

BIDDING DOCUMENT
(OPEN COMPETITIVE BIDDING-NATIONAL)



KARACHI WATER &
SEWERAGE CORPORATION (KW & SC)

COLLECTION PROCESSING, STUB
.....
MANAGEMENT & RECONCILIATION OF
.....
KW&SC BILLS
.....

KARACHI, JULY, 2026

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KARACHI WATER & SEWERAGE CORP.
OFFICE OF THE CHIEF COMMERCIAL OFFICER

01st Floor, Revenue Secretariat, Block-A, 9th Mile, Karsaz, Shahra-e-Faisal.

NOTICE FOR INVITING REQUEST FOR PROPOSALS

The KW&SC invites e-bids/proposals from interested / eligible firm(s), through the relevant method of procurement on the “e-PADS” portal of SPPRA Sindh, in accordance of **Rules-17(1) & (2)** and **Rule-46(1)** of the SPP Rules-2010 (amended to date), for the following activity: -

S #	Description of Activity	Bid/Proposal Security	Tender Fees
1	Collection, Processing, STUB Management & Reconciliation of KW&SC Bills	02% of the proposal price in PKR	PKR 10,000/-

1- Scope of Work:

KW&SC intends to procure services for obtaining consumer-wise payment records and paid bill stubs from designated collection channels, submitting the same to KW&SC for processing, and reconciling consumer-wise revenue collections with bank records, finance records and the KW&SC revenue management system.

2- Minimum Eligibility:

The firm must have valid registration with relevant bodies such as SECP, Companies Registrar, etc. Also Registered with FBR for Income Tax/WHT and SRB for Services Tax (SST) and on active Tax Payer list (ATL). *Share Income Tax returns of last three years.*

The firm to submit Financial Audit reports of last three (03) years. The financial reports must show average annual financial turn-over of not less than PKR 30 million in the last three (03) years.

3- Technical Qualification:

- Possess experience of carrying out **(03)** three similar nature of services during last three years **(from-July 2023 to June 2026)**. Out of 03, at least one should be with a utility organization. *The firm to share completion certificates as evidence.*
- At least one similar nature assignment to have cost equivalent to PKR 25 Million during the last 03 years. *The firm to share completion certificates as evidence.*
- All above information shall be uploaded on “e-PADS” portal in proper manner along with the company profile and complete documents as listed in RFP to assess the qualification of a firm. If a firm fails to comply with any of the criteria above, it shall be considered “**DISQUALIFIED**” and eliminated from the procurement process, irrespective to its position in the Technical & Financial bid opening.

4- Terms & Condition of the “NIT”:

- A duly notarized Affidavit that the firm has never been “**black listed.**”
- The Firm must quote the rates both in words and figures.
- “**Integrity Pact**” duly signed with official seal on a stamp paper worth Rs. 100/- should be uploaded with the proposal / Bid.
- Complete Proposal should be signed along with company stamp.

- The Firm(s) shall submit non-refundable Tender(s) cost of PKR 10,000/- for the assignment as mentioned in the “NIT” in the shape of Pay-Order or a Call Deposit Receipt (CDR) from any scheduled bank of Pakistan in favor of “**Karachi Water & Sewerage Corporation**” before the time of the bid submission.
- Joint Venture OR a Consortium are not allowed.

5- Method of Selection: Competitive Selection Process, using a Single-Stage, Single-Envelope procedure under Rule - 46(1) advertised under Rule-17(1) & (2) as per SPP Rules-2010 (amended, to date).

“RFP” Document:

- The “RFP” document shall be downloaded from the website of “e-PADS” (<http://portalsindh.eprocurement.gov.pk>) of SPPRA Sindh.
- **Proposal Submission date:** Bid shall be uploaded / submitted on the “e-PADS” portal of SPPRA Sindh from the date of hosting up to **05th August 2026 by 02:00 p.m.**
- **Download / Announcement of bid and venue:** The Bids shall be download and announced on **05th August 2026.at 02:30 p.m.** in the office of the “Convener” of the procurement committee, KW&SC situated at “**Revenue Secretariat: Block-A, Committee Room, First Floor, 9th Mile Karsaz, Shahrah-e-Faisal Karachi**”, in the presence of the procurement committee as well as presence of the Firm(s) or their representative, if desired.

6- Bid/Proposal Security:

The firm shall upload image of “**Bid/Proposal Security**” equivalent to **02% of the financial proposal price** in the form of either a Pay-order or Call Deposit Receipt (CDR) issued by any scheduled Bank of Pakistan in favour of “**Karachi Water & Sewerage Corporation.**” The original Proposal security pay-order or call deposit receipt (CDR) shall be submitted in sealed envelope depicting name of firm along with name of assignment, in the office of the “**Convener**” of the procurement committee KW&SC situated at “**Revenue Secretariate: Block-A, Committee Room, First Floor 9th Mile Karsaz, Shahrah-e-Faisal Karachi**”, before announcement / opening of the proposals.

7- Proposal Validity Period: (90 Days).

8- Funding Position: KW&SC’s Own Fund (*Allocation for the Financial Year of 2026-2027*).

9- Under following conditions bid will be rejected:

- Conditional Bids.
- Bid not accompanied by proposal security of required amount.
- In case that any page of the Technical & Financial Proposal that is unsigned and unstamped.
- Proposal uploaded / submitted after specified date and time.
- In case that the firm is Black listed.
- Submitted documents, if found forged at any stage.
- Pay-Order of the Proposal Security and Tender Cost not summited Physically.

10- KW&SC, reserve the rights to reject all or any proposal (s) before award of assignment, subject to the provision Rules of Sindh Public Pronouncement rules, 2010 (*Amended, to date*).

11- Interested Proposers are requested to register their firm(s) / Company(s) on SPPRA website of “e-PADS” (<http://portalsindh.eprocurement.gov.pk>) for submission of e-bid.

12- In case of any query regarding e-biding, please contact “e-PADS” helpline UAN # **051-111-137-237**.

SECTION-I

INSTRUCTIONS TO THE BIDDERS

1 SCOPE OF WORK

KW&SC intends to procure services for obtaining consumer-wise payment records and paid bill stubs from designated collection channels, submitting the same to KW&SC for processing, and reconciling consumer-wise revenue collections with bank records, finance records and the KW&SC revenue management system.

2 COST OF TENDERING

The bidder shall bear all costs associated with the preparation and submission of its bid and KW & SC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

3 CLARIFICATIONS OF TENDER DOCUMENTS

A prospective bidder requiring any clarification(s) regarding technical and commercial aspects of the tender document may contact following KW & SC Officers:

Staff Office to Chief Commercial Officer (CCO), 01st Floor, Block-A, KW & SC Building, Shahra-e-Faisal, Karsaz, Karachi.

The concerned KW & SC officer will respond to any request for clarification which is received before 05 working days off the deadline for the submission of bids.

4 AMENDMENTS OF TENDER DOCUMENTS

At any time prior to the deadline for submission of bids, KW & SC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify or amend the RFP tender document by issuing an amendment that shall also be updated on e-PADS.

To afford firms reasonable time in which to take an amendment into account in preparing their proposals, KW & SC may, at its discretion, extend the deadline for submission of proposals, if deemed necessary.

5 PREPARATION OF BID

- Bids should be prepared considering “Single Stage- Single Envelope” procedure.
- Bid documents and all correspondence will be in English language.
- The bid should have a covering letter as the “letter of bid” on the letter pad of the firm. All pages of the bid shall be initialed/signed and official seal be affixed by the person(s) authorized to sign. In addition, all the pages of the submitted bid must be numbered and indexed. The Complete bid shall be scanned and uploaded on e-PADS portal as a mandatory requirement.

6. REQUIRED BID FORMS:

- Duly filled Activity Schedule/BOQ as per RfP format.
- Duly filled and signed commercial compliance statement as per RfP format.

7 **PRICE**

- Prices should be quoted in Pak Rupees (PKR), inclusive of all taxes for each required service.
- The price quoted should be firm, final, and clearly written/typed without any ambiguity. Any overwriting will lead to cancellation of bid at the time of opening.
- The quoted price should include all the applicable government taxes, custom duties, in-land transportation, & any other applicable charges.
- In case of any anomaly between figures or words in price, the amount quoted in words shall be considered
- The bidder shall be deemed to have obtained all information related to the requirements thereto which may affect the bid price.

8 **BID/PROPOSAL SECURITY**

- The bidder shall furnish bid/performance security equivalent to 2% of the bid price in the form of either a Pay Order or Call Deposit Receipt (CDR) or a Bank guarantee issued by a scheduled bank of Pakistan in favor of “Karachi Water & Sewerage Corporation (KW & SC),” valid for a period 30 days beyond the bid validity date.
- The Original Bid Security shall be delivered in person or sent by the registered mail on or before 02:00 p.m on 05th August 2026. Any bid submitted on e-PADs portal for which original bid security does not reach concerned KW & SC office physically before deadline of the bid shall be rejected as non-responsive.
- The Scanned Copy of bid security shall be uploaded by the bidder on e-PADS before deadline of bid submission.
- The bid securities of the unsuccessful bidders will be returned upon award of contract to the successful bidder or on expiry of validity of tender security, whichever is earlier.
- The tender security of the successful bidder will be returned when the bidder has furnished the required Performance Security and signed contract agreement.
- The bid security may be forfeited:
 - If a bidder withdraws his bid during the period of bid validity.
 - If the bidder does not accept the correction of their bid price.
 - In the case of successful bidder, if bidder fails to furnish the required performance security or sign the contract agreement.
 - If bidder does not respond timely to the clarifications called by KW & SC.

9 **VALIDITIES OF BIDS**

The Bid shall remain valid for a period of 90 days from the date of bid opening.

10 **DEADLINES FOR SUBMISSION OF BID**

- The bid shall be uploaded on e-PADs portal of SPPRA before 02: 00 p.m. on 20th July, 2026.
- The bids received other than e-PADS portal i.e. hard/Soft copy delivered in person or through e-mail or registered courier will be not accepted by KW & SC.

11 **OPENING OF BID**

- The KW & SC tender committee will download the bids at 02:30 p.m on July 20th, 2026 in the presence of bidders’ representatives who choose to attend, at KW & SC office address mentioned in the NIT.
- KW & SC reserves the right to reject any one or all bids prior acceptance of a bid /proposal as per SPPR rules, 2010 (amended, to date)

12 EVALUATION CRITERION

Minimum Eligibility:

- The firm must have valid registration with relevant bodies such as SECP, Companies Registrar, etc. Also Registered with FBR for Income Tax/WHT and SRB for Services Tax (SST) and on active Tax Payer list (ATL).
- The firm must also submit Income Tax return of last three years and Financial Audit reports of last three years. The financial reports must show average annual financial turn-over of not less than PKR 30 million during last three (03) years.

Technical Qualification:

- Possess experience of carrying out **(3)** similar nature of services completed during last three years **(from-July 2023 to June 2026)- Out of 03, at least one (01)** should be with a utility organization. *The firm to shared completion certificates as evidence.*
- At least one similar nature assignment having cost equivalent to PKR 25 million during the last 3 years. *The firm to share completion certificates as evidence.*
- All above information shall be uploaded on “**e-PADS**” website in proper manner along with the company profile and complete documents as listed in **RFP** to assess the qualification of a firm. If a firm fails to comply with any of the criteria above, it shall be considered “**DISQUALIFIED**” and eliminated from the procurement process, irrespective to its position in the Technical & Financial bid opening.
- Any effort by a bidder to influence KW & SC in the procurement evaluation process or order award decision may result in the rejection of his bid.

13 CLARIFICATIONS / CORRECTIONS OF BID

- To assist in the examination, evaluation and comparison of the bids, the committee at its discretion may ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing (i.e. *letter or email etc.*) and no change in the price or substance of the bid shall be sought, offered or permitted.
- Arithmetical errors will be rectified on the following basis:
“If there is a discrepancy between unit price and total price that is obtained by the multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between the words and figures, the amount in words shall prevail. If there is a mistake in addition / totaling. that can be corrected.”
- If the bidder does not accept the corrected amount of bid, their bid will be rejected and their bid security forfeited.

14 CHANGE/VARIATION ORDER

KW & SC reserves the right to place change/variation order (increase or decrease in the quantities of BoQ) by a maximum of 15%. The bidder shall be bound to accept the variation order by KW & SC.

15 **AWARD CRITERIA & KW & SC RIGHTS**

- Contract award shall be made to the “Most advantageous bidder,” the one that is technically-compliant and offers the lowest cost for provision of services.
- KW & SC reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids, at any time prior to award of order, without thereby incurring any liability to the affected bidders or any obligation to inform the affected bidders of the grounds for the KW & SC action.

16 **NOTIFICATION OF AWARD & SIGNING OF CONTRACT AGREEMENT**

- Prior to expiration of the period of tender validity prescribed in the RfP/tender document, KW & SC will notify the successful bidder in writing “Letter of Intent/Acceptance” that their bid has been accepted. The bidder shall acknowledge and accept the LOI/LOA. .
- The contract shall be signed with the successful bidder upon furnishing of acceptable performance security.

SECTION-II

TERMS & CONDITIONS OF CONTRACT

1 PERFORMANCE SECURITY

- 1.1 The successful bidder shall furnish to the KW & SC a performance security equivalent to 10% of the contract value in the form of a Bank Guarantee valid for a period of at least one month beyond the contract completion date.
- 1.2 The bank guarantee of performance security shall be further extended if the delivery is delayed. Furthermore, the contractor shall extend the bank guarantee (if required) to cover the warranty period.
- 1.3 Failure of the successful bidder to furnish performance security shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security.

2 CONTRACT DURATION

The contract shall remain valid for duration of one (01) year from the date of signing on same price and terms and conditions.

3 CONTRACTOR'S RESPONSIBILITIES

The contractor shall provide the services as described in scope of work and the contractor shall be responsible for provision of services as per following:

- 3.1 Completion of Assignment under this Contract or any mutually agreed addendums to this Contract.
- 3.2 The accuracy in execution of works to the satisfaction of KW & SC. Providing adequate manpower in terms of its quantity, competence and skills so that the work is completed within the agreed duration, scope and as per the quality standards agreed under this Contract.
- 3.3 Complying with the prevailing policies, laws and regulations issued, among others, by, Federal and Regional/Provincial Governments of Pakistan or other legally empowered Institutions in Pakistan in carrying out this Contract.
- 3.4 Submission of invoice to KW & SC only after the completion of corresponding milestone with due agreement from both the sides.
- 3.5 The contractor shall execute the contract on turnkey basis including printing and distribution services.

4 ACCEPTANCE CERTIFICATE

- 4.1 The concerned officer in KW & SC, as nominated by the CCO shall issue acceptance certificate for required services in favor of contractor at the end of each month subject to satisfactory performance of the contractor for the respective month.

5 LIQUIDATED DAMAGES

- 5.1 Unless the failure to render services is caused by force majeure or delay is not on part of KW & SC, the firm shall pay to KW & SC as liquidated damages (LD) a sum equal to 0.1% per day of the total contract amount up to maximum of 10% of contract value for required services and the same shall be charged to the firm at the time of payment.
- 5.2 In case of force majeure, the LD charges may be waived off by the competent authority, KW & SC upon receipt of request from contractor with documentary evidences. If the delay is on the part of KW & SC, and agreed by KW & SC, then for that time no liquidated damages will be paid to KW & SC.

6 PAYMENT

- 6.1 Payment of contract price shall be made in the following manner:

Monthly payment shall be payable through KW & SC funds to the contractor upon successful provisioning of required services which shall be proved by Acceptance Certificate (AC) issued by nominated officer, KW & SC.
- 6.2 All the payments shall be made through cross cheque in the Pak Rupees (PKR).
- 6.3 Taxes will be deducted as per government rules at the time of payment.
- 6.4 All the payments will be made by Finance wing KW & SC through the CFO with due approval of the competent authority i.e MD/CEO, KW & SC.

7 KW & SC'S RESPONSIBILITIES

- 7.1 The KW & SC nominated officer by CCO shall timely arrange to provide the requisite data for printing services.
- 7.2 The officer shall be responsible to verify the services provided against contract and issuance of acceptance certificate. Accordingly, he will be responsible to verify the Invoices of the contractor on the basis of actual bills data submitted.
- 7.3 KW & SC concerned Finance section shall arrange to make payments as per the contract.

8 AMENDMENTS IN CONTRACT

- 8.1 No variation in or modification of the terms of the Contract shall be made except by written amendments signed by the parties.
- 8.2 KW & SC may at any time but at least thirty (30) days prior to the delivery of the services, intimate by official email and followed by a written letter given to the Contractor, change within

the general scope of the Contract.

9 CHANGE/VARIATION ORDER

- 9.1 KW & SC reserves the right to place variation order (increase or decrease in the BOQ quantities) up to a maximum of 15% during the validity of the Contract as per requirements.

10 DEFAULT BY CONTRACTOR

- 10.1 If the contractor fails to provide the services, refuses or fails to comply with a valid instruction of the KW & SC, the KW & SC may give notice stating the default.
- 10.2 If the contractor has not taken all practicable steps to remedy the default within 14 working days after receipt of KW & SC notice, the KW & SC may by a second notice cancel the contract and performance security will be confiscated.

11 ARBITRATION AND APPLICABLE LAW

- 11.1 The Contract will be construed under and governed by THE LAWS OF THE ISLAMIC REPUBLIC OF PAKISTAN.
- 11.2 KW & SC and the Contractor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- 11.3 Any dispute, disagreement or question arising out of or relating to or in consequence of this contract or relating to its execution or performance which cannot be settled amicably, shall be referred to arbitration to Managing Director, KW & SC. Only the CEO/Managing Director KW & SC will have sole authority in arbitration to decide. All the decisions will be made in view of Arbitration Act, 1940.
- 11.4 Within 30 days of the said notice, one arbitrator shall be nominated in writing by KW & SC and one arbitrator shall be nominated in writing by the Contractor.
- 11.5 The arbitration shall initiate arbitration proceedings in Karachi. In case the arbitration does not reach on conclusion, then case would be referred to the court of Law.
- 11.6 Each party shall bear the cost of its own arbitrator and the cost of the third arbitrator shall be borne equally by both parties.

12 FORCE MAJEURE

- 12.1 The Contractor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- 12.2 If either party is temporarily rendered unable, wholly or in part by Force Majeure to perform its duties or accept performance by the other party under the Contract it is agreed that on such party, giving notice with full particulars in writing of such

Force majeure to the other party within 14 (fourteen) days after the occurrence of the cause relied on, then the duties, of such party as far as they are affected by such Force Majeure shall be suspended during the continuance of any inability so caused but for not longer period and such cause shall as for as possible be removed with all reasonable speed. Neither party shall be responsible for delay caused by Force Majeure.

- 12.3 The terms “Force Majeure” as used herein shall mean Acts of God, strikes, lockouts or other industrial disturbance, act of public enemy, war, blockages, insurrections, riots, epidemics, landslides, earthquakes, fires, storms, lightning, flood, washouts, civil disturbances, explosion, Governmental Export/Import Restrictions (to be supported by a letter from the relevant Authority and verified by the Diplomatic Mission in Pakistan), Government actions/restrictions due to economic and financial hardships, change of priorities and any other cause similar to the kind herein enumerated or of equivalent effect, not within the control of either party and which by the exercise of due care and diligence either party is unable to overcome.
- 12.4 The term of this Contract shall be extended for such period of time as may be necessary to complete the work which might have been accomplished but for such suspension. If either party is permanently prevented wholly or in part by Force Majeure for period exceeding 12 (twelve) months from performing or accepting performance, the party concerned shall have the right to terminate this contract immediately giving notice with full particulars for such Force Majeure in writing to the other party, and in such event, the other party shall be entitled to compensation for an amount to be fixed by negotiations and mutual agreement.
- 12.5 If a Force Majeure situation arises, the Contractor shall promptly notify KW & SC in writing of such conditions and the cause thereof. Unless otherwise directed by KW & SC in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practicable, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

13 TERMINATION FOR INSOLVENCY

- 13.1 The KW & SC may at any time terminate the contract by giving a one month advance written notice to the bidder, without any compensation to bidder. If the bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to action to the KW & SC.

14 TERMINATION FOR CONVENIENCE

- 14.1 Without prejudice to the contractor, the KW & SC may send a written notice to the bidder, terminate the contract in whole or in part any time for its convenience. The notice of termination shall specify that the termination is for the KW & SC's convenience,

the extent to which performance or work under the contract is terminated and the date upon which such termination becomes effective.

15 DEBARMENT / BLACKLISTING OF FIRM

- 15.1 As per SPPRA rules 2010 (amended, to date), KW & SC reserves the right of debarment 'or' blacklisting of a firm, association, corporation, joint venture, company, partnership or any other legal entity subject to any of the following acts:
- a. Consistent failure to provide satisfactory performance.
 - b. Contractor becomes insolvent.
 - c. Existence of judicial decision against a contractor in respect of a corrupt or collusive practice.
 - d. Submission of false and spurious documents, making false statements and allegations to gain undue advantage.
 - e. Commission of fraud.
 - f. Contractor abandons the contract.
 - g. Contractor without reasonable excuse fails to commence the work 'or' suspends the progress of work for 14 days.
 - h. Contractor is not executing the work in accordance with the contract or is persistently or flagrantly neglecting to carry out his obligations under the contract.
 - i. Commission of embezzlement, criminal breach of trust, theft, cheating, forgery, bribery, falsification or destruction of records, receiving stolen property, false use of trademark, securing fraudulent registration with sales tax authorities, Pakistan Engineering council etc, giving false evidence, furnishing of false information of serious nature.
- 15.2 The competent authority i.e. CEO/Managing Director KW & SC will constitute a committee comprising of three KW & SC officers and they will investigate the matter in connection with allegation of corrupt, fraudulent, coercive or collusive practices or illegally harassment or threat. Moreover, the committee shall also accord adequate opportunity of being heard to the contractor who is to be debarred / blacklisted. The said committee will forward its clear recommendations for the approval of CEO/Managing Director KW & SC.
- 15.3 The debarment shall be for a reasonable specified period of time, commensurate with the seriousness of the cause. However, the debarment period shall not exceed from three years. Moreover, KW & SC also reserves the right of permanent blacklisting of a contractor subject to severity of the corrupt or fraudulent practices.

16 REPEAT ORDER

KW & SC may place Repeat Order on the contractor as per SPPRA Rules 2010 (amended, to date)

17 INTEGRITY

- 17.1 The Contractor hereby declares that it has not obtained or induced the procurement of this Contract or a right, interest, privilege or other obligation or benefit under this Contract from Government of Pakistan

or any administrative subdivision or agency thereof or any other owned or controlled by it (GoP) through any corrupt business practice.

- 17.2 Without limiting the generality of the foregoing the Contractor 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, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or including the procurement of this Contract or a right, interest, privilege or other obligation or benefit under this Contract in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.
- 17.3 The Contractor 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 clause.

18 DECLARATION OF BENEFICIAL OWNERS' INFORMATION

- 18.1** The "Declaration of Beneficial Owners' Information of Public Procurement Contract Awarded Regulations, 2022" require that the contractor shall be bound to provide beneficial ownership information as per Performa attached with RfP.

ANNEX-I: SCOPE OF WORK/TORS

KW&SC intends to procure services for obtaining consumer-wise payment records and paid bill stubs from designated collection channels, submitting the same to KW&SC for processing, and reconciling consumer-wise revenue collections with bank records, finance records and the KW&SC revenue management system.

Specification for Dispatching Management/Delivery

- The Vendor shall be responsible for obtaining consumer-wise payment records, paid bill stubs and other collection data from designated bank branches, post offices and other authorized collection channels, and submitting the same to the designated KW&SC office for processing.
- The Vendor shall submit complete consumer-wise collection records to KW&SC on a daily basis, covering the previous day's collections. Any delay beyond the prescribed timeline shall attract the applicable penalty under the Contract.
- The Vendor shall maintain a secure and auditable system for recording, tracking and managing all collection records and paid bill stubs obtained from collection channels.
- The Vendor shall maintain a complete audit trail of all collection records received, processed and submitted to KW&SC, and provide status reports and exception reports as required by KW&SC.
- The Vendor shall ensure the safe custody, confidentiality and integrity of all physical and electronic collection records throughout the collection, handling, transportation and submission process.

Revenue Reconciliation

- The Vendor shall carry out consumer-wise reconciliation of revenue collections by comparing payment records received from designated collection channels with bank statements, Finance records and the KW&SC Revenue Management System.
- The Vendor shall identify, classify and report all unmatched, duplicate, short, excess or exception transactions for resolution by the designated KW&SC officials.
- The Vendor shall submit periodic reconciliation reports, exception reports and management information reports (MIS) in the format and frequency prescribed by KW&SC.
- The Vendor shall extend all necessary support to KW&SC during monthly, quarterly and annual revenue reconciliation exercises and external/internal audits.

Delivery and Implementation Schedule

The successful bidder shall commence the services immediately upon contract signing. The implementation period shall not exceed 07 calendar days from the date of contract execution.

The bidder shall submit a detailed implementation plan in Gantt Chart format, including implementation methodology, activity schedule, workstreams, milestones, deliverables, dependencies and resource deployment. Where a phased implementation approach is proposed, separate implementation plans and deliverables shall be provided for each phase.

Implementation Risks

The bidder shall identify all foreseeable implementation risks, assumptions and dependencies that may affect service delivery and propose appropriate mitigation measures. A high-level implementation and transition plan shall also be included as part of the proposal.

Bid Submission

01 x Original and 01 x copy of both technical and financial bid will be submitted by all the prospective bidders. Soft copy of the bid in form of USB must also be provided.

Confidentiality

All information contained in this RFP is considered to be the exclusive property of KW & SC. Recipients of this RFP are not to disclose any information contained within this RFP unless such information is publicly available. This RFP is provided for the sole purpose of enabling the vendor to develop a response.

This RFP and KW & SC's process of evaluating procurement process as well as the timing and content of any meetings, discussions and negotiations between KW & SC and the Respondents, will be deemed 'Confidential Information'.

Respondents must recognize and acknowledge that KW & SC operates in a highly competitive business environment and, for that reason, expects that Respondents will treat all materials and data provided by KW & SC as confidential.

In return, KW & SC will not share information from the Respondent with any other parties without the prior written agreement of the Respondent. However, the Respondent acknowledges that, in replying to the RFP, it allows agent(s) appointed by KW & SC, to review and analyze the Respondents' submission as part of this process.

Integrity of Information Provided

KW & SC shall rely upon the information that vendor provide in response to this RFP, and upon any additional information provided during the RFP process from this point forward. If information provided in response to this RFP, or any additional information provided during the RFP process from this point forward, proves to be inaccurate, KW & SC reserves the right to terminate any contract awarded at any time without any obligation or liabilities to the other party / parties for any works completed or planned be delivered. The Vendor shall guarantee and be responsible for the quality of their product or service, and for ensuring that it provides a full working solution to meet KW & SC's requirements.

Presentations

KW & SC may ask proposing vendors for oral presentations. Your oral presentations, along with questions and answers, will be a critical component of the overall tender evaluation.

Oral presentations will not exceed one (01) hour. Vendors will be notified of their scheduled date, time and location for their presentation. Presentations will be held as soon as practicable after the written proposals have been received and initial evaluation has been completed. Oral presentations are required to be specific and are limited to the requested information. If there is an inconsistency between the oral presentation and the slide handouts the information in the slide handouts will be used for evaluation purposes. If there are inconsistencies between the written proposal and the oral proposal, the written proposal will supersede and be used for evaluation purpose.

ANNEX-X: ACTIVITY SCHEDULE/BILL OF QUANTITY (BOQ)

S#	Description of Services	Unit	Unit Price without Tax (PKR)	Total Price with Tax (PKR)
1	Collection and processing of all paid bill stubs from designated collection channels for processing in KW&SC system	Job		
2	Revenue Reconciliation	Job		
3	Applicable Taxes			
<i>Total Price (PKR)-inclusive of tax</i>				

Note:

1. The Price quoted shall remain valid for a period of one year.
2. All services mentioned shall be performed simultaneously to be eligible for invoice payment under the contract.

In Words:

COMPLIANCE STATEMENT

S.No.	Description	Complied	Not Complied	Partially complied	Remarks
1	Invitation To e-Bids				
2	Introduction				
3	Scope Of Work				
4	Qualification Criterion Of Bidders				
5	Cost Of Tendering				
6	Clarifications Of Tender Documents				
7	Amendment Of Tender Documents				
8	Samples				
9	Preparation Of Bid				
10	Price				
11	Bid Security				
12	Validity Of Bids				
13	Deadline For Submission Of Bid				
14	Opening Of Bid				
15	Responsiveness Of Bidders				
16	Evaluation Criterion				
17	Clarifications / Corrections Of Bid				
18	Commercial Compliance Statement				
19	Variation Order				
20	Award Criteria & NTC's Right				
21	Notification Of Award & Signing Of Contract Agreement				
	Contract Conditions				
1	Performance Security				
2	Contract Duration				
3	Contractors Responsibilities				
4	Ntc Responsibilities				
5	Transportation / Packing				
6	Time For Completion				
7	Warranty / Services				
8	Liquidated Damages				
9	Pre-Delivery Inspection And Testing				
10	Payment				
11	Default By Contractor				
12	Arbitration And Applicable Law				
13	Force Majeure				
14	Termination For Insolvency				
15	Termination For Convenience				
16	Ultimate Consignee				
17	Debarment / Blacklisting Of Firm				
18	Repeat Order				
19	Integrity				
20	Declaration Of Beneficial Owners' Information				

PERFORMANCE SECURITY FORMAT

Bank Guarantee No. -----

Date of Issue -----

Valid upto -----

Value (Rs.) -----

FROM: _____

TO,

THE MANAGING DIRECTOR,
KARACHI WATER & SEWERAGE CORPORATION (KW & SC)
KARACHI.

SUBJECT: B/G AND DATE FOR _____ ON BEHALF OF _____ FOR
DUE AND FAITHFUL PERFORMANCE ORDER NO. _____
DATED _____

Whereas M/s _____ (hereinafter called the Supplier)
have requested us to furnish a Bank Guarantee in your favour in the
sum _____ (IN WORDS) _____ as performance security
against order No.. _____ dated _____ to be concluded between the
Supplier/Contractor and KW & SC

WE HEREBY AGREE:

- 1). To make an un-conditional payment of _____ to you on demand without any further question or reference to the Supplier upon failure of the Supplier to perform the Order for which you will be the sole judge.
- 2). To keep this guarantee valid in full force from this date upto the time of the due and faithful completion of the Order under reference (the schedule of implementation shall be as described in the Purchase order and its subsequent amendments) or till _____ whichever date is later. The faithful completion of the order by the Supplier will be intimated by the KW & SC.
- 3). To extend the period of the enforceability of this guarantee if such extension be necessary or desired by you of us. All claims thereunder must be submitted to the Bank of _____ on or before the expiry date mentioned in this guarantee are the date mentioned in its extensions issued from time to time, after which this guarantee will become null and void and should be returned to us. Irrespective of its return, we shall consider ourselves fully discharged from any obligation there under after the said expiry date.
Dated This Day of _____.

Authorized Signature:

_____ & Seal of Bank