



**INVITATION TO TENDER (RFP)**

**FOR**

**PROVISION OF PRINTER LEASING SERVICES**

**TO**

**HANDICAP INTERNATIONAL RWANDA**

## 1.0: INTRODUCTION

### REQUEST FOR PROPOSAL (RFP)

Dear Sir/Madam,

**Subject: Request for proposal for Leasing of Printing, Scanning and copying equipment**

HANDICAL INTERNATIONAL, invites all registered supplier registered in Rwanda to submit their competitive proposals to “**Leasing of Printing, Scanning and copying equipment**”.

This tendering process will result in entering into a contract with the successful and selected bidder. The period of performance for this effort shall be one year from **December 01, 2022 to December 1, 2023**.

- a) Your offer comprising of administrative, technical and financial proposals must be submitted by email to [dao@rwanda.hi.org](mailto:dao@rwanda.hi.org) not later than **4<sup>th</sup> November 2022 at mid night**.

Yours Sincerely

**Melanie GEISER**  
Country manager



## **2.0: TIMETABLE**

Issue of Tender: 20 October 2022

Deadline for Reply: 4th November 2022

## **3.0: About HANDICAP INTERNATIONAL**

HANDICAP INTERNATIONAL FEDERATION (HI), operating under the name Humanity & Inclusion a not-for-profit association governed by the French Act of July 1st 1901, domiciled at "138, avenue des Frères Lumière – 69371 Lyon cedex 08, France" and registered in Rwanda under RGB with the registration number 0066/RGB/18 with TIN No 100600244, Kicukiro sector, Kicukiro District, Kigali City, P.O. Box 747 KIGALI.

### **Preamble**

- HI is an independent international aid organization working in situations of poverty and exclusion, conflict and disaster,
- HI works alongside persons with disabilities and vulnerable persons; its action and testimony are focused on responding to their essential needs, their living conditions,
- HI is committed to promoting the respect of their dignity and their fundamental rights
- To that end, HI retains service providers who are reputed for their skills in their field of activity,
- HI and the Service provider have agreed to work together in a working relationship devoid of any form of hierarchical subordination.

### **Our Vision**

Outraged by the injustice faced by people with disabilities and vulnerable populations, we aspire to a world of solidarity and inclusion, enriched by our differences, where everyone can live in dignity.

### **Our Mission**

Humanity & Inclusion is an independent and impartial aid organization working in situations of poverty and exclusion, conflict and disaster. The organization works alongside people with disabilities and vulnerable populations, taking action and bearing witness in order to respond to their essential needs, improve their living conditions and promote respect for their dignity and fundamental rights.

## **4.0 INSTRUCTIONS TO BIDDERS**

1. Participation is open to all registered & qualified entities specialized in the field.
2. By submitting a tender, the Bidder accepts in full the conditions of this tender and therefore accepts to waive its own conditions for offering the specifies services.
3. Please read carefully all instructions and conditions to this tender. Ensure that all information and documentation pursuant to these requirements are provided on time as failure to do so may result in rejection of your bid.
4. Order of requested documents in proposal: Please refer to section 9 of table of contents: TOR and Technical specifications

## **5.0 SUBMISSION OF TENDERS**

Your offer comprising of administrative, technical and financial proposals must be submitted electronically to the below email address: [dao@rwanda.hi.org](mailto:dao@rwanda.hi.org) not later than 4<sup>th</sup> November 2022 at mid night.

## **6.0 SELECTION CRITERIA:**

When analyzing the Bids, HANDICAP INTERNATIONAL will take into account the following criteria:

- Administrative Evaluation..... 20% of the total marks
- Technical Evaluation.....30% of the total marks
- Financial Evaluation.....50% of the total marks

## **7.2 PRICING:**

1. Prices must be expressed only in **Rwandan francs**;
2. Any VAT or other taxes.

## **8.0 CONDITIONS TO BIDDERS**

1. Submit administrative documents, technical and financial proposals
2. HANDICAP INTERNATIONAL reserves the right to select and deal with any bidder(s) that would provide HANDICAP INTERNATIONAL with the best value for money.
3. This request for proposal is not a contract or an offer to enter into a contract, but a request for expression of Interest for the services indicated in this document.
4. Bidders are bound by their offer for a period of twelve months from the date of signing of the contract.
5. HANDICAP INTERNATIONAL is not responsible for any costs associated with preparing this tender.
6. HANDICAP INTERNATIONAL reserves the right to alter the dates of this tender.
7. Canvassing with representatives or staff of HANDICAP INTERNATIONAL in relation to this tender will result in disqualification of the bidder.
8. HANDICAP INTERNATIONAL will inform each bidder of the outcome of selection after evaluation process.
9. HANDICAP INTERNATIONAL will not enter into a contract or do business with companies or individuals that are public offenders as per the following criteria:
  - They are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of court proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
  - They have been convicted of an offence concerning their professional misconduct by a judgement that has the force of res judicata;
  - They have been guilty of grave professional misconduct proven by any means that the contracting authority can justify;
  - They have not fulfilled obligations relating to the payment of social security contributions or payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;
  - They have been the subject of a judgement that has the force of res judicator for fraud, corruption, involvement in a criminal organisation or any other illegal activity;
  - Following another procurement or grant award procedure, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

If you submit your bid pursuant to this tender requirement, it shall constitute a guarantee that neither

your company nor any affiliate or a subsidiary controlled by your company or yourself is in breach of any of the above provisions.

**Note:**

1. The financial offers should be in the Rwandan Francs (RwF) currency.
2. The prices quoted cannot be adjusted unless for the successful offer/bid during negotiations.
3. Bid validity: 90 days.

Enquiries regarding this RFP should be addressed in writing to the address indicated on page 3 of this tender document.

HANDICAP INTERNATIONAL has the right to cancel or suspend this RFP without any explanations or compensation to any bidder for any cost incurred by them to submit their proposals.

HANDICAP INTERNATIONAL also have the right to negotiate with any Company in relation to the offer(s) when it is deemed necessary and only after the evaluation of all proposals and that there is reasonable evidence that negotiations with successful bidder failed to conclude any contractual relationship with HANDICAP INTERNATIONAL.

## **9.0 TERMS OF REFERENCE AND TECHNICAL SPECIFICATIONS**

**HANDICAP INTERNATIONAL**, invites all Suppliers of tires registered in Rwanda to submit their competitive proposals/bids for **“Leasing of Printing, Scanning and copying equipment”**

Well signed offers, written in English or French, must be submitted to the below email address by **Monday, 4<sup>th</sup> November 2022 mid night**; Late proposals will be rejected.

**HANDICAP INTERNATIONAL** requires you to send your proposals by email to: [dao@rwanda.hi.org](mailto:dao@rwanda.hi.org)

**Note:** It shall remain the responsibility of the Suppliers to ensure that their proposals are submitted on or before the deadline, Proposals that are received after the deadline indicated above, for whatever reason, shall not be considered for evaluation.

**N.B No hardcopies will be accepted.**

The detailed of the proposal is provided below following “requirements” section. The proposal is made up of two different sections:

1. Technical proposal
2. Financial proposal

### **Requirements**

HI is seeking to enter into two years contract with a printing & photocopying and scanning service provider on leasing arrangement (4 New multifunctional photocopiers (black and white) and 1 New multifunctional (color).

The Service provider will supply (and install where appropriate) all equipment, software and consumables. The service Provider will submit a maintenance and support agreement to maintain the equipment and minimize downtime in case of failure. The equipment will be collected by the Service Provider at the end of the contract period.

### **9.1 ADMINISTRATIVE REQUIREMENTS**

1. Submission letter duly signed, dated and stamped;
2. Company profile with full address, legal name, location area, products/services, leadership team, telephone, E-mail, website...

3. Copy of business registration certificate
4. VAT registration certificate
5. Original or certified copy of clearance certificate for Rwanda Social Security Board
6. Copy of Valid Tax Clearance Certificate
7. Three references of similar tenders executed proven by good completion certificates
8. Use EBM

## **9.2 TECHNICAL PROPOSAL**

1. Provide the product specifications (including product brochures) that you are proposing to meet HI's minimum requirements for the configurations of equipment and software.
2. List the technical staff that will be available to support the HI contract. For each, state the role that they will play and provide a resume detailing their technical skills and experience.
3. Provide a list and the stock level of consumables that will be kept at all times by the Vendor. Describe the mechanisms that will be put in place to ensure the timely replacement of consumables so that downtime of equipment is minimized.
4. Provide a maintenance and support document detailing the mechanisms that will be put in place to provide timely support on the equipment and software applications included in the contract.
  - a. State if a technician will be located on-site or on-call.
  - b. Explain the help desk process and escalation procedures.
  - c. List the spare parts and equipment that will be kept in stock to ensure a fast response to repair or replace faulty equipment.
4. State the maximum acceptable downtime for any piece of equipment.
5. Provide a Service level agreement document that sets out the expected performance levels and the indicators.
  - a. State how the indicators will be measured and monitored to ensure the expected level of service is attained.
  - b. Indicators should include print quality.
  - c. The document will include details of compensation that will be provided if the performance levels are not maintained.
  - d. Describe the review process that will be put in place.
  - e. The review will assess performance and will allow for changes to equipment.
6. Provide a detailed plan for implementation of the requirements including expected start and end date, actions that need to take place, resources that will be required, and specific actions that will be taken to ensure a smooth rollover from our existing to the new equipment including user training.

## **9.3 FINANCIAL PROPOSAL**

### **9.3.1 Leasing arrangement**

Description of the arrangement: In the leasing arrangement the Service Provider will supply (and install where appropriate) all equipment, software, and consumables, except paper.

1. The Provider will provide a maintenance and support agreement to maintain the equipment and minimize downtime in case of failure.
2. The equipment will be collected by the Provider at the end of the contract period.
3. The arrangement will take the form of a 1-year contract based on a minimum usage of 25,000 copies per month for Black and white and 500 copies in color.

4. The Service Provider should propose a billing model that bundles the hardware, support, and consumables costs.

Provide the pricing structure that you propose to implement this arrangement.

**Quote for the following two options:**

	Quantity of machines	Number of copies per month (Option 1)	Number of copies per month (Option 2)
Multifunctional photocopiers (black and white)	4	20,000	25,000
Multifunctional photocopiers (color)	1	500	1,000

**10. Equipment configuration requirements**

This will be the Multifunction Printer configuration required by HI.

Description of required features	Expected minimum specification	Vendor equipment specification	Vendor comments
Copier functionality	Yes		
Scanner functionality	Yes		
Printer functionality	Yes with network interface 100/1000-TX		
Duplex copying and printing	yes		
Automatic document feeder	Yes		
Supported environments	All versions of Windows		
Floor standing	Optional		
Page counter terminal	Yes		
Proximity card reader	Optional		

The expected life of consumable item in no. of page	Toner kit Fixer roller Drum kit etc		
Accounting and reporting Software	Appropriate reporting of both print/copies.		
Additional features worth noting			

Melanie GEISER  
Country manager

