselves with rules / conditions and take them into account while preparing their Proposals. Consultants are encouraged to attend a pre-proposal conference if one is specified in the Data Sheet. Attending the pre-proposal conference is, however optional. Consultants may liaise with procuring agency's representative named in the Data Sheet for gaining better insight into the assignment.
- 2.4 Consultants shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. The Procuring Agency reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Consultants.
- 2.5 Procuring Agency may provide facilities and inputs as specified in Data Sheet.

3. Conflict of Interest

- 3.1.1 Consultants are required to provide professional, objective, and impartial advice and holding the Procuring Agency interest paramount. They shall strictly avoid conflict with other assignments or their own corporate interest. Consultants have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the Procuring Agency, or that may reasonably be perceived as having such effect. Failure to disclose said situations may lead to the disqualification of the Consultant or the termination of its Contract.
- 3.1.2 Without limitation on the generality of the foregoing, Consultants, and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below:
 - (i) A consultant that has been engaged by the procuring agency to provide goods, works or services other than

consulting services for a project, any of its affiliates, shall be disqualified from providing consulting services related to those goods, works or services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, any of its affiliates, shall be disqualified from subsequently providing goods or works or services other than consulting services resulting from or directly related to the firm's consulting services for such preparation or implementation.

- (ii) A Consultant (including its Personnel and Sub-Consultants) or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Consultant to be executed for the same or for another Procuring Agency.
- (iii) A Consultant (including its Personnel and Sub-Consultants) that has a business or family relationship with a member of the Procuring Agency's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the assignment, (ii) the selection process for such assignment, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved.

Conflicting Relationships

- 3.2 Government officials and civil servants may be hired as consultants only if:
- (i) They are on leave of absence without pay;
 - (ii) They are not being hired by the agency they were working for, six months prior to going on leave; and
 - (iii) Their employment would not give rise to any conflict of interest.

4. Fraud and Corruption

It is Government's policy that Consultants under the contract(s), observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy, the Procuring Agency follows the instructions contained in Sindh Public procurement Rules 2010 which defines:

“ corrupt and fraudulent practices” includes the offering, giving, receiving, or soliciting, directly or indirectly of anything of value to influence the act of another party for wrongful gain or any act or omission ,including misrepresentation, that knowingly or recklessly misleads or attempt mislead a party to obtain a financial or other benefit or to avoid an obligation;

Under Rule 35 of SPPR2010, “The PA can inter-alia blacklist Bidders found to be indulging in corrupt or fraudulent practices. Such

barring action shall be duly publicized and communicated to the SPPRA. Provided that any supplier or contractor who is to be blacklisted shall be accorded adequate opportunity of being heard”.

5. Integrity Pact

Pursuant to Rule 89 of SPPR 2010 Consultant undertakes to sign an Integrity pact in accordance with prescribed format attached hereto for all the procurements estimated to exceed Rs. 2.5 million. (Annex- A)

6. Eligible Consultants

- 61 If short listing process has been undertaken through REOI, as outlined under Rule 73 and 74 of SPPR2010 for the Contract(s) for which these RFP documents are being issued, those firms - in case of Joint Ventures with the same partner(s) and Joint Venture structure - that had been pre-qualified are eligible.
- 62 Short listed consultants emerging from request of expression of interest are eligible.

7. Eligibility of Sub-Consultants

A shortlisted Consultant would not be allowed to associate with Consultants who have failed to qualify the short listing process.

8. Only one Proposal

Shortlisted Consultants may only submit one proposal. If a Consultant submits or participates in more than one proposal, such proposals shall be disqualified. Participation of the same Sub- Consultant, including individual experts, to more than one proposal is not allowed.

9. Proposal Validity

- 9.1 The Data Sheet indicates Proposals validity that shall not be more than 90 days in case of National Competitive Bidding (NCB) and 120 days in case of International competitive Bidding (ICB). During this period, Consultants shall maintain the availability of Professional staff nominated in the Proposal. The Procuring Agency will make its best effort to complete negotiations within this period. Should the need arise; however, the Procuring Agency may request Consultants to extend the validity period of their proposals. Consultants who agree to such extension shall confirm that they maintain the availability of the Professional staff nominated in the Proposal, or in their confirmation of extension of validity of the Proposal, Consultants may submit new staff in replacement, who would be considered in the final evaluation for contract award. Consultants who do not agree have the right to refuse to extend the validity of their Proposals.
- 92 Consultants shall submit required bid security along with financial proposal defined in the data sheet (which shall not be

less than one percent and shall not exceed five percent of bid amount).

10. Clarification and Amendment in RFP Documents

- 10.1 Consultants may request for a clarification of contents of the bidding document in writing, and procuring agency shall respond to such queries in writing within three calendar days, provided they are received at least five calendar days prior to the date of opening of proposal. The procuring agency shall communicate such response to all parties who have obtained RFP document without identifying the source of inquiry. Should the PA deem it necessary to amend the RFP as a result of a clarification, it shall do so.
- 10.2 At any time before the submission of Proposals, the Procuring Agency may amend the RFP by issuing an addendum/corrigendum in writing. The addendum shall be sent to all Consultants and will be binding on them. Consultants shall acknowledge receipt of all amendments. To give Consultants reasonable time in which to take an amendment into account in their Proposals the Procuring Agency may, if the amendment is substantial, extend the deadline for the submission of Proposals.

11. Preparation of Proposals

- 11.1 In preparing their Proposal, Consultants are expected to examine in detail the documents comprising the RFP. Material deficiencies (deviation from scope, experience and qualification of personnel) in providing the information requested may result in rejection of a Proposal.
- 11.2 The estimate number of professional staff months or the budget required for executing the assignment should be shown in the data sheet, but not both. However, proposal shall be based on the professional staff month or budget estimated by the consultant.

12. Language

The Proposal as well as all related correspondence exchanged by the Consultants and the Procuring Agency shall be written in English. However it is desirable that the firm's Personnel have a working knowledge of the national and regional languages of Islamic Republic of Pakistan.

13. Technical Proposal Format and Content

- 13.1 While preparing the Technical Proposal, consultants must give particular attention to the following:
- (i) If a consultant considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other firms or entities in a joint venture or sub-

consultancy, as appropriate. The international consultants are encouraged to seek the participation of local consultants by entering into a joint venture with, or subcontracting part of the assignment to, national consultants.

- (ii) For assignments on a staff-time basis, the estimated number of professional staff-months is given in the Data Sheet. The proposal shall, however, be based on the number of professional staff-months estimated by the firm. For fixed-budget-based assignments, the available budget is given in the Data Sheet, and the Financial Proposal shall not exceed this budget.
- (iii) It is desirable that the majority of the key professional staff proposed be permanent employees of the firm or have an extended and stable working relationship with it.
- (iv) Proposed professional staff must, at a minimum, have the experience indicated in the Data Sheet, preferably working under similar geographical condition.
- (v) Alternative professional staff shall not be proposed, and only one curriculum vitae (CV) shall be submitted for each position.

13.2 The Technical Proposal shall provide the following information using the attached Standard Forms (Section 3):

- (i) A brief description of the consultant organization and an outline of recent experience on assignments (Section 3B) of a similar nature. For each assignment, the outline should indicate, *inter alia*, the profiles of the staff, duration of the assignment, contract amount, and firm's involvement.
- (ii) Any comments or suggestions on the Terms of Reference and on the data, a list of services, and facilities to be provided by the PA (Section 3C).
- (iii) The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member, and their timing (Section 3E).
- (iv) CVs recently signed by the proposed professional staff and the authorized representative submitting the proposal (Section 3F). Key information should include number of years working for the consultant and degree of responsibility held in various assignments during the last _____ (PA may give number of years as per their requirement) years.
- (v) Estimates of the total staff input (professional and support

staff; staff time) needed to carry out the assignment, supported by bar chart diagrams showing the time proposed for each professional staff team member (Sections 3E and 3G).

- (vi) A detailed description of the proposed methodology, work plan for performing the assignment, staffing, and monitoring of training, if the Data Sheet specifies training as a major component of the assignment (Section 3D).
- (vii) Any additional information requested in the Data Sheet.

13.3 The Technical Proposal shall not include any financial information.

14. Financial Proposals

14.1 The Financial Proposal shall be prepared using the attached Standard Forms (Section 4). It shall list all costs associated with the assignment, including (a) remuneration for staff (in the field and at the Consultants' office), and (b) reimbursable expenses indicated in the Data Sheet (if applicable). Alternatively Consultant may provide their own list of cost. If appropriate, these costs should be broken down by activity. All activities and items described in the Technical Proposal must be priced separately; activities and items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.

15. Taxes

15.1 The Consultant will be subject to all admissible taxes including stamp duty and service charges at a rate prevailing on the date of contract agreement unless exempted by relevant tax authority.

16. Submission, Receipt, and Opening of Proposals

16.1 Proposal shall contain no interlineations or overwriting. Submission letters for both Technical and Financial Proposals should respectively be in the format of TECH-1 of Section 3, and FIN-1 of Section 4. All pages of the original Technical and Financial Proposals will be initialed by an authorized representative of the Consultants (Individual Consultant). The authorization shall be in the form of a written power of attorney accompanying the Proposal

16.2 All required copies of the Technical Proposal are to be made from the original. If there are discrepancies between the original and the copies of the Technical Proposal, the original governs.

16.3 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "TECHNICAL PROPOSAL" Similarly, the original Financial Proposal (if required under the selection method indicated in the Data Sheet)

shall be placed in a sealed envelope clearly marked “FINANCIAL PROPOSAL” followed by name of the assignment, and with a warning “**DO NOT OPEN WITH THE TECHNICAL PROPOSAL.**” If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.

- 16.4 The Proposals must be sent to the address indicated in the Data Sheet and received by the PA no later than the time and the date indicated in the Data Sheet, or any extension to this date. Any proposal received by the PA after the deadline for submission shall be returned unopened. In order to avoid any delay arising from the postal or PA’s internal despatch workings, Consultants should ensure that proposals to be sent through couriers should reach a day before the deadline for submission. .

17. Proposal Evaluation

- 17.1 From the time the Proposals are opened to the time the Contract is awarded, the Consultants should not contact the PA on any matter related to its Technical and/or Financial Proposal. Any effort by Consultants to influence the PA in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Consultants’ Proposal.

Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

18. Evaluation of Technical Proposals

- 18.1 The evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria, and point system specified in the Data Sheet. Each responsive Proposal will be given a technical score (St). A Proposal shall be rejected at this stage if it fails to achieve the minimum technical score indicated in the Data Sheet.

In the case of Quality-Based Selection, Selection Based on Consultant’s Qualifications, and Single-Source Selection, the highest ranked consultant or firm selected on a single-source basis is invited to negotiate its proposal and the contract on the basis of the Technical Proposal and the Financial Proposal submitted.

Public Opening and Evaluation of Financial Proposals: (LCS , QCBS, and Fixed Budget Selection Methods Only)

- 18.2 After the technical evaluation is completed, the PA shall notify in writing Consultants that have secured the minimum

qualifying marks, the date, time and location, allowing a reasonable time, for opening the Financial Proposals. Consultants' attendance at the opening of Financial Proposals is optional.

Financial proposals of those consultants who failed to secure minimum qualifying marks shall be returned unopened.

19. Evaluation of Financial Proposals

- 19.1 Financial Proposals shall be opened publicly in the presence of the Consultants' representatives who choose to attend. The name of the Consultants and the technical scores of the Consultants shall be read aloud. The Financial Proposal of the Consultants who met the minimum qualifying mark will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read aloud and recorded. Copy of the record shall be sent to all Consultants.
- 19.2 The Evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures the formers will prevail. In addition to the above corrections, activities and items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.
- 19.3 In case of **Least Cost Selection LCS Method**, the bid found to be the lowest evaluated bid shall be accepted.
- 19.4 **In case of Quality and Cost Based Selection QCBS Method** the lowest evaluated Financial Proposal (Fm) will be given the maximum financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) indicated in the Data Sheet: $S = St \times T\% + Sf \times P\%$. The firm achieving the highest combined technical and financial score will be invited for negotiations.
- 19.5 In the case of Fixed-Budget and Quality Based Selection, the Procuring Agency will select the firm that submitted the highest ranked Technical Proposal.

- 20. Negotiations** 20.1 Negotiations will be held at the date and address indicated in the Data Sheet. The invited Consultant will, as a pre-requisite for attendance at the negotiations, confirm availability of all Professional staff. Failure in satisfying such requirements may result in the PA proceeding to negotiate with the next-ranked Consultant. Representatives conducting negotiations on behalf of the Consultant must have written authority to negotiate and conclude a Contract.
- 21. Technical negotiations** 21.1 Technical Negotiations will include a discussion of the Technical Proposal, the proposed technical approach and methodology, work plan, organization and staffing, and any suggestions made by the Consultant to improve the Terms of Reference. The PA and the Consultants will finalize the Terms of Reference, staffing schedule, work schedule, logistics, and reporting. These documents will then be incorporated in the Contract as “Description of Services”. Minutes of negotiations, which will be signed by the PA and the Consultant, will become part of Contract Agreement.
- 22. Financial negotiations** 22.1 If applicable, it is the responsibility of the Consultant, before starting financial negotiations, to contact the local tax authorities to determine the tax amount to be paid by the Consultant under the Contract. The financial negotiations will include a clarification (if any) of the firm’s tax liability, and the manner in which it will be reflected in the Contract; and will reflect the agreed technical modifications in the cost of the services. Consultants will provide the PA with the information on remuneration rates described in the Appendix attached to Section 4 (i.e. Financial Proposal - Standard Forms of this RFP).
- 23. Availability of Professional staff/experts** 23.1 Having selected the Consultant on the basis of, among other things, an evaluation of proposed Professional staff, the PA expects to negotiate a Contract on the basis of the Professional staff named in the Proposal. Before contract negotiations, the PA will require assurances that the Professional staff will be actually available. The PA will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that Professional staff were offered in the proposal without confirming their availability, the Consultant may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and be submitted by the Consultant within

the period of time specified in the letter of invitation to negotiate.

24. Award of Contract

- 24.1 After completing negotiations, the Procuring Agency shall award the Contract to the selected Consultant and within seven of the award of contract, Procuring Agency shall publish on the website of the Authority and on its own website, if such a website exists, the result of the bidding process, identifying the bid through procuring identifying number, if any and the following information, evaluation report, form of contract and letter of award, bill of quantity or schedule of requirement, as the case may be.
- 24.2 After publishing of award of contract consultant required to submit a performance security at the rate indicated in data sheet.
- 24.3 The Consultant is expected to commence the assignment on the date and at the location specified in the Data Sheet.

25. Confidentiality

Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Consultants who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Consultant of confidential information related to the process may result in the rejection of its Proposal.

Data Sheet

1.1	Name of the Assignment is: <u>03 Nos Customer Service Center at SAKHI HASAN, HAROONABAD & KARSAZ in Karachi to facilitate consumers for all KW&SC related issues.</u> Address: <u>BLOCK-C, 9TH MILE, KARSAZ, SHAHA-E-FAISAL, KARACHI.</u>
1.2	The method of selection is: <u>Quality and Cost Based Selection (QCBS)</u>, set out in the SPPR rules 2010 (<i>amended to date</i>) under the Single-Stage, Two-Envelope Procedure.
1.3	Financial Proposal to be submitted together with Technical Proposal: Yes ☒
1.4	The PA will provide the following inputs and facilities: i. Be responsible for the financial obligations under the contract. ii. Disburse any payment to the consultant, on the confirmation of outcomes. iii. Provide to the Consultant any such other assistance as may be specified against services provided by the consultant under the contract. iv. Assist the Consultant with obtaining all necessary approvals in timely manner (<i>as per mutually agreed assignment protocols</i>) and such other documents as shall be necessary to enable the Consultant to perform the Services. v. Issue to officials and staff of the KW & SC all such instructions and information as may be necessary or appropriate for the prompt and effective implementation of the Services. <u>In consideration of the Services performed by the Consultant under this Contract, the payments shall be made to the Consultant only after verification of the delivery of specified services.</u>

Section 2. Information to Consultants – Data Sheet

1.5	The Proposal submission address is: Office of the Secretary (PC), BLOCK-C, 9TH MILE, KARSAZ, SHAHA-E-FAISAL, KARACHI. Proposals must be submitted no later than the following date and time: Time & Date: <u>Before 02: 00 p.m. on 06th August, 2026</u>
1.6	Expected date for commencement of consulting services <u>31st August, 2026</u>
5.1	Consultant undertake to sign Integrity Pact for the procurement equivalent to the cost estimate of the procurement.
6.1	In case of a Joint Venture (JV), the maximum number of partner shall be <u>two (02).</u> <i>No shortlisting will be undertaken.</i>
9.1	Proposals validity shall be for <u>90 calendar days</u>.
10.1	Clarifications may be requested not later than <u>five working</u> days before the deadline for proposal submission.
12	The Proposal as well as all related correspondence exchanged by the Consultants and the Procuring Agency shall be written in <u>English</u>.
13.1	The format of the Technical Proposal to be submitted is: <u>FTP</u>
14.1	<i>[The consultant firm must list the applicable expenses in local currency from the sample provided below or any other]</i> (1) cost of necessary travel, including transportation of the Personnel by the most appropriate means of transport and the most direct practicable route; (2) cost of office accommodation, inspections and field surveys; (3) cost of printing and dispatching of the reports to be produced for Consulting Services; (4) other allowances where applicable (if any); and (5) cost of such further items required for purposes of the Services not covered in the foregoing.
15.1	Amounts payable by the Procuring Agency to the Consultant under the contract to be subject to local taxation, stamp duty and service charges, as applicable.
16.2	Consultant must submit the <u>One (01) original set</u> of both the Technical Proposal and Financial Proposal and the same should also be uploaded on e-PADS portal of SPPRA, as per procedure.

Section 2. Information to Consultants – Data Sheet

18.1	A. <u>Technical Evaluation:</u>		
	SR. NO	SUB-CRITERIA AND POINTS	MARKS POINTS
	<u>Creditworthiness of Bidder (30 Points)</u>		
	A	(i) Bidder is a company formed under the laws of Security & Exchange Commission (SECP) or relevant registration bodies within Pakistan and has an active tax profile.	10
		Bidder is a Partnership as a JV or AOP registered with the Provincial Registrar of Firms, applicable on both partners (<i>max number of partners is 02</i>). Both partners need to have an active tax profile.	
		(ii) Bidder is registered with relevant authorities however does not have an active tax profile.	05
	<i>Evidentiary Proof = SECP Certificate for company Form C or Registration Certificate issued by Companies registrar; In case of JV/AOP/ Partnership deed on stamp paper.</i>		
	B	Average financial Turnover for last 3 years: PKR 100 million or above	10
		Average financial Turnover for last 3 years: PKR 80-99 million	
		Average financial Turnover for last 3 years: PKR 75-79 million	05
	<i>Evidentiary proof = last 3 years audited statement for the fiscal year 2022-23, 2023-24, 2024-2025 through an accredited chartered accountancy firm.</i>		03
	C	Completion Certificates of 03 or more similar nature works completed worth RS.10 million or above during last 3 years.	10
		Completion Certificates of 02 project of similar nature completed worth Rs. 10 million or above during last 3 years.	
		<i>Evidentiary proof= completion certificate or certification of satisfactory services from organization.</i>	05
	<u>Relevant Experience & Understanding of Objectives and Firm's Approach (20 points)</u>		
	D	i.....Experience in the clientage Service by establishment call center/customer service centers/monitoring stations for an organization having more than 0.5 million customers, in last Five year.	10
		ii. Having More than 0.3 million Customers in last Five Years.	
		<i>Evidentiary proof= Completion Certificate or certificate of satisfaction of establishment by organization.</i>	05
	E	Understanding of the Scope of work: <i>Submit Technical proposal, Work execution plan, work breakdown structure, resource allocation plan</i>	10
	<u>Quality of Methodology & Work Plan (20 Points)</u>		
	F	Approach of work implementation: <i>Submit the implementation plan</i>	10
	G	Methodology for Quality Assurance during operations. <i>Submit methodology for QA</i>	05
	H	Methodology for coordination between different sections / departments of the organization. <i>Submit Methodology for coordination</i>	05

Section 2. Information to Consultants – Data Sheet

<u>Qualification of the Key Staff & License</u>		
I	Project Manager (MBA with Fifteen (15) Years' Experience) Project Manager (MBA with 10 years' Experience) <i>Submit attested Degree with CV</i>	05 2.5
J	06 Engineers (minimum BE Computer systems), Minimum 03 Engineers (1 BS and 2 BE (Electronics) @1.5 each 01 marks additional for possessing master degree <i>Submit attested Degree with CV, submit evidentiary proof of salary credited to employees' account from company (for the last 6 months)</i>	10 7.5
M	Support Staff (minimum Staff of 6 Nos at each center) <i>Submit attested Degree with CV</i>	05
N	Pakistan engineering Council License (Category C6) with the following specialized fields <i>EE07 (Telecommunication Installations): Internal telecom infrastructure including PABX systems, data communication equipment, microwave links, and satellite terminals.</i> <i>EE08 (External Telecommunication Works): Outside telecommunication installations</i> <i>EE09 (IT & Software Engineering): IT infrastructure, software development, data center networking, and hardware systems integration.</i> <i>EE10 (Miscellaneous Specialized): Specialized electromechanical Equipment</i> <u>Submit attested photocopy of PEC License</u>	10
	<u>Grand Total Points (Technical Evaluation Criteria)</u>	<u>100</u>
<u>Requirements</u> Firms obtaining 70% or above score on aggregate shall pass the technical Proposal Evaluation. <u>Important Note:</u> Non-responsiveness or not obtaining required minimum marks in detailed evaluation of technical proposal may result in the rejection of the Technical Proposal, hence not qualify for the next process i.e. financial proposal opening. The weights given to the Technical (T) and Financial (P) Proposals are: T = 0.80 (80%); and P = 0.20 (20%)		

Section 2. Information to Consultants – Data Sheet

17.1 (QCBS Only)	The lowest evaluated Financial Proposal (F_m) is given the maximum financial score (S_f) of 100. The formula for determining the financial scores (S_f) of all other Proposals is calculated as following: <u>$S_f = 100 \times F_m / F$</u>, in which “S_f” is the financial score, “F_m” is the lowest price, and “F” the price of the proposal under consideration. Proposals are ranked according to their combined technical (S_t) and financial (S_f) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following: <u>$S = S_t \times T\% + S_f \times P\%$</u>.
24.2	Successful consultant is required to submit performance security in form of an unconditional bank guarantee from any registered bank in Pakistan equivalent to <u>10%</u> of the final contract price in the name of “Karachi Water & Sewerage Corporation (KW & SC).

Section 3. Technical Proposal - Standard Forms

[Comments in brackets] provide guidance to the shortlisted Consultants for the preparation of their Technical Proposals; they should be deleted from the Technical Proposals to be submitted.]

Refer to Reference Paragraph 3.4 of the Data Sheet for format of Technical Proposal to be submitted, and paragraph 3.4 of Section 2 of the RFP for Standard Forms required and number of pages recommended.

Form TECH-1.	Technical Proposal Submission Form
Form TECH-2.	Consultant's Organization and Experience.....
A - Consultant's Organization	
B - Consultant's Experience.....	
Form TECH-3.	Comments and Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be Provided by the PA
A - On the Terms of Reference	
B - On Counterpart Staff and Facilities.....	
Form TECH-4.	Description of Approach, Methodology and Work Plan for Performing the Assignment.....
Form TECH-5.	Team Composition and Task Assignments
Form TECH-6.	Curriculum Vitae (CV) for Proposed Professional Staff
Form TECH-7.	Staffing Schedule ¹
Form TECH-8.	Work Schedule.....

FORM TECH-1. TECHNICAL PROPOSAL SUBMISSION FORM

[Location, Date]

To: [Name and address of PA]

Dear Sirs:

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope¹.

We are submitting our Proposal in association with: [Insert a list with full name and address of each associated Consultant]²

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, i.e., before the date indicated in the Data Sheet, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the consulting services related to the assignment not later than the date indicated in the Data Sheet.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

¹ [In case Paragraph Reference 1.2 of the Data Sheet requires to submit a Technical Proposal only, replace this sentence with: "We are hereby submitting our Proposal, which includes this Technical Proposal only."]

² [Delete in case no association is foreseen.]

FORM TECH-2. CONSULTANT'S ORGANIZATION AND EXPERIENCE

A - Consultant's Organization

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

B - Consultant's Experience

[Using the format below, provide information on each assignment for which your firm, and each associate for this assignment, was legally contracted either individually or as a corporate entity or as one of the major companies within an association, for carrying out consulting services similar to the ones requested under this assignment. Use 20 pages.]

Assignment name:	Approx. value of the contract (in current US\$ or Euro):
Country: Location within country:	Duration of assignment (months):
Name of PA:	Total No of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in current US\$ or Euro):
Start date (month/year): Completion date (month/year):	No of professional staff-months provided by associated Consultants:
Name of associated Consultants, if any:	Name of senior professional staff of your firm 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:	

Firm's Name: _____

FORM TECH-3. COMMENTS AND SUGGESTIONS ON THE TERMS OF
REFERENCE AND ON COUNTERPART STAFF AND FACILITIES TO BE
PROVIDED BY THE PA

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 Proposal.]

B - On Counterpart Staff and Facilities

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

FORM TECH-4. DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

(For small or very simple assignments the PA should omit the following text in *Italic*)

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

- a) Technical Approach and Methodology,*
- b) Work Plan, and*
- c) Organization and Staffing,*

a) Technical Approach and Methodology. In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

b) Work Plan. In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the PA), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule of Form TECH-8.

c) Organization and Staffing. In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.]

FORM TECH-5. TEAM COMPOSITION AND TASK ASSIGNMENTS

Professional Staff				
Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

**FORM 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. Education** *[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:* _____

- 6. Membership of Professional Associations:** _____

- 7. Other Training** *[Indicate significant training since degrees under 5 - Education were obtained]:* _____

- 8. Countries of Work Experience:** *[List countries where staff has worked in the last ten years]:* _____

- 9. Languages** *[For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:* _____

- 10. 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.]:*

From [Year]: _____ To [Year]: _____

Employer: _____

Positions held: _____

11. Detailed Tasks Assigned <i>[List all tasks to be performed under this assignment]</i>	12. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned <i>[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 11.]</i> Name of assignment or project: _____ Year: _____ Location: _____ PA: _____ Main project features: _____ Positions held: _____ Activities performed: _____
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13. Certification:

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

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

Date: _____
Day/Month/Year

Full name of authorized representative: _____

Section 4. Financial Proposal - Standard Forms

Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal according to the instructions provided under para. 3.6 of Section 2. Such Forms are to be used whichever is the selection method indicated in para. 4 of the Letter of Invitation.

- Form FIN-1. Financial Proposal Submission Form
- Form FIN-2. Summary of Costs.....
- Form FIN-3. Breakdown of Costs by Activity¹

FORM FIN-1. FINANCIAL PROPOSAL SUBMISSION FORM

[Location, Date]

To: [Name and address of PA]

Dear Sirs:

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures¹].

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in Paragraph Reference 1.12 of the Data Sheet.

Commissions and gratuities paid or to be paid by us to agents relating to this Proposal and Contract execution, if we are awarded the Contract, are listed below²:

Name and Address of Agents	Amount and Currency	Purpose of Commission or Gratuity
_____	_____	_____
_____	_____	_____
_____	_____	_____

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

1 Amounts must coincide with the ones indicated under Total Cost of Financial proposal in Form FIN-2.

2 If applicable, replace this paragraph with: "No commissions or gratuities have been or are to paid by us to agents relating to this Proposal and Contract execution."

FORM FIN-2: SUMMARY OF COSTS

Customer Service Center	Cost per Year (PKR)
CSC Sakhi Hasan	
CSC Haroonabad	
SCS Karsaz	
<u>Grand Total (PKR)</u>	

IN WORDS: PKR

FORM FIN-3. BREAKDOWN OF COSTS BY ACTIVITY

Location: Sakhi Hassan CSC

1. Operating Cost (Breakup of cost – Monthly)

Personnel / Staff Detail

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, applicable where)

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, applicable where)

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, applicable where)

Abstract of Cost

1. **Operating Cost:** Rs. _____ / Year.

2. **Operational Expenses** Rs. _____ / Year.

3. **IT Related Expenses** Rs. _____ / Year.

Grand Total (CSC Sakhi Hasan): Rs. _____ / Year.

Location: Haroonabad CSC

1. Operating Cost (Breakup of cost – Monthly)

Personnel / Staff Detail

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, applicable where)

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, applicable where)

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, applicable where)

Abstract of Cost

4. Operating Cost: Rs. _____ / Year.

5. Operational Expenses Rs. _____ / Year.

6. IT Related Expenses Rs. _____ / Year.

Grand Total (CSC Haroonabad): Rs. _____ / Year.

Location: Karsaz CSC

1. Operating Cost (Breakup of cost – Monthly)

Personnel / Staff Detail

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, applicable where)

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, applicable where)

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, applicable where)

Abstract of Cost

7. Operating Cost: Rs. _____ / Year.

8. Operational Expenses Rs. _____ / Year.

9. IT Related Expenses Rs. _____ / Year.

Grand Total (CSC Karsaz): Rs. _____ / Year.

Section 5. Terms of Reference (ToRs)

TO OPERATE KW&SC CUSTOMER SERVICE CENTERS, LOCATED AT SAKHI HASAN, HAROONABAD & KARSAZ

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. The same may be extended to other CSC center on the same terms and condition, if established in future.**

2. Background & Alignment

2.1 KW&SC CSC Concept

The CSC model 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 for define period.
- 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, confirmations and status updates to complainant.
- 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 to RRG.
- Support reconnection drives and customer re-engagement campaigns for RRG.
- Provide structured reporting on recovery impact (e.g. amounts recovered, customers reactivated) at each CSC.

3.3 OTS Subscription & Field Dispatch

- Operate the GPS Tanker Subscription service: registration, verification, scheduling, order tracking and delivery confirmation in liaison with Hydrant Cell.
- 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 sewage overflows and other critical issues related to KW&SC.

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 system
- WMP (works Management Portal)
- OTS (online tanker services)

- KW&SC vehicle mounted suction & jetting machinery's 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 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
Major IT hardware	Supply and ownership	Operation, configuration, first-line support & minor repairs/maintenance
IT hardware (those provided by Operator)	—	Supply, configuration, warranty, support during the operational period.
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 team (XEN and technical support staff)	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

Role & responsibility can be refined in the contract agreement.

5. Implementation & Transition Plan

Phase 0 – Mobilization (Month 0–1)

- Contract signing and kick-off after competent authority.
- Finalize IT architecture and integration points with existing KW&SC systems.
- Approve staffing plan, staff qualification and numbers with recruitment timelines.

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

- Deploy 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)

- 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)
CSC Manager (Each CSC) :	
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 (from KW&SC):	nil
BDO / Outreach Officer :	

Terms of Reference (ToRs)

Role	Quantity
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 shall be (SLA) aligned with CSC SOP targets.

7.1 Complaint & Request Handling

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

7.2 Walk-In & Queue Management

- Average waiting time for registering water/sewer complaints: ≤ 15 minutes.
- Priority for women, senior citizens, differently-disabled persons.

7.3 System Uptime

- CRM and QMS dashboards: $\geq 99\%$ 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 same day, resolution within 2-5 working days (where feasible).
 - Routine nature complaints: response within same day, resolution within 1-2 working days.

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:** 2 years, 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:** Law & order situation or any reason beyond control may affecting CSC operations.
 - **Mitigation:** Follow CSC protest/mob SOP; shift to annexed 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 each CSC, 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.

II. General Conditions of Contract

1. GENERAL PROVISIONS

1.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- (a) “Applicable Law” means the Sindh Public Procurement Act, thereunder Rules 2010.
- (b) “Procuring Agency PA” means the implementing department which signs the contract
- (c) “Consultant” means a professional who can study, design, organize, evaluate and manage projects or assess, evaluate and provide specialist advice or give technical assistance for making or drafting policies, institutional reforms and includes private entities, consulting firms, legal advisors, engineering firms, construction managers, management firms, procurement agents, inspection agents, auditors, international and multinational organizations, investment and merchant banks, universities, research institutions, government agencies, nongovernmental organizations, and individuals.
- (d) “Contract” means the Contract signed by the Parties and all the attached documents listed in its Clause 1, that is General Conditions (GC), the Special Conditions (SC), and the Appendices.
- (e) “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause 6;
- (f) “Effective Date” means the date on which this Contract comes into force and effect pursuant to Clause GC 2.1.
- (g) “Foreign Currency” means any currency other than the currency of the PA’s country.
- (h) “GC” means these General Conditions of Contract.
- (i) “Government” means the Government of Sindh.
- (j) “Local Currency” means Pak Rupees.
- (k) “Member” means any of the entities that make up the joint venture/consortium/association, and “Members” means all these entities.
- (l) “Party” means the PA or the Consultant, as the case may be, and “Parties” means both of them.

- (m) “Personnel” means persons hired by the Consultant or by any Sub-Consultants and assigned to the performance of the Services or any part thereof.
- (n) “SC” means the Special Conditions of Contract by which the GC may be amended or supplemented.
- (o) “Services” means the consulting services to be performed by the Consultant pursuant to this Contract, as described in the Terms of References.
- (p) “Sub-Consultants” means any person or entity to whom/which the Consultant subcontracts any part of the Services.
- (q) “In writing” means communicated in written form with proof of receipt.

- 1.2 Law Governing Contract** This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the applicable law.
- 1.3 Language** This Contract is executed in the language specified in the SC, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
- 1.4 Notices**
- 1.4.1 Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the SC.
 - 1.4.2 A Party may change its address for notice hereunder by giving the other Party notice in writing of such change to the address specified in the SC.
- 1.5 Location** The Services shall be performed at such locations as are specified in special condition of contract and, where the location of a particular task is not so specified, at such locations, whether in the Government’s country or elsewhere, as the PA may approve.
- 1.6 Authority of Member in Charge** In case the Consultant consists of a joint venture/ consortium/ association of more than one individual firms, the Members hereby authorize the individual firms or specified in the SC to act on their behalf in exercising all the Consultant’s rights and obligations towards the PA under this Contract, including without limitation the receiving of instructions and payments from the PA.

1.7 Authorized Representatives

Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the PA or the Consultant may be taken or executed by the officials specified in the SC.

1.8 Taxes and Duties

The Consultant, Sub-Consultants, and their Personnel shall pay such direct or indirect taxes, duties, fees, and other impositions levied under the Applicable Law as specified in the SC, the amount of which is deemed to have been included in the Contract Price.

1.9 Fraud and Corruption

A. If the PA determines that the Consultant and/or its Personnel, sub-contractors, sub-consultants, services providers and suppliers has engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices, in competing for or in executing the Contract, then the PA may, after giving 14 days notice to the Consultant, terminate the Consultant's employment under the Contract, and may resort to other remedies including blacklisting/disqualification as provided in SPPR 2010.

Any personnel of the Consultant who engages in corrupt, fraudulent, collusive, coercive, or obstructive practice during the execution of the Contract, shall be removed in accordance with Sub-Clause 4.2.

Integrity Pact

B. If the Consultant or any of his Sub-consultants, agents or servants is found to have violated or involved in violation of the Integrity Pact signed by the Consultant as Appendix-G to this Form of Contract, then the Client shall be entitled to:

- (a) recover from the Consultant an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by the Consultant or any of his Sub-consultant, agents or servants;
- (b) terminate the Contract; and
- (c) recover from the Consultant any loss or damage to the Client as a result of such termination or of any other corrupt business practices of the Consultant or any of his Sub-consultant, agents or servants.

On termination of the Contract under Sub-Para (b) of this Sub-Clause, the Consultant shall proceed in accordance with Sub-Clause 1.9 A. Payment upon such termination shall be made under Sub-Clause 1.9 A after having deducted the amounts due to the Client under 19 B Sub-Para (a) and (c).

2. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

- 2.1 Effectiveness of Contract** This Contract shall come into effect on the date the Contract is signed by both Parties or such other later date as may be stated in the SC. The date the Contract comes into effect is defined as the Effective Date.
- 2.2 Commencement of Services** The Consultant shall begin carrying out the Services not later than the number of days after the Effective Date specified in the SC.
- 2.3 Expiration of Contract** Unless terminated earlier pursuant to Clause GC 2.6 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SC.
- 2.4 Modifications or Variations** Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.
- 2.5 Force Majeure** The failure on the part of the parties to perform their obligation under the contract will not be considered a default if such failure is the result of natural calamities, disasters and circumstances beyond the control of the parties.
- 2.5.2 No Breach of Contract** The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.
- 2.5.3 Extension of Time** Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
- 2.5.4 Payments** During the period of their inability to perform the Services as a result of an event of Force Majeure, the Consultant shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

2.6 Termination

2.6.1 By the PA

The PA may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (f) of this Clause GC 2.6.1. In such an occurrence the PA shall give a not less than thirty (30) days' written notice of termination to the Consultant, and sixty (60) days' in the case of the event referred to in (e).

- (a) If the Consultant does not remedy the failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the PA may have subsequently approved in writing.
- (b) If the Consultant becomes insolvent or bankrupt.
- (c) If the Consultant, in the judgment of the PA has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- (d) If, as the result of Force Majeure, the Consultant(s) are unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- (e) If the PA, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.
- (f) If the Consultant fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GC 8 hereof.

2.6.2 By the Consultant

The Consultants may terminate this Contract, by not less than thirty (30) days' written notice to the PA, such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (c) of this Clause GC 2.6.2:

- (a) If the PA fails to pay any money due to the Consultant pursuant to this Contract without consultants fault.
- (b) Pursuant to Clause GC 7 hereof within forty-five (45) days after receiving written notice from the Consultant that such payment is overdue.
- (c) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- (d) If the PA fails to comply with any final decision reached as a result of arbitration pursuant to Clause GC 8 hereof.

- 2.6.3 Payment upon Termination
- Upon termination of this Contract pursuant to Clauses GC 2.6.1 or GC 2.6.2, the PA shall make the following payments to the Consultant:
- (a) payment pursuant to Clause GC 6 for Services satisfactorily performed prior to the effective date of termination;
 - (b) except in the case of termination pursuant to paragraphs (a) through (c), and (f) of Clause GC 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel and their eligible dependents.

3. OBLIGATIONS OF THE CONSULTANT

3.1 General

- 3.1.1 Standard of Performance
- The Consultant shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Consultant shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the PA, and shall at all times support and safeguard the PA's legitimate interests in any dealings with Sub-Consultants or third Parties.

3.2 Conflict of Interests

- The Consultant shall hold the PA's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.
- 3.2.1 Consultants not to Benefit from Commissions, Discounts, etc.
- The payment of the Consultant pursuant to Clause GC 6 shall constitute the Consultant's only payment in connection with this Contract or the Services, and the Consultant shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Consultant shall use their best efforts to ensure that the Personnel, any Sub-Consultants, and agents of either of them similarly shall not receive any such additional payment.
- 3.2.2 Consultant and Affiliates not to be Otherwise Interested in Project
- The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and any entity affiliated with the Consultant, as well as any Sub-Consultants and any entity affiliated with such Sub-Consultants, shall be disqualified from providing goods, works or services (other than consulting services) resulting from or directly related to the Consultant's Services for the preparation or implementation of the project.

- 3.2.3 Prohibition of Conflicting Activities The Consultant shall not engage, and shall cause their Personnel as well as their Sub-Consultants and their Personnel not to engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.
- 3.3 Confidentiality** Except with the prior written consent of the PA, the Consultant and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.
- 3.4 Insurance to be Taken Out by the Consultant** The Consultant (a) shall take out and maintain, and shall cause any Sub-Consultants to take out and maintain, at their (or the Sub-Consultants', as the case may be) own cost but on terms and conditions approved by the PA, insurance against the risks, and for the coverage, as shall be specified in the SC; and (b) at the PA's request, shall provide evidence to the PA showing that such insurance has been taken out and maintained and that the current premiums have been paid.
- 3.5 Consultant's Actions Requiring PA's Prior Approval** The Consultant shall obtain the PA's prior approval in writing before taking any of the following actions:
- (a) entering into a subcontract for the performance of any part of the Services,
 - (b) appointing such members of the Personnel not listed by name in Appendix C, and
 - (c) any other action that may be specified in the SC.
- 3.6 Reporting Obligations** (a) The Consultant shall submit to the PA the reports and documents specified in (PA may insert appendix) hereto, in the form, in the numbers and within the time periods set forth in the said Appendix.
- (b) Final reports shall be delivered in CD ROM in addition to the hard copies specified in said Appendix.
- 3.7 Documents Prepared by the Consultant to be the Property of the PA** (a) All plans, drawings, specifications, designs, reports, other documents and software submitted by the Consultant under this Contract shall become and remain the property of the PA, and the Consultant shall, not later than upon termination or expiration of this Contract, deliver all such documents to the PA, together with a detailed inventory thereof.
- (b) The Consultant may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be

specified in the SC.

3.8 Accounting, Inspection and Auditing

- 3.81 The Consultant shall keep, and shall cause its Sub-consultants to keep, accurate and systematic accounts and records in respect of the Contract, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify relevant time changes and costs.
- 3.82 The Consultant shall permit, and shall cause its Sub-consultants to permit, the PA and/or persons appointed by the PA to inspect its accounts and records relating to the performance of the Contract and the submission of the Proposal to provide the Services, and to have such accounts and records audited by auditors appointed by the PA if requested by the PA. The Consultant's attention is drawn to Clause 1.9.1 which provides, inter alia, that acts intended to materially impede the exercise of the PA's inspection and audit rights provided for under Clause 3.8 constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the PA's prevailing sanctions procedures.).

4. CONSULTANT'S PERSONNEL

4.1 Description of Personnel

The Consultant shall employ and provide such qualified and experienced Personnel and Sub-Consultants as are required to carry out the Services. The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Consultant's Key Personnel are described in Appendix C. The Key Personnel and Sub-Consultants listed by title as well as by name in Appendix C are hereby approved by the PA.

4.2 Removal and/or Replacement of Personnel

- (a) Except as the PA may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Consultant, such as retirement, death, medical incapacity, among others, it becomes necessary to replace any of the Key Personnel, the Consultant shall provide as a replacement a person of equivalent or better qualifications.
- (b) If the PA finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Consultant shall, at the PA's written request specifying the grounds thereof, provide as a replacement a person with qualifications and

experience acceptable to the PA.

- (c) The Consultant shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

5. OBLIGATIONS OF THE PA

- 5.1 Assistance and Exemptions** The PA shall use its best efforts to ensure that the Government shall provide the Consultant such assistance and exemptions as specified in the SC.
- 5.2 Change in the Applicable Law Related to Taxes and Duties** If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost incurred by the Consultant in performing the Services, then the remuneration and reimbursable expenses otherwise payable to the Consultant under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Clauses GC 6.2 (a) or (b), as the case may be.
- 5.3 Services and Facilities** The PA shall make available free of charge to the Consultant the Services and Facilities listed under Appendix F.

6. PAYMENTS TO THE CONSULTANT

- 6.1 Security** The consultant has to submit bid security and the performance security at the rate mention in SC.
- 6.2 Lump-Sum Payment** The total payment due to the Consultant shall not exceed the Contract Price which is an all inclusive fixed lump-sum covering all costs required to carry out the Services described in Appendix A. Except as provided in Clause 5.2, the Contract Price may only be increased above the amounts stated in Clause 6.2 if the Parties have agreed to additional payments in accordance with Clause 2.4.
- 6.3 Contract Price** The price payable in Pak Rupees/foreign currency/ is set forth in the SC.
- 6.4 Payment for Additional Services** For the purpose of determining the remuneration due for additional services as may be agreed under Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D and E.
- 6.5 Terms and Conditions of Payment** Payments will be made to the account of the Consultant and according to the payment schedule stated in the SC. Unless otherwise stated in the SC, the first payment shall be made against the provision by the Consultant of an advance payment guarantee for the same amount, and

shall be valid for the period stated in the SC. Such guarantee shall be in the form set forth in Appendix G hereto, or in such other form, as the PA shall have approved in writing. Any other payment shall be made after the conditions listed in the SC for such payment have been met, and the Consultant has submitted an invoice to the PA specifying the amount due.

7. GOOD FAITH

- 7.1 Good Faith** The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

8. SETTLEMENT OF DISPUTES

- 8.1 Amicable Settlement** The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Contract and the success of the assignment. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.
- 8.2 Dispute Resolution** Any dispute between the Parties as to matters arising pursuant to this Contract that cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement may be submitted by either Party for settlement in accordance with the provisions specified in the SC.

III. Special Conditions of Contract

(Clauses in brackets { } are optional; all notes should be deleted in final text)

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
{1.1}	Sindh Public Procurement Act and Sindh Public Procurement Rules 2010 (amended to date).
1.3	The language is English.
1.4	The addresses are: Procuring Agency: <u>Karachi Water & Sewerage Corporation (KW & SC)</u> Attention: <u>Secretary (PC)</u> Facsimile: _____ E-mail: _____ Consultant: _____ _____ Attention: _____ Facsimile: _____ E-mail: _____
1.7	The Authorized Representatives are: For the PA: _____ For the Consultant: _____
1.8	The Consultant is responsible for all relevant taxes including stamp duty and service charges under the assignment.
2.2	The date for the commencement of Services is <u>August, 2026</u>
2.3	The time period shall be <u>01 year</u> for provision of services.

Special Condition of Contract

- 3.4 The risks and the coverage shall be as follows:
- (a) professional liability insurance, with a minimum coverage equivalent to estimated cost of assignment.
- {5.1} *Not Applicable*
- 6.1 Performance security for the assignment will be **10%** of contract amount in the form of “Unconditional Bank Guarantee” in the name of “Karachi Water & Sewerage Corporation (KW & SC).
- 6.5 Payment shall be made in PKR on monthly basis, after deduction of applicable taxes, subject to submission of invoice and verification of attendance.
- 8.2 Disputes shall be settled by complaint redressal committee define in SPPR 2010 (amended to date) or through arbitration Act of 1940.

Appendix A

(INTEGRITY PACT)

**DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC.
PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN
CONTRACTS WORTH RS. 10.00 MILLION OR MORE**

Contract No. _____ Dated _____

Contract Value: _____

Contract Title: _____

..... [name of Supplier] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Sindh (GoS) or any administrative subdivision or agency thereof or any other entity owned or controlled by GoS through any corrupt business practice.

Without limiting the generality of the foregoing, [name of Supplier] represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoS, except that which has been expressly declared pursuant hereto.

[name of Supplier] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoS and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[name of Supplier] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other rights and remedies available to GoS under any law, contract or other instrument, be voidable at the option of GoS.

Notwithstanding any rights and remedies exercised by GoS in this regard, [name of Supplier] agrees to indemnify GoS for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoS in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [name of Supplier] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoS.

Name of Buyer:

Signature:

[Seal]

Name of Seller/Supplier:

Signature:

[Seal]

CONTRACT

THIS CONTRACT ("Contract") is entered into this *[insert starting date of assignment]*, by and between *[insert PA's name]* ("the PA") having its principal place of business at *[insert PA's address]*, and *[insert Consultant's name]* ("the Consultant") having its principal office located at *[insert Consultant's address]*.

WHEREAS, the PA wishes to have the Consultant performing the services hereinafter referred to, and

WHEREAS, the Consultant is willing to perform these services,

NOW THEREFORE THE PARTIES hereby agree as follows:

- 1. Services**
 - (i) The Consultant shall perform the services specified in Annex A, "Terms of Reference and Scope of Services," which is made an integral part of this Contract ("the Services").
 - (ii) The Consultant shall provide the reports listed in Annex B, "Consultant's Reporting Obligations," within the time periods listed in such Annex, and the personnel listed in Annex C, "Cost Estimate of Services, List of Personnel and Schedule of Rates" to perform the Services.
- 2. Term**

The Consultant shall perform the Services during the period commencing *[insert start date]* and continuing through *[insert completion date]* or any other period as may be subsequently agreed by the parties in writing.
- 3. Payment**
 - A. Ceiling

For Services rendered pursuant to Annex A, the PA shall pay the Consultant an amount not to exceed *[insert amount]*. This amount has been established based on the understanding that it includes all of the Consultant's costs and profits as well as any tax obligation that may be imposed on the Consultant.
 - C. Payment Conditions

Payment shall be made in *[specify currency]*, no later than 30 days following submission by the Consultant of invoices in duplicate to the Coordinator designated in paragraph 4.
- 4. Economic Price Adjustment**

In order to adjust the remuneration for inflation, a price adjustment provision has been included if the contract has duration of more than 18 months or if the inflation is expected to exceed ----% per annum. The adjustment will be made every 12 months after the date of the contract for remuneration. Remuneration will be adjusted by using the relevant index as per following provision: "Payments for remuneration made in accordance with Clause 3 shall be adjusted as follows:

Remuneration pursuant to the rates set forth in Annex C shall be adjusted every 12 months (and, for the first time, with effect for the remuneration earned in the [13] *th* calendar month after the date of the Contract) by applying the following formula:

$$R_t = R_{lo} \times \frac{I_t}{I_{lo}}$$

where R_t is the adjusted remuneration, R_{lo} is the remuneration payable on the basis of the rates set forth in Annex C for payable remuneration, I_t is the official rate of inflation for the first month for which the adjustment is to have effect and, I_{lo} is the official rate of inflation for the month of the date of the Contract.”]

5. Project Administration

A. Coordinator

The PA designates Mr./Ms. [insert name] as PA’s Coordinator; the Coordinator shall be responsible for the coordination of activities under the Contract, for receiving and approving invoices for payment, and for acceptance of the deliverables by the PA.

B. Timesheets

During the course of their work under this Contract the Consultant’s employees providing services under this Contract may be required to complete timesheets or any other document used to identify time spent, as instructed by the Coordinator.

C. Records and Accounts

The Consultant shall keep accurate and systematic records and accounts in respect of the Services, which will clearly identify all charges and expenses. The PA reserves the right to audit, or to nominate a reputable accounting firm to audit, the Consultant’s records relating to amounts claimed under this Contract during its term and any extension, and for a period of three months thereafter.

6. Performance Standard

The Consultant undertakes to perform the Services with the highest standards of professional and ethical competence and integrity. The Consultant shall promptly replace any employees assigned under this Contract that the PA considers unsatisfactory.

7. Confidentiality

The Consultants shall not, during the term of this Contract and within two years after its expiration, disclose any proprietary or confidential information relating to the Services, this Contract or the PA’s business or operations without the prior written consent of the PA.

8. Ownership of Material

Any studies, reports or other material, graphic, software or otherwise, prepared by the Consultant for the PA under the Contract shall belong to and remain the property of the PA. The Consultant may retain a copy of such documents and software.

Contract

- 9. Consultant Not to be Engaged in Certain Activities** The Consultant agrees that, during the term of this Contract and after its termination, the Consultants and any entity affiliated with the Consultant, shall be disqualified from providing goods, works or services (other than the Services or any continuation thereof) for any project resulting from or closely related to the Services.
- 10. Insurance** The Consultant will be responsible for taking out any appropriate insurance coverage for their personnel and equipments.
- 11. Assignment** The Consultant shall not assign this Contract or Subcontract any portion thereof it without the PA's prior written consent.
- 12. Law Governing Contract and Language** The Contract shall be governed by the laws of Islamic Republic of Pakistan or the Provincial Government and the language of the Contract shall be English.
- 13. Dispute Resolution** Any dispute arising out of this Contract, which cannot be amicably settled between the parties, shall be referred to adjudication/arbitration in accordance with the Arbitration Act of 1940

FOR THE PA

FOR THE CONSULTANT

Signed by _____

Signed by _____

Title: _____

Title: _____