



EXPRESSION OF INTEREST (EOI)

PROVISION OF HONEY SUCKER (VACUUM TANKER) SERVICES

Customer-Paid, On-Call Model

Reference: WASCO/SCM/030126

Date Issued: 6th March 2026

Water and Sewerage Company (**WASCO**) hereby invites suitably qualified, experienced, and compliant local service providers to submit Expressions of Interest (EOIs) for the on-call provision of Honey Sucker (Vacuum Tanker) services within designated WASCO service centres, under a customer-paid model and at WASCO-approved tariffs.

1) Background and Objectives

WASCO seeks to augment service availability and responsiveness for sewage and wastewater evacuation by prequalifying capable service providers to operate on an on-call, demand-driven basis, directly servicing customers and disposing wastewater at WASCO-designated facilities only. Appointed service provider shall be expected to uphold the highest standards of professionalism and integrity at all times and must treat all customers with courtesy, respect, and fairness. Any allegations of misconduct reported by a customer shall be taken seriously and thoroughly investigated in accordance with established policies and procedures. This EOI aims to identify providers with adequate capacity, compliance, and service quality to support reliable, safe, and environmentally compliant operations.

2) Service Centres

Service providers may express interest in one or more of the following centres:

- Maseru
- Mafeteng
- Mohale's Hoek
- Quthing
- Qacha's Nek
- Thaba-Tseka
- Mokhotlong
- Butha-Buthe
- Hlotse
- Maputsoe
- Peka
- T.Y. (Teyateyaneng)
- Mapoteng
- Roma
- Morija
- Semonkong

Instructions:

- Providers may submit a single EOI covering multiple centres; however, pricing and service arrangements must be stated per centre (see **Annex A**).
- WASCO reserves the right to appoint multiple providers per centre and to allocate non-exclusive service areas.

3) Scope of Services

The appointed provider(s) will, within allocated centre(s), perform:

1. **Sewage/Wastewater Evacuation:** Emptying of conservancy tanks and toilets.
2. **Transport:** Safe transport of sewage/wastewater using compliant vacuum tankers.
3. **Disposal:** Lawful disposal of collected waste at WASCO-designated sewerage ponds/facilities only.
4. **Customer Interface:** On-call response; customer scheduling; issuance of service job cards/receipts.
5. **Documentation & Reporting:** Disposal manifests, service logs, incident reports, and monthly summaries (see **Annex D**).

Service Modality:

- **Customer-paid:** Customers pay the service provider directly at WASCO-approved tariffs.
- **On-call:** Demand-driven response to requests received via customer channels or directly to the provider.
- **No unauthorised discharge:** Any direct or improper discharge is strictly prohibited and subject to immediate sanction.

4) Service Levels (SLA)

- **Standard response time:** within **48 hours** of customer request.
- **Urgent response (where feasible):** within **24 hours**.
- **Service hours: 07:30–16:30** (Mon–Sun), with the capability to cover weekends/public holidays.
- **Back-up capacity:** Providers must have contingency arrangements for vehicle breakdowns to meet SLA.
- **Proof of service:** Job card, customer acknowledgement, and disposal manifest for each service.

5) Minimum Service Requirements

- **Vehicles/Equipment:**
 - Roadworthy, licensed, and fully compliant vacuum tanker(s).
 - Minimum tanker capacity: 7,000 litres.
 - Appropriate hoses, fittings, and PPE.
- **Personnel:**
 - Trained operators with evidence of HSE training (e.g., PPE use, hazardous waste handling).
 - Supervision/dispatcher contact for coordination.
- **Response Capability:**
 - Capacity to meet response times and service hours stated above.
 - Mobile phone/radio communications for dispatch.

6) Environmental, Health & Safety, and Regulatory Compliance

Service providers must comply with all applicable national and local laws and standards, including but not limited to:

- **Licences & Permits:** Valid operating licences and transport permits for hazardous waste/sewage handling as required.
- **Health, Safety & Environment (HSE):**
 - Safe systems of work; risk assessments; PPE; vehicle and site safety.
 - **Incident reporting:** Notify WASCO within 24 hours of any incident/near-miss; submit written report within 72 hours.

- **Waste Disposal:**
 - Use only WASCO-designated disposal facilities.
 - Maintain **disposal manifests** signed/stamped at facility (see **Annex D**).
- **Audits & Inspections:**
 - WASCO may conduct audits/inspections of vehicles, documentation, and operations.
- **Prohibitions & Penalties:**
 - Illegal dumping or discharge is grounds for immediate termination, blacklisting, and legal action.

7) Pricing and Tariffs (Customer-Paid Model)

- Customers pay the Provider directly at WASCO-approved tariffs.
- **Tariff Review:** WASCO reserves the right to review/adjust approved tariffs (e.g., annually or due to material input changes).
- **Receipting:** Providers must issue **receipts** to customers and maintain records for audit.

8) Contract Duration and Performance Management

- **Intended term: Five (5) years**, subject to satisfactory performance and ongoing compliance.
- **Performance Reviews:** At least annually against KPIs (response times, compliance, customer satisfaction, incident record, reporting completeness).
- **Non-Exclusivity:** WASCO may appoint multiple providers and allocate work on a rotational or proximity basis.
- **Penalties & Remedies:** Repeated SLA breaches, non-compliance, or improper disposal may result in suspension, termination, and/or blacklisting.
- **Termination:** WASCO may terminate for cause; and may terminate for convenience with 30 days' notice.
- **Force Majeure:** As per standard contractual terms to be issued at RFP/contract stage.

9) Eligibility and Submission Requirements

EOI submissions must include:

1. **Company Profile** and **Company Registration Documents**.
2. **Tax Compliance: Valid Tax Clearance Certificate** and VAT status (if registered).
3. **Assets & Capacity:** Proof of ownership or lease of vacuum tanker(s); summary of fleet (capacity, make, year, registration).
4. **Experience:** Evidence of relevant experience (at least two comparable assignments) - include contactable references.
5. **Operations Plan:** Proposed response process, dispatch/communication arrangements, backup/contingency plan, and proposed response times.

6. Declarations:

- **Conflict of Interest Declaration** (Annex C1)
- **Non-Collusion & Integrity Declaration** (Annex C2)
- **Litigation/Blacklisting Statement** (Annex C3)

Note: WASCO may request original documents during due diligence.

10) Submission Instructions

Submission Marking:

“Expression of Interest: Provision of Honey Sucker (Vacuum Tanker) Services – [Provider Name] – [Service Centre(s)]”

Deadline:

- **Closing Date:** 10th April 2026
- **Closing Time:** 14:00hrs Lesotho time
- **Opening date and Time:** 10th April 2026, 14:30hrs Lesotho Time
- **EOI Validity:** 90 days from closing date.
- **Clarification Contact:** Supply Chain Manager, supplychainmanagement@wasco.co.ls
Cc lekhotlan@wasco.co.ls, +266 222622262132/ 22262151/ 22262152]
- **Last date for queries:** [Insert Date/Time]. Responses may be shared with all prospective bidders as appropriate.

Late submissions will not be considered.

12) General Conditions

- Submission of an EOI **does not** constitute a commitment by WASCO to award or contract.
- All costs associated with the preparation and submission of the EOI are **for the bidder's account**.
- WASCO reserves the right to **shortlist, verify information, conduct inspections, or request additional details**.
- **Code of Conduct & Anti-Corruption:** Any attempt to influence the process improperly may result in **disqualification and blacklisting**.
- **Confidentiality & Data Protection:** Information provided will be treated per applicable laws.
- **Governing Law:** This process shall be governed by the **laws of Lesotho**.

13) Definitions

- **Customer-Paid Model:** Customers pay the Provider directly at WASCO-approved tariffs.
- **Disposal Manifest:** A document evidencing lawful disposal at a designated facility, signed by facility representatives.
- **On-Call Service:** Demand-driven service activated upon customer request.
- **Vacuum Tanker:** A road vehicle equipped with a tank and vacuum pump for suction and transport of sewage/wastewater.

Annex B — Compliance Checklist

- ☐ Company registration documents
- ☐ Valid operating licences and transport permits
- ☐ Valid Tax Clearance Certificate & VAT status
- ☐ Proof of ownership/lease of vacuum tanker(s)
- ☐ Fleet summary (capacity, year, reg. no.)
- ☐ Experience & references (min. two)
- ☐ Operations/response plan & backup arrangements
- ☐ Signed Declarations (**Annex C1–C3**)

Annex C — Declarations

C1. Conflict of Interest Declaration

I/We hereby declare that no conflicts of interest exist with WASCO or its employees. Where a potential conflict exists, it is disclosed below:

- *Insert disclosure or “None”* Signed: _____ Name /
Title: _____ Date: _____

C2. Non-Collusion & Integrity Declaration

I/We certify this submission is genuine, not collusive, and that no improper inducements have been offered.

Signed: _____ Name/Title: _____ Date: _____

C3. Litigation/Blacklisting Statement

Disclose any litigation, regulatory sanctions, or blacklisting in the past five (5) years:

- *Insert disclosure or “None”* Signed: _____ Name /
Title: _____ Date: _____

Annex D - Operational Templates (Samples)

D1. Service Job Card / Customer Acknowledgement

- Customer Name & Contact
- Location/Address & GPS (if available)
- Tank/Treatment point serviced
- Date/Time (start–finish)
- Volume evacuated (approx./metered)
- Operator name & signature
- Customer signature
- Notes/observations

D2. Disposal Manifest

- Vehicle Reg. No. & Tanker Capacity
- Date/Time of disposal
- Facility: [Designated WASCO site]
- Volume discharged
- Facility representative name & signature
- Provider representative signature

D3. Monthly Summary Report

- Total jobs completed; average response time
- Total volume evacuated & disposed
- Incidents/spills (if any) and corrective actions
- Customer feedback summary
- Vehicle availability & maintenance notes

— End of EOI —