



LAGOS STATE GOVERNMENT  
**LAGOS WATER CORPORATION**  
Second National Urban Water Sector Reform Project  
(2NUWSRP)  
Credit No.:CNL100701L



*Request for*

**EXPRESSIONS OF INTEREST  
(CONSULTING SERVICES - FIRM)**

**CONSULTANCY SERVICES FOR UPGRADE OF  
LWC CUSTOMER INFORMATION, BILLING  
AND COLLECTION SYSTEM**

LSWC/2NUWSRP/CON/91

This invitation follows the general procurement notice for this project that appeared in Development Business No. 693 of February 28, 2006 on-line and in DG Market.

The Lagos State Government of Nigeria has obtained an IDA credit for financing the Second National Urban Water Sector Reform Project (2NUWSRP) for the improvement and reform of the Water Supply Services in the state. Additional financing to support the realization of the credit objectives has also been obtained from the French Development Agency (AFD). Part of the AFD credit is to be applied towards Consultancy Services for Upgrade of LWC Customer Information, Billing and Collection System

The Consulting services ("the Services") to be engaged will be for the in-house development and implementation of an integrated commercial management information system that conforms to industry best practice of software functionality requirements and aligns to LWC's work flow processes and operating environment; while addressing security concerns related to the application, utility data and information safety, business continuity and disaster recovery.

The Consultancy firm to be engaged will:

- i. Carry out process re-engineering and alignment of Billing, revenue collection and customer service processes to Corporate Strategy
- ii. Ensure integration of the Billing, revenue collection and customer service processes
- iii. Design and develop an integrated billing and customer system with a payment module
- iv. Integrate existing Meter management software with customer database
- v. Carry out data capture, conversion, evaluation and validation
- vi. Carry out systems customization, set-up and configuration
- vii. Carry out systems acceptance testing
- viii. Carry out systems installation
- ix. Development of Manuals and training of users
- x. Post-implementation support to LWC staff

This service is expected to last approximately three (3) Months. More detailed Terms of Reference of the assignment is online at <http://www.lagoswater.org/tenders/tors/billing-collection.pdf>

The Lagos Water Corporation now invites eligible consulting firms ("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:

The interested Consultants must provide a company profile indicating corporate and ownership structure, areas of business, contact details as well as documentary evidence demonstrating firm's previous relevant experience in the areas of the project and availability of qualified staff and experience in the sub-region.

The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank's SELECTION AND EMPLOYMENT OF CONSULTANTS UNDER IBRD LOANS AND IDA CREDITS & GRANTS BY WORLD BANK BORROWERS, January 2011 Revised July 2014 available online at <http://documents.worldbank.org/curated/en/796061468126898713/pdf/956640PUB0Box3010Revised0July102014.pdf> ("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 Consultant Qualification Selection Method (CQS) method set out in the Consultant Guidelines.

Further information can be obtained at the address below during office hours of 9.am and 4pm.

Project Office  
Lagos Water Corporation Headquarters,  
Room 549, 5<sup>th</sup> floor, Water House  
Ijora, Lagos  
Nigeria  
Tel: +234 805 4443685, +234 802 3608243

Expressions of interest must be delivered in a written form to the address below (in person, or by surface mail) by 10<sup>th</sup> August 2017

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Lagos Water Corporation Headquarters,  
Room 549, 5<sup>th</sup> floor, Water House  
Ijora, Lagos  
Nigeria  
Tel: +234 805 4443685, +234 802 3608243  
E-mail: sikiru.ogunlana@lagoswater.org, adebolaw@yahoo.co.uk