

REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING SERVICES – FIRMS SELECTION)

DANUBE REGION WATER SUPPLY AND WASTE WATER SECTOR CAPACITY BUILDING PROGRAM

Grant No.:TF012722

Assignment Title: Capacity Building Program and Targeted Interventions to Achieve Commercial Efficiency and Business Planning in Water Utilities

Reference No. (as per Procurement Plan): 9.1

The International Association of Water Supply Companies in the Danube River Catchment Area (IAWD) has received financing (Grant No.:TF012722) from the Austrian Government, administered by the World Bank, to implement Component 2 of the „Danube Region Water Supply and Waste Water Sector Capacity Building Program“, and intends to apply part of the proceeds for consulting services.

The consulting services (“the Services”) include Commercial Efficiency in WSS utilities Capacity Building Program

This activity will involve organization of capacity building activities coupled with targeted technical assistance and interventions on commercial efficiency and business planning to water and sanitation utilities in the Danube Region. There will be a focus on helping those utilities develop and carry out business improvements focused on revenue collection and customer service.

The activity will use the following approach:

Through the Danube Water Program’s interested utilities will be identified. Preference will be given to those utilities with strongest commitment to address their commercial efficiency challenges through business planning, and where appropriate conditions exist for a commercial efficiency program.

A series of technical capacity building workshops on business planning (with an emphasis on collection programs, customer service, and reduction of non-revenue water) will be organized, with follow-up by local consultants between workshops, with the aim of training and supporting the utilities in (a) preparing business plans; (b) realizing improvements in key issues (revenue collection rates, customer service); (c) preparing efficiency improvements based upon the plans. The workshops will be organized in close collaboration with national utility associations, which will build their capacity of replicating the approach in the country in the process.

The activity is expected to last around 15 months and to involve approximately 40 utilities with a target on medium sized to small utilities (serving up to 50,000 people). Funding for

the activity is very limited and the activity will therefore build, as much as possible, on existing resources and approaches and will focus on empowering utilities to do much of the work themselves, instead of doing the work for them.

The target countries are Ukraine, Moldova, Montenegro, Macedonia, and Kosovo.

The International Association of Water Supply Companies in the Danube River Catchment Area now invites eligible firms - private or public company, joint-venture, or organization - ("Consultants") to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The shortlisting criteria are: The Consultant (private or public company, joint-venture or organization) must have a demonstrated commitment to practical activities in improvement of utility management and commercial efficiency and a proven track record of 10 years work in this area. At least 3 practical reference projects in the DWP target countries should be submitted with the application.

The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank's *Guidelines: Selection and Employment of Consultants* ("Consultant Guidelines"), setting forth the World Bank's policy on conflict of interest.

Consultants may associate with other firms in the form of a joint venture or a sub-consultancy to enhance their qualifications.

A Consultant will be selected in accordance with the QCBS method set out in the Consultant Guidelines.

Further information can be obtained at the address below during office hours 0900 to 1700 hours.

Expressions of interest must be delivered in a written form to the address below by e-mail by 18th March 2014.

International Association of Water Supply Companies in the Danube Catchment Area (IAWD)

Attn: Ruy Frank Danube Water Program

Praterstarsse 31/21

A-1040 Vienna

E-mail: frank@iawd.at