



LILONGWE WATER BOARD
Portable water all the time for all

INVITATION TO BID

SUPPLY, DELIVERY AND INSTALLATION OF A UTILITY PREPAID METERING BILLING SYSTEM

Country:	Malawi
Procurement Reference Number:	LWB/G/PMBS/18/19
Date of Issue:	9th August 2018

1. Lilongwe Water Board has budgeted funds under its 2018/2019 Financial Year Capital Expenditure Budget and intends to use part of these funds for the payment of supply, delivery and installation of a Utility Prepaid Metering Billing System.
2. Lilongwe Water Board now invites sealed bids from eligible, capable and interested bidders for the **Supply, Delivery and Installation of a Utility Prepaid Metering Billing System** as detailed below:
 - (a) The prepaid billing system should have the following system capabilities: platform and integration; user friendliness, user access, administration and security, integration with ERP solutions and other systems, accounts receivable and financial management, web-based billing and customer portal, open software architecture etc. as contained in the Bidding Document
 - (b) The prepaid billing system should have the following functions: billing module and ability to generate reports. The billing system should also have the ability to enhance customer service functions such as customer enrollment, customer management, token generation, customer database maintenance, tariff and fees management, token calculation, token correction, account management, among several others.
3. Bidding will be conducted through International Competitive Bidding (ICB) procedures and in full compliance with the provisions of Malawi's Public Procurement and Disposal of Assets Act No. 27 of 2017 and its Subsidiary Legislations. Bidding is open to all interested bidders as defined in the Bidding Document.
4. Interested eligible bidders may obtain further information or clarifications in writing and inspect the bidding documents at the Procurement and Disposal Unit on the following address:

Lilongwe Water Board
Madzi House, Off Likuni Road
P.O Box 96, Lilongwe, MALAWI
Fax: +265 (0) 1 757 343
E-mail: procurement@lwb.mw

Bidders should submit written requests for clarifications at least **21 days** before the deadline for submission of bids (i.e. **30th August 2018**) given in item 9 below. The Procuring Entity shall reply to all bidders' questions at least 11 days before the deadline for submission of bids (i.e. 9th September 2018).

5. A complete set of Bidding Documents in English may be purchased by interested bidders upon payment of non-refundable administrative fee of **MK15, 000** or its equivalent in a freely convertible currency. The method of payment will be Cash or Bank Certified Cheque at Lilongwe Water Board Head Office. The bidding document may be collected by interested bidders from the address given above from 08:00 to 16:00 Hours on working days.
6. Lilongwe Water Board has a Corruption Prevention Policy which was enacted in collaboration with the Anti-Corruption Bureau in 2009 to promote zero tolerance to all forms of corrupt or fraudulent practices relating to its operations. Canvassing shall lead to disqualification. All bidders are encouraged to get a copy of the Policy through the office of the Public Relations Officer.
7. Bids shall be valid for a period of **ninety (90) days** after bid opening. Bids must be accompanied by Bid Security of **USD 5,000.00** (Five Thousand United States Dollars) in form of a Bank Certified Cheque or Bank Guarantee issued by a reputable bank acceptable to the Purchaser. Lilongwe Water Board is not bound to accept the lowest or any bidder.
8. Qualification requirements include:
 - (a) A bidder that does not manufacture the goods it offers shall submit a Manufacturer's Authorisation using the form included in Section IV, Bidding Forms to demonstrate that it has been duly authorized by the Manufacturer of the goods to supply these goods in the Purchaser's country.
 - (b) **Financial Capability:**
 - i. Average Annual Turnover of at least 1.5 times the bid amount for each of the last three (3) years
 - ii. Proof of availability of funds or lines of credit of at least 0.4 times the bid amount from recognized financial institution acceptable to the Purchaser
 - (c) **Experience and Technical Capacity:**
 - i. Successful completion of at least three (3) similar contracts by value and complexity involving similar goods in water or energy sector and of similar or greater values in the last five (5) years. Evidence may be in form of statement from purchaser or a copy of signed contract or delivery note.
 - ii. The manufacturer should have received internationally approved certification for Quality Management Standards for the goods offered in the bid.
9. Sealed combined Technical and Financial bids clearly marked "**Supply, Delivery and Installation of a Utility Prepaid Metering Billing System**" should be delivered in the Tender Box at the Reception on or before **Thursday, 20th September 2018 at 14:00 Hours** local time at which time they will be opened. Late bids shall be rejected. Electronic bidding will not be permitted. Bids will be opened in the presence of bidders or their representatives who choose to attend.
10. The address for Bid Submission:
**The Chairperson, Internal Procurement and Disposal Committee
Lilongwe Water Board, Madzi House
Off Likuni Road, Lilongwe, MALAWI**
11. Address for Bid Opening:
**Lilongwe Water Board Head Office Conference Room
Madzi House, Off Likuni Road, Lilongwe, MALAWI**