

THE REPUBLIC OF RWANDA



MINISTRY OF INFRASTRUCTURE

**MODEL TENDER DOCUMENTS
FOR THE DELEGATED WATER MANAGEMENT**

May 2019

Preface

Access to safe drinking water is crucial, not only for people's health and wellbeing, but also for poverty reduction and economic development;

Improving the access, quality, availability and sustainability of water supply services in RWANDA is the top priority in the Sector;

Rwanda has committed to reach SDGs targets by 2030 through the different programs such as the NST1 and 7 Years Government Program with the aim of achieving universal access to basic water and sanitation services by 2024. In order to achieve this target, an appropriate institutional system has to be in place.

The development of the National guidelines for Sustainable Rural Water Supply Services and all its supporting documents (Manuals, Training Modules, etc.) is part of the mechanism to develop the Operation and Maintenance in the Rural Water Supply, and make an important guidelines to Districts, Private Operators, User communities and all the stakeholders in the Rural Water Supply Services sub-sector.

I want to extend my appreciation to the stakeholders, especially JICA/RWANDA through the RWASOM Project, for the effort to have these important documents in place.

We look forward to positive impact of the developed documents through the O&M framework in the rural water services, sustainability of existing water infrastructures and overall, an improved and sustainable clean water supply service toward the communities in RWANDA.

Patricie UWASE
PERMANENT SECRETARY



REPUBLIC OF RWANDA

PROVINCE.....



DISTRICT.....

**TENDER DOCUMENTS FOR THE DELEGATED MANAGEMENT BY THE
PRIVATE OPERATOR FOR THE WATER SUPPLY FACILITIES
OF.....**

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SECTION I

TENDER NOTICE

The District of..... in collaboration with WASAC informs to the public the launch of the tender for the management of water supply facilities of:

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1. Participation and origin

The district of..... invites companies, cooperatives, and individuals able to submit bids for the tender of management of water production and distribution facilities, improved springs and boreholes located in the coverage area of these water supply facilities.

2. Purpose

The purpose of this tender is the delegation of the management of water supply facilities on behalf of District that owns the water infrastructures.

It is about new and rehabilitated facilities.

3. Contract duration

The contract will be concluded for a period of five (5) years.

4. Parties in whose name will be entered the tender - Contracting Authority

After reviewing offered tender documents, a delegated management contract will be made between a selected Private Operator and the District which is the owner of the water infrastructures, and WASAC as a witness, a representative of the Ministry of Infrastructure.

5. Acquisition of Tender Documents

The tender documents are acquired at District office from the

The purchase price of the documents is Frw settled in cash against issuance of a receipt or deposited to the account of District No. at the Bank.....

6. Consultation for the Tender Documents

The tender documents are consulted at the following addresses:

District of.....

- Executive Secretariat ofDistrict

Phone:

E-mail

- Procurement Officer in the District of.....

Phone:

E-mail:

7. Submission of the bid documents

Bid documents shall be prepared in French or English, in three copies (one original and two copies marked as such) should be addressed to:

EXECUTIVE SECRETARY OF DISTRICT

TENDER FOR MANAGEMENT OF WATER SUPPLY FACILITIES (LOT) IN THE DISTRICT OF.....

And the bid documents should be submitted to the secretariat of the District not later than at local time.

8. Opening of the bids in public

Opening of the bids will take place on the same date in the meeting room of the District of at (Local time) in public session in the presence of bidders who wish to attend the bid opening.

9. Site visit

A site visit is obligatory for every bidder and it will be verified by the representative of District.

Done at

The Executive Secretary ofDistrict

SECTION II

INFORMATION NOTE

1. Principle of management for water supply facilities in a rural area

In the proposed water supply facilities, the District assisted by WASAC ensures the facilities management and financial investments. The District delegates to a Private Operator operation and maintenance of the water supply facilities and service of water selling as parts of the Contract. From the revenue generated (billed amount) by the Private Operator, a share called Royalties is paid to the District for the purpose of renewal and new extensions of facilities.

2. Roles of different actors

In the legal framework of Rwanda, the following actors are involved for the management of the proposed water supply facilities:

- The District owns water infrastructures and is a guarantor of the public interest and in particular shall take measures to ensure continuous operation of the service.
- The District ensures sensitization to water users for the safeguard of water infrastructures (sources, pipes, water taps, water meters, tanks and others).
- The District represents water users and controls the service provided by the Private Operator.
- WASAC provides technical support to the District regarding the planning and designing of new projects and/or rehabilitation of the existing water infrastructures.
- The Private Operator is responsible for the technical operation, commercial and financial service for the water supply facilities. The Private Operator will be selected by open competition and the same Private Operator can even be selected for the management of several water supply facilities.

The actors will be bound by a delegated management contract that clarifies the responsibilities and obligations of each party. The understanding by all actors of this Delegated management contract is necessary and negotiation of amendments is an absolutely essential step in case of any changes of the situation.

In financial matters, Royalties funds shall contribute to renew, extend the network and rehabilitation of existing infrastructures. All the related water funds shall be deposited on the dedicated specific water account.

3. Water supply facilities

These include new and rehabilitated water supply facilities and / or facilities in service. All available documents will be provided to the selected Private Operator.

SECTION III

INSTRUCTIONS TO BIDDER

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1. Content of the Tender Documents

The tender document includes the following documents:

Section I - Letter to shortlisted candidates

Section II - Information note

Section III - Instructions to Bidders

Section IV - Models

1. Bid Submission Model - technical bid
2. Bid Submission Model - financial bid
3. Technical Reference Model
4. CV model
5. The Technical Proposal

Appendices

2. Clarification of Bidding Documents

A Bidder requiring any clarification on the documents can make a request to the client, in writing or by fax, sent to the following address of the client:

Mayor of the District of

BP:

Phone:

E-mail:.....

The client will respond in writing to any request for clarification or modification relating to the tender document, that he/she has received not later than twenty-eight (28) days before the submission deadline of offers determined in accordance with Clause 16 of IS. From twenty-one (21) days before the submission deadline of offers fixed in accordance with Clause 16 of the IS all bidders that have received the bidding documents have the right to withdraw on the following addresses a copy of all responses from the client:

- **District Executive Secretary of** ..

Phone:

E-mail :.....

- **Responsible for procurement**

Phone :

E-mail :.....

3. Field visit

As part of the preparation of their tenders, bidders must visit facilities on their own expense to inquire about the status of equipment and socio-economic context of the various places where the water supply systems are located. For this purpose, the bidders will take an appointment with the concerned committee.

4. Modification of the Tender Documents

The Client (District) may modify the Tender Documents by issuing addendum within twenty-one (21) days before the submission deadline of offers fixed in accordance with Clause 16 of the Instruction to Bidder, all bidders that have received the Tender Documents have the right to withdraw a copy of any modification of the Tender Documents at the addresses mentioned in Clause 2 of the Instruction to Bidder. The information contained in the addendum will be considered by the bidders to the responses of the tender.

5. Language of submission

The submission and supporting documents, contract documents and all correspondence and related documents are written in French or English.

6. Lots

(Lots will be determined by the District in accordance with the clustering.)

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-

7. Tax system

Tenders must be established including all taxes. Each bidder shall comply with tax payment in force with regard to the water service management.

8. Validity period

Bidders are bound by their offers for a period of 60 days from the deadline of submission of tender. In exceptional circumstances, the Client may require the bidder to extend the period of validity of the offers. The request and the responses will be done in writing. If the Bidder agrees to extend the validity period, the period of validity of the bid security provided will be even extended as necessary. The Bidder may refuse to extend the validity of its offer without losing its bid security.

10. Documents to be provided by the bidder

The offer submitted by the bidder for each lot of water supply systems will be composed of the following:

a) General section:

(i) For legal entities:

- **a.1** - The payment slip of the Tender Documents
- **a.2** -The technical references based on the format included in Section IV of the Tender Documents.

(ii) For individuals

- **Document a.1** - ID Copy
- **Document a.2** - The payment slip of the Tender Documents
- **Document a.3** - A detailed CV based on the format included in Section IV of the Tender Documents.

Candidates without formal status should undertake to adopt a status before signing the Contract and indicate under which status they will exercise.

b) Technical offer:

Submission letter - technical proposal - drafted in accordance with the format provided in Section IV of the Tender Documents, duly completed and signed by the bidder and all the attached documents specified below.

A technical proposal in accordance with the format included in Section IV of the Tender Document highlighting the human and material resources that the bidder intends to provide, and the organization he intends to put in place to ensure the operation and management of concerned water supply facilities.

The technical offer will not include any reference to the rate or price for the operation of water supply facilities. Technical offers that would include such information will be rejected.

c) Financial offer:

Submission letter - financial offer – in accordance with the format provided in Section IV of the Tender Documents, duly completed and signed by the bidder and all the attached documents specified below.

The candidate must demonstrate by a bank certificate (format included in Section IV of the Tender Documents) that he/she can procure or has available liquid assets, unencumbered real assets, lines of credit and other financial means sufficient to meet the needs of cash market related activities considered for a minimum amount of FRW.

11. Amount of bid

The bidder shall respect water tariff as fixed by RURA. The water tariff is intended to cover:

- Operation and maintenance costs of production and distribution facilities
- Including all charges of the operator stipulated in the delegated management contract.

- General expenses and its profit margin

12. Signing for bid documents

The submission of the bid documents is composed of one original, marked "**Original**" and two copies marked as such. Copies shall be signed in the same way as the original. In case of discrepancy or dispute, the original is authentic.

13. Sealing and marking of envelopes

The Bidder shall seal the original and two copies of the general section, the original and two copies of the technical offer and the original and two copies of the financial proposal in separate sealed envelopes, each containing the documents specified in Clause 12 of the Instruction to Bidder, and will address the envelopes as "**GENERAL SECTION - ORIGINAL AND TWO COPIES**" - "**TECHNICAL OFFER - ORIGINAL AND TWO COPIES**" and "**FINANCIAL OFFER - ORIGINAL AND TWO COPIES.**" These three envelopes will be placed in an outer envelope.

The inner and outer envelopes:

- Shall be addressed to the client at the address specified in Clause 2 of the Instruction to Bidder and submitted at the District Secretariat, and
- Bear the name of the tender "**DELEGATED MANAGEMENT CONTRACT OF WATER SUPPLY SYSTEMS (lot)IN THE DISTRICT OF**"
And "**DO NOT OPEN BEFORE THE OPENING SESSION OF BID DOCUMENTS**"
- Each inner envelope will have name and address of the bidder, to allow the client returned unopened in case it is declared "out of time".

14. Date and time limit for submission of bid documents

Bid documents must be received by the procurement commission no later thanat (local time). The bid documents received after this date and time limit shall be rejected and returned to the bidder unopened.

15. Opening of bids

The opening of bids will be in two stages. During a first stage General Sections and Technical offers will be opened. After detailed evaluation of General section and Technical offer, only the Financial Offer of bidders who submitted acceptable technical offer will be opened.

Opening of General section and Technical offer will take place in public session on..... at..... (local time) in the District meeting room.

The offers will be evaluated by a committee with representation from the client and where appropriate the Consultant Engineer. Any offer considered non-compliant will be rejected by the administration and will not be considered for further evaluation.

The opening of the financial proposals of bidders who submitted acceptable technical offer will take place in a public meeting with representatives of the District dated..... at (local time) into the meeting room of the District of.....

Representatives of bidders may be present at the opening of tenders.

16. Evaluation of technical offers

The Client shall appoint a Committee to conduct a detailed assessment of the tenders to determine whether the technical aspects comply substantially with the objectives set by the Client. The tender must give a clear idea of how the bidder intends to ensure the tasks and responsibilities entrusted to him/her in the context of the operation of water supply facilities. The Committee will examine the technical aspects of the tenders on the basis of information provided by the bidders. The criteria and point system used for the evaluation of the technical offers are:

- a) References of bidder - (10 points)
 - Experience in rural and semi urban water supply;
 - Experience in the management of water infrastructures.

- b) Modality of operation of the water supply facilities (25 points)
 - Organizing the daily operation of each system and the sale of water;
 - Organizing equipment maintenance;
 - Organizing the billing and collection;
 - Organizing the collection and processing of technical and financial exploitation data
 - Organizing customer relations;
 - Organizing relations with the District;

- c) Practical arrangements for improving the quality of service (15 points)

- d) The material and logistical resources will be mobilized for the activity (20 points)
 - Means of transport
 - Means of communication
 - Tools and equipment reserve
 - spare parts store for security purpose and consumables

- e) The staff resources (20 points)

- Technical staff (indicating their level and area of training, experience, place of residence);
- Management staff (indicating their level and area of training, experience, place of residence);

f) Local participation (10 points)

- Regional resident bidder: 4 points
- District resident bidder: 6 points

17. Evaluation of financial offers

The Committee shall conduct a comparison of the financial offers of bidders who have scored at least 70 points for their technical offers. The bidder to be selected for the financial offer is the one who has presented the highest positive financial condition and showing respect for the tariff fixed by RURA.

18. Tender attribution

The contract will be awarded to the bidder who has demonstrated sufficient financial capacity to meet cash needs.

SECTION IV FORMATS

**Form 1
FORMAT OF BID LETTER**

TECHNICAL PROPOSAL

(One letter per Lot)

Project title: **Management of Water Supply Schemes.....in the District of** ..

To the District of..... ;

I (we) the undersigned

(Name, profession, nationality and residence) ^{1 2}

having considered all parts of the tender documents for the management of potable water supply of and having accepted at my (our) point view and in my (our) responsibility the nature and difficulties of services to be performed, I m (we) committed (committed) to take the responsibility of the management of the supply of the District of..... .. under the terms and conditions of the tender document.

I commit myself (we commit ouselves), if my (our) proposal is selected to register in the Commercial Register ofbefore signing the Specifications.

Annexed to the present tender documents, which according to the stipulations of the tender documents, must be attached to the bidding.

Done at the

Bidder(s)

Signature (s)

¹ **For companies indicate:** " the society (name or designation, form, nationality and registered office)

"Represented by the undersigned (Names, forenames,)

²**For natural persons, indicate:** "I, the undersigned, (name, first name, profession, nationality and residence)

Form 2
FORMAT OF BID LETTER

FINANCIAL PROPOSAL

(One letter per Lot)

Project title: **Management of Water Supply Systems**..... of the District of.....

To the District of..... ;

I (we) the undersigned

(Full name, occupation, nationality and residence) ^{3 4}

having considered all parts of the tender documents for the management of potable water supply of and having accepted at my (our) point view and in my (our) responsibility the nature and difficulties of services to be performed,

I m (we) committed (committed) to take the responsibility of the management of the supply of the District of..... .. under the terms and conditions of the tender document.

I commit myself (we commit ourselves), at an operating price Pe of..... FRW / m³ for the District of

I commit myself (we commit ourselves), to keep the amount of my (our) bid for a period of 120 days from the deadline for submission of tenders.

I commit myself (we commit ourselves), also provide before the beginning of implementation, a good performance guarantee in the forms, for the amount and within the time specified by the tender document.

Annexed to the present tender documents, which according to the stipulations of the tender documents must be attached to the bid.

Done at the

Bidder(s)

Signature(s)

³**For companies indicate:** "the society (name or designation, form, nationality and registered office)

"Represented by the undersigned (Names, forenames,)

⁴**For natural persons, indicate:** "I, the undersigned, (name, first name, profession, nationality and domicile) undertake"

Form 3

FORMAT OF TECHNICAL REFERENCE

Name of commission:	Name of Water Supply System:
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Use a separate sheet for each reference.

1.	Number of tender	
	Name of tender	
	Country	
2.	Name of Client	
3.	Address of Client	
4.	Nature of the work and similar aspects to this contract	
5.	Role played by the Bidder (check one mention) <input type="checkbox"/> single contractor <input type="checkbox"/> Subcontractor- <input type="checkbox"/> Member of a consortium	
6.	total contract value (once completed or, in the current markets, the allocation in specified currencies) Currency Currency Currency	
7.	Date of grant	

8.	Completion date
9.	Contract duration (years and months) ___ years ___ month
10.	Special conditions ⁵

⁵Indicate the special conditions for the various operations carried out, such as the annual volume of earthworks, underground works or concrete casting.

Form 4

CURRICULUM VITAE MODEL

Name of Bidder	Name of Water Supply System:
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1.	Place of birth
2.	Birth date
3.	Native country
4.	Nationality
5.	Home
6.	Profession
7.	Education / Training
8.	Assignments
9.	Professional experience

Form 5

MODEL TECHNICAL PROPOSAL

Agency Name:	Name of Water Supply System:
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1.	Organization of operation	<ul style="list-style-type: none">• Daily operation of the system• Care and Maintenance• Billing and collection• Collection and processing of data• Customer Relations• Relations with authorities
2.	Suggestions for improving the quality of service	
3.	Material and logistical resources	<ul style="list-style-type: none">• Means of transport• Means of communication• tools• Safety stock and spare parts and consumables
4.	Staff resources	<ul style="list-style-type: none">• Responsible for the operation (training, experience, place of residence)• Operations personnel (training, experience, place of residence)

APPENDICES

- Appendix 1.** Registration certificate of the Private Operator in Trade Register.
- Appendix 2.** Network map showing network extension at the time of its delegated management, and featuring many details as possible (location of structures, connections and taps ...). As regards the drawings which are not available, contracting parties will agree on the modalities for producing such drawings.
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- Appendix 4.** Technical specifications for each water supply system including as-built drawings
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