



KISII WATER AND SANITATION PUBLIC LIMITED

COMPANY

PROPOSAL DOCUMENT FOR DEBT COLLECTION SERVICES

MARCH 2026

REQUEST FOR PROPOSAL (RFP)
PROVISION OF DEBT COLLECTION SERVICES
RFP NO: KWASCO/RFP/DCS/001/2026

Issued by:

Kisii Water and Sanitation PLC

P.O. Box 3880-40300, Kisii

Website: www.kwasco.co.ke

SECTION 1: INTRODUCTION

1.1 Background

Kisii Water and Sanitation PLC (KWASCO) is a water utility company mandated to provide water and sanitation services within Kisii County. In order to improve revenue collection efficiency, the Company seeks to engage **qualified and experienced debt collection firms** to recover outstanding customer debts.

1.2 Objective of the Assignment

The objective of this RFP is to appoint debt collection firms to:

- Enhance recovery of outstanding customer debts
- Improve cash flow and revenue performance
- Ensure professional, ethical, and lawful debt recovery

SECTION 2: SCOPE OF SERVICES

The successful bidder(s) will be required to:

1. Recover outstanding debts from assigned customer portfolios
2. Trace and verify debtors
3. Issue demand notices and follow up on overdue accounts
4. Negotiate repayment plans in accordance with KWASCO policies
5. Maintain accurate records of collections and engagements
6. Submit weekly and monthly recovery performance reports
7. Conduct all debt recovery activities professionally and ethically

SECTION 3: CONTRACT DURATION

The contract shall be for a period of **twelve (12) months**, renewable subject to satisfactory performance and mutual agreement.

SECTION 4: ELIGIBILITY AND MANDATORY REQUIREMENTS

Bidders must submit copies of the following documents (Mandatory – Pass/Fail):

1. Certificate of Incorporation/Registration
2. Valid Debt Collection License (where applicable)
3. KRA PIN Certificate
4. Valid Tax Compliance Certificate
5. CR12 (where applicable)
6. Company profile with at least **three (3) years' experience** in debt collection
7. Audited financial statements for the last **two (2) years**

8. List of similar assignments undertaken (attach reference letters)
Failure to submit **any mandatory document** shall lead to disqualification.

SECTION 5: PROPOSAL SUBMISSION REQUIREMENTS

Bidders shall submit proposals in **two (2) separate sealed envelopes**:

5.1 Technical Proposal

The Technical Proposal shall include:

- Company profile and organizational structure
- Relevant experience and similar assignments
- Proposed debt recovery methodology and strategy
- Details of key personnel
- Reporting and monitoring mechanisms

5.2 Financial Proposal

The Financial Proposal shall include:

- Proposed **commission rate (%)** on amounts successfully recovered
- Confirmation that no upfront fees will be charged
- Any applicable taxes

SECTION 6: EVALUATION CRITERIA

6.1 Stage One – Mandatory Requirements

Pass/Fail basis.

6.2 Stage Two – Technical Evaluation (70%)

Criteria	Score
Relevant experience	30
Methodology and approach	25
Staffing and capacity	15
Total	70

Minimum technical score to proceed to financial evaluation: **50%**

6.3 Stage Three – Financial Evaluation (30%)

- Lowest evaluated commission rate will score the maximum points
- Other bids scored proportionately

SECTION 7: PAYMENT TERMS

- Payment shall be **commission-based**, calculated as a percentage of amounts recovered
- Payments shall be made upon submission of verified recovery reports
- No payments shall be made for unrecovered debts

SECTION 8: CONFIDENTIALITY & ETHICS

The bidder shall:

- Treat all customer information as confidential
- Comply with all applicable laws and ethical standards
- Avoid harassment, coercion, or unlawful recovery practices

SECTION 9: SUBMISSION INSTRUCTIONS

Proposals must be submitted in **sealed envelopes**, clearly marked:
“RFP – PROVISION OF DEBT COLLECTION SERVICES”

and addressed to:

The Managing Director

Kisii Water and Sanitation PLC

P.O. Box 3880–40300

Kisii- OR email to procurement@kwasco.co.ke

Submission Deadline: 16th March 2026 at 4.00 p.m.

Late submissions will not be accepted.

SECTION 10: DISCLAIMER

Kisii Water and Sanitation PLC reserves the right to:

- Accept or reject any proposal
- Annul the procurement process at any stage
- Award the contract to one or more firms

Canvassing will lead to disqualification.

APPENDIX I: STANDARD FORMS

FORM 1: TENDER / PROPOSAL SUBMISSION FORM

(To be completed by the Bidder)

Date: _____

To:

The Managing Director

Kisii Water and Sanitation PLC

P.O. Box 3880-40300

Kisii

Dear Sir/Madam,

We, the undersigned, offer to provide **Debt Collection Services** in accordance with your Request for Proposal and our proposal dated _____.

We confirm that:

- We have examined and understood the RFP document
- We accept all terms and conditions of the RFP
- Our proposal shall remain valid for a period of **one hundred and twenty (120) days** from the submission deadline
- We shall execute the contract if our proposal is accepted

We understand that you are not bound to accept the lowest or any proposal received.

Name of Bidder: _____

Authorized Signatory: _____

Signature: _____

Designation: _____

Date: _____

Official Stamp:

FORM 2: CONFIDENTIAL BUSINESS QUESTIONNAIRE (CBQ)

(To be completed by the Bidder)

A. General Information

1. Name of the Firm: _____
2. Physical Address: _____
3. Postal Address: _____
4. Telephone Number: _____
5. Email Address: _____
6. KRA PIN: _____

B. Registration Details

1. Certificate of Incorporation/Registration No: _____
2. Business Type (Tick as applicable):
3. Sole Proprietor Partnership Limited Company

C. Ownership Details

Provide details of directors/partners/owners:

Name	Nationality	ID/Passport No	Shareholding (%)
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D. Litigation History

Has the firm been involved in any litigation related to debt collection in the last five (5) years?

Yes No

If yes, provide details:

Declaration:

I/We certify that the information given above is true and correct.

Name: _____

Signature: _____

Date: _____

Official Stamp:

FORM 3: PRICE SCHEDULE / FINANCIAL PROPOSAL

(To be completed by the Bidder)

COMMISSION-BASED PRICING

Description	Commission Rate (%)
Debt Collection Services	_____ %

Notes:

1. The commission shall be based **only on amounts successfully recovered**
2. No upfront or retainer fees shall be payable
3. Rates quoted shall be **inclusive of all costs, charges, and applicable taxes**

Declaration:

We certify that the above commission rates are true and binding and that no other charges shall be imposed.

Name of Firm: _____

Authorized Signatory: _____

Signature: _____

Date: _____

Official Stamp:

APPENDIX II: COMPLIANCE DECLARATIONS

FORM 4: SELF-DECLARATION ON DEBARMENT

(To be completed by the Bidder)

We, the undersigned, declare that:

1. We are **not debarred** from participating in public procurement proceedings by the Public Procurement Regulatory Authority (PPRA) or any other public entity.
2. We have not been convicted of any offence related to fraud, corruption, collusion, or misrepresentation.
3. We understand that submission of false information shall lead to **automatic disqualification** and may result in legal action.

Name of Firm: _____

Authorized Signatory: _____

Signature: _____

Date: _____

Official Stamp:

FORM 5: ANTI-CORRUPTION DECLARATION

(To be completed by the Bidder)

We hereby declare that:

1. We have not offered, promised, or given any inducement, bribe, or improper advantage to any employee or agent of **Kisii Water and Sanitation PLC** in connection with this procurement process.
2. We shall not engage in corrupt, fraudulent, collusive, or coercive practices.
3. We understand that any breach of this declaration shall result in **disqualification, contract termination, and possible prosecution.**

Name of Firm: _____

Authorized Signatory: _____

Signature: _____

Date: _____

Official Stamp:

FORM 6: LITIGATION HISTORY DECLARATION

(To be completed by the Bidder)

The bidder declares as follows (tick as applicable):

The firm has **not been involved** in any litigation, arbitration, or dispute related to debt collection services in the last five (5) years.

The firm **has been involved** in litigation as detailed below:

Details (if any):

We certify that the above information is true and complete.

Name of Firm: _____

Authorized Signatory: _____

Signature: _____

Date: _____

Official Stamp:

FORM 7: STATEMENT OF COMPLIANCE WITH LAWS AND REGULATIONS

(To be completed by the Bidder)

We confirm that our firm complies with:

- Public Procurement and Asset Disposal Act, 2015
- Public Procurement Regulations, 2020
- Employment laws
- Data protection and consumer protection laws
- All applicable debt collection and business regulations in Kenya

We undertake to remain compliant throughout the contract period.

Name of Firm: _____

Authorized Signatory: _____

Signature: _____

Date: _____

Official Stamp:

FORM 8: DECLARATION OF COMMISSION-ONLY PAYMENT TERMS

(To be completed by the Bidder)

We hereby confirm that:

- Our services shall be **strictly commission-based**
- No upfront, retainer, or fixed fees shall be charged
- Commission shall be payable **only on verified amounts recovered**

We accept these terms as binding.

Name of Firm: _____

Authorized Signatory: _____

Signature: _____

Date: _____

Official Stamp:

FORM 9: FORM OF CONTRACT ACCEPTANCE

(To be completed by the Bidder)

We confirm that:

- We have reviewed the draft contract conditions
- We accept the contract terms without reservation
- We shall execute the contract upon award

Name of Firm: _____

Authorized Signatory: _____

Signature: _____

Date: _____

Official Stamp: