



OFFICE OF UTILITIES REGULATION

Regulating Utilities for the Benefit of All

EXPRESSIONS OF INTEREST (EOI) for CONSULTANCY SERVICES

Country of project: **JAMAICA**

Project: **EXPRESSIONS OF INTEREST (EOI) for CONSULTANCY SERVICES**

Title: **AUDIT OF THE NATIONAL WATER COMMISSION'S (NWC)
BILLING AND METERING SYSTEMS**

Business Sector: **WATER and SEWERAGE**

Project ID No: **2015/WAS/006/RFP.002**

Publication date: **Wednesday, 2015 December 16**

Deadline: **Submission deadline is 3:00 p.m. Eastern Standard Time on Thursday,
2016 January 7.**

EXPRESSIONS OF INTEREST (EOI): CONSULTANCY SERVICES FOR AUDIT OF THE NATIONAL WATER COMMISSION'S (NWC) BILLING AND METERING SYSTEMS

OVERVIEW

The Office of Utilities Regulation (OUR) intends to engage the services of a qualified, experienced and competent Auditor or Firm (the Consultant) to carry out an Audit of the National Water Commission's (NWC) Billing and Metering System (the Programme). It is expected that the Audit will determine the causes of billing-related concerns as reported to the OUR's Consumer Affairs Unit, including high consumption, meter reading accuracy, meter reading frequency, estimation of consumption, billing adjustments and billing punctuality.

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SCOPE OF WORK

The specific requirements of the selected Audit Consultant are:

1. From a historical and current perspective, determine whether the NWC's billing system consistently provides accurate customer invoices that are dispatched within the timeframe specified by the Commission's policy detailing the consumption for its account holders;
2. Determine the legitimacy of the complaints received by the OUR regarding the NWC's billing of customer accounts;
3. Assess the extent to which the NWC is compliant with the Quality of Service Performance Target No. 15 (Ensure Correct Billing) and related Guaranteed Standards:
 - WGS 1 Connect customer & install meter;
 - WGS 2 Issue of First Bill;
 - WGS 8 Meter verification/repair/replacement;
 - WGS 7 Meter Installation;
 - WGS 10 (a) Meter Reading;
 - WGS 10 (b) Exceptional Meter Readings;
 - WGS 14 Method of Estimation and
 - WGS 15 Timeliness of Billing Adjustments.
4. Identify any areas of weakness within the metering and billing systems mentioned above;
5. Perform root cause analysis to determine the categories of causes of errors in customer bills and,
6. Make recommendations on how the metering and billing systems could be improved with due regard to international best practices.

ELIGIBILITY

Interested local firms must submit a valid Tax Compliance Certificate (TCC) with their Technical Proposals. Foreign firms, while not required to be in possession of the TCC at the time of submission, must provide a valid TCC at the time of contract signing.

The OUR now invites eligible Consultants to indicate their interest in providing the Services. Interested Consultants must provide information establishing that they are qualified to perform the Services, including:

- Brochures/Company profile
- Description of similar assignments
- Availability of appropriate skills and qualifications among staff, etc.

Consultants may associate with other suitable firms to enhance their qualifications. Consultants will be selected in accordance with the procedures set out in the Government of Jamaica Procurement Guidelines as stated in the Handbook for Public Sector Procurement (March 2014) (the Handbook) and is open to all eligible Consultants as defined in the policies.

The Handbook can be found at www.mof.gov.jm.

Interested Consultants may obtain further information in writing only, as of Wednesday, 2015 December 16, at the address or via email below.

DEADLINE FOR SUBMISSION

Expressions of Interest must be delivered in a sealed envelope, or in PDF format via e-mail at the office or email address indicated below, by 3:00 p.m. Eastern Standard Time on Thursday, 2016 January 7. Late submissions will be ignored.

THE OFFICE OF UTILITIES REGULATION

EXPRESSIONS OF INTEREST: AUDIT – NWC’s BILLING and METERING SYSTEMS

Attention: EOI – AUDIT NWC BILLING & METERING

3rd Floor, PCJ Resource Centre, 36 Trafalgar Road, Kingston 10, Jamaica

Fax: (876) 929-3635 ♦ Email: eo-nwcbillmeter@our.org.jm ♦ Website: www.our.org.jm

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