




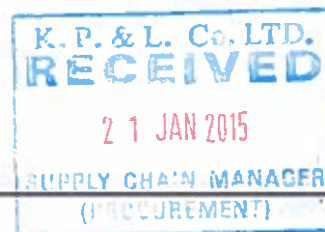


Kenya Power

**OUTSOURCING OF METER READING SERVICES
REF**

PART B – SPECIFIC DETAILS OF SERVICE (SDS)

	NAME	DESIGNATION	SIGNATURE	DATE
Compiled by:	Richard Wida	3 rd Assistant Engineer, Commercial Cycle		20/01/15
Checked by:	Peter Wambua	Ag. Chief Engineer, Commercial Cycle		20/1/15
Approved by:	Sarah Wepukhulu	Manager, Commercial Services		20-1-2015



LIST OF CONTENTS

PART I	TERMS & DEFINITIONS
PART II	PROJECT INFORMATION
	Brief Description of Project Site Environmental Conditions Access to Site Telecommunication Site Accommodation Health, Medical Facilities Registration as a Contractor Materials
PART III	SCHEDULE OF SERVICES
PART IV	PRICE SCHEDULE
PART V	BREACH OF CONTRACT
PART VI	QUALIFICATION REQUIREMENTS
	Qualifications Experience and Past Performance Tools, Instruments & Equipment Capability In respect to Personnel Reading Ability Additional Information
PART VII	TENDERER'S TECHNICAL PARTICULARS

List of Forms

Form No.1	TENDERER FOR QUALIFICATION	2
Form No.2	STATEMENT OF TENDERER	1
Form No.3.	EXPERIENCE RECORD OF TENDERER	2
Form No.5.	SUPERVISORY PERSONNEL	2
Form No.6.	TRANSPORT	1
Form No.7	TOOLS, INSTRUMENTS & EQUIPMENT LIST	1
Form No.8	PREVIOUSLY PREQUALIFIED QUESTIONNAIRE	1
ANNEX 1	METER READING PROCEDURE	

LIST OF CONTENTS

PART I	TERMS & DEFINITIONS
PART II	PROJECT INFORMATION
	Brief Description of Project
	Site Environmental Conditions
	Access to Site
	Telecommunication
	Site Accommodation
	Health, Medical Facilities
	Registration as a Contractor
	Materials
PART III	SCHEDULE OF SERVICES
PART IV	PRICE SCHEDULE
PART V	BREACH OF CONTRACT
PART VI	QUALIFICATION REQUIREMENTS

Qualifications
Experience and Past Performance
Tools, Instruments & Equipment
Capability In respect to Personnel
Reading Ability
Additional Information

PART VII	TENDERER'S TECHNICAL PARTICULARS
-----------------	-----------------------------------------

List of Forms

Form No.1	TENDERER FOR QUALIFICATION	2
Form No.2	STATEMENT OF TENDERER	1
Form No.3.	EXPERIENCE RECORD OF TENDERER	2
Form No.5.	SUPERVISORY PERSONNEL	2
Form No.6.	TRANSPORT	1
Form No.7	TOOLS, INSTRUMENTS & EQUIPMENT LIST	1
Form No.8	PREVIOUSLY PREQUALIFIED QUESTIONNAIRE	1
ANNEX 1	METER READING PROCEDURE	

PART I: TERMS & DEFINITIONS

The following words, expressions and abbreviations shall have the meaning hereby assigned to them, except where the context otherwise requires.

"Bypass" It is a situation where a customer connects electric supply direct to the premise hence using unmetered supply. This can be partial or total.

"HHS" Hand Held Set – it is a microcomputer where meter readings are registered and allows the information to be loaded into a PC and has features to detect anomalous consumption, record incidences and give the meter reader necessary information to do his/her work.

"Downloading" Act of getting meter readings from a computer to a HHS.

"Faulty meter" It is a meter that does not record units consumed correctly, it can either be not moving at all or moving too fast.

"GPS" Global Positioning Systems

"ICT" Information and Communications Technology

"Itinerary" a Set of Meters in the same location grouped together, that can be read by one meter reader in one day

"KPLC": Kenya Power and Lighting Company Limited

"Ksh" (Currency) Kenya Shilling

"Meter": Kenya Power's Energy Meter used for recording customers' consumption of electricity.

"Meter Reading" it is the activity, whose objective is to collect the necessary data to determine the customer's consumption, and register the different anomalies detected during the reading process.

"Meter Reading Calendar" A schedule for reading all the energy post-paid meters within 20 working days in a month

"Meter reading Coverage" It is the percentage of meter readings obtained against total number of meters in an itinerary assigned to be read.

"Meter reading Accuracy" It is the percentage of meter readings that give an accurate bill against the total number of readings provided by the readers in any given itinerary.

"Meter reading Card" It is a card placed at the meter box and is filled by the meter reader each time he visits the meter box.

"Project" Project in Tender Document

"PPE"	Personal Protective Equipment
"Reading Application":	The software used in meter reading process
"Services":	The Work to be done by a Contractor under the Contract.
"Tampered Meter"	A metered that will display evidence of being interfered with or damaged such as broken body seals, broken front glass or broken meter body.
"Tenderer":	Firms, Partnerships, and companies who wish to be awarded, alone, or as a leading firm and member firm in case of a joint venture or consortium.
"Uploading"	Act of getting meter readings from HHS to a Computer
"VPN"	Virtual Private Network



PART II: PROJECT INFORMATION

2.1 BRIEF DESCRIPTION OF THE PROJECT

The Project entails provision of monthly Electricity postpaid meter reading services on a 22 day cycle, within Kenya.

The project shall run on pilot basis for a period of 3 months then be rolled out countrywide. The selected pilot areas are as indicated in the table below. Actual number of meters may slightly vary from the ones indicated below since growth in number of customers is a contuse process resulting from new connections made.

Table 1: Branches to be outsourced for Pilot

KPLC Region	Area	No. of Meters	Itins	Remarks
Nairobi South	Machakos	79,130	365	Medium town/rural
Nairobi North	Parklands/Ruaka	37,171	132	Urban residential, high class
Nairobi West	Kajaido	90,712	432	Urban/Peri Urban, high density
Total		207,013	929	

The meter reading services will entail monthly reading of all meters in the above mentioned areas and uploading them to Kenya Power's billing system via the local reading application. The reading will be done based on Kenya Power's meter reading calendar.

2.2 ITINERARY CATEGORIES

An itinerary is composed of number of meters within the same location, which can be optimally read by one meter reader within a day. The number of meters per itinerary varies from one area to another within the country, depending on the density of population. Extra high density areas are town flats next to each other while low density is mainly rural areas.

The six categories below cover the different types of settlement and the optimal number of meters for each category. The itinerary category shall be set by KPLC.

Table 2: Itinerary Categories

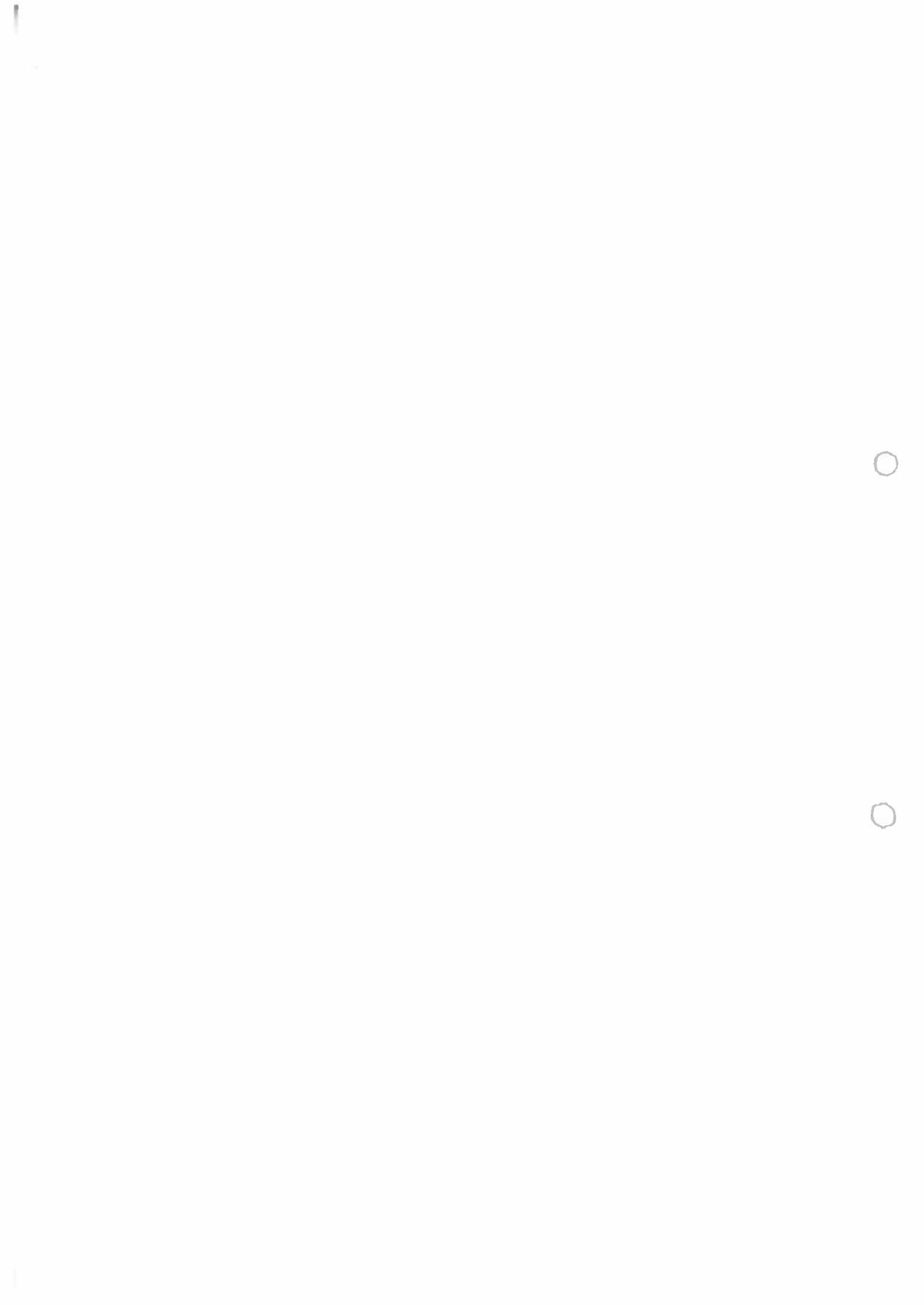
No.	Category	Itin Size (number of meters)
1	Extra High Density	251 - 300
2	High Density	171 - 250
3	Upper Middle Density	131 - 170
4	Middle density	101 - 130
5	Lower Middle Density	81 - 100
6	Lower Density / rural	40 - 80

2.3 SERVICE REQUIREMENTS : OUTSOURCED METER READING SERVICES OPERATION

2.3.1 The contracted company will provide human resource, PPEs, Uniforms, office space, transport resources and base station Computer required for meter reading activities.

2.3.2 The contractor's base station will be connected via a VPN connection to Kenya Power's Wide Area Network (WAN), at the contractor's cost.

- 2.3.3 Kenya Power will provide the hand held sets (HHS) along with the application for reading and the docking system.
- 2.3.4 KPLC shall train initial lot of meter readers provided by the contractor. Training of meter readers later on, resulting from replacements, shall be at the cost of the Tenderer. The training fee shall be communicated later. All trainings and certification shall be done by KPLC Training School.
- 2.3.5 The contractor shall receive (via VPN connection or pick loaded sets from KPLC reading centre in case of VPN failure) and load the HHS with meters to be read for the day.
- 2.3.6 The meter readers shall collect readings for all meters loaded in the HHS and bring back the sets with readings to their supervisor.
- 2.3.7 Provide an overall coordinator who will serve as the Kenya Power point person and a supervisor per business branch, that will perform the following:
- Function as fulltime supervisors to the consumption analyst
 - Ensure attendance and punctuality of all readers under his supervision
 - Ensure that the handheld devices are in good working condition every day
 - Ensure that all itineraries scheduled for meter reading on any particular day are correctly read and uploaded no later than 4:00PM to the Kenya Power billing system.
 - Ensure that all field finding reports are properly and officially reported to the Kenya Power branch business areas not later than 4:00PM everyday
 - Provide the full monthly reports relating to service level (quality readings and anomaly resolutions) to be submitted no later than 3rd working day of the succeeding month.
- 2.3.8 The contractor's supervisor shall download and validate the readings to ensure that the readings are up to standard and send for billing. This will be done through KPLC Meter Reading application that will be installed in the contractor's computer.
- 2.3.9 The contractor's supervisor shall confirm receipt of the itins uploaded and sign return of the read Itineraries, in case of manual collection and return of HHS.
- 2.3.10 The contractors' meter readers will read meters in accordance with KPLC's work instruction for meter reading.
- 2.3.11 All itineraries issued for reading shall be returned for billing within 2 days.
- 2.3.12 All contractor meter readers shall use branded, KPLC/Contractor uniforms and Identification cards to gain access to customer premises; these shall be the liability of the contractor.
- 2.3.13 Branded Uniforms and Identification cards shall be approved by KPLC.
- 2.3.14 KPLC Quality control team will monitor the process by checking on the billing and quality of meter reading to ensure that the contractor meets his/her obligations.
- 2.3.15 Meter Reading anomalies reported shall be entered into a register and verified by KPLC.
- 2.3.16 Inaccurate readings shall attract a penalty as indicated in table 6. Inaccurate readings can be picked by KPLC Quality Control team or brought to KPLC attention by the customer, this may happen months after the .



2.3.17 Meter reading coverage shall be maintained at 100% to attract full payment per Itinerary.

2.3.18 Meter reading accuracy shall be maintained at 100% for all meters read. Any deviation from 100% shall attract a penalty.

2.4 SITE ENVIRONMENTAL CONDITIONS

The climate in Kenya is defined as mostly Equatorial climate. Rainfall ranges from arid to Semi-arid areas with average heavy rainfall throughout the year. Mean temperatures range from 40 C at the coast to 50 C in the highlands. Relative humidity varies from 90% with a high saline content at the Coast to 20% in the arid Areas. The altitude varies from Sea level to around 1,700 m above sea level. The ground along the routes is a mixture of soft, medium soils and sections of hard murram and even rock and may comprise alternating deep valleys and steep hills and some flats depending on the geographical location. Most of the meters are within customer premises, some being in gated communities.

2.5 ACCESS TO SITES

The Contractor is expected to gain access to the premises of KPLC's customers for purposes of carrying out meter Reading. In this regard and in accordance with the Energy Act 2006, the contractor is expected to liaise with KPLC branch supervisors for purposes of giving appropriate notices to customers so as to provide access to their premises. The contractor will ensure there will be no destruction of property nor behave in an appropriate manner when carrying out Meter Reading work. The meter reader shall always identify themselves appropriately whenever they get to customers premises.

2.6 TELECOMMUNICATIONS

International telegraph, telex, telephone and facsimile services are available from all major towns in Kenya. In addition mobile communication services are available from the various service providers in the mobile communication industry.

2.7 SITE ACCOMODATION

The contractor shall be responsible for availing of staff accommodation and office space their staff required during meter reading exercise, [inclusive of all amenities].

2.8 HEALTH AND MEDICAL FACILITIES

It is the responsibility of the contractor to provide health services to his employees. The contractor/Contractor shall provide First aid and Medical services for his meter Reading personnel at site.

2.9 MATERIALS

KPLC will only provide HHS and support for the communication link to its billing server. The Contractor shall be responsible for provision of all other resources.

2.10 EXPECTED TOOLS AND MATERIALS FOR METER READING

Table 3: Tools and materials

A	TOOLS/ EQUIPMENTS	B	MATERIALS
1	Safety Gear	1	Note book
2	Computer/Laptop	2	Pen
3	VPN Connection		
4	Means of Transport		
5	Uniform – branded KPLC and Contractor		
6	Identification Cards – branded by KPLC and Contractor		

PART III: SCHEDULE OF SERVICES

3.1 Meter reading Services

Table 4: Schedule of services

Item no.	Item Description
1	Obtain meter readings for all meters allocated on a 22 day schedule per month
2	Note and read any additional meter found in the area (and not in HHS) of operations
3	Note and report any meter with suspected bypass, attach photo (a must)
4	Note and report any meter with suspected tampering, attach photo (a must)
5	Note and report any suspected faulty meter
6	Execution of meter reading exceptional reports within the assigned Itineraries e.g. meters on Zero consumption and consecutive estimates.

Note

1. The contract shall run for two (2) years from the commencement date, subject to performance evaluation with an option for renewal upon expiry.
2. The expected commencement date shall be April 2015.
3. Bidder on award, shall be assigned work anywhere in Kenya.

PART IV: BREACH OF CONTRACT

Meter reading is critical in the Kenya power Revenue collection and business management process. Hence all meters assigned for reading must be read within 2 (two) days from day of issue, since the activity directly affects the customer and sales. The following therefore, may lead to a breach of contract and hence contract termination.

- i. **Lateness** – return of read itinerary after the second day shall lead to warning. After a 3rd warning we shall have a meeting with the directors of the contracted firm in an effort to make necessary correction. If no change is achieved then the contract shall be terminated.
- ii. **Misconduct of contracted meter** – in case of any reported and confirmed misconduct at customer premises shall lead to a warning. If 20% of the readers are found with misconducts then the contract shall be terminated. Such misconduct includes use of abusive language to the customer, indication of sexual harassment, and any other unacceptable behaviour.
- iii. **Identification** -Getting entry into customers 'premises without proper identification (uniform and well displayed badge). All readers details shall be captured in Kenya Power data base for authentication by customers during request for access. Process to termination shall follow procedure in ii above.
- iv. **Fraud** - Confirmed implied fraud by the meter reader's e.g. meter tampering, soliciting for bribes, impersonation and or taking customer's money. The meter reader shall be immediately terminated from reading and identity card withdrawn. If 10% of the readers are confirmed to be soliciting for money from customers. The contract shall be terminated.
- v. **Reconnection or disconnection of customer accounts.** Any reader confirmed to have reconnected or disconnected a customer's account shall be terminated immediately, and removed from the meter readers' data base. Process to contract termination shall be as in iv' above.
- vi. **Possession of unauthorised Kenya Power property** - Being in possession of any Kenya Power materials, not required for meter reading, with an intention of defrauding the customers, shall lead to immediate termination of the reader. All readers confirmed to have intentions to defraud Kenya Power customers, shall be blacklisted from the meter readers data base. If 20% of the readers are found in possession of Kenya power materials with an intension of impersonation and or defrauding the customer, the contract shall be terminated.
- vii. **Failure to return readings** – failure to totally return an itinerary issued for reading shall attract a financial penalty equal to the value of reading the whole itinerary. Failure to return 30% of itineraries issued in a given monthly shall lead to contract termination. Where failure to return readings is after five (5) days after issuance of the itinerary.

4.1 SPECIAL CONDITIONS

- i) Due to the high cost of the HHS the contractor will ensure that all equipment Kenya power provides is sufficiently indemnified. Details will be in financial part of the tender.
- ii) Frequent loss of Kenya power equipment through proved negligence shall constitute breach of contract as indicated above.
- iii) The contractor will be advised appropriately of any software and application up grade that Kenya power may adopt in its meter reading process.

PART V: PRICE SCHEDULES FOR SERVICES

5.1 GUIDELINES ON PRICING SCHEDULE FOR SERVICES

Meter reading activity involves data gathering of meter reads and other field activities that help improve billing quality and enhance good customer culture. The meter reader is the most frequent field officer that visits customer premises. The Contract meter reader shall therefore be expected to carry out data gathering in meter reading and other quality control activities in the course of his/her duties with high level of integrity.

The bidder shall indicate price for meter reading of a set of itinerary inclusive of transport and a separate quote for carrying out additional activities within the itinerary. The quote for additional activities shall be less transport costs since the extra activities shall be obtained in the process of doing normal meter reading.

The details of how to detect additional anomalies in the process of meter reading shall be explained to the meter readers and the supervisors during training.

The bidder shall indicate the cost of reading one meter (transport included), for the various category of itinerary in table 5 attached.

Notes to the bidder

i. Cost for reading a whole itinerary

Itinerary sizes are categorized based on population density in the area of operation. The bidder shall give a quotation for reading a meter in each of the categories (transport included).

Kenya power recommends use of a motor bike as the most efficient mode of transport for meter reading.

ii. Cost of reading any additional meter within the itinerary being read.

Numbers of meters in an itinerary grow resulting from continuous and random customer connection activities. Therefore this will be the cost of reading any meter above the set itinerary maximum number of meters. An itinerary size for the various categories is shown in table 2.

iii. Meters on site and not in the Hand Held Set (HHS)

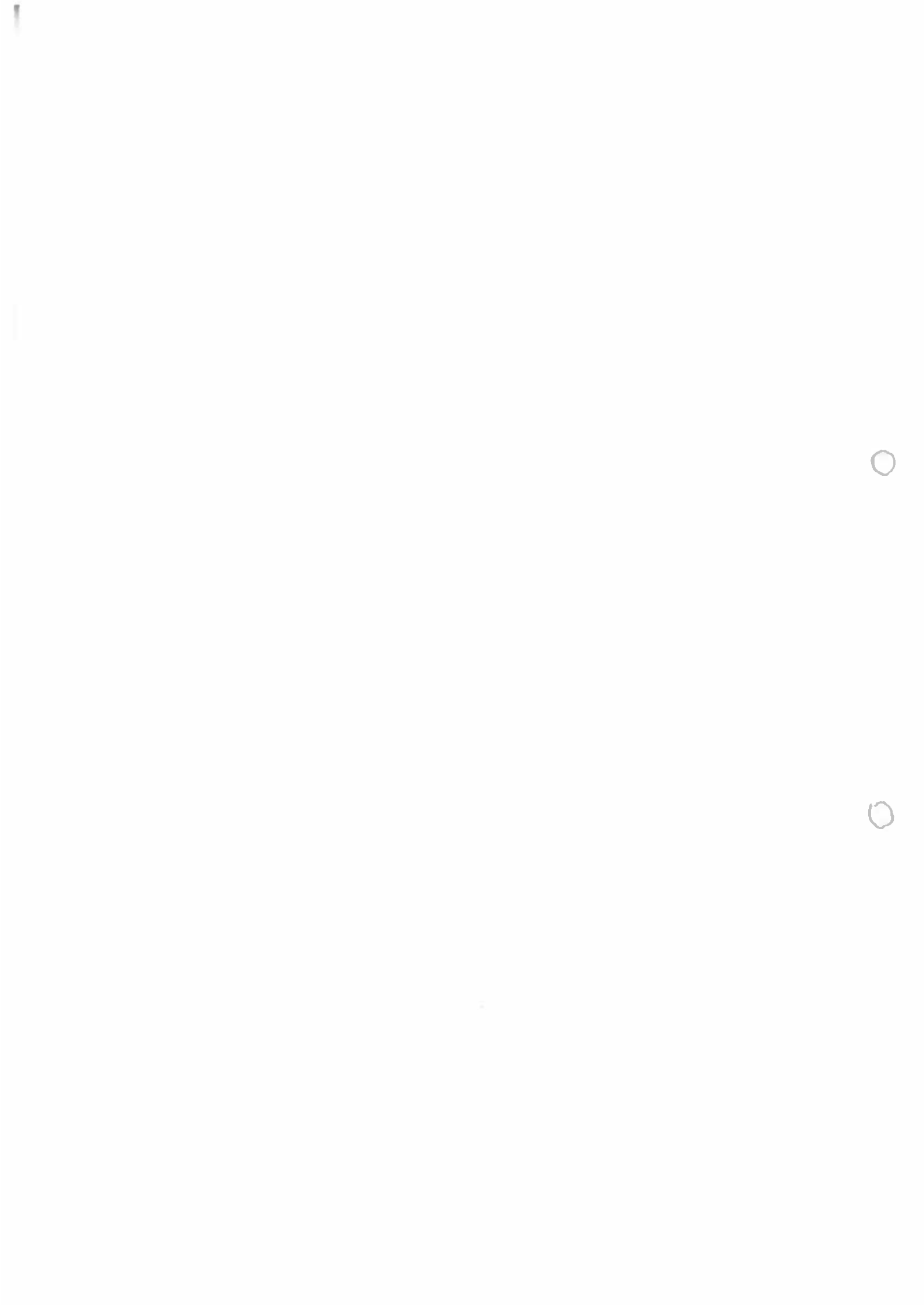
This situation is brought about by misallocation of meters at the point of installation, possibly wrong meter numbers captured or meter fraudulent placed on site.

The meter reader shall record any such meters and report to the supervisor. The supervisor shall then bring it to the attention of KPLC Supervisor. This is additional work above normal meter reading, but necessary to maintain high data integrity.

The bidder shall indicate the cost of identifying one such meter. *A meter reported under this category shall be paid for only once.*

iv. Suspected meter bypass

This is a situation where the meter reader suspects by-pass of the meter – use of unmetered electric supply. The reported meter shall be visited by a Kenya Power Supervisor and Contractor's supervisor to ascertain the status before being coded for payment.



v. Suspected meter tampering

Meter tampering is a deliberate attempt by the customer to negatively affect the operation of the meter with an aim of reducing billed amounts. A tampered meter can be easily noted, either will have a broken body seal, or physically damaged.

Once noted the Kenya Power supervisor and Contract Supervisor shall need to ascertain observation before coding for payment.

vi. GPS coordinate gathering

Global Position Systems (GPS) coordinate gathering shall be for all meters in a given itinerary. This shall only happen once for any given Itinerary except for additional meters that may come up from time to time. The reader shall gather the coordinates in the cause of his duty using a GPS data gathering enabled HHS.

Payment shall be initiated once coordinates for all the meters in an itinerary are submitted.

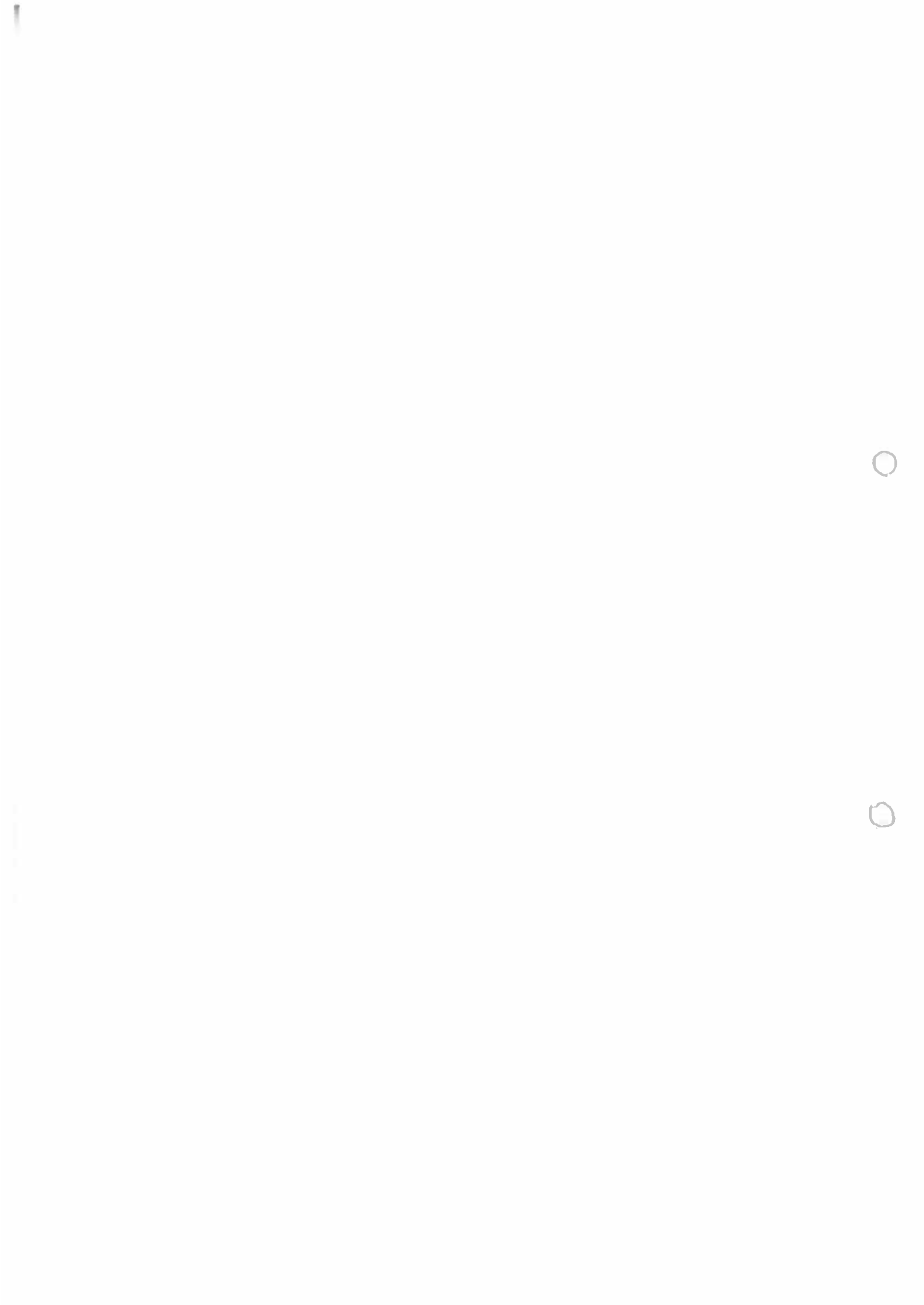
vii. Wages per meter reader per month.

KPLC shall **not** dictate the wage cost for the bidder but the contractor shall need to give evidence of statutory remittances like NSSF and NHIF, Kenya Power shall also discourage high turnover of readers to avoid frequent trainings.

QUOTATION FOR READING AN INTERARY AND ADDITIONAL METER READING FIELD ACTIVITIES

Table 5: quotation form for meter reading services

Item no.	Activity	(ksh)
1	Cost of reading a whole itinerary	
2	Cost of reading any additional meter in the itinerary (less transport costs)	
3	Meters on site and not in the HHS (less transport costs)	
4	Suspected meter bypass (less transport costs)	
5	Suspected meter tampering (less transport costs)	
6	GPS coordinate gathering (less transport costs)	
8	Wages per meter reader per month	



5.2 PENALTIES

Description

Meter reading is the first most critical step in the company revenue collection process; hence need to have controls to manage the process effectively. Failures to adhere to the set process have severe consequences to the billing and customer satisfaction process and hence Company Revenue. To discourage operations that may lead to billing anomalies and maintain high billing standards, the following financial penalties shall be imposed on the Contractor for the anomalies indicated.

Table 6 Penalties Schedule

No	Description	Penalty rate per meter
1.	Coverage below 100%.	Twice the rate per meter for meters not read.
2	Accuracy below 100%	Twice the rate per meter on meters with wrong readings.
3	Late submission of readings	5% of the rate per itinerary for each late day
4	Failure to return readings for an issued itinerary	The full cost of reading the itinerary plus the transport cost.
5	Loss of a Hand Held Set	Shall be attached to the insurance bond

Table 7 Evaluation criteria for review of contract

5.3 CONTINUAL PERFORMANCE MONITORING

To maintain high quality of billing of billing, Kenya power shall periodically monitor performance of the contractor and award marks, as indicated below;

Criteria	Measurement	How?	Weight
1. Quality of work	Billing anomalies flagging levels	Anomalies per 100	12
	Bill adjustments due to wrong readings	Bill adjustments per 1000	27
	Random, periodic sampling of readings (Minimum sample size 0.05%)	Wrong readings per 100	6
	Subtotal		
2. Adherence to schedule	Adherence to meter reading calendar	Average days from planned reading date	40
	Subtotal		40
3. Business ethics	Written meter reading complaints (letters or social media)	Complaints per 1000	3
	Survey on meter reading	Percentage	4
	Subtotal		
4. Safety consciousness	Frequency of accidents	Number of accidents	5
	Subtotal		8
Grand Total			100

The contractor's overall performance shall not be expected to fall below 80%.



PART VI: QUALIFICATIONS

It shall be understood and agreed by the Tenderer that the evaluation data to be submitted are to be used by the KPLC in determining the qualifications of the prospective Tenderer to perform the services described in Part II of this Document. In consideration of being permitted to submit his qualifications as a prospective Tenderer for review, the tenderer for qualification waives any claim against KPLC and its authorised agents that might arise with respect to their decision as to a prospective Tenderers qualification. It is understood further that the Decision of the KPLC and its authorised agents, with respect to Qualification of Tenderer is final and is not subject to appeal of any kind.

6.1) EXPERIENCE AND PAST PERFORMANCE

Tenderer should have adequate experience of jobs of similar nature especially in utility meter reading, within the country, region and even globally. Details of previous experience should be submitted on **form No. 4**. Recommendations /certificates that were given by former clients will be of added benefit.

6.2) TOOLS, INSTRUMENTS & EQUIPMENT

List the tools, instruments and equipment you have or may acquire to provide the meter reading services if you were successful in a tender award Use **form No. 8**

6.3) CAPABILITY IN RESPECT TO PERSONNEL

The organisation chart for the Project implementation if awarded should be provided. The names and pertinent information about key personnel proposed for reading supervision must be identified on the attached **Form No. 5**. This list should include ten (10) key personnel highly experienced in people management in service delivery or handling customer property as a third party.

Certificate of good conduct shall be mandatory for all meter readers and supervisors before admission for training.

6.4) READING CAPACITY

KPLC expects the Tenderer to read all meters as provided in the meter reading calendar and any other meter on site and not in the meter reading system.

6.5) ADDITIONAL INFORMATION

If a Tenderer wishes to submit further information to demonstrate their ability and or to support their previous working record, they should enclose any such supplementary information with their Tenders.

PART VII

TENDERER'S TECHNICAL PARTICULARS

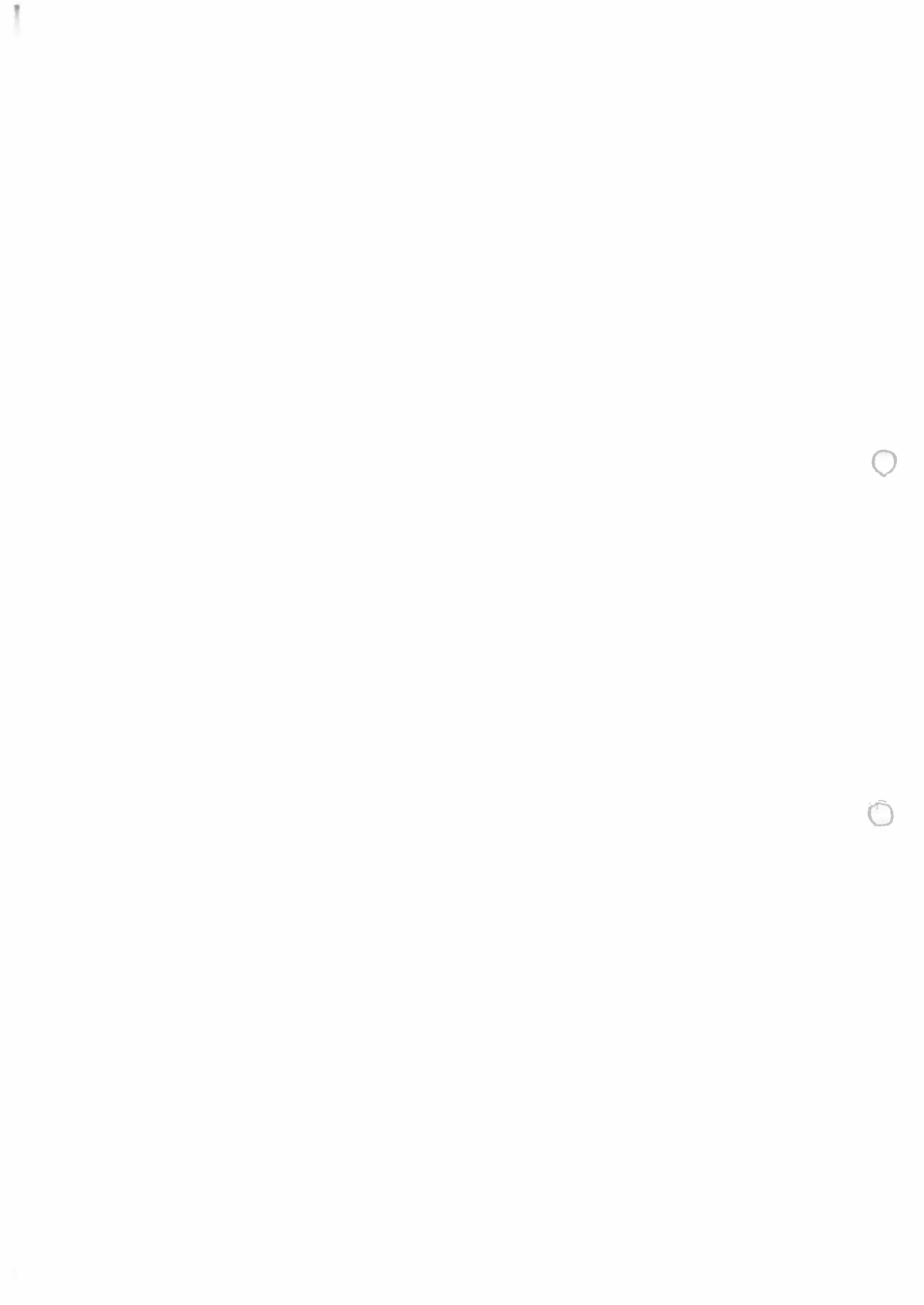
LIST OF FORMS

Form	Description	Number of sheets	Number confirmed filled
4	Experience Records Tender	2	
5	Supervisor Personnel	2	
6	Transport	1	
8	Tools, Equipment and Instruments List	1	
9	Previously Completed and On-going jobs	1	

(The Representative)

(Place and Date)

The "Name of Tenderer" on these forms is to be the individual member's name.



FORM NO. 4

EXPERIENCE RECORD OF TENDERER

1. Name of Tenderer _____
2. Business experience of the Tenderer as a contractor under present business name:
_____ (Years)
3. Experience of the Tenderer in service delivery or similar services:
 - (i) As a prime contractor _____ (Years)
 - (ii) As a sub-contractor _____ (Years)
4. Experience of the Tenderer in service delivery or similar services
5. Name of Project :

6. Services performed by the Tenderer :

7. Work Volume
Provision of services or similar Services -----No.
8. Contract amount _____
9. Final amount billed _____
10. Date of commencement _____
11. Date of completion _____
12. Name and address of owner _____
13. Brief description of project, including any particular or special aspect of the same.



14 Number of personnel engaged as at end of December, 2012 as employees of the Tenderer

Employees

SUPERVISORY
PERSONNEL

15 Approximate value of services completed for each year during the past three years (equivalent in KSh) :

_____ Year-----

_____ Year-----

_____ year-----

16 Have you ever failed to complete any contract awarded to you?

Yes

No.

If yes, where and explain the reasons:

17 Have you ever encountered with strike, sabotage or lockout in executing similar work ?

Yes

No.

If yes, explain the reasons and your counter plan taken:

(Date)

(Signature of the Representative)



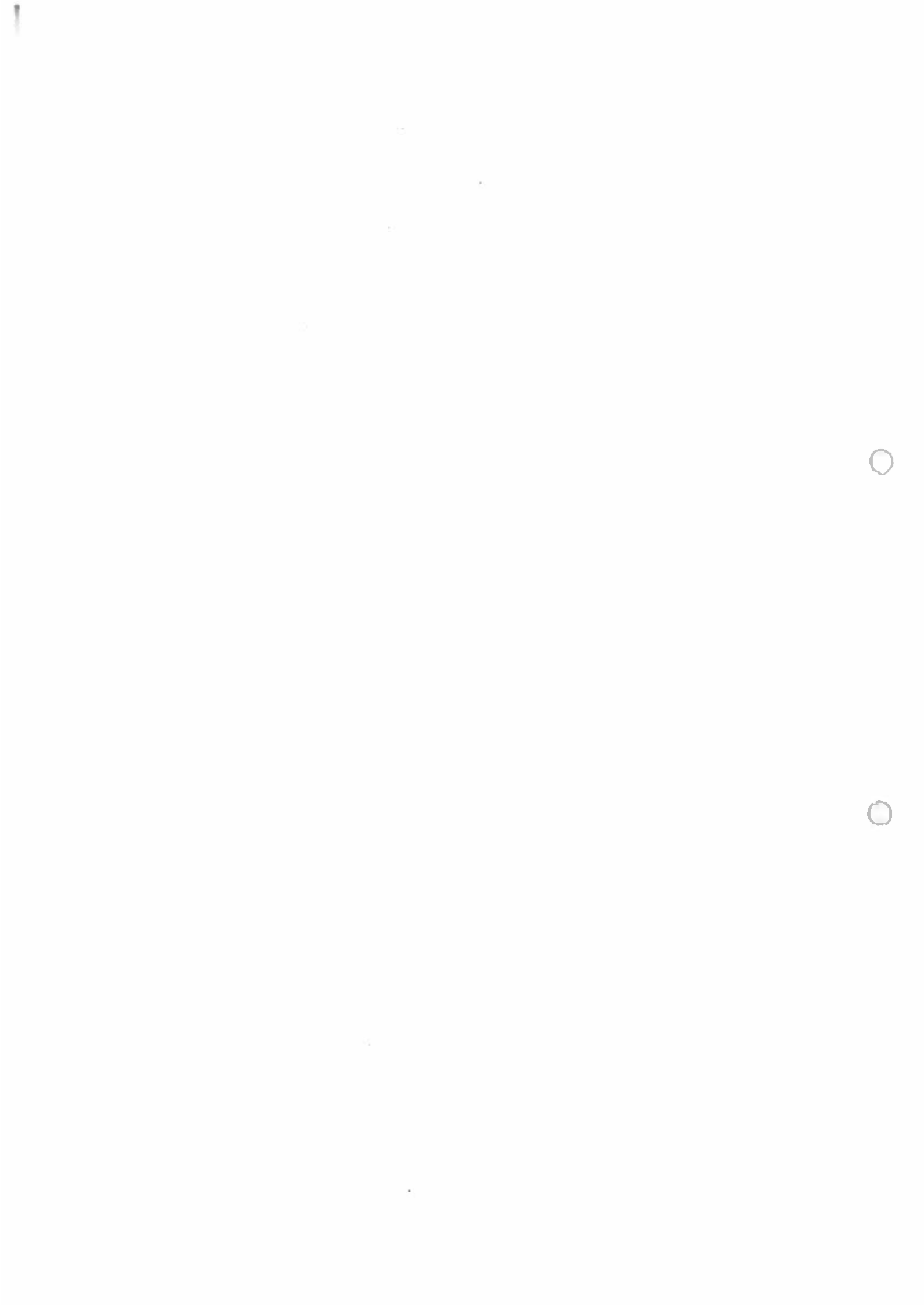
FORM NO. 5

SUPERVISORY PERSONNEL

Give the detailed information of ten (10) key supervisory personnel who would be employed as full-time staff on the project if awarded contract. (Complete a form for each person and also attach Curriculum Vitae and copy of the certificates). The supervisors should have a minimum of form 4 level of education with grade C and a Diploma qualification. They should also be computer literate (copies of certificates should be attached) and have a certificate of good conduct.

1. Name _____
2. Date of birth _____
3. Nationality _____
4. Education _____
5. Languages _____
6. Speciality _____
7. Registration _____
8. Length of service with Tenderer _____ Years :
from _____ (month) ____ (Year) to _____ (month) ____ (Years)
9. Years of experience _____
10. If item 8 is less than 3 years, give names and length of service with previous employers covering a 3 year period

<u>NAME OF EMPLOYER</u>	<u>LENGTH OF SERVICE</u>
_____	_____ Years from ____ to ____
_____	_____ Years from ____ to ____
_____	_____ Years from ____ to ____



11. Service delivery or similar experience:
(This should cover past 3 years experience. Use as many pages as necessary)

(1) Name of project

(2) Name and address of owner

(3) Work Volume

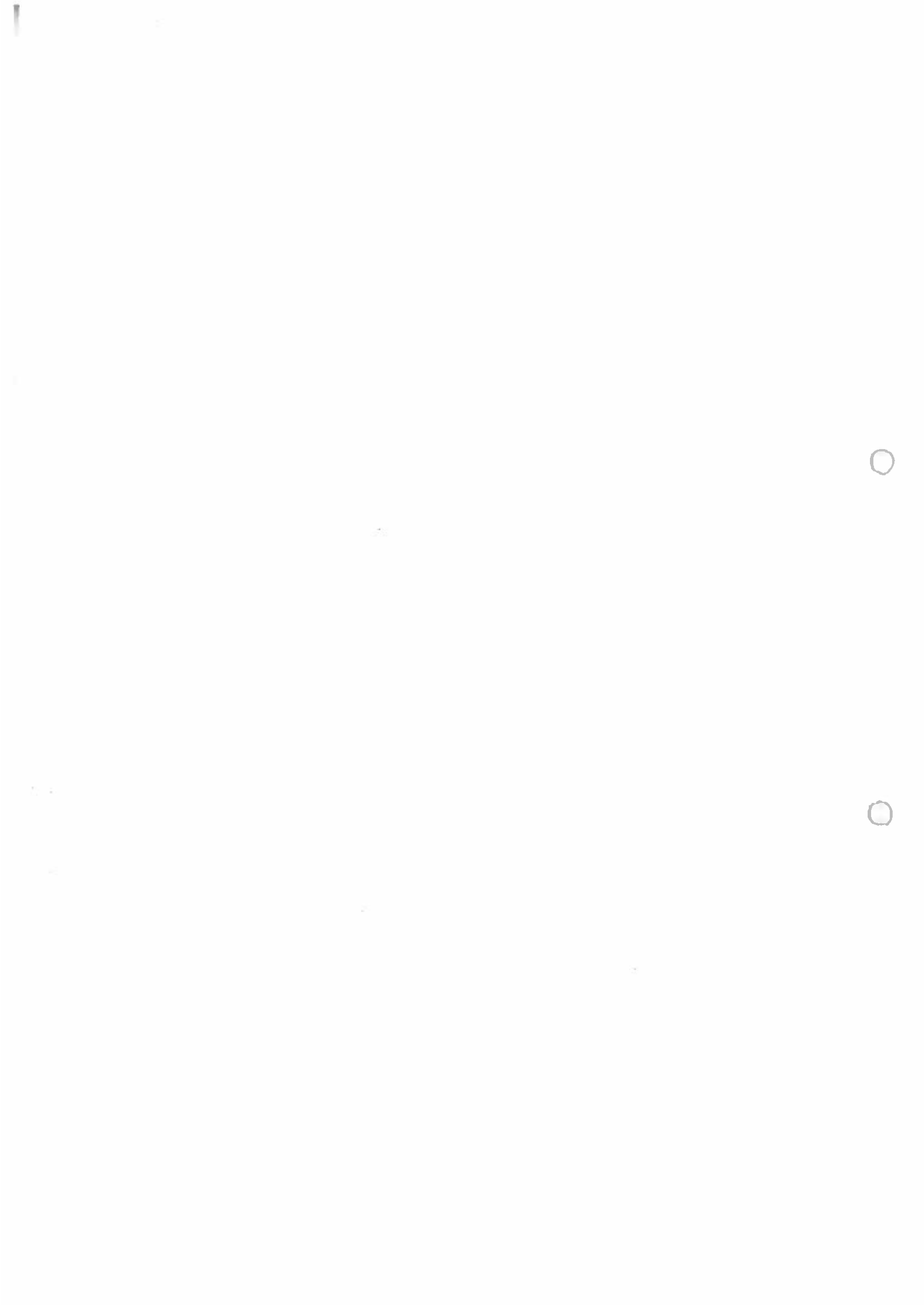
Services or similar services ----- No.

(4) Part of Services for which the person was responsible

(5) Assignment period from _____ (Month) _____(Year)
to _____ (Month) _____(Year)

(Date)

(Signature of the Representative)



FORM NO. 5A

METER READING PERSONNEL

The meter readers should have a minimum of form 4 level of education with grade D qualification. They should also be computer literate (copies of certificates should be attached). They should also have a certificate of good conduct. Give details of at least 10 No. Meter Readers (copies of certificates must be attached).

Item No	Name	Date of birth	Education	Any speciality
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

(Date)

(Signature of the Representative)



FORM NO. 6

TRANSPORT

Give detailed information of transport and machinery which would be used for the project if awarded contract. Attach Photostat copies of the Log books or copies of lease agreements.

Item no.	Type of Transport	Registration no
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

(Date)

(Signature of the Representative)



FORM NO. 7

TOOLS, INSTRUMENTS & EQUIPMENT

Give detailed information of tools, instruments & equipment which would be used for the project if awarded contract.

These will be inspected at the tenderer's premises before evaluation.

A	TOOLS/ EQUIPMENTS/INSTRUMENTS	TENDERER'S STATEMENT OF COMPLIANCE
1	Safety Gear	
2	Computer/Laptop	
3	VPN Connection	
4	Means of Transport	
5	Uniform – branded KPLC and Contractor	
6	Identification Cards – branded by KPLC and Contractor	

(Date)

(Signature of the Representative)



FORM 8

PREVIOUSLY COMPLETED AND ONGOING JOBS IN METER READING

(a) EVALUATION

Year first contracted-----

(b) COMPLETED / ON GOING SERVICE CONTRACT

List at least **one (1)** On going and **one (1)** Completed service contract

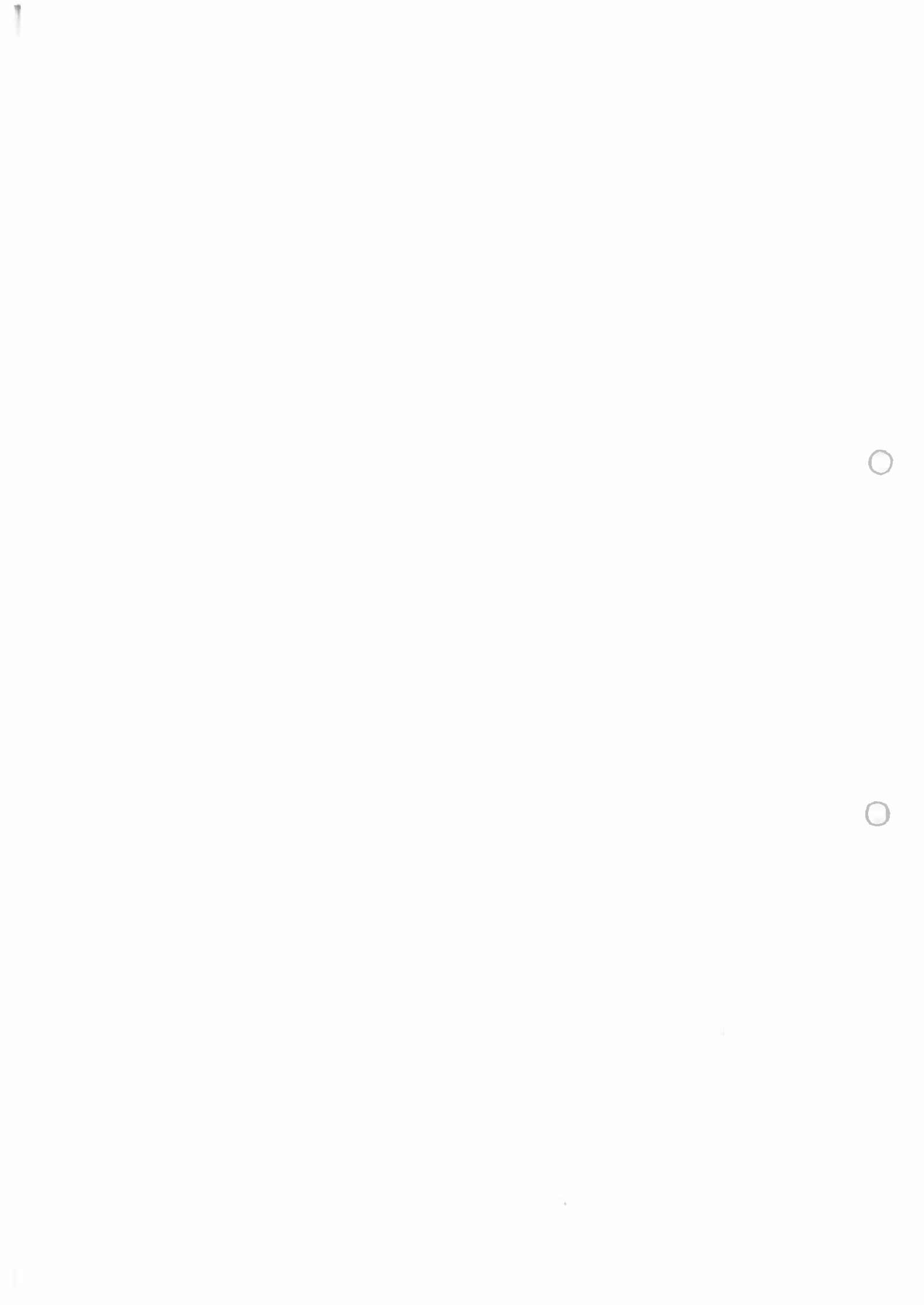
- 1) ----- Year-----
- 2) -----Year-----
- 3) -----Year-----
- 4) -----Year-----
- 5) -----Year-----
- 6) -----Year-----

Details .

- 1)
Date awarded-----
Date started-----
Contract date of completion-----
-----% complete-
- 2)
Date awarded-----
Date started-----
Contract date of completion-----
-----% complete-
- 3)
Date awarded-----
Date started-----
Contract date of completion-----
-----% complete-

(Date)

(Signature of the Representative)



METER READING PROCEDURE

The meter reading process is summarized as indicated in the flowchart below:

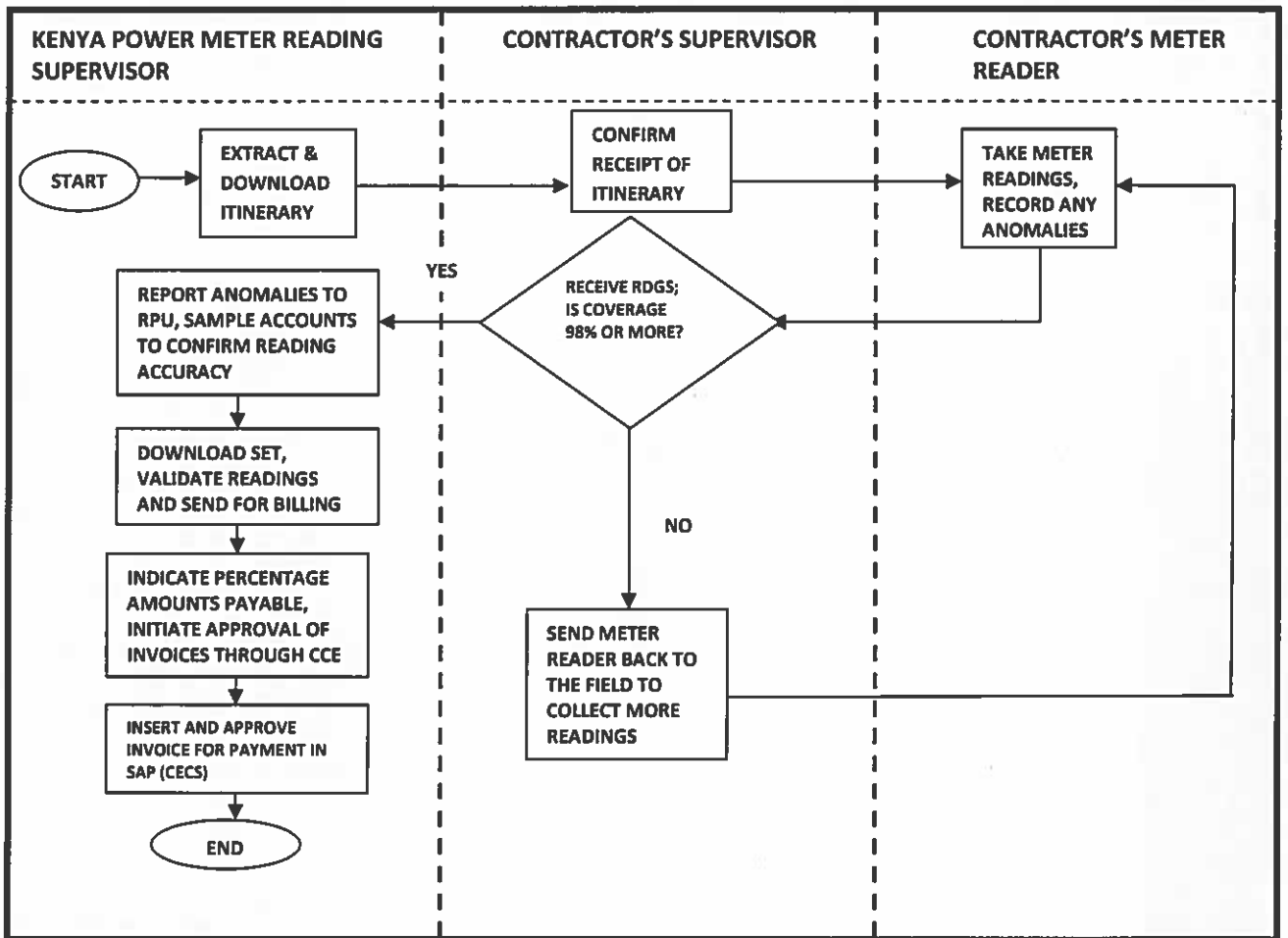
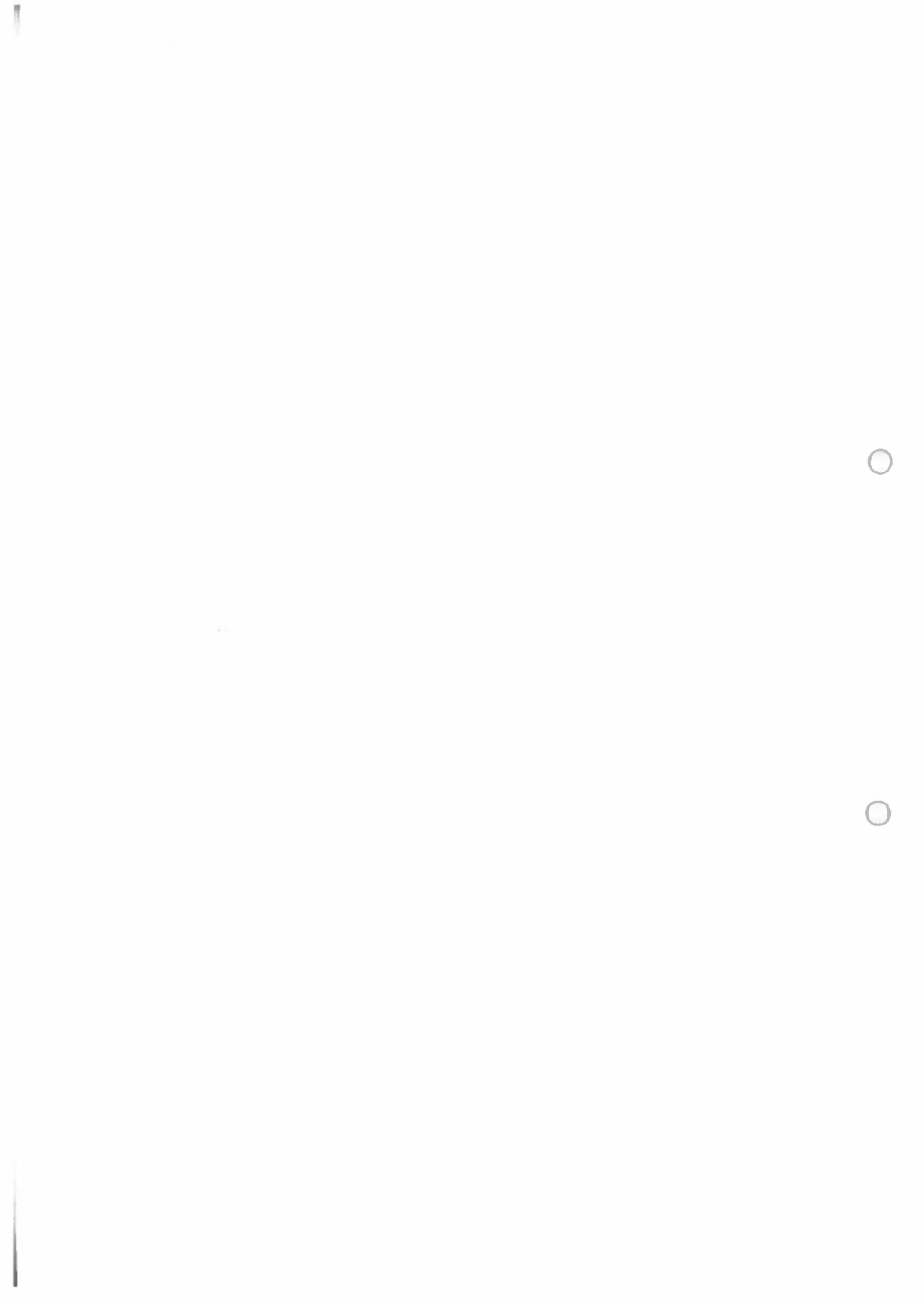


Figure 1: Process Flow





METER READING PROCEDURE/WORK INSTRUCTION FOR CONTRACTORS

1.0 Purpose:

The purpose of this work instruction/procedure for Meter Reading for contractors is to show in detail how the activity shall be carried out in the field. The Process diagram is attached in the appendix.

2.0 Method:

2.1 Upon receipt of the HHS, the Contractor supervisor shall turn it on and confirm HHS date, itinerary loaded and number of meters. He shall sign against all the itineraries loaded, indicate date and time of receipt.

2.2 The contractor supervisor shall distribute the HHS to contractor meter readers.

2.3 The meter reader shall then proceed to the field where the first property of the meter is situated.

2.4 He/She shall verify the meter in property to correspond to the one in the HHS.

2.5 If the meter corresponds, he/she keys in the reading in the HHS by punching the correct keys/numbers to reflect the same, and confirming the reading keyed in is correct. He/She shall record any property anomaly noted in his/her notebook.

2.6 He then proceeds to the next property as listed in the HHS and repeats steps "2.4" & "2.5"; and continues doing so until the whole itinerary is complete.

2.7 The meter reader records all unread meters and the reasons for being unread.

2.8 The Meter Reader shall then return the HHS and all Comments captured in 2.5 and 2.7. The supervisor shall confirm from the HHS that the coverage is 98% and above.

2.9 The contractor supervisor shall return the HHS to Kenya Power meter reading office, sign daily meter reading work allocation register and fills in all the required data & information which shall be verified by the Kenya Power meter Reading Supervisor.

