



Miyahuna - Jordan Water Company LLC

Performance Based Contract (PBC) for Reducing
NRW in Selected Areas in Amman

Request for Qualifications (RFQ)

C-T-19-0013

April 2019

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Agronomy and Abbreviation

CIS	Customer Information System
DZ	Distribution Zone
GIS	Geographic information system
PBC	Performance Based Contract
Miyahuna	Jordan Water Company
NRW	Non-Revenue Water
RFQ	Request for Qualification
PRVs	Pressure Regulating Valves
X-7	Miyahuna's billing system

1. Intent to Outsource

This RFQ is the initial step in a bidding process that is designed to culminate in a performance-based contract (PBC) to reduce Non-Revenue Water (NRW). The PBC is for (3) years, possibly renewable will be awarded to qualified local or international firms or consortium of firms (known as “Respondent”). Any Respondent requires, as an eligibility condition, to comply with Country of Origin Refer to USAID Code #937 (The United States, the recipient country, and developing countries other than advanced developing countries).

This contract will be primarily fixed fees and incentive-based, associated with NRW reduction various activities.

The objectives of the PBC are to reduce NRW to at least 25% and maintain it or further reduction over the following (2) years at (3) DZs in Amman (DZ 33, DZ 32 and DZ 24) with approximately 80,000 customers (more than 11% of Amman total number of customers). Miyahuna will conduct the Foundation tasks prior to the start of Phase I, these tasks include:

- Hydraulic analysis of each district.
- Design of any network restructuring required.
- Network restructuring and feeder upgrades of each district as required to reduce pressure gradients and overcome hydraulic limitations that necessitate cross connections between districts.
- District isolation, including the disconnection of as many redundant mains as can be found at this stage, and setting up each DZ X-7 and GIS updating as a result of the above tasks.
- Pressure control where needed via the installation of pressure-reducing valves (PRVs).
- DZ and district meter verification or replacement as required.
- Proper briefing and handover of the subject DZs to Contractor.

Taking into consideration any proposed modification by Respondents to the above-mentioned “Foundation Tasks” will be subjected to Miyahuna approval at no cost to Miyahuna in any circumstances.

The scope of the PBC will be divided into three phases:

- Phase I - familiarization period for (3) months: During this period the baseline NRW is measured and customer meters in the subject DZs are surveyed and placed in the correct district.
- Phase II - NRW reduction period for (9) months: performance period to reduce NRW at least to a value of 25%. This phase will include NRW reduction activities such as leak detection and repair, rehabilitation/replacement as needed, reduce illegal use campaign, network O&M, meter reading and billing, etc.
- Phase III – maintenance period for (2) years: objective to maintain NRW to the

level of 25% or further reduction for two consecutive years. This phase will include similar activities to phase II.

2. Background

This RFQ is for a PBC to rapidly reduce NRW in (3) DZs in Amman, Jordan with a total number of customers approximately (80,000) customers. If successful, it is intended to expand the work to more DZs. Miyahuna emphasizes fixed fees and incentive-based nature to reduce NRW in the selected DZs of this Project to ensure that potential Bidders are aware of this intention.

Amman is a rapidly growing city of over (4) million people and approximately (700,000) metered accounts. The water distribution system is divided into (45) DZs. DZs are further divided into a total of about (350) districts. DZs and districts are designed to be hydraulically isolated but sometimes are not. The (3) subject DZs are intended to be handed over to Respondents with all districts already isolated, but Respondent, in later stages, should check this before the NRW baseline is measured. Most tertiary pipes are (150mm) or less in diameter, and are made of various materials including ductile iron, HDPE, steel, PVC and galvanized iron. Most of the residential customer meters are Class B mechanical meters and about (25%) are Ultrasonic meters.

Typically, customers in Amman receive water for (24-48) hours/week on a rotating schedule. The average across Amman was (37) hours/week in 2018. The global NRW in Amman is about 38% (including Exported amount of water as billed amounts). It is a long-term goal to provide continuous supply to the city. Amman's NRW is a combination of physical and commercial losses, but the makeup is not known precisely and varies from DZ to DZ.

Challenges in reducing NRW in Amman include:

- Intermittent supply with one supply cycle, weekly.
- Errors in the customer data base and GIS;
- The condition of the distribution system and service connections;
- Difficulty in isolating some districts due to various problems including inadequate pipe sizes;
- An unknown amount of illegal use;
- Problems with meter performance;
- Great variation in supply pressure due to hilly topography;
- Finding and decommissioning redundant pipes;
- Better pressure control, such as installing more PRVs or other technology, and managing pressure;

A brief description of the select (3) DZs are listed in the following table (1):

Table 1: Summary Description of DZ24, DZ32 and DZ33 (according to the recent available data)

#		DZ 24	DZ 32	DZ33
1	<i>DZ Geographic Location name</i>	<i>Um Uthena</i>	<i>Al Yasmeen</i>	<i>Yadoudh</i>
2	<i>Number of Customers</i>	<i>42,000</i>	<i>30,000</i>	<i>11,000</i>
3	<i>Water network length (Km)</i>	<i>400</i>	<i>440</i>	<i>340</i>
4	<i>Percentage of Mechanical meters</i>	<i>3%</i>	<i>92%</i>	<i>14%</i>
5	<i>Number of ultrasonic meters</i>	<i>97%</i>	<i>8%</i>	<i>86%</i>
6	<i>Avg. Supply hours / Week</i>	<i>36</i>	<i>36</i>	<i>36</i>
7	<i>KMZ link</i>	 1FARA_PhaseII.kmz	 1FARA_PhaseI.kmz	 1FARA_PhaseII.kmz
<i>Note: some of the above listed data is dynamic and need update with time</i>				

3. Working Arrangements

- Miyahuna will appoint a Client Representative who will liaise with Respondent's project manager, monitor Respondent's works, and liaise with affected customers as necessary.
- Miyahuna will specify reporting and monitoring methods to ensure that the relevant data are collected, in a standardized way, by Respondent.
- Maithuna's permission will have to be obtained for all work that affects customers, such as turning off water to fix a leak or disconnecting a supposedly redundant pipe.
- All remedial works done must meet Miyahuna's technical specifications, but the work methods used will be up to Respondent. All materials (meters, Pipes and fittings) will be supplied by Miyahuna to Respondent at cost to avoid procurements and to ensure that materials and parts meet Miyahuna's specifications.
- All works performed by the Respondent will be under Miyahuna supervision.
- Monthly, quarterly and annual progress reviews and steering committee meetings will be conducted.
- It is expected that Respondent's project manager will maintain close day-to-day contact with Miyahuna's Client Representative. For example, water delivery will be scheduled to each district to provide enough water to Respondent for leak detection, but sometimes the schedule will need to be adjusted by Miyahuna due to outages and other problems, so close co-ordination will be needed.

4. Shortlist

Miyahuna will shortlist Respondents to continue participation in the bidding process based on responses to this RFQ as provided by for in Section (6) below.

5. Bidding Process

Responses to participate in the RFQ must be received Thursday May 23, 2019 at 2:00pm.

Procurement Department.

Jordan water Co. (Miyahuna)

Majdal St. Bldg, No2

Jabal AL-Hussein

Headquarters Amman,11192

Qualification documents submitted by the Respondents will be treated as confidential documents.

Respondents will be advised in writing and / or email of the result of their application (Pass/Fail) and the qualified Respondents will be invited to bid in the RFP.

6. Evaluation

Evaluation of expressions of interest will be based on the submission of the documentation required as per the below criteria.

Table 2: Evaluation Criteria

#	Criteria	Weight (%)
1.	Technical Experience: documented experience of water operation including NRW reduction:	
	a. Overall water O&M experience in water supply networks.	15%
	b. Experience in Reducing Physical Losses.	15%
	c. Experience in Reducing Commercial Losses.	15%
	d. Experience in intermittent supply conditions	10%
	e. Experience in Risk/ Gain sharing / alliance contract: Experience with and ideas on sharing the risks and rewards associated with the long-term contracts.	5%
2.	Key personnel: qualification of available potential project manager and other key staff:	
	a. Project Manager: 15 years' experience with at least 5 years' experience managing similar projects.	15%
	b. Key Staff: Experienced in Water Utility Management and NRW Reduction	15%
3.	Suggestions: Innovative ideas in NRW reduction	10%
4.	Financial capabilities: must provide 2 audited financial statements and Bank letter showing the financial position	Pass / Fail

#	Criteria	Weight (%)
5.	Administrative items: <ul style="list-style-type: none"> a. If more than one organization, the lead organization with which Miyahuna will contract should be nominated. b. Respondents shall describe any investigation, litigation or other proceedings involving any public sector clients during the past five years including nature and status. c. A copy of the RFQ with each page signed which will acknowledge that this RFQ has been read and understand d. Check list completed. 	Pass / Fail
	Total	100%

Note: In Case of consortium, the combined qualifications and key personnel will be considered in the above listed evaluation criteria

7. Key Dates

RFQ issued: April 29, 2019

Deadline for questions & Inquiries: May 9, 2019

Question & inquiries to be send to (email:

alozi@miyahuna.com.jo):

nalhindawi@miyahuna.com.jo

mmaayta@miyahuna.com.jo

Responses to questions: May 16, 2019.

The dead line for submitting **Request for Qualifications** Between 9:00am and 11:30am Thursday May 30, 2019. At:

8. Contact Protocol

- Interested respondents should register via submission of the form attached to this RFQ.
- Questions should be submitted, via email only (return receipt requested), to The e-mails mentioned above.
- All Respondents will be copied on all questions and answers, but the source of the questions will not be revealed.

9. Qualifications Statements

Responses are sought from qualified Jordanian and international firms according to the categories below:

- a. **Technical Experience:** Documented experience of water operations including NRW Reduction experience. Respondents should state the key attributes and qualifications that equip them to undertake successful project and long-term contracts. Respondents should describe contracts of similar size and scope that they have successfully completed. For each such contract, respondents should provide contact details and beginning and ending dates. Also, Respondent should have evidence for his experience in Risk/Gain Sharing/Alliance Contracts this include experience with, and ideas on, sharing the risks and rewards associated with the long-term contracts.
- b. **Key Personnel:** Qualifications of available potential on-site project managers and key staff.
- c. **Suggestions:** The respondent should explain briefly innovative ideas in NRW reduction with documented success stories in reducing physical and commercial NRW based on Respondent's completed successful projects.
- d. **Financial Capabilities:** It is required to provide support document such as company/consortium 2 audited financial statements and bank letter proofing the financial position. Who failed to meet this condition will be disqualified
- e. **Administrative Items:**
 - If more than one organization, the lead organization with which Miyahuna will contract should be nominated.
 - Respondents shall describe any investigation, litigation or other proceedings involving any public sector clients during the past five years including nature and status.
 - A copy of the RFQ with each page signed which will acknowledge that this RFQ has been read and understand
 - Who failed to meet the above mentioned conditions will be disqualified.

10. Include in submission:

- A list of all organizations making up the respondent's team. If more than one organization, the lead organization with which Miyahuna will contract should be nominated;
- Respondents shall describe any investigation, litigation, or other proceedings involving any public sector clients during the past five years, including nature and status.
- A copy of this RFQ with each page signed, which will be deemed to be an acknowledgment that this RFQ has been read and understood.
- One paper version in English, and one copy on CD in Microsoft[®] Word or PDF format, limited to 20 pages. Additional supporting information, such as resumes as per attached resume form, should be referred to in the body of the response and provided as appendices. The entire submission should be on one package.

Respondents Should Indicate Their Acceptance with these Items	Check
Any cost incurred by respondent in the preparation, transmittal, and presentation of any response to this RFQ shall be borne solely by the respondent.	
Miyahuna does not guarantee to proceed with the project. No compensation will be paid to any party for incurred costs, loss of anticipated revenue or profits, etc. on the basis that such contracts do not proceed.	
Each respondent grants free use of its submission by Miyahuna and its agents for the purposes of assessment, and long-term contracts	
Warranty from the respondent that its submission, and its examination by Miyahuna and its agents, does not breach the intellectual property or other rights of any person or body and that it is able to provide all necessary permissions and licenses to implement the intended work.	
Payment will be in Jordanian Dinars.	
Governing law: Jordan.	

Table 3: Check list should be accepted by the Respondent

Registration Form

I have read the Request of Qualifications and Expression of Interest for the Amman Non-Revenue Water Reduction Contracts, and I am authorized to represent our Company.

Name of contact person and e-mail address:

Title of contact person

Name of lead company:

Name of partner company, if any:

Signature

Resumes Forms

1. Proposed Position: _____

2. Name of Firm: _____

3. Name of Staff: _____

4. Date of Birth: _____ Nationality: _____

5. Education:

Name of Institution	Degree(s) or Diploma(s) obtained	Date of Obtainment

6. Membership in Professional Associations: • Jordanian Engineers' Association

7. Other Training:

8. Key Qualifications:

9. Countries of Work Experience:

10. Languages: [For each language indicate proficiency: excellent, good, or fair in speaking, reading, and writing.]

Language Ability	Reading	Speaking	Writing
Arabic			
English			

11. Employment Record

From: _____ To: Present

Employer: _____

Positions Held: _____

From: _____ To: _____

Employer: _____

Positions Held: _____

From: _____ To: _____

Employer: _____

Positions Held: _____

From: _____ To: _____

Employer: _____

Positions Held: _____

12. Work Undertaken that Best Illustrates Capacity to Handle the Tasks Assigned:

Name of project:			
Year:		Location:	
Client:			
Main project features:			
Positions held:			
Activities performed:			

Name of project:			
Year:		Location:	
Client:			
Main project features:			
Positions held:			
Activities performed:			

Name of project:			
Year:		Location:	
Client:			
Main project features:			
Positions held:			
Activities performed:			

Name of project:			
Year:		Location:	
Client:			
Main project features:			
Positions held:			
Activities performed:			

Name of project:			
Year:		Location:	
Client:			
Main project features:			
Positions held:			
Activities performed:			

Name of project:			
Year:		Location:	
Client:			
Main project features:			
Positions held:			
Activities performed:			

Publications

13. Certification

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful 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: _____

Company/Consortium Experience Form

Assignment Name:	Approx. Value of Services (in Current US\$ or Euro):
Country: Location within Country:	Duration of Assignment (months):
Name of Client:	Total N^o of Staff-Months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in current US\$ or Euro)
Client contact name:	Contact phone, fax, email:
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 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:	