



# **BARBADOS WATER AUTHORITY**

**TENDER FOR**

**BILL PRINTING SERVICES**

November 2016

1. **GENERAL**

On October 17, 2013, the Barbados Water Authority (BWA) and the Canadian Commercial Corporation (CCC) signed an “Agreement” for the Smart Meter Business Transformation Project. In this regard, Cowater International Inc. - in association with Sogema Technologies Inc. and supported by the Canadian Commercial Corporation and Export Development Canada (EDC), has been selected to manage and implement this project with a view to improving the efficiency of the Authority’s revenue management.

A major component of this project includes the replacement of the management information systems which involves changing the Customer Information System.

2. **INSTRUCTIONS TO TENDERERS**

2.1 All tenderers must supply the following information in their tenders. Failure to provide the information will render the tender void: -

- a. Registration number of company;
- b. Country in which company is registered
- c. The date on which the company was first incorporated
- d. A copy of company’s Certificate of Incorporation, as evidence that the company is in existence at the date of the tender and the names and

addresses of all company directors.

- e. In the case of sole proprietorships or partnerships, the names and addresses of owners must be supplied. If the business is registered under the Registration and Business Names Act, a copy of the registration must be provided.
- f. Tenderers must provide a copy of their VAT Registration Certificate.
- g. Tenderers should be aware that the labour clauses of (Public Contracts) Act, Cap. 349 shall, in so far as is applicable to the subject of the tender, apply to any contract made in respect of the tender.

2.2 Tenders should be submitted in sealed envelopes marked "Tender for Bill Printing Services" addressed to:

**The Chairman  
Audit, Finance and Tenders Committee  
Barbados Water Authority  
Pine Commercial Estate  
The Pine  
St Michael**

to reach the office no later than Thursday, December 29<sup>th</sup> 2016 at 4:30pm.

2.3 Tenders are to be placed in the Tenders Box which is located at the BWA's Office at Pine Commercial Estate, The Pine, St. Michael.

- 2.4 No Tender will be considered unless it complies with the conditions set out in this Notice.
- 2.5 The BWA does not bind itself to accept the lowest or any Tender.
- 2.6 The BWA reserves the right to annul the process at any time prior to the award of Contract without incurring any liabilities.
- 2.7 Any Tender delivered after the closing time and date or any extension thereof will not be considered.
- 2.8 All tenders must be quoted in either Barbados Dollars or US Dollars CIF Bridgetown Barbados. Tenders quoted in US dollars will be evaluated using the prevailing exchange rate at the date of closing of the tender. Payment in US dollars shall be made at the buying rate set by The Central Bank of Barbados at the time of payment. Tenders quoted in Barbados dollars shall be inclusive of VAT.
- 2.9 The BWA reserves the right to refuse any tender that does not conform to the requirements of this document.

### 3. PENALTIES

The BWA reserves the right to enforce penalties against a tenderer for delays occasioned by them in the execution of contracted delivery schedule. The

penalty shall apply from the stated delivery date. The total penalty shall not exceed 5% of contract sum.

## **CONDITIONS OF TENDERING**

### **1. Acceptance of Tender and Tenderer's Expenses**

The Board will not reimburse the Tenderer for any expense incurred in the preparation of this tender.

### **2. Firm Price**

No price variation clause may be included in the Tender. Prices in Barbados or US dollars must be quoted and such prices shall include for all materials, labour, plant, equipment, transport, handling of materials and plant, tools and appliances and all other things necessary for the execution of the work.

### **3. Tenderer to Obtain Their Own Information**

The Tendered shall inform themselves on all matters necessary for compliance with and completion of the Contract and in all matters that might in any way affect the prices quoted by him.

### **4. Payments**

The method to be followed shall be agreed by the BWA and the successful Tenderer prior to the signing of the contract.

5. **Insurance**

The Tenderer shall obtain adequate insurance to indemnify the BWA against all claims for death, injuries, damage to property and losses sustained by the Tenderer during the procurement and performance of duties under this Contract.

6. **Addenda**

Any interpretation of, or change in the Tender Document prior to the specified closing date, will be made only by Addendum issued by the BWA to each Tenderer to whom the Tender Document has been issued and it shall become part of the Tender Document.

7. **Contract Documents**

The Contract documents will comprise of the following:

- (a) The scope of works
- (b) The proposal format
- (c) The Tender Documents

8. **Compliance with Conditions of Tendering**

The Tenderer must comply with all the above Conditions of Tendering. Failure to comply with or breach of any of the Conditions shall disqualify the Tender.

9. Performance Security

The successful Tenderer shall furnish the performance security in a form acceptable to the BWA within twenty-seven (27) days of the receipt of notification of award from the BWA. The performance security must be in a sum equivalent to ten percent (10%) of the contract price.

The performance security shall be valid for one (1) month after the date for completion of the Supplier's obligations, and shall be denominated in the currency of the contract or in a freely convertible currency acceptable to the BWA and shall be in one of the following forms:-

- (a) A bank guarantee irrevocable letter of credit, issued by a bank located in Barbados, acceptable to the BWA and in the form provided in the Bidding Document or another form acceptable to the BWA; or
- (b) A cashier's or certified cheque payable to the BWA or cash.

The performance security will be discharged by the BWA and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations, including any warranty under the Contract.

10. There will be no public opening. Only successful bidders will be notified.

### SCOPE OF SERVICE

The BWA is seeking proposals from qualified Vendors who are capable of printing, folding, inserting and mailing monthly water invoices generated from the Utility Customer Information System (UCIS), in an efficient, timely and professional manner. All printing, folding, inserting, and mail processing services will be performed by the selected Vendor “in-house” at the Vendor’s facility. Subcontracting of these services is not acceptable.

### SCOPE OF WORK

1. The Vendor shall receive invoices in .pdf format for each customer from the BWA via a secure ftp site. The Vendor shall use the data to generate the printed bills. The Vendor shall supply the printing materials and envelopes. The BWA may provide printed informational inserts which the Vendor will store in their facility until inserted in the water bill. The BWA also desires that the Vendor has the capability to design and/or print inserts at the BWA’s request.
2. The Vendor shall print domestic or commercial customer bills on a high quality laser printer on 8 ½ inch x 11 inch 90gram (24 lb) bond paper. Bills will be printed in one colour plus black and have a perforated remittance stub.



3. The vendor shall print on the reverse side of the invoice.
4. The bill will be folded and intelligently inserted in a pre-printed 9 1/2 x 4 1/8 (#10) one window envelope.
5. The Vendor shall implement safeguards and checks to avoid duplicates, wrong addresses, improper dates, and other erroneous information in billing. Vendor shall also implement safeguards and checks to ensure that the BWA's bills, envelopes and/or billing data are not mixed or any way combined with other organization's bills, envelopes and/or data. Any bills that are not presentable, have incorrect information not supplied by the BWA, or are incorrect due to the Vendor processing problems or mistakes will be reprocessed immediately and at the Vendor's expense.
6. The Vendor shall have the capability to deliver approximately 7000 bills to the General Post Office on a daily basis.
7. The Vendor shall be obligated to process bills and deliver them to the General Post Office within two (2) full business days of electronic data being successfully received.
8. The Vendor shall provide the BWA with a monthly statement by the 5<sup>th</sup> business day of the following month that shows details of the total number of printed bills, the date printed and the date delivered to the Post Office. This information should also be available on demand should the BWA make a request between reporting periods.

9. The Vendor must have the ability to perform these services from more than one location (redundant capability) so that the service is not interrupted in the event of a disaster at one location.
10. In order to meet our go-live requirements, the BWA desires that the selected Vendor complete contract start up activities, bill design and testing no later than 16<sup>th</sup> January, 2017.

#### PROPOSAL FORMAT

Each Vendor submitting a response to this RFP will submit the following information regarding qualifications to complete the services in a timely, secure and professional manner. The BWA requests that proposals closely follow the format provided below and use Attachments provided by the BWA as requested. Incomplete or difficult to understand proposals may be disqualified at the BWA's discretion.

1. A cover letter of no more than two (2) pages in length that summarizes your firm's proposal including why your firm is best able to provide the services described herein. This letter must also include a statement that your firm's proposal is good for a period of 90 calendar days and be signed by a representative with the appropriate level of authority to bind the firm.

2. A description of your firm including physical address where the bills will be printed, number of employees at this site, number of years in business, number of municipal customers as of the date of proposal submission, and total number of bill print customers as of the date of proposal submission.
3. At least three customer references, of similar size and scope to the BWA, along with a current contact name, organization name, number of bills processed monthly, contact email address and contact telephone number for each reference.
4. Any other supporting information regarding your firm's capacity and capabilities to perform these services that may be of benefit to the BWA and better explain your proposal.
5. Include any technical information not addressed in the RFP that you believe the BWA should consider.
6. Explanation or a copy of your firm's physical and logical security policies and disaster prevention and recovery and/or business continuity plans.
7. Samples of utility bills and mailing envelopes.

## **EVALUATION OF PROPOSALS**

An evaluation of each proposal and the selection of the top proposals will be performed by the BWA. The top Proposers may then be invited to make a presentation at the BWA's

Headquarters, Pine Commercial Estate, Pine, St Michael. The Evaluation team will present a report to the Board for approval.

The recommendation for the successful Proposer will be based on the following:

1. The Proposer's experience, capacity and capability to provide the services in a professional, timely, and secure manner.
2. The Proposer's understanding of the BWA's technical requirements and demonstrated ability to meet or exceed them.
3. Cost of providing the services.
4. Ability to meet the time frame required by the BWA.
5. Information obtained through reference checks.