

NYERI WATER & SANITATION COMPANY



TERMS OF REFERENCE

COUNSELLING SERVICES

MARCH 2020

Contents

1.0 Introduction.....	3
2.0 Company's Brief Background Information	3
3.0 Operating Environment	5
5.0 Governance.....	6
6.0 Asset Base & Revenue Base	7
7.0 Organization Structure	8
7.1 The Directorate – Managing Director's Office	8
7.2 Corporate Services Division	8
7.3 Commercial and Strategy Division.....	8
7.4 Technical Services Division.....	8
8.0 Objective of the consultancy	9
9.0 Purpose of the Assignment.....	Error! Bookmark not defined.
9.1 Scope of Work.....	9
9.2 Cost of Advertisement.....	10
9.3 Duration of the Advert.....	Error! Bookmark not defined.
9.4 Job specifications and the requirements	Error! Bookmark not defined.
10.0 Terms of payment.....	Error! Bookmark not defined.
11.0 Confidentiality.....	10
12.0 Evaluation Criteria	

NYERI WATER & SANITATION COMPANY LIMITED

1.0 Introduction

Nyeri Water and Sanitation Company (NYEWASCO) was incorporated on September 23rd, 1997 under the Companies Act CAP 486 as a private company limited by shares. It operated as an agent of Nyeri Municipal Council until October 4, 2005, when it signed a Service Provision Agreement contract with Tana Water Services Board as per provisions of the Water Act 2002. At that point, NYEWASCO absorbed all council staff working in the water and sanitation departments and started operating as an independent company. With devolution, the ownership structure changed and NYEWASCO is now fully owned by the County Government of Nyeri.

2.0 Company's Brief Background Information

Nyeri Water and Sanitation Company (Nyewasco) was incorporated as a Limited Company on 23rd September, 1997. The Company took over the operations of the Water and Sanitation Department of Nyeri Municipal Council (NMC) from 1st July, 1998. The Company has the primary responsibility to primarily provide clean water and sanitation services to the residents of Nyeri Town Sub County and the environs, in a financially sustainable manner and within Government policies, laws and regulations.

Nyeri Sub County covers approximately of 244km² and is divided into 10 civic wards. Nyeri Municipal Council became a water undertaker in 1982. However, it was only gazetted as a water undertaker on 2nd July, 1999.

In 1997, the Municipal Council of Nyeri formed a company to operate as an autonomous body for the sole purpose of providing water and sanitation services though it still continued to be the water undertaker.

In 2005, the company (NYEWASCO) being a Water Services Provider signed a Service Provision Agreement with Tana Water Services Board within the frame work of the water sector reforms as per the Water Act 2002.

In 2013, the defunct Municipal Council of Nyeri shares were transmitted to the County Government of Nyeri and the therefore the company became a fully owned subsidiary of the County Government to continue provided the water services functions that were devolved from the National Government to the County Government as per Article 186 and Part 2 (11b) of the fourth schedule of the Constitution of Kenya 2010.

Mandate

NYEWASCO's specific Mandate is stated as:

- (i) Carry on the business of water and sanitation within the area of jurisdiction of Nyeri town Sub County
- (ii) Exercise overall control over the source and supply of water in the service area
- (iii) Provide and distribute a constant supply of water for commercial, industrial and domestic purposes.
- (iv) To be responsible for the provision, control, and maintenance of sanitation system both for domestic and industrial purposes.
- (v) To construct weirs and support any other water conservation and reticulation works for the provision of water for domestic and industrial purposes.
- (vi) To acquire for its own use and distribution by sale to the public water pumps, pipes, and any other equipment and chemicals that might be deemed necessary for and connected to the carrying out of the said business of the company.
- (vii) To be responsible for the treatment and disposal of the sanitation within the service area
- (viii) To obtain water for the purposes of distribution and supply from all appropriate sources
- (ix) To undertake laboratory analysis to ensure that acceptable water and effluent quality standards are maintained
- (x) To levy to the consumer charges in respect of the services which the company provides

The company's performance parameters are set out and integrated in government policy which includes the National Water Service Strategy, Millennium Development Goals and Targets, license issued by WASREB as well as the performance contracts signed between Tana Water Services Board and itself. Six objectives are contained in the performance contract.

These are:

- (i) to strengthen the institution and build capacity of NYEWASCO;
- (ii) to provide water and sanitation services in an efficient, effective affordable and sustainable manner;
- (iii) to increase access and availability of water and sanitation services within the Board's area of jurisdiction;
- (iv) to enhance financial sustainability of NYEWASCO;
- (v) to strengthen NYEWASCO's communication with stakeholders and;
- (vi) to mainstream good corporate governance, gender, and HIV/AIDS awareness campaign in all NYEWASCO's core activities.

Vision

“To be a World Class Water and Sanitation Services Provider”

Mission

“To provide quality water, sanitation and allied services at commercially and environmentally sustainable levels through application of outstanding processes and technology to the delight of our customers and other stakeholders”

Core Values

- Customer Service
- Ownership
- Environmental Consciousness
- Continual Improvement
- Team work & Efficiency
- Corporate Social Responsibility
- Research & Innovation

3.0 Operating Environment

i) Before 2006

- (a) Nyeri Water Supply had a water treatment Plant at Kamakwa – design capacity 5700m³/day (constructed in 1958, 68 and 88).
- (b) Kiganjo Water Supply – capacity 1200m³/day.
- (c) Nyeri Sanitation System – works at Kangemi – capacity 6000m³/DWF/day.
- (d) Kiganjo Sanitation System – capacity 2000m³/DWF/day.

ii) After 2006

The Company completed expansion of it's water supply and distribution network at a cost of Kshs 1.1 billion shillings loan from the German Government. The following were the components of the new works.

- a. The Ihwa water intake capacity was increased from 6000m³ to 27,000 m³ per day.

- b. The water carrying capacity of the pipes from the Ihwa intake to the Kamakwa treatment works was upgraded from 6000m³ to 27,000 m³ per day.
- c. Water treatment capacity of the Kamakwa Treatment Works increased from 6534 m³ to 27,000 m³. As a result, the Kiganjo Water treatment works was closed down after the commissioning of the new works in November, 2006.
- d. Additional pipes in current service areas and new geographical areas increased the number of active connections that resulted to a rapid increase of the customer base.
- e. Storage reservoirs with a total capacity of 11,000 m³.
- f. Sewer reticulation extension by 20 kms.

The Kshs1.2 billion loan for the above project is to be repaid in 46 consecutive bi-annual instalments which commenced in September 2009. The company has effectively been servicing the loan.

In view of the water sector reforms and the new constitutional dispensation, the Company has been extending its services to areas outside the Nyeri town sub County due to demand of its quality services and this has consequently resulted to the increased customer base.

4.0 Staff Establishment

The organization has an establishment of 208 comprising of senior management, permanent employees, short term contract and temporary employees.

5.0 Governance.

The company is governed by a Board of Directors who are charged with the responsibility of policy formulation and oversight through approval of Management recommendations. There are three Board Committees i.e. Finance, Administration & Strategy Committee, Technical Committee and Audit, Risk & Governance Committee.

The Board reports to the shareholders in the Annual General Meeting just like any other Company under the companies Act Chapter 486. The company by virtue of its Relationship with the Government and the public is regulated by through various legislations and Authorities established under the Water Act 2016.

6.0 Asset Base & Revenue Base

Asset Base

Based on un-audited Financial Report Account as at 30th June 2018 the following is the summary of the Statement of Financial Position.

	2019	2018
Non-current Assets	1,232,689,419	1,094,056,395
Net Current Assets	<u>148,793,661</u>	<u>71,573,005</u>
Total Assets	<u>1,381,492,080</u>	<u>1,165,629,400</u>
Shareholders' Equity	619,556,469	504,325,426
Long term loan	<u>761,935,611</u>	<u>661,303,974</u>
Total Equity & Loan	<u>1,381,492,080</u>	<u>1,165,629,400</u>

Revenue Base

From the un - audited Financial

Report for the year ended 30th June 2019 the following is the summary of the Statement of Comprehensive Income.

	2019	2018
Total Revenue	473,360,970	469,766,077
Expenditure including Taxation	<u>(375,356,224)</u>	<u>(410,677,895)</u>
Surplus after Taxation	<u>98,004,746</u>	<u>59,088,182</u>

Customer Base

The Company has approximately 40,000 connections

Current Monthly Billings

Currently the average Monthly Billings is about Kshs 45,000,000

7.0 Organization Structure

The company is led by a Board of directors at the top and the day to day activities are executed by an Executive Management Team. The company is headed by the Managing Director and is divided into three main Divisions and several Departments, Sections and Units.

7.1 The Directorate – Managing Director’s Office

The Managing Director’s office has the following function:

1. Overall in charge of policy and strategy implementation;
2. Internal Audit function (Administratively) ;
3. Supply Chain function (Functionally);
4. Legal Services and;
5. Corporate Communication.

7.2 Corporate Services Division

The Division is led by the Head of Corporate Services with the following departments:-

1. Human Resource & Administration;
2. Finance;
3. ICT and;
4. Supply Chain (Administratively)

7.3 Commercial and Strategy Division

This division is mainly in-charge of commercial operations and implementation of the company’s strategy geared towards meeting and exceeding customer expectations. It has the following main departments, sections and units:-

1. Performance Management
2. Customer Services and Marketing
3. Debt Control
4. Billing
5. Meter Reading

7.4 Technical Services Division

This is a critical division that is responsible for all the technical operations of the Company. It comprises of various departments, sections and units as follows:-

1. Water and Sanitation
2. Design and Construction
3. Laboratory and Quality Assurance

4. Electro-Mechanical
5. Geographical Information System
6. Non-Revenue Water Management

8.0 Objective of the consultancy

The overall objective of this consultancy is to recruit a professional Counselor who can stimulate personal growth in the company staff, offer help in addressing many situations that cause emotional stress, including, but not limited to:

- Anxiety, depression, and other mental and emotional problems and disorders
- Family and relationship issues
- Substance abuse and other addictions
- Sexual abuse and domestic violence
- Absenteeism due psychological issues
- Career change and job stress
- Social and emotional difficulties related to disability and illness
- Adopting to life transitions
- The death of a loved one
- Help employees to develop a better appreciation of their unique characteristics
- Help employees in work life balance
- Appropriate referrals after assessment.

9.0 Expected Output and Deliverables

- Easy access to counselling services for staff on face to face basis
- provision of technical advice to senior management as appropriate
- Provision of detailed reports for services offered on monthly basis

10.0 Duration of service

The expected duration of the counselling services is for two years, subject to extension.

11.0 Place of counselling

The counsellor will be expected to offer referred counselling services in their premises but may be required to offer give a talk to all or a group of staff within the employer's premises on call with prior arrangements.

12.0 Terms of payments

All services shall be made after a service has been offered to the satisfaction of the client

13.0 Qualifications and experience

- Degree in Counselling Psychology
- 5 years of Counselling experience
- Additional training or certification in a broad range of related fields, such as alcohol/substance abuse, stress management, traumatic stress, cross-cultural communication, conflict resolution, etc. may be an added advantage

11.0 Confidentiality

The process and all the information involved will be treated with outmost care and high level of confidentiality.

(NB: The counselor may add any other details not included but necessary for this assignment for consideration)

12.0 Evaluation Criteria

The following will be the evaluation criteria

Stage 1: Preliminary Requirements which are Mandatory

The first stage will be preliminary evaluation covering the following:

FIRM NAME

Stage 1: Preliminary Requirements

A.	PRELIMINARY REQUIREMENTS	COMPLIANCE (YES/NO)	
A1	Valid Certificate of Incorporation/Business Registration (Attach copy)	YES/NO	
A2	Personal Identification Number(PIN) certificate (Attach copy)	YES/NO	
A3	Valid Tax Compliance Certificate (Attach copy)	YES/NO	
A4	Relevant Current Business Permit/License (Attach copy)	YES/NO	
A5	Physical location of business premises	YES/NO	
A6	Updated/ current membership certificate from Kenya Association of Professional Counselors	YES/NO	

Stage 2: TECHNICAL EVALUATION

(i)	Firms Experience in relation to Corporate Counselling Assignments. ✓ Provide evidence for services offered In different fields such as Family, Alcohol & Substance Abuse, Bereavement & loss, Trauma etc.		15
(ii)	Firms Experience and exposure to the public sector provide evidence of at least 5 (five) public sector in the last 5 or less years)		15
(iii)	Firm's Main clientele and previous Engagement on similar or related Consultancy assignments. ✓ provide evidence of having dealt with 5 firms on similar or related consulting assignments		15
(iv)	Size, organization and management i.e. the capacity for instance staff, organization and counselling skills to carry out the assignment Qualifications and competence of Key staff. ✓ The lead Counselor shall be a		10

	<p>Registered professional and must have vast experience in counselling services</p> <p>✓ The counselling firm must have at least 3 key staff with counselling skills to offer the services.</p>		
2	<p>Methodology and Work plan in response to TOR</p> <p>✓ Provide an elaborate full cycle counselling methodology and work plan.</p>		15
	Total		70

Stage 3: Financial Evaluation

Firm's that will pass the technical evaluation will qualify for the financial evaluation stage. Any firm that does not pass technical stage i.e. (not attain 49 and above out of 70(70% of technical score), will not be considered for financial evaluation and will have financial bids returned unopened.

	Item	Firm score	Total score
	Consultancy Fee		
	Disbursement and other charges		
	Total (inclusive of VAT)		

	Summary Score	Firm Score	Total
	Technical		70%
	Financial		30%
	Total		100%

End