



REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Safe and sustainable drinking water for Kiritimati Island
Nature of the services	Water utility specialist – billing, metering and NRW
Location:	Kiritimati Island
Date of issue:	11/05/2023
Closing Date:	25/05/2023
SPC Reference:	RFQ23-5351

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Part 1: INTRODUCTION

1.1 About the Pacific Community (SPC)

The Pacific Community (SPC) is the principal scientific and technical organisation of the Pacific region, established by treaty in 1947 with the signing of the *Agreement Establishing the South Pacific Commission* (the Canberra Agreement).

Our unique organisation covers more than 20 sectors and is renowned for knowledge and innovation in such areas as fisheries science, public health surveillance, geoscience and conservation of plant genetic resources for food security.

For more information about SPC and the work that we do, please visit our website: <https://www.spc.int/>.

1.2 SPC's procurement activities

SPC's procurement activities are guided by the principles of high ethical standards, value for money, open competition and social and environmental responsibility and are carried out under our Procurement Policy.

For further information or enquiries about SPC's procurement activities, please visit the procurement pages on our website: <https://www.spc.int/procurement> or email: procurement@spc.int

1.3 SPC's Request for Quotation (RFQ) Process

At SPC, procurement valued at more than EUR 2,000 and less than or equal to EUR 45,000 requires an evaluation of at least three quotations to determine the offer that provides the best value for money through a Request for Quotation (RFQ) process.

This RFQ sets out SPC's requirements for a project and it asks you, as a bidder, to respond in writing in a prescribed format with pricing and other required information.

Your participation confirms your acceptance of SPC's conditions of participation in the RFQ process.

Part 2: INSTRUCTIONS TO BIDDERS

2.1 Background

SPC invites you to submit a quotation to deliver the services as specified in [Part 3](#).

SPC has compiled these instructions to guide prospective bidders and to ensure that all bidders are given equal and fair consideration. Please read the instructions carefully before submitting your bid. For your quotation to be considered, it is important that you provide all the prescribed information by the closing date and in the format specified.

2.2 Submission Instructions

You must **submit your quotation and all supporting documents** in English and as an attachment to an email sent to jakew@spc.int and with the subject line of your email as follows: **Submission RFQ23-5351**. The email should also be copied to rfq@spc.int.

The supporting documents expected in this RFQ are:

- [The Conflict-of-Interest Declaration form](#) completed
- Technical and Financial Proposal templates completed
- Consultant's CV submitted.

Your submission must be clear, concise and complete and should only include a quotation and information that is necessary to respond effectively to this RFQ. Please note that you may be marked down or excluded from the procurement exercise if your submission contains any ambiguities or lacks clarity.

Bids will be evaluated on the basis of information received by **11.59PM Fiji time GMT+12 on 25/05/2023**.

2.3 Evaluation & Contract Award

Each quotation validly received will be assessed against the evaluation criteria matrix set out in [Part 4](#). Any changes in the evaluation criteria will result in the RFQ process being re-issued.

SPC may award the contract once it has determined that a bidder has met the prescribed requirements and the bidder's proposal has been determined to be substantially responsive to the RFQ documents, provide the best value for money (highest cumulative score) and best serve the interests of SPC.

In the event of a bid being accepted, procurement will take place under SPC's [General Terms and Conditions of Contract](#) and depending on the value or nature of the procurement, the award will be made by issuing a purchase order or a signed and dated contract, or both.

2.4 Key Contacts

Please contact SPC should you have any doubt as to what is required or if we can help answer any questions that you may have.

Jake Ward will be your primary point of contact for this RFQ and can be contacted at jakew@spc.int. You should copy any communications into rfq@spc.int.

Details will be kept of any communications between SPC and bidders. This assists SPC to ensure transparency of the procurement process. While SPC prefers written communication in the RFQ process, at any point where there is phone call or other conversation, SPC expects to keep a file note of the exchange, with all forms of communication with prospective bidders to be retained as source documents for the procurement of the services.

2.5 Key Dates

Please see the proposed procurement timetable in the table below. This timetable is intended as a guide only and while SPC does not intend to depart from the timetable, it reserves the right to do so at any stage.

STAGE	DATE
RFQ sent to potential vendors	11/05/2023
RFQ Closing Date	25/05/2023
Award of Contract	8/06/2023
Commencement of Contract	15/06/2023
Conclusion of Contract	25/04/2024

2.6 Legal and compliance

Confidentiality: Unless otherwise agreed by SPC in advance or where the contents of the RFQ are already in the public domain when shared with the bidder, bidders shall at all times treat the contents of the RFQ and any related documents as confidential. SPC will also treat the information it receives from the bidders as confidential.

Conflict of interest: Bidders must take all necessary measures to prevent any situation of conflict of interest. You must notify SPC in writing as soon as possible of any situation that could constitute a conflict of interest during the RFQ process. If you have any familial connection with SPC staff, this must be declared, and approval will then be sought for you to engage in the RFQ process. **In support of your response to this RFQ, you must submit to SPC [the Conflict-of-Interest Declaration form](#) available on our procurement page website: <https://spc.int/procurement>.**

Breach of this requirement can result in SPC terminating any contract with a successful bidder.

Currency, validity, duties, taxes: Unless specifically otherwise requested, all proposals should be in AUD and must be net of any direct or indirect taxes and duties, and shall remain valid for 120 days from the closing date. The successful bidder is bound by their proposal for a further 60 days following notification they are the preferred bidder so that the contract may be awarded. No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during this period.

No offer of contract or invitation to contract: This RFQ is not an offer to contract or an invitation by SPC to enter into a contract with you.

Privacy: The bidder is to comply with the requirements of applicable legislation and regulatory requirements in force for the use of personal data that is disclosed for the purposes of this RFQ. SPC will handle any personal information it receives under the RFQ in line with its [Privacy Policy](#), and the [Guidelines for handling personal information of bidders and grantees](#).

Warranty, representation, assurance, undertaking: The bidder acknowledges and agrees that no person has any authority to give any warranty, representation, assurance or undertaking on behalf of SPC in connection with any contract which may (or may not) follow on from this RFQ process.

2.7 Complaints process

Bidders that consider they were not treated fairly during any SPC procurement process may lodge a protest. The protest should be addressed to complaints@spc.int. The bidder must provide the following information: (1) full contact details; (2) details of the relevant procurement; (3) reasons for the protest, including how the alleged behaviour negatively impacted the bidder; (4) copies of any documents supporting grounds for protest; (5) the relief that is sought.

Part 3: TERMS OF REFERENCE

A. Background/context

The EU- and MFAT-funded *Safe and sustainable drinking water for Kiritimati Island* project, otherwise known as the *Kiritimati Island Water Project*, is being implemented by The Pacific Community (SPC) in partnership with the Ministry of Line and Phoenix Islands Development (MLPID) and other Government of Kiribati (GoK) stakeholders. UNICEF are leading implementation of the sanitation and hygiene components under the same *EU-GoK Partnership for inclusive and socio-economic development* framework.

This is the third major water project on Kiritimati Island in the past 25 years. The AusAID funded Kiritimati Water and Sanitation Project (KWASP) was implemented by the Overseas Projects Corporation of Victoria (OPCV) in the late 1990s and early 2000s. SPC then implemented the EU- and NZ MFAT-funded Improved Drinking Water Supply for Kiritimati Island Project (IDWSKIP) from 2014 to 2018. This project, with implementation period through to 2024, is a continuation of the IDWSKIP.

The project's major works will include construction of groundwater infiltration galleries fitted with solar pumps, laying transmission pipelines and reticulation pipework, construction of village tank and pump stations, and rehabilitation of the four existing centralised water supply systems on the island. Alongside the infrastructure upgrades, SPC will be working with the Water and Sanitation Division (WSD) under the Ministry of Line and Phoenix Islands Development (MLPID) to build technical and institutional capacity to manage, operate and maintain the Government-owned and operated centralised water supply systems (all of which provide low-pressure reticulated water intermittently).

There are four centralised reticulated water supply systems on Kiritimati operated by WSD, as summarised below.

Table 1. Summary of Kiritimati's four reticulated water supply systems operated by WSD.

System	Current pumping capacity	2025 pumping capacity	2023 population served	2045 population served	Operation
Decca lens to London and Tennessee	260 kL/d	260 kL/d	2,000	2,300	Most households supplied via 3 x 40-minute disbursements per day, approx. 70kL each, from 6m head tank filled by transfer pumps from 250kL ground tank. Most customers metered (384) and with household head tank.
Four Wells lens to Tabwakea	120 kL/d	≤480 kL/d	1,200	8,100	8- to 10-hour daytime low-pressure system pumped directly from gallery solar pumps (and 1 wind pump) to reticulation system (village head tank bypassed). Most household head tanks bypassed due to insufficient pressure. Most customers with a metered connection (223), though with numerous illegal/ unregistered/ unknown connections.

Banana lens to Banana and Main Camp	35 kL/d	≤80 kL/d	500	6,700	8- to 10-hour daytime low-pressure system pumped directly from old solar (1), wind (2) and petrol (1) pumps to reticulation systems (village head tanks bypassed). WSD operator adjusts isolation valves to direct flow to different village areas during the day. 18 metered connections. Approx. 80 unmetered connections.
NZ Airfield lens to Poland	40 kL/d	50 kL/d	400	2,600	8- to 10-hour daytime low-pressure system pumped directly from gallery solar (1), wind (1) and petrol (1) pumps to reticulation system (village head tank bypassed). Most customers with metered connection (35).

The current water billing and metering system needs a major overhaul. Customer meters (where present, most are Honeywell V110 co-polymer resin 15mm meters with 20mm MM connections) are manually read monthly by the WSD metering team who travel around respective villages on foot to take the readings. However, on average only 30 – 40% of meters are read and recorded each month. Readings are then transferred from the meter reading team’s written entries into an Excel spreadsheet pre-set with basic calculations to obtain cumulative consumption, payments and arrears. Many of the entries require adjusting or deleting as the calculated consumption from the previous month’s readings often do not make sense (e.g. negative values, or very high values such as >1M litres), though many less obvious errors likely go undetected.

Government staff bills are automatically deducted from their respective salaries, and the general public are expected to visit WSD at no set frequency to pay their bill. Only a very small proportion of the general public pay their bill. No billing or consumption information is shared with customers unless asked for directly in person at the WSD office in London, Tabwakea. Some, though not all, customers are disconnected if they have not paid their bill for an extended period of time.



Figure 1. Example of an assortment of tanks and stands at one household in London village

Up until February 2023 a two-tier monthly water tariff was used to encourage water conservation and penalise unnecessary overuse: AU\$0.0012/L up to 18,000L; and AU\$0.005 for monthly consumption over 18,000L. This became particularly difficult to quantify with a very low proportion of the meters being read monthly, and a high number of errors made during meter reading and data entry, maxing the Excel spreadsheet overly complicated and error prone. It also did not appear to make any difference to people's water conservation measures/behaviours, as there is little financial incentive when one chooses to not pay their water bill with little if any repercussion. Furthermore, WSD are responsible for household head tank float valves, situated downstream of the meters. Many household head tanks are missing or have faulty float valves, resulting in significant wastage during water release periods (overflowing head tanks are a common sight, especially throughout London village). Given these are WSD's responsibility, it was considered unfair to charge customers a two-tier tariff aimed at penalising water wastage when much of that wastage was a result of WSD's inability to achieve the necessary level of service to ensure proper installation and operation of all head tank float valves.

Responsibility and ownership of household head tanks on residential (non-Government staff) and business leases remains in question on Kiritimati. MLPID are responsible for installation and maintenance of head tanks and stands at Government staff housing leases (comprising the majority of household leases in London, and to a lesser extent in other villages). However, it is unclear where the responsibility and expectation regarding asset ownership and maintenance lay with residential leaseholders. Normally the utility would be responsible for water reticulation assets through to the water meter, but with meters (where present) on the upstream side of household head tanks (where present) and the issue with missing/leaking float valves, the situation requires review and technical input.



Figure 2. A variety of head tanks in London village

With these billing and metering challenges, WSD are unable to accurately calculate cumulative monthly water consumption. As a result, it is difficult to calculate non-revenue water and identify leak areas (aside from observing leaking household head tanks). SPC are working with WSD to procure a number of pressure and flow meters/gauges/loggers to assist with strategically isolating and monitoring specific sections of transmission pipelines and reticulation areas. This will contribute to identifying major leak locations upstream of household connections.

B. Purpose, objectives, scope of services

The primary objectives of this consultancy are to:

- Improve household water conservation awareness and behaviours through an improved, sustainable and contextually appropriate billing and metering system.
- Effectively and efficiently reduce water wastage and non-revenue water throughout the water supply system.
- Build capacity of WSD through improved systems, information management and communications, particularly with respect to customer billing and metering, non-revenue water (NRW) control and overall utility management.

SPC are therefore seeking a consultant experienced in water utility operations, billing and metering and non-revenue water detection/solutions to work with WSD and SPC to:

- Make significant improvements to the current billing and metering system by:
 - o Assessing the current situation on Kiritimati.
 - o Determining, trialling and implementing contextually appropriate and sustainable alternatives/improvements to the current billing and metering system, including, but not limited to:
 - Meter types
 - Meter installation and configuration (including head tanks)
 - Meter reading
 - Data transfer
 - Information management
 - Customer communications and education
 - Billing and payment systems
 - Revenue management
 - Tariff schedules
 - Preparation of monthly reports stating accurate calculations of water consumption, water pumped and NRW for each system.
 - o Provide guidance, recommendations and training for sustained application of the improved processes.
 - o Document approaches and best practices that could be applied in similar remote contexts.
- Provide ad-hoc technical advice as required on identification and resolution of leaks throughout the water supply system.
- Build capacity of SPC and MLPID staff in applicable aspects of billing, metering, NRW and water utility management.

C. Timelines

The Consultant will be engaged from date of signing (likely June 2023) for a period of 12 months for up to 60 working days to perform the necessary scope and deliver the required outputs, commencing immediately upon contract signing. Deadlines for specific deliverables/requirements will be dependent on project needs and agreed between the Consultant and the Project Coordinator throughout the contract implementation period.

D. Reporting and contracting arrangements

The Consultant will work under the direct supervision of SPC's Project Coordinator, Safe and Sustainable Drinking Water for Kiritimati Island Project.

The MLPID WSD Engineer, SPC Project Coordinator, Hydrology Technical Advisor (TA) and Water Engineering TA will be focal points for all information requests and feedback with the Consultant.

The Consultant will be required to make at least one trip to Kiritimati, though two (or possibly three) trips will likely be required: the first to assess the situation and perform preliminary trials; the second (and potentially third) to implement and refine proposed improvements. Each trip will be one to three weeks' duration. Travel and accommodation will be organised by SPC.

Within the first month of the consultancy, a brief work plan, as agreed with the Project Coordinator, will be required from the Consultant outlining intended scope of work to be covered. This workplan will likely undergo update iterations throughout the contract duration.

Expenses associated with the purchase and freight of approved billing, metering, leak detection and other devices, equipment and materials under this contract will be covered by SPC as per the SPC Procurement Policy.

E. Skills and qualifications

Bidders are required to provide a brief (maximum 1 page) proposal highlighting their proposed approach to rectifying the current billing and metering situation on Kiritimati.

Bidders are also required to provide a brief proposal highlighting compliance, knowledge and previous experience in the following areas and attributes.

- At least 10 years practical experience in design, optimisation, operation and maintenance of metered water supply systems
- Experience with water utility operations on Pacific atolls and/or similarly remote locations with limited resources and local capacity
- Tertiary qualification in water engineering or applicable equivalent
- Experience with leak detection and repair
- Experience working with and building technical and operational capacity of water supply authorities.

F. Scope of Bid Price and Schedule of Payments

- This will be a time-based contract.
- The value of the contract will be based on number of days dedicated to the scope of work outlined in this ToR, up to a maximum of 60 person-workdays.
- Terms of payment shall be in accordance with the provisions of Article 10 of the SPC General Conditions.

Milestone/deliverables	Deadline	Workdays	% payment
On receipt of technical advice and recommendations as per the Terms of Reference of this RFQ	12 months after contract signing*	Up to 60 days	≤100%

* Invoices may be submitted at any time, though no more frequently than quarterly. Invoices are to be accompanied with a timesheet specifying days worked and daily scope completed. Payment will only be

made for applicable work performed that has been agreed in advance between the Consultant and Project Coordinator.

G. Annexes to the Terms of Reference

Annex 1 – Project Brief

Annex 2 – Kiritimati Sustainable Water Management Plan

Part 4: PROPOSAL EVALUATION MATRIX

4.1 Competency Requirements & Score Weight

The evaluation matrix below reflects the obtainable score specified for each evaluation criterion (technical requirement) which indicates the relative significance or weight of the items in the overall evaluation process.

Competency Requirements	Score Weight (%)	Points obtainable
<ul style="list-style-type: none"> - Technical and Financial Proposal templates completed - Consultant's CV submitted 	Mandatory requirements. Bidders will be disqualified if any of the requirements are not met	
Technical requirement 1: Proposal on methodology to be undertaken to improve the billing and metering system on Kiritimati	15%	150
Technical requirement 2: At least 10 years practical experience in design, optimisation, operation and maintenance of metered water supply systems	15%	150
Technical requirement 3: Experience with water utility operations on atolls and/or similarly remote locations with limited resources and local capacity	15%	150
Technical requirement 4: Tertiary qualification in water engineering or applicable equivalent	10%	100
Technical requirement 5: Experience with leak detection and repair	10%	100
Technical requirement 6: Experience working with and building technical and operational capacity of water supply authorities	5%	50
Price	30%	300
Total Score	100%	1000

Part 5: TECHNICAL AND FINANCIAL PROPOSAL FORMS

PART A – Background

RESPONSE BY BIDDER	
Name	
Physical Address	
Postal Address	
Telephone Contact	
Email	

PART B – Technical evaluation criteria

Technical Requirements	
Competency Requirements	Response by Bidder
<p>Experience: Evidence of the bidder’s relevant experience must be submitted. Bidders shall provide details of three contracts that demonstrate their track record in completing works/services similar to the ToR in Part 3 of this RFQ. The bidder should provide contact details of one referee for each of the contracts. The contracts should have been completed or substantially completed within the last 8 years. Please attach CV(s) and any supporting information as necessary.</p>	<p>Details for two references</p>
	<p>1. Client’s name: <i>[insert name of client 1]</i></p>
	<p>Contact name: <i>[insert name of contact]</i></p>
	<p>Contact details: <i>[insert contact details]</i></p>
	<p>Value contract: <i>[insert value of contract]</i></p>
	<p>2. Client’s name: <i>[insert name of client 2]</i></p>
	<p>Contact name: <i>[insert name of contact]</i></p>
	<p>Contact details: <i>[insert contact details]</i></p>
	<p>Value contract: <i>[insert value of contract]</i></p>
	<p>3. Client’s name: <i>[insert name of client 3]</i></p>
	<p>Contact name: <i>[insert name of contact]</i></p>
	<p>Contact details: <i>[insert contact details]</i></p>

	Value contract:	<i>[insert value of contract]</i>
1. Methodology		
Proposal on methodology to be undertaken to improve the billing and metering system on Kiritimati		<i>[Bidder's answer]</i>
2. Practical experience		
At least 10 years practical experience in design, optimisation, operation and maintenance of metered water supply systems		<i>[Bidder's answer]</i>
3. Remote water utility experience		
Experience with water utility operations on atolls and/or similarly remote locations with limited resources and local capacity		<i>[Bidder's answer]</i>
4. Tertiary qualifications		
Tertiary qualification in water engineering or applicable equivalent		<i>[Bidder's answer]</i>
5. NRW		
Experience with leak detection and repair		<i>[Bidder's answer]</i>
6. Utility capacity building		
Experience working with and building technical and operational capacity of water supply authorities		<i>[Bidder's answer]</i>

PART C – Financial proposal

All costs indicated on the Financial Proposal should be **exclusive** of all applicable taxes. The format shown below should be used in preparing the price schedule.

All prices in the proposal must be presented in **AUD**.

Particulars	Amount (AUD)
Professional fees	Day rate: AUD _____
Total financial offer (exclusive of taxes)	Maximum total fee (max 60 days): AUD _____

Professional fees: Staff salaries, consultant fees and any other professional costs (with details on the level of effort of each person on the team. i.e. 50% full time, full-time, etc.).

SPC will not cover separate lines for visas, overheads/running costs, ... If these apply, the costs are to be taken into account in the fees charged for the delivery of the specific services.

No payment will be made for items which have not been priced. Such items are deemed to be covered by the financial offer.

Expenses associated with the purchase and freight of approved billing, metering, leak detection and other devices, equipment and materials under this contract will be covered by SPC as per the SPC Procurement Policy.

Travel and accommodation will be organised by SPC

Bidders will be deemed to have satisfied themselves, before submitting their proposal and to its correctness and completeness, taking into account of all that is required for the full and proper performance of the contract and to have included all costs in their rates and prices.

For the Bidder: *[insert name of the company]*

Signature:

Name of the representative: *[insert name of the representative]*

Title: *[insert Title of the representative]*

Date: *[Click or tap to enter a date]*