# IREMBO SACCO NYAGATARE

# DOSSIER D'APPEL D'OFFRES (DAO) AND TERMS OF REFERENCE (TOR)

## OPEN TENDER FOR THE SUPPLY AND DELIVERY OF OFFICE SUPPLIES

**Tender Reference Number:** To be assigned by Irembo SACCO Nyagatare

Issue date: 03 November 2026
Submission deadline: 23 November 2026 at 12:00 noon
Submission venue: Procurement Office, Irembo SACCO Nyagatare

*Prepared by: Irembo SACCO Nyagatare*

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## PART I: INVITATION TO TENDER

Date: 03 November 2026

To: All interested and eligible bidders

Subject: Open Tender for the Supply and Delivery of Office Supplies

Irembo SACCO Nyagatare invites eligible and qualified suppliers to submit sealed bids for the supply and delivery of office supplies in accordance with the requirements, specifications and quantities set out in this Dossier d'Appel d'Offres (DAO) and the Terms of Reference (TOR).

The procurement is intended to ensure the availability of quality office and operational supplies for the SACCO.

### 1. Key Tender Information

| | |
|---|---|
| **Procuring Entity** | Irembo SACCO Nyagatare |
| **Tender Title** | Supply and Delivery of Office Supplies |
| **Tender Reference Number** | ISN/G/NCB/01/2026 |
| **Tendering Method** | Open Tender |
| **Tender Document Fee** | RWF 10,000 (non-refundable) |
| **Payment Account** | Account No. 100237099917 (RWF), Irembo SACCO Nyagatare, Bank of Kigali |
| **Bid Submission Deadline** | 23 November 2026 at 12:00 noon |
| **Submission Address** | Procurement Office, Irembo SACCO Nyagatare |
| **Currency** | Rwandan Francs (RWF) |

### 2. Obtaining the Tender Document

The DAO may be obtained from the Procurement Office of Irembo SACCO Nyagatare upon presentation of proof of payment of a non-refundable fee of Ten Thousand Rwandan Francs (RWF 10,000) deposited to Bank of Kigali account number 100237099917, in the names of IREMBO SACCO NYAGATARE. Bidders shall attach proof of payment to their submissions.

### 3. Submission of Bids

Bids shall be submitted in a sealed envelope clearly marked "OPEN TENDER – SUPPLY AND DELIVERY OF OFFICE SUPPLIES". The envelope shall be delivered to the Procurement Office of Irembo SACCO Nyagatare no later **than 23 November 2026 at 12:00 noon**. The opening will take 12: 30 pm in presence of bidder's representatives. Bids received after the deadline shall not be considered. The bid shall be signed and stamped by an authorized representative of the bidder.

The Procuring Entity reserves the right to accept or reject any bid, in whole or in part, and is not bound to accept the lowest-priced bid, subject to applicable procurement rules.

## PART II: INSTRUCTIONS TO BIDDERS

### 4. General Instructions

- Bidders shall examine all instructions, forms, terms and technical requirements contained in this DAO before preparing their bids.
- A bidder shall submit only information that is accurate, complete and verifiable.
- The bid and all supporting documents shall be prepared in a clear and legible manner and shall be signed and stamped by an authorized representative.
- Prices shall be quoted in Rwandan Francs (RWF) and shall be inclusive of all applicable taxes, duties, transport, handling and other costs necessary to deliver the supplies.
- The bidder shall state the validity period of its offer and the expected delivery period.

### 5. Mandatory Administrative and Eligibility Documents

Each bidder must submit the following documents:

- Valid RSSB certificate.
- Certificate of Incorporation.
- Valid Rwanda Revenue Authority (RRA) Tax Clearance Certificate.
- VAT (TVA) Registration Certificate.
- Three (3) good completion certificates confirming satisfactory completion of similar supply contracts.
- Proof of payment of the non-refundable tender document fee of RWF 10,000.

The documents shall be valid, legible and attributable to the bidding entity. Failure to submit any mandatory document may render the bid non-responsive, subject to applicable procurement rules.

### 6. Tender Security

Every bidder shall provide a tender security equivalent to five percent (5%) of its total bid price. The tender security shall be underwritten/issued by a bank or an insurance company and shall be submitted together with the bid. The amount of the security shall be clearly indicated in Rwandan Francs and shall correspond to 5% of the bidder’s total quoted price, inclusive of applicable taxes.

The tender security shall identify the bidder and the tender to which it relates. It shall be issued by the bank or insurance company in the bidder’s name and shall be submitted in its original form or in another verifiable form accepted by the Procuring Entity. A bid submitted without the required tender security may be treated as non-responsive.

### 7. Bid Preparation and Financial Offer

- Bidders shall complete the Bill of Quantities (BOQ) by inserting a unit price and total price for each item, where applicable.
- The bidder shall calculate and indicate the subtotal, VAT (if applicable), other applicable taxes and the grand total.
- Any discount offered shall be clearly stated and its application to the bid total explained.

- Prices shall remain firm for the stated bid validity period unless the tender documents or resulting contract expressly provide otherwise.
- The bidder shall not alter the item descriptions or quantities in the BOQ. Any proposed alternative or clarification shall be separately explained.

### 8. Bid Validity and Delivery Period

The bidder shall indicate the period for which its offer remains valid and the time required to deliver the supplies after receipt of the purchase order or contract. The Procuring Entity may request an extension of bid validity where permitted by applicable procurement rules.

### 9. Evaluation of Bids

Bids shall be evaluated in the following stages:

- Preliminary/administrative examination: verification of timely submission, signature and stamp, mandatory eligibility documents, proof of tender document fee payment and tender security.
- Technical examination: assessment of whether the offered goods meet the specifications, descriptions, compatibility requirements and quantities in the TOR and BOQ.
- Financial examination: checking the completeness and arithmetic accuracy of the priced BOQ, taxes and total bid price.
- Post-qualification: verification, where necessary, of the bidder's capacity and the authenticity of submitted documents and completion certificates.

The contract shall be awarded to the bidder whose bid is substantially responsive, meets the qualification and technical requirements, and is determined to offer the best evaluated outcome in accordance with the applicable procurement rules and the evaluation criteria in this DAO. The lowest price alone shall not automatically confer entitlement to award.

### 10. Performance Security

The successful bidder shall provide a performance security equivalent to five percent (5%) of the total contract value. The performance security shall be submitted before contract signing or commencement of performance, as directed by Irembo SACCO Nyagatare, and shall remain valid for the period required under the contract. The acceptable issuing institution and form of the security shall be confirmed by the Procuring Entity during contract finalization.

Failure by the successful bidder to provide the required performance security may constitute grounds for taking appropriate action in accordance with the applicable procurement rules and the tender/contract conditions.

### 11. Clarifications and Communication

Requests for clarification shall be submitted in writing to the Procurement Office of Irembo SACCO Nyagatare sufficiently before the submission deadline or call 0783399675. Any clarification or amendment issued by the Procuring Entity shall form part of the tender documents and shall be communicated to bidders through the same official channel used to issue the DAO.

## PART III: TERMS OF REFERENCE (TOR)

### 12. Background

Irembo SACCO Nyagatare requires a range of office and operational supplies to support its Head Office and branch activities. The SACCO therefore seeks to engage a qualified supplier to supply and deliver the items described in this TOR and the BOQ.

### 13. Objective

The objective of this tender is to select a qualified supplier capable of providing the required office supplies in the specified quantities, meeting the required quality and compatibility standards, and delivering them within the agreed delivery period.

### 14. Scope of Supply and Technical Specifications

The supplier shall provide all items listed in the BOQ below. Goods shall be new, unused, fit for purpose, properly packaged and compliant with the descriptions and specifications. For items requiring compatibility with existing printers or equipment, the bidder shall ensure compatibility with the stated models.

| No. | Item | Description / Specification | Unit | Qty | Unit Price (RWF) | Total Price (RWF) |
|---|---|---|---|---|---|---|
| 1 | Reams of paper | White A4 office paper for printing and photocopying, 500 sheets per ream, supplied in cartons of 5 reams. | Carton | 30 | | |
| 2 | Pens | Ballpoint pens with smooth, quick-drying ink and secure caps, supplied in boxes of 50. | Box | 30 | | |
| 3 | Bank slips | Pre-printed bank deposit slips with fields for account holder's name, account number, date, amount deposited and depositor's details. One carton contains 3,000 slips. | Carton | 46 | | |
| 4 | QR code | Blank thermal self-adhesive QR code sticker rolls compatible with the Xprinter for | Roll | 184 | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | generating and printing QR codes. | | | | |
| 5 | Passbooks | Member savings passbooks with durable laminated covers and ruled transaction pages, printed using the SACCO-approved layout. | Piece | 1,000 | | |
| 6 | Rubber bands | Strong, flexible rubber bands for bundling banknotes and documents. | Carton | 56 | | |
| 7 | Files (lever-arch) | Durable A4 lever-arch files with secure metal mechanisms, spine labels and reinforced covers for document storage. | Piece | 80 | | |
| 8 | Folders | A4 document folders for organizing and protecting individual files, with space for identification labels. | Piece | 40 | | |
| 9 | Printer ribbons | Printer ribbon cartridges compatible with Epson LQ-350 and Epson LQ-590 printers, providing clear and consistent printing. | Piece | 100 | | |
| 10 | Cartridges | New printer ink or toner cartridges compatible with LaserJet 107, MFP 135, MFP 137 (106A), LaserJet Pro M203dw, LaserJet Pro MFP M227fdn, M227fdw and LaserJet Pro MFP M426-M427. Quantity: 2 pieces per type. Colours and required yields to be confirmed. | 2 pcs per type | As specified | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| 11 | Stapling machines | Durable desktop staplers with a metal mechanism and non-slip base, compatible with the supplied staples. | Piece | 30 | | |
| 12 | Staples | Metal staples for office document fastening, supplied in cartons and compatible with office stapling machines; staple size 6 mm. | Carton | 24 | | |
| 13 | Staple removers | Handheld staple removers with metal gripping jaws and a comfortable grip for removing staples without excessive paper damage. | Piece | 60 | | |
| 14 | Punching machines | Heavy-duty two-hole paper punches for A4 documents, with paper alignment guide and removable waste tray. | Piece | 15 | | |
| 15 | Paper envelopes (A4) | Durable paper envelopes suitable for enclosing A4 documents, with secure sealing flaps. | Piece | 360 | | |
| 16 | Envelopes (Size 14) | Size 14 envelopes labelled with the IREMBO SACCO NYAGATARE logo. | Dozen | 24 | | |
| 17 | Water dispensers | Freestanding water dispensers compatible with supplied water bottles, with hot and cold dispensing, removable drip tray and hot-water safety control. | Piece | 10 | | |
| 18 | Loan register books | Bound loan register books with durable covers and ruled | Book | 60 | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | | pages for recording borrower details, loan amounts, repayments and balances. Layout to be approved by the SACCO. | | | | |
| 19 | Stamp-pad ink | Stamp-pad ink suitable for office rubber stamps. Bidder shall clearly state the packaging/unit offered. | Quantity 10; unit to be stated | 10 | | |
| 20 | Refill ink | Printer refill ink compatible with Brother DCP-T236, DCP-T230, DCP-T436W, DCP-T430W, DCP-T535DW, DCP-T530DW, DCP-T730DW, DCP-T830DW and MFC-T930DW. | Bottle | 20 | | |
| **TOTAL BID PRICE (RWF)** | | | | | | |

### 15. Quality, Inspection and Acceptance

- All goods shall be new, unused, genuine where applicable and free from defects.
- The supplier shall ensure that quantities, models, sizes, packaging and specifications correspond to the approved BOQ and contract.
- Irembo SACCO Nyagatare shall inspect deliveries and may reject goods that are damaged, defective, counterfeit, incompatible or not in conformity with the contract.
- The supplier shall replace rejected goods at its own cost within the period communicated by the SACCO.
- Acceptance shall be confirmed by the designated representative(s) of Irembo SACCO Nyagatare after satisfactory inspection.

### 16. Delivery Requirements

The bidder shall indicate its proposed delivery period in the bid. The successful supplier shall deliver the supplies to Irembo SACCO Nyagatare at the delivery location(s) communicated in the contract or purchase order. The contract shall specify the delivery schedule, delivery points and any arrangements for distribution to branches. The quoted price shall include transportation, off-loading and all other costs required to complete delivery.

### 17. Supplier's Obligations

- Supply all contracted items in accordance with the approved specifications, quantities and delivery schedule.
- Provide products compatible with the equipment models identified in the BOQ.
- Ensure safe packaging, transportation and off-loading of the supplies.
- Provide invoices and delivery notes identifying the items and quantities delivered.
- Replace, at its own cost, any item rejected for non-compliance or defect.
- Maintain communication with the Procuring Entity and promptly address issues arising during delivery.

### 18. Payment Terms

Payment shall be made in accordance with the signed contract and the financial procedures of Irembo SACCO Nyagatare after satisfactory delivery, inspection and acceptance of the supplies, and upon submission of a valid invoice and other required supporting documents.

# PART IV: BID FORMS AND CONTRACT INFORMATION

## 19. Bid Submission Form

To: Irembo SACCO Nyagatare

Tender: Open Tender for the Supply and Delivery of Office Supplies

Tender Reference Number: _____

We, the undersigned, offer to supply and deliver the goods described in this DAO and the completed BOQ in accordance with the tender requirements.

Total Bid Price (inclusive of applicable taxes): RWF _____

Bid validity period: _____ days

Proposed delivery period: _____

Tender security amount (5% of total bid price): RWF _____

Name of Bidder/Company: _____

Name and Title of Authorized Representative: _____

Telephone and Email: _____

Signature: _____ Company Stamp: _____

Date: _____

## 20. Tender Security Calculation

Bidder's total bid price (inclusive of applicable taxes): RWF _____

Tender security rate: 5%

Tender security amount: Total bid price × 5% = RWF _____

Issuing Bank/Insurance Company: _____

Guarantee/Policy Reference Number: _____

Date of Issue: _____ Expiry Date: _____

## 21. Performance Security Undertaking

The successful bidder shall provide performance security equal to five percent (5%) of the total contract value. The amount shall be calculated as follows:

Total Contract Value: RWF _____

Performance Security Rate: 5%

Required Performance Security: RWF _____

Issuing Institution / Form of Security: _____

## 22. Draft Contract – Essential Particulars

Procuring Entity: Irembo SACCO Nyagatare

Successful Supplier: _____

Tender Reference Number: _____

Contract Price (RWF): _____

Delivery Period: _____

Delivery Location(s): _____

Performance Security: 5% of the total contract value

The contract shall incorporate this DAO, the TOR, the accepted bid, the final BOQ, any written clarifications or addenda, and the signed contract agreement. In case of inconsistency, the order of precedence shall be stated in the signed contract, subject to applicable procurement rules.

For Irembo SACCO Nyagatare:

Name: _____ Title: _____

Signature: _____ Date: _____

For the Supplier:

Name: _____ Title: _____

Signature: _____ Date: _____

Company Stamp: _____

### 23. Bidder's Checklist

- ☐ Completed and priced BOQ.
- ☐ Bid submission form completed, signed and stamped.
- ☐ RSSB certificate.
- ☐ Certificate of Incorporation.
- ☐ RRA Tax Clearance Certificate.
- ☐ VAT (TVA) Registration Certificate.
- ☐ Three (3) good completion certificates for similar supply contracts.
- ☐ Proof of payment of RWF 10,000 tender document fee.
- ☐ Tender security equal to 5% of total bid price, issued/underwritten by a bank or insurance company.
- ☐ Bid validity period and delivery period stated.

## END OF TENDER DOCUMENT