



Ministry of Water and Sanitation

Blantyre Water Board

Blantyre City Council

**REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES – FIRMS SELECTION)**

Country	:	Malawi
Name of Project	:	Malawi Water and Sanitation Project
Grant No.	:	IDA E159-MW
Assignment Title	:	Consultancy Services for Establishment of Quality Management System Leading to ISO Certification of Blantyre Water Board
Reference No.	:	MW-BWB-377097-CS-QCBS

The Government of Malawi through Blantyre Water Board (BWB) has applied for financing from the World Bank towards the cost of the Malawi Water and Sanitation Project-1 (MWSP-1) and intends to apply part of the proceeds for consulting services.

The objective of the MWSP-1 is to increase access to improved water supply and sanitation services in Blantyre metropolitan area and to enhance the operational and financial efficiency of the Blantyre Water Board. Component 4 of the MWSP-1 is supporting technical assistance and project management activities designed to support the project implementing unit and the incremental operating costs for project management. Some of the activities under these components shall include provision of training and technical assistance in the development and implementation of a Quality Management System (QMS) and prepare Blantyre Water Board for ISO 9001:2015 certification. Blantyre Water Board (BWB) would like to engage a consultant to undertake establishment of Quality Management System Leading to ISO Certification of Blantyre Water Board.

The consulting services (“the Services”) include formation of working teams, training on QMS and ISO 9001:2015, and business process mapping and identification of gaps, QMS development and documentation, ongoing support in QMS implementation, monitoring and internal audit, preparation for the ISO 9001:2015 certification audit, and obtainment of ISO 9001:2015 certification.

The assignment shall be completed within a period of Twenty-Four (24) calendar days. The assignment is expected to start in March 2024.

The detailed Terms of Reference (TORs) for the assignment can be found at the following website [https:// https://www.bwb.mw/Tenders.php](https://www.bwb.mw/Tenders.php)

The Blantyre Water Board now invites eligible consulting firms (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The shortlisting criteria are:

- (i) Core business area in ISO Consulting for quality management standards.
- (ii) Relevant similar experience, which should specifically include the below:
 - Experience and ability in establishment and audit process of a Quality Management System (QMS)
 - Experience in conducting consultancy services and training courses on ISO standard.
 - Experience in conducting ISO certification processes in the government and water sector.
- (iii) Technical and managerial capability of the firm (Provide only the structure of the organization, general qualifications, and number of key staff. Do not provide CV of the staff). Key Experts will not be evaluated at the shortlisting stage.

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank’s “Procurement Regulations for IPF Borrowers” dated November 2020 (“Procurement Regulations”), setting forth the World Bank’s policy on conflict of interest.

Consultants may associate with other firms to enhance their qualifications but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.

A Consultant will be selected in accordance with the Quality and Cost Based Selection method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours *i.e., from 08:00 to 16.30 hours*

Expressions of interest clearly marked ***Consultancy Services for Establishment of Quality Management System Leading to ISO Certification of Blantyre Water Board*** must be delivered in a written form to the address below (in person, or by mail or by e-mail) by **22 December 2023 at 14.00 Hours Local Time**

The Chairperson
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