

Call for Expression of Interest

Operation and Maintenance of the Water Supply System and distribution of water to refugees in Mahama camp and host communities

HCR/RWA/2024/016

1 Timeline

Posted	Aug 15, 2024
Clarification Request Deadline	Sep 4, 2024
Application Deadline	Sep 23, 2024
Notification of Results	Nov 11, 2024
Start Date	Jan 1, 2025
End Date	Dec 31, 2025

2 Locations

- A Rwanda
 - a Eastern
 - b Eastern

3 Sector(s) and area(s) of specialization

- A WASH and Environment
 - a Water

4 Issuing Agency

UNHCR

5 Project Background

Operational Context The United Nations General Assembly mandated the United Nations High Commissioner for Refugees (UNHCR) to ensure protection and multi-sectoral assistance to refugees and asylum seekers. The Government of Rwanda through its Ministry in Charge of Emergency Management (MINEMA) and UNHCR co-coordinate the refugee response for nearly 130,000 refugees, who live in five camps and urban areas. Across the country, four refugee camps have been established (Kigeme, Mugombwa, Nyabiheke, Kiziba) in order to host refugees fleeing armed conflict in the Democratic Republic of Congo (DRC) in the mid-1990s; then another wave arriving in 2012-13 due to renewed insecurity in the Eastern part of the country. A fifth camp (Mahama) was established in April 2015 in order to host the mass influx of Burundian refugees fleeing election-related violence in Burundi. Mahama camp is currently hosting also Congolese refugees who were relocated from other locations. A small number of asylum seekers are living in reception / transit centers pending their relocation to camps. Approximately 11,000 refugees reside

in urban areas, mainly from Burundi, with a smaller population of Congolese and other nationalities. In the Rwanda context, refugees enjoy freedom of movement and the right to work as well as access to education, but most refugees and asylum seekers (over 90%) live in camps where they largely depend on humanitarian assistance provided by UNHCR and partners in order to meet their basic needs, including shelter, water, sanitation, health, education and all other needs as well as food (or cash for food) provided by the World Food Programme (WFP). In order to bridge the gap for sustainable solutions, UNHCR Rwanda's long-term vision (2017-2030) is aligned with the 2030 Agenda for Sustainable Development, and this will be guided by the following principles: 1) targeted and needs based assistance; 2) self-reliance (economic inclusion, empowerment and employment backed by protection monitoring; no refugee interventions without thinking local population benefits). Background on water supply system in Mahama Refugee Camp: The water supply to over 69,000 people in Mahama Camp and neighbouring villages is ensured through the operation of the Water Treatment Plant (WTP) which is located in Munini Cell, Mahama Sector, and Kirehe District in the Eastern Province. The construction of the plant with capacity to treat 1,800 m³ of clean water per day was fully funded by DFID, in partnership with Government of Rwanda (MINEMA), UNHCR and UNICEF based on the preliminary design study conducted under consultancy provision funded by UNICEF in September 2015. The plant came as a response to a sustainable and durable solution for provision of clean water to refugees and the host community and the WTP was completed in November 2016. The type of water source is surface water from Akagera River drawn through floating/surface intakes with raw water pumps. The water system in Mahama has a conventional water treatment with rapid sand filters (RSF). It is a high-tech and automated WTP system from intake to clean water pumps and with limited gravity-fed lines within treatment processes. Currently the water treatment plant (WTP) is connected to the national power grid as its main source of power supply and 200 kVA diesel generator as backup power supply to treat and pump clean water. Currently the production of enough clean water (average of 1,400 m³ per day) is ensured through operating the WTP for 17-18 hours a day in 7 days, which dictates arrangement of technical teams into two shifts on daily basis. The types of chemical products that are used on daily basis for water treatment process include Aluminium sulphate, Flocculants/polyelectrolyte, Sodium hypochlorite and Caustic soda. The infrastructure for water supply has progressively improved from the temporary water treatment plant (TWTP) with 900 m³ per day capacity to serve about 45,000 individuals to the permanent facilities with design capacity of 1,800m³ per day. The permanent water plant is automated with a remote-control system and has the following components (1 river floating intake structure for raw water, 1 pre-sedimentation tank, 2 sedimentation tanks with laminar layers and flocculation system, 2 rapid sand filters, 2 chemical dosing units with dosing pumps and clean water storage tank, pumping system for intake, 2nd sedimentation tank to sand filter and from clean water tank to the camp for distribution). The water is distributed within the camp and host communities through articulated pipeline network 28.4 kilometres long with pipe size ranging from 200mm to 32mm of diameter connecting the water storage facilities with 1,170 cubic meter capacity, 140 water tap stands of 6 taps each in the camp and 5 water points in host community.

6 **Expected Results**

- Maintenance and repair of water distribution system.
- Operation and maintenance of water treatment plant and pumping stations.
- Undertaking water quality control and management.
- Distribution of water to refugees and surrounding host communities. This Call for Expression of Interest is to solicit interest from national and/or international non-governmental Organizations (existing or prospective partners) with necessary expertise to implement the operation and maintenance of the water supply system in Mahama refugee camp and willing to contribute on additional resources support on the running costs for WTP will be asset. In formulating their proposals, interested Organizations are encouraged to bind on clarity of activities with expected results and must take into consideration that there will be a two-month transition period for capacity building where a new partner as service provider will work together with existing operator of Mahama water system to get familiar with the system functionality and service delivery. To ensure the adequate protection of forcibly displaced and stateless persons, UNHCR requires partners to adhere to applicable sector standards outlined within UNHCR's areas of specialization. In which the Partner shall at least:
 - Comply with the UNHCR indicators and targets for water quantity, water access, water quality and hygiene.
 - Establish and maintain active assessment, monitoring and analysis of the WASH programmes by using the UNHCR WASH monitoring system.
 - Maintain good working environment with local utilities management agencies (energy, water),
 - Mainstream environmental sustainability considerations throughout the entire lifecycle of WASH programmes.

7 **Indicative Budget**

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8 Other Information

Served beneficiaries: • 69,251 beneficiaries (63,733 refugees as of 30 June 2024 and 5,647 nationals from host communities). • The schools, two health Centres, Offices, and other institutions in the camps

9 Selection Criteria

Name	Description	Weight
Other	<p>Sector expertise and experience (30%): the required specific skills, sector specialists, performance, knowledge, material, and human resources especially in management of water supply systems, operation of water pumps and treatment plants. Knowledge of relevant protection, humanitarian principles and the approach to Age, Gender, Diversity (AGDM). Mainstreaming measures to integrate environmental sustainability within proposed activities. Environmental considerations are aligned to the objectives of UNHCR's Strategic Framework for Climate Action. Project management (15%): ability to effectively deliver project objectives with robust management systems/processes, and meet the expectations of all stakeholders, as well as provide accountability mechanisms and sound financial management, taking into account the audit results of the previous UNHCR-funded projects, past performance and the external audit of partners' financial statements and pending open audit recommendations (accounts receivables and internal control related recommendations) where applicable. Clear segregation of duties policy, as well as the integration of risk management; adequate control over assets and inventory (if applicable). Local experience and presence (10%): ongoing programme in the area of operation; local knowledge; participation in inter-agency coordination fora, engaging refugees and other persons of concern in the programme cycle; trust from local communities; local presence; partner policy on community relations; feedback and complaint mechanisms for persons of concern; self-organized groups of persons of concern; and other factors that would facilitate access to and better understanding of the persons of concern and that would reduce administrative difficulties Cost effective (20%): Evidence of a methodology for allocation of shared costs to project activities. Evidence of procedures/systems that ensure maximum resources are directed to project outcomes while also ensuring that resources are also directed to activities that ensure project risks are being appropriately managed. Accountability to communities and community relations (15%): Approach to promote the active participation of affected people in the programme cycle and feedback & complaints mechanism, and Community-based approaches for promoting sustainability of water supply. Contribution of resources (5%): Evidenced and documented contribution of resources to the Project in cash or in-kind (e.g., human resources, supplies and/or equipment) by the partner that are presently available (or potentially mobilized by the partner) to supplement UNHCR resources. Access/ Security Considerations (5%): Ability to operate in security conditions of the Project site or country as well as existence and functionality of partner's organizational policies, procedures and practices related to security risk management.</p>	100

10 Attachments

Description	URL
Statistics as of June 2024	Download the document here
Selection criteria and their weightings	Download the document here
Templates and documents for interested partners	Download the document here
CALL FOR EXPRESSION OF INTEREST ISSUED BY UNHCR	Download the document here



11 ***Concept Note Template***

[Download the document here](#)

12 ***For more information on this partnership opportunity, and to apply, please visit***

[UN Partner Portal](#)



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