



## **Iraq Governance and Performance Accountability Project (IGPA)**

Request For Proposals (RFP)

No. RFP-DAI-IGPA-19-0136

Water Directorate Asset Documentation and Customer Survey

Issue Date: September 16, 2019

**WARNING:** Prospective Offerors who have received this document from a source other than the Iraq Governance and Performance Accountability project, Babylon-Warwick Hotel, [ProcurementIGPA@dai.com](mailto:ProcurementIGPA@dai.com) , [IGPAProcurementINBOX@dai.com](mailto:IGPAProcurementINBOX@dai.com), should immediately contact [IGPAProcurementINBOX@dai.com](mailto:IGPAProcurementINBOX@dai.com) and provide their name and mailing address in order that amendments to the RFP or other communications can be sent directly to them. Any prospective Offeror who fails to register their interest assumes complete responsibility in the event that they do not receive communications prior to the closing date. Any amendments to this solicitation will be distributed via [IGPAProcurementINBOX@dai.com](mailto:IGPAProcurementINBOX@dai.com).

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**Synopsis of the RFP**

RFP No.	RFP-DAI-IGPA-19-0136 Water Directorate Asset Documentation and Customer Survey
Issue Date	September 16, 2019
Title	Water Directorate Asset Documentation and Customer Survey
Issuing Office & Email/Physical Address for Submission of Proposals	Iraq Governance and Performance Accountability Project, Baghdad Office <a href="mailto:ProcurementIGPA@dai.com">ProcurementIGPA@dai.com</a>
Deadline for Receipt of Questions	September 21, 2019 12:00 PM Baghdad local time
Deadline for Receipt of Proposals	September 30, 2019 5:00 PM Baghdad local time
Point of Contact	<a href="mailto:IGPAProcurementINBOX@dai.com">IGPAProcurementINBOX@dai.com</a>
Anticipated Award Type	Firm Fixed Price Subcontract.  This award type is subject to change during the course of negotiations.
Basis for Award	An award will be made based on the Trade Off Method. The award will be issued to the responsible and reasonable offeror who provides the best value to DAI and its client using a combination of technical and cost/price factors.

*Interested Offerors may obtain a full copy of the RFP which contains detailed instructions for preparation of the proposal. The RFP may be collected from the address and/or contact person above.*

## **1. Introduction and Purpose**

### **1.1 Purpose**

DAI, the implementer of the USAID-funded Iraq Governance and Performance Accountability (IGPA) project, invites qualified offerors to submit proposals to provide technical assistance to provincial water directorates in Anbar, Babil, Baghdad, Basra, and Ninewa according to the tasks described below. Given its complexity and the impact on the performance of service delivery and social inclusion, this activity requires working with different staff from different water directorates' departments to contribute to and coordinate this work. The winning bidder(s) will work under subcontract with DAI and coordinate with water directorates, central and provincial institutions, other donors active in the water sector in Iraq and other USAID implementing partners as applicable.

It is important to note that the main objective of this activity is to support water directorates to improve their operational performance and, ultimately, water service delivery to their customers.

### **1.2 Issuing Office**

The Issuing Office and Contact Person noted in the above synopsis is the sole point of contact at DAI for purposes of this RFP. Any prospective offeror who fails to register their interest with this office assumes complete responsibility in the event that they do not receive direct communications (amendments, answers to questions, etc.) prior to the closing date.

### **1.3 Type of Award Anticipated**

DAI anticipates awarding a Firm Fixed Price Subcontract. This award type is subject to change during the course of negotiations.

## **2. General Instructions to Offerors**

### **2.1 General Instructions**

"Offeror", "Subcontractor", and/or "Bidder" means a firm proposing the work under this RFP. "Offer" and/or "Proposal" means the package of documents the firm submits to propose the work.

Offerors wishing to respond to this RFP must submit proposals, in English, in accordance with the following instructions. Offerors are required to review all instructions and specifications contained in this RFP. Failure to do so will be at the Offeror's risk. If the solicitation is amended, then all terms and conditions not modified in the amendment shall remain unchanged.

Issuance of this RFP in no way obligates DAI to award a subcontract or purchase order. Offerors will not be reimbursed for any costs associated with the preparation or submission of their proposal. DAI shall in no case be responsible for liable for these costs.

Proposals are due no later than September 30, 2019 5:00 PM Baghdad local time, to be submitted to [ProcurementIGPA@dai.com](mailto:ProcurementIGPA@dai.com). The RFP number and title of the activity must be stated in the subject line of the email. Technical and cost proposals may be submitted in the same email. Late offers will be rejected except under extraordinary circumstances at DAI's discretion. All proposals submitted in hardcopy shall be sealed and labeled with the RFP Number.

The submission to DAI of a proposal in response to this RFP will constitute an offer and indicates the Offeror's agreement to the terms and conditions in this RFP and any attachments hereto. DAI reserves the right not to evaluate a non-responsive or incomplete proposal.

## 2.2 Proposal Cover Letter

A cover letter shall be included with the proposal on the Offeror's company letterhead with a duly authorized signature and company stamp/seal using Attachment B as a template for the format. The cover letter shall include the following items:

- The Offeror will certify a validity period of 30 days for the prices provided.
- Acknowledge the solicitation amendments received.

## 2.3 Questions regarding the RFP

Each Offeror is responsible for reading and complying with the terms and conditions of this RFP.

Requests for clarification or additional information must be submitted in writing via email or in writing to the Issuing Office as specified in the Synopsis above. No questions will be answered by phone. Any verbal information received from a DAI or IGPA employee or other entity shall not be considered as an official response to any question regarding this RFP.

Copies of questions and responses will be distributed in writing to all prospective bidders who are on record as having received this RFP after the submission date specified in the Synopsis above.

## 3. Instructions for the Preparation of Technical Proposals

Technical proposals shall be clearly labeled as "VOLUME I: TECHNICAL PROPOSAL".

Technical proposals shall include the following contents

1. Technical Approach - Description of the proposed services which meets or exceeds the stated technical specifications or scope of work. The proposal must demonstrate understanding of water customer surveys and water asset documentation, show how the Offeror plans to complete the work, and describe an approach that demonstrates the achievement of timely and acceptable performance of the work. A time-bound implementation plan of no longer than 8 months must be included.

**The technical proposal shall not include any generic language from IT software manuals or screen shots from website or other irrelevant information. Bidders are required to demonstrate their understanding and capacity to perform this work, as stated in the scope of work under annex A, based on their understanding of and expertise in water utility performance management and improvement.**

2. Management approach - Description of the Offeror's staff assigned to the project. The proposal should describe how the proposed team members have the necessary experience and capabilities to carry out the Technical Approach. The offeror should also propose a team structure for the implementation of this work including the title and brief job description of every position and provide a detailed resume for each of the proposed "key personnel" positions as described in Attachment A – scope of work. A proposal not including proposed key personnel experts with their resumes will be considered non-compliant. Please include an explanation of security approach if related costs will be included in the price schedule. (Note- this may only be relevant to non-Iraqi firms that require freedom of movement outside of DAI security protocols, but it is the responsibility of bidders to implement their own security policies and procedures for local and international staff and take those procedures into consideration in their technical proposal, implementation work plan and cost proposal).

**The technical proposal including a technical approach and management approach should not exceed 30 pages, font 11. Experts' resumes do not count against the 30-page limit.**

**Bidders should include resumes for each of the proposed “key personnel” positions highlighting relevant experience as mentioned above. Resumes should not exceed 3 pages, font 11. Bidders can include additional resumes for other proposed experts on the assignment, but, in all cases, resumes should not exceed 3 pages, font 11.**

3. Past Performance - Provide a list of maximum 5 similar awards of similar scope and duration completed within the last five years of the issue date of the RFP as written in the Synopsis. The information shall be supplied as a table, and shall include the legal name, address, and current contact information (phone and email) for the contracting and technical official of the organization for which services were performed, a description of work performed, the duration of the work and the value of the contract, description of any problems encountered and how it was resolved, and a current contact phone number of a responsible and knowledgeable representative of the organization. See Attachment D.

**Bidders who fail to comply with the technical proposal page limits and resume requirements will be considered non-compliant and their proposals will not be evaluated.**

### 3.1 Services Specified

For this RFP, DAI is in need of the services described in Attachment A.

### 3.2 Technical Evaluation Criteria

Each proposal will be evaluated and scored against the evaluation criteria and evaluation sub-criteria, which are stated in the table below. Cost/Price proposals are not assigned points, but for overall evaluation purposes of this RFP, technical evaluation factors other than cost/price, when combined, are considered approximately equal to cost/price factors.

Evaluation Criteria	Maximum Points
Technical Approach related to the task outlined in the scope of work	40 points
Management Approach and Personnel Qualifications	40 points
Corporate Capabilities or Past Performance	20 points
<b>Total Points</b>	<b>100 points</b>

## 4. Instructions for the Preparation of Cost/Price Proposals

### 4.1 Cost/Price Proposals

Cost/Price proposals shall be clearly labeled as “VOLUME II: COST/PRICE PROPOSAL”.

Provided in Attachment C is a template for the Price Schedule. Offerors shall complete the template including as much detailed information as possible. Bidders are required to provide a breakdown of the cost proposal by province and include the overall cost of the activity in all provinces.

The Subcontractor is responsible for all applicable taxes and fees, as prescribed under the applicable laws for income, compensation, permits, licenses, and other taxes and fees due as required.

## 5. Basis of Award

### 5.1 Best Value Determination

DAI will review all proposals, and make an award based on the technical and cost evaluation criteria stated above, and select the offeror whose proposal provides the best value to DAI. DAI may also exclude an offer from consideration if it determines that an Offeror is "not responsible", i.e., that it does not have the management and financial capabilities required to perform the work required.

Evaluation points will not be awarded for cost. Cost will primarily be evaluated for realism and reasonableness. DAI may award to a higher priced offeror if a determination is made that the higher technical evaluation of that offeror merits the additional cost/price.

DAI may award to an Offeror without discussions. Therefore, the initial offer **must contain the Offeror's best price and technical terms.**

### 5.2 Responsibility Determination

DAI will not enter into any type of agreement with an Offeror prior to ensuring the Offeror's responsibility. When assessing an Offeror's responsibility, the following factors are taken into consideration:

1. Provide evidence of the required business licenses to operate in the host country.
2. Evidence of a DUNS number (explained below and instructions available upon request).
3. The source, origin and nationality of the products or services are not from a Prohibited Country (explained below).
4. Having adequate financial resources to finance and perform the work or deliver goods or the ability to obtain financial resources without receiving advance funds from DAI.
5. Ability to comply with required or proposed delivery or performance schedules.
6. Have a satisfactory past performance record.
7. Have a satisfactory record of integrity and business ethics.
8. Have the necessary organization, experience, accounting and operational controls and technical skills.
9. Have the necessary production, construction and technical equipment and facilities if applicable.
10. Be qualified and eligible to perform work under applicable laws and regulations.

## 6. Inspection & Acceptance

The designated DAI Project Manager will inspect from time to time the services being performed to determine whether the activities are being performed in a satisfactory manner, and that all equipment or supplies are of acceptable quality and standards. The subcontractor shall be responsible for any countermeasures or corrective action, within the scope of this RFP, which may be required by the DAI Chief of Party as a result of such inspection.

## 7. Compliance with Terms and Conditions

### 7.1 General Terms and Conditions

Offerors agree to comply with the general terms and conditions for an award resulting from this RFP. The selected Offeror shall comply with all Representations and Certifications of Compliance listed in Attachment E.

## 7.2 Source and Nationality

Under the authorized geographic code for its contract DAI may only procure goods and services from the following countries.

**Geographic Code 937:** Goods and services from the United States, the cooperating country, and "Developing Countries" other than "Advanced Developing Countries: excluding prohibited countries. A list of the "Developing Countries" as well as "Advanced Developing Countries" can be found at: <http://www.usaid.gov/policy/ads/300/310maa.pdf> and <http://www.usaid.gov/policy/ads/300/310mab.pdf> respectively.

Organizations from other geographic codes are welcome and encouraged to apply. Selection will be based on the merit of proposals received and required waivers will be requested as necessary. In all instances award will be subject to final approval by USAID.

## 7.1 Data Universal Numbering System (DUNS)

There is a **mandatory** requirement for your organization to provide a DUNS number to DAI. The Data Universal Numbering System is a system developed and regulated by Dun & Bradstreet (D&B) that assigns a unique numeric identifier, referred to as a "DUNS number" to a single business entity. Without a DUNS number, DAI cannot deem an Offeror "responsible" to conduct business with and therefore, DAI will not enter into a subcontract/purchase order or monetary agreement with any organization. The determination of a successful offeror/applicant resulting from this RFP/RFQ/RFA is contingent upon the winner providing a DUNS number to DAI. Offerors who fail to provide a DUNS number will not receive an award and DAI will select an alternate Offeror.

All U.S. and foreign organizations which receive first-tier subcontracts/ purchase orders with a value of \$25,000 and above **are required** to obtain a DUNS number prior to signing of the agreement. Organizations are exempt from this requirement if the gross income received from all sources in the previous tax year was under \$300,000. DAI requires that Offerors sign the self-certification statement if the Offeror claims exemption for this reason.

Instructions for obtaining a DUNS number will be sent to the selected vendor upon request.

For those not required to obtain a DUNS number, DAI will send the "Self-Certification for Exemption from DUNS Requirement" form to the selected vendor upon request.

## 8. Procurement Ethics

Neither payment nor preference shall be made by either the Offeror, or by any DAI staff, in an attempt to affect the results of the award. DAI treats all reports of possible fraud/abuse very seriously. Acts of fraud or corruption will not be tolerated, and DAI employees and/or subcontractors/grantees/vendors who engage in such activities will face serious consequences. Any such practice constitutes an unethical, illegal, and corrupt practice and either the Offeror or the DAI staff may report violations to the Toll-Free Ethics and Compliance Anonymous Hotline at +1 855-603-6987, via the DAI website, or via email to [FPI\\_hotline@dai.com](mailto:FPI_hotline@dai.com). DAI ensures anonymity and an unbiased, serious review and treatment of the information provided. Such practice may result in the cancellation of the procurement and disqualification of the Offeror's participation in this, and future, procurements. Violators will be reported to USAID, and



as a result, may be reported to the U.S. Department of Justice to be included in a Restricted Parties list, preventing them from participating in future U.S. Government business.

Offerors must provide full, accurate and complete information in response to this solicitation. The penalty for materially false responses is prescribed in Section 1001 of Title 18 of the United States Code.

In addition, DAI takes the payment of USAID funds to pay Terrorists, or groups supporting Terrorists, or other parties in exchange for protection very seriously. Should the Terrorist, groups or other parties attempt to extort/demand payment from your organization you are asked to immediately report the incident to DAI's Ethics and Compliance Anonymous Hotline at the contacts described in this clause.

By submitting an offeror, offerors certify that they have not/will not attempt to bribe or make any payments to DAI employees in return for preference, nor have any payments with Terrorists, or groups supporting Terrorists, been attempted.

## **9. Attachments**

### **9.1 Attachment A: Scope of Work for Services or Technical Specifications**

#### **Scope of Work (SOW) for water asset documentation and customer census in five provinces in Iraq - Anbar, Babil, Baghdad, Basra, and Ninewa**

##### **Background**

The USAID-funded IGPA/Takamul project is designed to focus on assisting the Iraqi Government in improving water supply and solid waste management services to all citizens at a provincial level. The project recognizes that there is a great disparity in the needs of different regions of Iraq - and among different groups within regions. While newly liberated areas require assistance in establishing a new provincial government and in providing services, Baghdad must contend with rapid population growth. Providing basic services on an equitable basis to all citizens in their respective service areas demonstrates accountability on the part of provincial water directorates and gives all communities a stake in good governance.

To improve water services to all citizens, water directorates in the project's provinces (Anbar, Babil, Baghdad, Basra, and Ninewa) require assistance to improve the efficiency of water supply systems through the reduction of water leaks in distribution systems and illegal use of potable water leading to a high rate of Non-Revenue Water (NRW). With their limited capacities, provincial water directorates are performing urgent repair works to reduce leaks and reacting to emerging problems. However, the lack of comprehensive data related to water systems, especially buried water assets, limits the capacity of these directorates to address water supply issues and effectively improve services. Moreover, limited understanding of water customers, their needs and social categories reduces the directorates' capacity to understand and meet water demand in fast growing urban centers and highly populated areas.

To address these issues, IGPA/Takamul developed this SOW to bring customers, their challenges and characteristics into sharper focus and allow water directorates improve the design and management of water assets. A better understanding of demand results in the delivery of more equitable and responsive services.

Tasks included in this SOW will lead to a full documentation of one selected water supply system (or subsystem) in each target province from production to customers including the following components: treatment/desalination/pumping facilities, transmission lines, reservoirs, distribution networks, house connections, and identified illegal connections.

In this perspective, IGPA/Takamul is requesting proposals from qualified bidders to provide technical assistance to provincial water directorates in Anbar, Babil, Baghdad, Basra, and Ninewa according to the tasks described below. Given its complexity and the impact on the performance of service delivery and social inclusion, this activity requires working with different staff from different water directorates' departments to contribute to and coordinate this work. The winning bidder(s) will work under subcontract with DAI and coordinate with water directorates, central and provincial institutions, other donors active in the water sector in Iraq and other USAID implementing partners as applicable.

##### **Objective**

The overall objective of this assignment is to improve water service delivery to citizens through improved planning, reduced non-revenue water and increased social inclusion.

Specific objectives are summarized as follows:

1. Conduct a full documentation and digitization of a water supply system (or subsystem) in each of the five target provinces;

2. Conduct a detailed customer census in a well-defined geographic area serviced by the system (or subsystem) mentioned under 1 above, in each of the five target provinces;
3. Prepare databases and maps including all data and information collected during field work to constitute decision support and planning tools for provincial water directorates to improve services and social inclusion; and
4. Develop staff capacity to use these tools, monitor service improvement and replicate this work in other areas.

### **Project areas**

Areas covered by this assignment are limited to the water service zones of the following provincial water directorates: Anbar, Babil, Baghdad, Basra, and Ninewa. Water supply systems (or subsystems) to be documented shall be directly managed by provincial water directorates. Similarly, geographic areas for the customer census shall be serviced by the provincial water directorate. Water systems (or subsystems) within these provinces or service areas managed directly by communities or other stakeholders are not part of this scope of work. Bidders should submit a technical and cost proposal for all five (5) provinces, and cost proposals should be separated by province. Note that a phased approach is highly recommended, with implementation beginning in one province to be scaled up at a later date.

### **Tasks**

To achieve the above stated objectives, the subcontractor will undertake the following tasks:

#### **1. Conduct consultations, collect and review relevant documents/studies, select intervention areas and prepare an inception report**

- Upon subcontract signature, the selected bidder will organize meetings with technical staff of the target provincial water directorates to present the work methodology and discuss their priorities and needs. These meetings will also serve to present the subcontractor's staff and start planning field activities and data collection.
- In coordination with water directorates, conduct meetings with other stakeholders involved in the water sector such as the provincial council, Ministry of Planning, Ministry of Municipalities and Public Works, donors active in the water sector, and others. Particularly, the subcontractor is required to meet with Provincial Women's Empowerment Departments (PWED) and coordinate with IGPA/Takamul's Equality and Social Inclusion team to better understand relevant categories of customers and associated social inclusion aspects to be tracked. In provinces where PWEDs are not fully staffed or active, the subcontractor is required to closely coordinate with IGPA/Takamul's Equality and Inclusion team.
- Collect and review different documents, studies, reports, plans, as-built drawings and maps pertaining to water supply services and infrastructure in target provinces. Coordinate with staff of water directorates to review existing customer records and databases.
- Conduct interviews with staff of the water directorate to assess their capacities and training needs to replicate this work, to use the tools proposed by the project and update the water customer and asset databases. The assessment will allow the bidder to tailor training courses in line with the capacity of existing staff.
- Assess existing IT software and hardware for customer management and asset documentation/management (if applicable). This assessment will allow bidders to identify and propose appropriate tools. Bidders shall bear in mind that capacities in water directorates are limited. Accordingly, proper due diligence should be conducted after award to propose simple appropriate tools for staff to use.
- Based on consultations with different stakeholders and literature review, the subcontractor will select an intervention area for asset documentation of a water system (or subsystem) and customer census in

each target province based on clear, specific and well-defined criteria. Selection criteria could include (but not limited to) social aspects of connected and unconnected households, the existence of depreciated undocumented water supply systems with a high rate of leaks, a high rate of illegal connections, etc. The target area in each province shall include no more than 3,000 people. Smaller target areas are acceptable as appropriate and shall be approved by the water directorates and IGPA/Takamul. Bidders are also required to give priority to intervention areas serviced by one of the treatment facilities supported by IGPA/Takamul. A list of these treatment facilities in each target province is attached as part of this scope of work.

- Confirm selected intervention areas with target water directorates, PWEDs and IGPA/Takamul for approval prior to implementation.
- One month after contract signature, prepare and submit an inception report including major findings and next steps pertaining to customer surveys and asset documentation in each of the target provinces. The inception report will include:
  - details related to meetings conducted and documents reviewed;
  - detailed description of the intervention areas selection approach and selection criteria considered;
  - an updated/adjusted work plan based on initial findings;
  - challenges and risks; and
  - next steps.

## **2. Conduct field work to update the customer register**

- In coordination with the customer department staff of target water directorates, check the customer registers/databases and identify the number of water customers in selected intervention areas.
- Develop a questionnaire for the customer survey and discuss it with staff of water directorates, PWEDs and IPGA/Takamul, particularly the Equality and Inclusion team, for comments and approval. The questionnaire shall be simple and only cover aspects related to customer service (such as the availability of a connection to the water supply system, customer ID, name, exact address, etc.) and other technical aspects related to house connections (such as metering, diameter of the house connection, shared or individual connection, etc.). The questionnaire shall **not** include aspects related to customers' perception of water service delivery as this is not part of this scope of work.
- Conduct field work and survey all water customers within each intervention area. This task will be implemented jointly with water directorates. It is anticipated that staff of water directorates will accompany survey teams and provide access to inspect water connections. The survey will consist of visiting all customers (residential, commercial, industrial, etc.) within each survey area to identify those who are legally connected to the water supply system, those who are illegally benefitting from public water supply services, and those who are not connected at all. Field visits will include, in addition to filling the questionnaire through an interview with households, technical inspections to confirm the information communicated by customers, identify illegal connections and potential to connect new customers and increase service coverage. Eliminating illegal connections identified during field work or connecting new customers identified during the survey is the responsibility of respective water directorates and is not part of this SOW.
- Update existing customer databases and generate maps identifying the location of these customers as well as the location of potential new customers within the intervention area. These potential new customers can be illegally connected or not connected to the public water system. If possible, the customer survey will be based on initial official data and maps on dwellings in intervention areas to make sure this activity is built on existing national statistics and uses the same existing coding systems. The customer database shall be in a structure and format to be discussed and agreed upon with each target water directorate.

- Develop target water directorates' staff capacities to update and use water customer databases. Capacity building will target staff of the customer service department, billing and collection, technical staff supervising the installation of house connections as well as any other staff assigned by the water directorate's management. Capacity building will aim to provide staff with hands-on experience to use updated customer databases as a decision support tool and replicate these surveys in other areas.
- In coordination with PWEDs and the Equality and Inclusion (E&I) team in target provinces, conduct an analysis of the customer structure and characteristics in the intervention area and advise on appropriate customer categories based on data collected during the survey. This task is intended to help provincial authorities include equality and social inclusion parameters in their work and water service provisions. It is hence important for water directorates to understand the socio-economic characteristics of their customers, consumption patterns, social situation (for example, Internally Displaced Populations – IDP, poor neighborhoods, middle-class customers, etc.), planning and infrastructure status of intervention zones to adjust services accordingly.
- Develop a summary report for each target water directorate including major findings and results of the customer survey and recommendations for follow-up actions. Recommendations shall mainly focus on adjustments related to the survey methodology, required technical actions to disconnect and regularize illegal connections identified, connect potential new customers to expand service coverage and increase revenues, and capacity building needs to staff. The report shall include also recommendations to improve the customer database and tools for better customer management services.
- By the end of the assignment, the subcontractor will transfer the updated customer register to target water directorates and provide all software access and editing rights to allow staff of these directorates to perform updates and generate reports as needed.

### 3. Conduct field work to document water supply assets

To the extent possible, DAI and water directorates will provide all available hard and soft copies of data and information to the winning bidder after award

- The subcontractor will conduct a documentation of all water production and supply assets and infrastructure servicing the intervention areas identified above for the customer survey. Documentation will include different components of the water supply system (or subsystem), in particular: pumping stations including pumps, engines, boosters, generators and chlorination systems; wells; reservoirs; springs; transmission mains between sources and reservoirs; water desalination and treatment plants; bulk flow meters and valves, water distribution networks, house connections, etc.
- **Documentation of distribution networks:** As mentioned under point 2 above, the subcontractor shall focus on intervention areas for customer surveys and documentation of distribution networks serviced by a production/desalination/treatment/pumping facility where IGPA/Takamul is supporting operation and maintenance. The list of these facilities is provided at the end of this SOW. The subcontractor is not required to document assets located outside the selected intervention area in other parts of the target water directorates' service area. However, the distribution network selected for documentation should supply the same areas selected for the customer survey.

In cases where IGPA/Takamul is not supporting the operation and maintenance of a production/desalination/treatment/pumping facility, the intervention area for network documentation and customer survey will be determined according to selection criteria identified by the subcontractor, in coordination with provincial water directorates and IGPA/Takamul for approval purposes.

To document distribution mainlines after reservoirs and distribution networks (in most cases buried water assets), the subcontractor shall make available satellite imagery model/software of the intervention areas transferable into GIS and work with staff of the water directorates familiar with the

service area, its streets, etc. to locate pipelines. The subcontractor shall collect and document, whenever available, as-built drawings of buried assets such as transmission lines, distribution mainlines, distribution networks and house connections. This documentation should be transferred into GIS. The subcontractor shall work with staff of the water directorates to validate documented assets. Depending on availability, the subcontractor shall collect data related to pipeline material, age, diameters, start point, end-point, length, flow rate, nominal pressure, etc. Whenever possible, the subcontractor shall document air valves and washouts locations, types, diameter and conditions. The subcontractor shall digitize this information and generate GIS maps showing all infrastructure and associated databases and attributes. The subcontractor is not required to conduct excavation works to verify the information related to buried assets.

Once the distribution network documented and complete, the subcontractor shall identify and recommend appropriate locations to the water directorate to install flow meters and monitor water flows supplied to the intervention area. The subcontractor shall also provide technical specifications of flow meters and different technological options to the water directorate and IGPA/Takamul. The installation of flow meters aims at creating fully metered closed areas (District Metered Areas) to prepare a water balance by comparing inflows into the area and estimating water demand. The procurement and installation of flow meters and the preparation of water balances is not part of this SOW.

- **Documentation of other assets (above ground assets):** The subcontractor shall conduct field visits to all facilities supplying target intervention areas and undertake a complete survey. Site visits will allow the subcontractor to conduct a complete inventory of assets and identify coordinates of these assets using a Global Positioning System (GPS) and record coordinates. Depending on the availability of data, the subcontractor shall collect, at least, the following information pertaining to different assets:
  - Pumps: location, coordinates, depth (if submersible), brand, specifications, installation year, diameter of pressure pipe, diameter of suction pipe, description of the disinfection equipment (if applicable), description of the electric panel, description of electric transformer, specifications of the generator (if applicable), reported production (l/s), water flow meter (availability, status, brand and type), etc.
  - Water desalination and treatment plant: location, coordinates, construction year of civil works, rehabilitation year (if applicable), water source(s), desalination/treatment processes, production capacity (l/s), connecting pipes, electrical transformer specifications, generator specifications (if applicable), number and volume of fuel tanks, areas serviced by the plant, conditions and deficiencies, etc.
  - Pumping station: location, coordinates, construction year of civil works, rehabilitation year (if applicable), installation year of pumps, number of existing pumps including on-duty and stand-by pumps, type of pumps, specifications, diameter of outgoing and suction pipes, description of disinfection equipment if applicable, description of electrical panel, specifications of electrical transformer, specification of generator (if applicable), number and volume of fuel tanks, service area, etc.
  - Reservoir: type, location, coordinates, construction year of civil works, rehabilitation year (if applicable), number of chambers, volume, elevation, maximum water level, water source(s), supply area(s), ventilation, washout, overflow, inflow pipe, material/diameter outlet supply pipe, number of valves, valves chamber's condition, etc.

**Note:** All assets and information included above are only illustrative. The subcontractor is required to identify all asset components even if not mentioned as part of the illustrative list above in the selected system (sub-system) and collect all related information as applicable.

- The subcontractor shall integrate all assets and their attributes into a GIS linked to a relational database including all water supply transmission mains between sources and reservoirs and ancillary components

(such as valves and water meters as applicable) that connect the various facilities, transmission mains and distribution mains connecting water distribution networks to reservoirs.

- In addition to GPS readings, the subcontractor shall prepare a description of the general physical condition of civil work and electro-mechanical equipment, the apparent performance efficiency of each facility, and a brief statement regarding operation and maintenance conditions. This shall include a reasonable number of photographs of all facilities in order to facilitate the inventory (i.e. no less than 4 photos, networks excluded).
- Present main findings and maps to water directorates and IGPA/Takamul highlighting capacity needs at water directorates to update the existing database and replicate this work in other areas.
- Develop the water directorate's staff capacity through training sessions on the approach to document assets and develop and update the database. The subcontractor shall also prepare simple guidelines for staff. If required, computers and other material for the training will be provided by IGPA/Takamul.
- Summarize all results and prepare a draft asset documentation report. The report will include major findings and recommendations, along with photos and a brief description of each facility. Along with the report, the subcontractor will provide a soft copy of the GIS database and maps including all documented assets to water directorates. Finally, the report will include recommendations for additional staff capacity building and procurement of software licenses for future updates of the database. The procurement of this software is not part of this SOW.

#### List of Deliverables

No.	Deliverable	Due Date	Description
1	Inception report	1 month after subcontract signature	<ul style="list-style-type: none"> <li>- Summary of findings based on meetings and literature review</li> <li>- Selection criteria to identify intervention areas</li> <li>- Selected intervention areas</li> <li>- Summary of training needs and recommendations for appropriate IT solutions</li> <li>- Updated work plan (if necessary), risks/challenges, and next steps for implementation</li> </ul>
2	Questionnaire for customer surveys	1 month after subcontract signature	<ul style="list-style-type: none"> <li>- Includes basic customer service aspects in line with existing customer registers</li> <li>- Includes a technical section to be filled after inspection and follow-up actions such as the elimination of illegal connections, potential new customer, etc.</li> </ul>
3	Updated customer database/register	6 months after subcontract signature	<ul style="list-style-type: none"> <li>- Updated electronic customer register including all existing customers and highlighting those who do not physically exist anymore</li> <li>- Includes social aspects collected during the survey and recommended customer categories</li> <li>- Highlights units not connected that could be potential customers.</li> </ul>

4	Guidelines for staff and training	7 months after subcontract signature	<ul style="list-style-type: none"> <li>- Guidelines for staff to replicate the survey in other areas and use the database for update and generation of reports</li> <li>- On-the-job training for staff</li> </ul>
5	Summary report	8 months after subcontract signature	<ul style="list-style-type: none"> <li>- Summary of actions undertaken and major findings</li> <li>- Recommendations related to staff capacities and tools required to replicate this survey in other areas</li> </ul>
6	GIS database and maps of water supply system (sub-system)	6 months after subcontract signature	<ul style="list-style-type: none"> <li>- Electronic unprotected GIS database including the documentation of all water supply assets – production, transmission, storage, distribution</li> <li>- Photos included in database</li> </ul>
7	Guidelines for staff and training	6 months after contract signature	<ul style="list-style-type: none"> <li>- Guidelines for staff to replicate the survey in other areas and use the database for update and generation of maps</li> <li>- On-the-job training for staff</li> </ul>
8	Asset documentation report  <i>(Asset valuation is not part of this scope of work)</i>	8 months after contract signature	<ul style="list-style-type: none"> <li>- Summary of tasks undertaken</li> <li>- Detailed findings and description of all water system/sub-system components</li> <li>- Printed copies of all maps</li> <li>- Recommendations of locations for the installation and technical specifications of flow meters on the distribution network</li> <li>- Recommendations for staff capacity building</li> <li>- Recommendations for software licenses (as needed)</li> </ul>



## Time Frame

The subcontractor shall implement this work according to the following illustrative time frame. The subcontractor is free to propose a different time frame based on the proposed technical approach. The overall period of performance should not, however, extend beyond June 2020. Please note we will hold a one-day kick-off meeting to develop a workplan together with the successful subcontractor before work begins.

Task	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
<b>Conduct consultations, collect and review relevant documents/studies, select intervention areas and prepare an inception report</b>								
Organize meetings with water directorates								
Collect documents and undertake literature review								
Identify criteria and select intervention areas								
Prepare and submit inception report								
<b>Update customer registers</b>								
Check the current customer registers								
Develop questionnaire								
Conduct field work for the customer survey								
Update existing customer registers								
Develop guidelines and train staff								
Discuss customer categories and social inclusion with PWEDs								
Develop summary report								
<b>Document water supply assets</b>								
Conduct field visits and data collection on above-ground water assets								
Conduct field work to document distribution networks								
Develop a GIS database								
Develop guidelines and train staff								
Develop summary report								

## **Staff requirements**

The management structure and staff qualifications are key to the evaluation and award and contribute to the overall evaluation score of the proposal. Bidders are encouraged to propose the management and team structure they believe is appropriate to properly implement this project and achieve the stated objectives in a timely matter according to their technical approach. Bidders are however required to include in the team structure, at least, the 2 following mandatory positions considered as “key personnel” positions and provide detailed CVs of the proposed candidates to fill these positions. It is up to the bidders to propose other staff with different backgrounds and expertise to work with the 2 key personnel staff and provide a combination of complementary expertise for the success of the project.

### **Team leader and project manager**

The team leader and project manager will oversee the technical management of the activity and is the main contact person for IGPA/Takamul. S/he is responsible for the team performance and the timely completion and submission of all deliverables as stated in this scope of work. The team leader and project manager is required to have a combination of management and technical skills, particularly in technical and customer service areas of water utilities.

Main responsibilities include:

- Supervise the team working on the project.
- Liaise with officials from water directorate(s) and IGPA/Takamul.
- Provide specific technical direction to conduct customer surveys and the documentation of water assets.
- Supervise teams conducting field surveys and data collection.
- Provide technical direction for the development of databases, analysis of results and generation of reports.
- Contribute to capacity building activities and the development of training manuals and guidelines.
- Be responsible for overall technical and budget reporting.

Specific qualifications include:

- At least 7 years of experience working with water utilities, specifically in areas related to asset management and customer surveys.
- Experience in the design of water supply systems.
- Experience in the design of field surveys and management of data collection, analysis and reporting.
- Experience analyzing water customer categories and identifying areas for service improvement taking into consideration equality and social inclusion aspects.
- Experience managing large teams working across different geographic areas.
- Spoken and written English and Arabic language skills.

### **GIS expert**

The GIS expert is mainly responsible for the analysis of all data collected, the development of appropriate databases and maps. S/he will work under the responsibility of the team leader and project manager.

Main responsibilities include:

- Together with the team leader and project manager, develop the approach for field data collection and supervise the team collecting data.
- Perform quality control during field work/data collection and during the analysis of data.
- Analyze all data collected and identify gaps.
- Develop the structure of a customer database and asset database.
- Prepare guidelines for the use/update of databases.

- Train staff of water directorates on the use of these databases and their update.
- Generate reports and maps showing survey results as requested by water directorate(s) and IGPA/Takamul.

Specific qualifications include:

- At least 5 years of experience working on surveys and analysis of survey results.
- Experience building/designing GIS databases
- Previous experience in the design of field surveys and management of data collection, analysis and reporting.
- Experience supervising and supporting survey teams.
- Spoken and written English and Arabic language skills.

**List of water treatment facilities supported through IGPA/Takamul**

<b>Anbar water directorate- projects</b>		
#	Project name	Location
1	Five kelo underground reservoir خمسة كيلو -الخزان الارضي	Ramadi water center مركز ماء الرمادي
2	7 kelo water project مشروع ماء 7 كيلو	Ramadi water center مركز ماء الرمادي
3	New Ramadi project/Albofarraj مشروع الرمادي الجديد/البو فراج	Ramadi water center مركز ماء الرمادي
4	Alramadi alkabeer water project مشروع ماء الرمادي الكبير	Ramadi water center مركز ماء الرمادي
5	Kasir Al adala water project مشروع ماء قصر العدالة	Ramadi water center مركز ماء الرمادي
6	5 kelo compact units وحدة ماء الكيلو 5	Ramadi water center مركز ماء الرمادي
7	Albosha'aban water compact/2 وحدة ماء البو شعبان/2	Al jazira-Ramadi جزيرة الرمادي
8	Albosoda water compact وحدة ماء البو سودة	Al sofiya الصوفية
9	Al boa'itha water compact/1 وحدة ماء البوعيثة/1	Al jazira-Ramadi جزيرة الرمادي
10	Albo khalifa/Alboghanim water compact وحدة ماء البو خليفة/ البوغانم	Alsofiya الصوفية
<b>Babil water directorate- projects</b>		
#	Project name	Location
1	New Hilla water project مشروع ماء الحلة الجديد	City Center (Zwaier area) مركز المدينة / منطقة زوير
2	Al tayara al qadeem water project مشروع ماء الطيارة القديم	City Center (Hay altayara) مركز المدينة/حي الطيارة
3	Old hilla water project مشروع ماء الحلة القديم	City Center (Bab Al hussien)) مركز المدينة/ باب الحسين
4	Wardiya attaiej - water compact محطة ماء الودية العتيك	City Center (al siahi) مركز المدينة /السيحي
5	New Musaieb water project	Al Musaieb center

	مشروع ماء المسيب الجديد	مركز المسيب
6	Al niel water compacts (Kadhun Shuhaieb walwardiea وحدات ماء النيل/كاظم شهيبي والوردية	Al niel nahiya ناحية النيل
7	Al nukhaila water compact وحدة ماء النخيلة	Abi gharaq ابي غرق
8	Al mahaweel water compact وحدة ماء المحاويل	Al mahaweel / abo sadra المحاويل / ابو سديرة
9	Al kifil water compact وحدة ماء الكفل	Al kifil nahiya ناحية الكفل
10	Al imam nahiya compact water وحدة ماء ناحية الامام	Al Ma'amil nahiya ناحية المعامل
<b>Baghdad water directorate- projects</b>		
#	Project name	Location
1	Madai'n water project مشروع ماء المدائن	Madai'n /south of Baghdad المدائن /جنوب بغداد
2	Rashdiya water project مشروع ماء الراشدية	Rashdiya/North of Baghdad الراشدية / شمال بغداد
3	Al Qa'qa'a water project مشروع ماء القعقاع	Mahmodiya/ South west of Baghdad المحمودية / جنوب بغداد
4	Abu Gharieb water project مشروع ماء ابو غريب	Yousifiya/ Karaghoul اليوسفية /قرية غول
5	Al zaidan water project مشروع ماء الزيدان	Al nasir wasalam/Al zaidan النصر واسلام / الزيدان
6	Al nahrawan مشروع ماء النهروان	Al nahrawan منطقة النهروان
7	Sabi;I al bour compact unit وحدة ماء سبع البور	Sabi;I al bour
8	Al Quds compact unit وحدة ماء القدس	Mishahda-Tarmiya المشاهدة - طارمية
9	Sadr- Al yosifiya صدر اليوسفية	Yousifiyah اليوسفية
10	Zahra'a Al hussainiya زهراء الحسينية	Al Ma'amil المعامل

Basrah water directorate- projects		
#	Project name	Location
1	Al-Zubair الزبير	Al-Zubair treatment plant وحدة معالجة الزبير
2	Al -Shuaiba الشعيبة	Al – Shuaiba treatment plant وحدة معالجة الشعيبة
3	Al- Sudan السودان	Mediana water plant محطة ماء المدينة
4	Al Turaba الطرابة	Howear treatment plant محطة ماء الهويبر
5	Ktaiban كتيبان	Shat al- Arab plant محطة شط العرب
6	Al- Mediana /2 المدينة/2	Al- Mediana treatment plant محطة معالجة المدينة
7	Al Slim السالم	Imam Sadiq Plant محطة امام صادق
8	Zuraiji زريجي	Shat-Al-Arab plant محطة شط العرب
9	Ali Noor compact/1 وحدة النوري/1	Al Nashwa Treatment plant محطة معالجة النشوة
10	Al Bo bsairi البوبصيري	Al Nashwa Treatment plant محطة معالجة النشوة
11	Abbara العبارة	Almedaina city مدينة المدينة
12	Alnashwa النشوة	Alnashwa treatment plant محطة معالجة النشوة
13	AlSaleem السليم	Almedaina city مدينة المدينة
14	U of Basrah جامعة البصرة	University of Basrah محطة جامعة البصرة
15	Hansani حنساني	Near University قرب الجامعة
Ninawa water directorate- projects		
#	Project name	Location

1	Al ayman Al jadeed water project مشروع ماء الايمن الجديد	Mosul/Hlela موصل/هليلية
2	Alayman AlKadeem almoahad water project مشروع ماء الايمن القديم	Mosul/Hawi Al kansiya موصل /هاوي الكنسية
3	Al aysar Al jadeed water project مشروع ماء الايسر الجديد	Mosul / Quba Village موصل / قرية القبة
4	Al aysar Al Kadeem and expansion water Project مشروع ماء الايسر القديم وتوسعاته	Mosul/Presidential palaces موصل /القصور الرئاسية
5	Al ghizlani water project مشروع ماء الغزلاني	Mosul/Josiq موصل / جوسيق
6	Al dindani water project مشروع ماء الدنداني	Mosul/Aldindan موصل / الدنداني
7	Al sahiron water project مشروع ماء الساهرون	Mosul/Yaremja موصل/يارمية
8	Al zohor water project مشروع ماء الزهور	Mosul/Alzohoor موصل / الزهور
9	Al rashediya water project مشروع ماء الراشدية	Mosul/ Al rashediya موصل / الراشدية
10	Sanhareeb water project مشروع ماء سنحاريب	Badosh Dam complex مجمع سد بادوش

## 9.2 Attachment B: Proposal Cover Letter

[On Firm's Letterhead]

<Insert date>

TO: Click here to enter text.

Development Alternatives, Inc.

We, the undersigned, provide the attached proposal in accordance with **RFP**-Click here to enter text.-Click here to enter text. issued on Click here to enter text. Our attached proposal is for the total price of <Sum in Words (\$0.00 Sum in Figures) >.

I certify a validity period of Click here to enter text. days for the prices provided in the attached Price Schedule/Bill of Quantities. Our proposal shall be binding upon us subject to the modifications resulting from any discussions.

*Offeror shall verify here the items specified in this RFP document.*

We understand that DAI is not bound to accept any proposal it receives.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory: Click here to enter text.

Name of Firm: Click here to enter text.

Address: Click here to enter text.

Telephone: Click here to enter text.

Email: Click here to enter text.

Company Seal/Stamp:



### 9.3 Attachment C: Detailed Budget

The budget below includes examples of the types of costs that may be included in the budget. Actual budget submissions may include different costs and should be prepared in line with the offerors' technical proposal. Please provide a budget per directorate included in the proposal.

Please include an accompanying budget narrative linking costs with the work required in Attachment A. Additional supporting documentation for any of the costs included below may be requested.

Line Item	Unit	Quantity	Unit Price	Total Cost	Budget notes (details, calculation, specification, and/or justification)
<b>LABOR</b>					
Team Leader and project manager	(e.g., day)	(e.g., # of days)	(e.g., cost per day)		
GIS expert					
Other staff					
Other staff					
<b>Staff Subtotal</b>					
<b>TRAVEL COSTS</b>					
For example, local transportation					
For example, per diem					
For example, international travel					
For example, hotel costs					
Other travel cost					
<b>Travel Subtotal</b>					
<b>OTHER DIRECT COSTS (ODC)</b>					
For example, workshops and Meetings					
For example, Room rental (1 day in a local hotel)					
Printing documents/maps					
Anticipated ODC					
<b>ODC Subtotal</b>					
<b>Total Program Expenses Subtotal</b>					
<b>INDIRECT COSTS AND FEE</b>					
VAT					
Overhead and administrative costs					
Fee					
<b>GRAND TOTAL (USD)</b>					

#### 9.4 Attachment D: Past Performance Form

Include projects that best illustrate your work experience relevant to this RFP, sorted by decreasing order of completion date.

Projects should have been undertaken in the past three years. Projects undertaken in the past six years may be taken into consideration at the discretion of the evaluation committee.

#	Project Title	Description of Activities	Location Province/ District	Client Name/Tel No	Cost in US\$	Start-End Dates	Complete d on schedule (Yes/No)	Completion Letter Received? (Yes/No)	Type of Agreement, Subcontract, Grant, PO (fixed price, cost reimbursable)
1									
2									
3									
4									
5									

## 9.5 Attachment E: Representations and Certifications of Compliance

1. Federal Excluded Parties List - The Bidder Select is not presently debarred, suspended, or determined ineligible for an award of a contract by any Federal agency.
2. Executive Compensation Certification- FAR 52.204-10 requires DAI, as prime contractor of U.S. federal government contracts, to report compensation levels of the five most highly compensated subcontractor executives to the Federal Funding Accountability and Transparency Act Sub-Award Report System (FSRS)
3. Executive Order on Terrorism Financing- The Contractor is reminded that U.S. Executive Orders and U.S. law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. It is the legal responsibility of the Contractor/Recipient to ensure compliance with these Executive Orders and laws. Recipients may not engage with, or provide resources or support to, individuals and organizations associated with terrorism. No support or resources may be provided to individuals or entities that appear on the Specially Designated Nationals and Blocked persons List maintained by the US Treasury (online at [www.SAM.gov](http://www.SAM.gov)) or the United Nations Security Designation List (online at: [http://www.un.org/sc/committees/1267/aq\\_sanctions\\_list.shtml](http://www.un.org/sc/committees/1267/aq_sanctions_list.shtml)). This provision must be included in all subcontracts/sub awards issued under this Contract.
4. Trafficking of Persons – The Contractor may not traffic in persons (as defined in the Protocol to Prevent, Suppress, and Punish Trafficking of persons, especially Women and Children, supplementing the UN Convention against Transnational Organized Crime), procure commercial sex, and use forced labor during the period of this award.
5. Certification and Disclosure Regarding Payment to Influence Certain Federal Transactions – The Bidder certifies that it currently is and will remain in compliance with FAR 52.203-11, Certification and Disclosure Regarding Payment to Influence Certain Federal Transactions.
6. Organizational Conflict of Interest – The Bidder certifies that will comply FAR Part 9.5, Organizational Conflict of Interest. The Bidder certifies that is not aware of any information bearing on the existence of any potential organizational conflict of interest. The Bidder further certifies that if the Bidder becomes aware of information bearing on whether a potential conflict may exist, that Bidder shall immediately provide DAI with a disclosure statement describing this information.
7. Prohibition of Segregated Facilities - The Bidder certifies that it is compliant with FAR 52.222-21, Prohibition of Segregated Facilities.
8. Equal Opportunity – The Bidder certifies that it does not discriminate against any employee or applicant for employment because of age, sex, religion, handicap, race, creed, color or national origin.
9. Labor Laws – The Bidder certifies that it is in compliance with all labor laws.
10. Federal Acquisition Regulation (FAR) – The Bidder certifies that it is familiar with the Federal Acquisition Regulation (FAR) and is in not in violation of any certifications required in the applicable clauses of the FAR, including but not limited to certifications regarding lobbying, kickbacks, equal employment opportunity, affirmation action, and payments to influence Federal transactions.
11. Employee Compliance – The Bidder warrants that it will require all employees, entities and individuals providing services in connection with the performance of an DAI Purchase Order to comply with the provisions of the resulting Purchase Order and with all Federal, State, and local laws and regulations in connection with the work associated therein.

By submitting a proposal, offerors agree to fully comply with the terms and conditions above and all applicable U.S. federal government clauses included herein, and will be asked to sign these Representations and Certifications upon award.

## 9.6 Attachment F: Proposal Checklist

Offeror: \_\_\_\_\_

Have you?

☐ Submitted your proposal to DAI in a sealed envelope to the address (electronic or mailing) as specified in General Instructions above?

Does your proposal include the following?

- ☐ Signed Cover Letter (*use template in Attachment B*)
- ☐ Separate Technical and Cost proposals individually sealed and labeled as Volume I and Volume II respectfully.
- ☐ Proposal of the Product or Service that meets the technical requirements as per Attachment A
- ☐ Response to each of the evaluation criteria
- ☐ Documents used to determine Responsibility
- ☐ Evidence of a DUNS Number OR Self Certification for Exemption from DUNS Requirement
- ☐ Past Performance (*use template in Attachment F*)