

RFP-ZIMHA-2025-001 QUESTIONS & ANSWERS ADDENDUM

DATE OF SITE VISIT: 26 MARCH 2025

TIME: FROM 1100 HRS to 1300 HRS

PLACE: TONGOGARA REFUGEE SETTLEMENT, CHIPANGAYI, CHIPINGE

- Introduction of the companies and circulate an attendance register.
- Introduction of the scope and intent of the project
- Emphasise on the points below:
 1. The validity of the bid – 180 days, and payment period – 90 days.
 2. The key results expected
 3. UNHCR reserves the right not to contract the services/works.
 4. The system to be wireless, battery use is preferred.
 5. Local Area Network, LoRaWAN, etc
 6. EPANET model optimisation
 7. Dash system of operation
 8. Technical Scoring matrix, put reference, pictorials of the works, data sheets for the equipment proposed etc
 9. Site visit in the settlement.
- Conclusion: Invite questions, and if more information is needed let them write an email by the 4th of April 2025.

Questions

1. Does the settlement have enough water for the population cover?
The settlement is in a rural setting and has enough water for basic needs. The minimum water per person per day is 20 litres. This is also because they use Blair latrine and not water closets/flush toilets.
2. If our system is not compatible with the Lorentz pumps that are installed, can we suggest a change of the pumps and install other pumps which are compatible?
We do not need to change the pumps that we have, as they are serving their intended purpose. Changing means changing other related things, which have nothing to do with the scope of automation. The proposed system must be compatible with the systems the pumping system that we have in the settlement.
3. Is there auxiliary power supply within the settlement so as enable power connection for the automation devices.
Battery powered devices are encouraged as there is no auxiliary power. Even if the gateway/communication needs power, it would best to use solar to power such a system. We discourage suppliers from proposing to install lengthy cable within the settlement.
4. Are we supposed to optimise the EPANET model when at bidding stage?
Optimising of the EPANET model will be done by the awarded bidder at contracting stage when they are installing their automation equipment. The one provided is for design use when quoting for you to understand the water networks in the settlement.

5. Are the quantities mentioned in the BOQ enough for the whole settlement?

This project is a pilot, and we have quantified few automation devices. When the bidder is awarded, a decision will be made on which section(s) to be prioritised in the settlement. The project will not cover the whole settlement.

Annex

Key Results Expected

- **Increased efficiency:** To optimize the water supply system and reduce energy consumption, resulting in cost savings.
- **Improved accuracy:** To ensure that the system operates with high accuracy and reliability, reducing errors and minimizing downtime.
- **Remote monitoring and control:** Remote and live monitoring of the water supply system, allowing for real-time data visualization and control from a central location.
- **Automatic operation & Human remote control:** (1) Onsite automatic control based on sensors within the reticulation with pre-set parameters, meeting which should trigger controlling automation devices without human intervention; and (2) off-site human remote-control system based on real-time data collected and alerts (i.e., Human Machine Interface). Online dashboards should be connected to the gateway in a way to enable users to control automation devices remotely.
- **Access control:** Implement password protection for both the Automation devices and Dashboard (Human Machine Interface systems) to prevent unauthorized access and control of the system.
- **Automatic alerts:** Alarms to be configured to alert system operators or maintenance personnel in the event of a problem or failure, allowing for quick resolution and minimizing the impact on the system.
- **Enhanced Data Management:** Automation devices and Dashboard (HMI) system to store data regarding the water supply system operation, which can be used for analysis and improvements in the system's design.
- **Enhanced safety:** To improve safety by reducing the need for manual intervention and minimizing the risk of accidents or errors.