



TENDER NOTICE

SUPPLY, DELIVERY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF NETWORK SWITCHES

Tender Reference No.: EH/IT/2026/10

Date Issued: 29/10 /2026

Deadline for Submission 19 /11 /2026

Time: 10:00AM

Mantis Epic Hotel & Suites invites eligible and qualified suppliers to submit bids for the supply, delivery, installation Configuration and Commissioning of Network Switches as IT Materials as per the attached detailed list. This tender is open to all local eligible bidders as defined in the procurement plan of the Hotel.

1. Scope of Supply

- Conduct a pre-installation site survey and validate the BOQ, rack space, power availability, cabling, fiber type, SFP compatibility, uplink capacity, and existing network topology.
- Supply new, genuine equipment with manufacturer warranty and all required power supplies, rack-mounting accessories, stacking/interconnect components (if applicable), and compatible SFP/SFP+ modules and patch leads required for the approved design. List all exclusions separately.
- Install and rack the switches, label equipment and cables, and connect devices according to the approved network diagram.
- Configure the switches in accordance with the written configuration and standards approved by the hotel and Accor technical/network team.

- This includes approved VLANs, access ports, trunk ports, uplinks, management addressing, PoE settings, and security controls where applicable.
- Coordinate all changes with the hotel IT team and Accor. No connection, VLAN change, configuration change, or cutover may be performed without prior written approval and an agreed change window.
- Back up existing configurations where access is authorized, document the as-found state, and maintain a rollback plan to restore the previous working state if testing fails.
- Test connectivity and approved VLAN reachability, uplinks, PoE operation, management access, and connected services as applicable. Tests must not bypass Accor security controls.
- Provide handover documentation and train the hotel IT representative on basic operations, monitoring, and troubleshooting.

Annex I to this tender document provides the full list of items with specifications, quantities, and preferred brands.

2. Mandatory Supplier Qualification and Experience

- At least one (1) successfully completed network switching, network infrastructure, or IT network deployment project in an Accor-branded hotel or an Accor-managed property is mandatory.
- The bidder must provide evidence of the Accor IT project, including hotel/property name, project scope, completion date, client reference/contact (where permitted), and a completion or acceptance certificate, purchase order, or reference letter.
- The bidder must demonstrate experience installing and configuring enterprise managed switches, VLANs, trunk/uplink ports, PoE devices, fiber uplinks/SFP modules, and network management features.



- The bidder must provide qualified technical personnel and identify the proposed project lead and installation engineers.
- Failure to provide verifiable evidence of at least one completed Accor project may result in the bid being deemed non-responsive.
- A mandatory site visit is required for any bidder who wishes to submit his proposal and a certificate will be issued to company who will attend the visit (suppliers are allowed to visit the site within a week before submission of bids from Monday to Friday at 09:00am to 04:00pm).
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- A certificate of visit must be included in the tender submission, if not included the tender will be rejected

3. Bid Requirements

Interested bidders must submit the following documents:

- Company profile and relevant experience in supplying similar goods
- Copy of valid business registration certificate
- Tax clearance certificate
- Financial proposal including unit prices, total cost, and delivery terms
- Technical proposal confirming compliance with specifications and brand requirements
- Delivery schedule (indicating ability to deliver to Epic Hotel & Suites)
- Manufacturer datasheets for every proposed switch and accessory; exact part numbers must be provided.
- Evidence of at least one completed Accor project, as specified in Section 2.
- Implementation methodology, project schedule, proposed team, risk assessment, cutover and rollback plan.



Important tender condition: The requirement for prior Accor project experience is a mandatory qualification criterion. The bidder must provide

verifiable evidence with its submission; general experience in hotels alone does not satisfy this condition.

4. Installation and Accor Compliance Conditions

- Accor technical/network/security requirements and the hotel's approved design take precedence over assumptions made by the bidder. The bidder must obtain the current applicable requirements before implementation.
- The bidder must coordinate with the designated Accor network/security team and the hotel's authorized representative before ordering any model that requires approval and before performing installation or cutover.
- All equipment must be new, genuine, supported by the manufacturer, and approved for use in the intended Accor environment. End-of-life or end-of-support equipment is not acceptable unless expressly approved in writing.
- The bidder must not introduce unauthorized VLANs, DHCP services, routing, wireless services, remote access, credentials, or configuration changes. Accor-managed equipment must only be accessed by personnel explicitly authorized to do so.
- All administrative credentials and configuration files must be transferred securely to the authorized hotel/Accor representatives. No default or shared vendor credentials may be left active at handover.
- Work must be carried out by competent personnel, with appropriate safety procedures and minimal disruption to hotel operations. The bidder must agree a maintenance window and provide an emergency contact during cutover.
- Any failed implementation caused by the bidder's work must be rectified by the bidder at no additional labour cost, subject to the agreed contract terms.



5. Delivery Location

All items shall be delivered to:

Mantis Epic Hotel & Suites, Nyagatare District, Eastern Province, Rwanda

6. Evaluation Criteria

Bids will be evaluated based on:

- Compliance with technical specifications
- Competitive pricing
- Delivery timeline
- Experience and references
- Warranty and support details
- Approved final network diagram showing switch locations, uplinks, fiber/SFP details, port mapping, and connected network segments.
- Final configuration backup and configuration register, shared only through an approved secure method and only to authorized personnel
- Port/VLAN schedule, management IP information, test results, and a record of any deviations approved in writing.
- Installation, commissioning, rollback, and handover reports, plus warranty and escalation contacts.

- Acceptance will be granted only after physical installation, configuration approval, agreed tests, documentation, and sign-off by the hotel and relevant Accor representative.

7. Submission and Opening of Bids

Submission, Sealing and Marking of Bids

Bidders should submit their bids into sealed envelopes.

Bidders submitting bids by hand, shall enclose the original and each copy of the Bid, including alternative bids, if permitted in accordance with ITB, in separate sealed envelopes, duly marking the envelopes as

“ORIGINAL” and **“COPY.”** These envelopes containing the original and the copies shall then be enclosed in one single envelope. The rest of the procedure shall be in accordance with ITB.

The envelopes containing the original and the copies shall be enclosed in one single envelope:

- (a) The inner envelopes shall bear the name and address of the Bidder;

8. Deadline for Submission of Bids

Bids must be received by the Procuring Entity at the address and no later than the date and time **specified in the BDS.** after the bid submission deadline date prescribed by the Purchaser. A bid valid for a shorter period shall be rejected by the Procuring Entity as nonresponsive.

9. Bid Opening

The Procuring Entity shall conduct the bid opening in public at the address, date and time **specified in the BDS.**

Only envelopes that are opened and read out at Bid opening shall be considered further.

All other envelopes shall be opened one at a time, reading out: the name of the Bidder and whether there is a modification; the Bid Prices, including any discounts and alternative offers; the presence of Bid Security or Bid-



Securing Declaration, if required; and any other details as the Procuring Entity may consider appropriate. Only discounts and alternative offers read out at Bid opening shall be considered for evaluation. No Bid shall be rejected at Bid opening except for late bids, in accordance with ITB.

10. Comparison of Bids

The Procuring Entity shall compare all substantially responsive bids to determine the quality and lowest-evaluated bid, Quality in accordance with ITB

11. Post-qualification of the Bidder

The Procuring Entity shall determine to its satisfaction whether the Bidder that is selected as having submitted the quality and lowest evaluated and substantially responsive bid is qualified to perform the Contract satisfactorily

The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB

12. Procuring Entity's Right to Accept Any Bid, and to Reject Any or All Bids

The Procuring Entity reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to Bidders.

13. Award of Contract Award Criteria

The Procuring Entity shall award the Contract to the Bidder whose offer has been determined as the quality and lowest evaluated bid and is substantially responsive to the Bidding Documents, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.

14. Procuring Entity's Right to Vary Quantities at Time of Award

At the time the Contract is awarded, the Procuring Entity reserves the right to increase or decrease the quantity of Goods and Related Services originally specified, Schedule of Requirements, provided this does not exceed the percentages **specified in the BDS**, and without any change in the unit prices or other terms and conditions of the bid and the Bidding Documents.

15. Notification of Award

Before the expiry of the bid validity period, the Procuring Entity shall simultaneously notify the successful and the unsuccessful bidders of the provisional outcome of the bids evaluation.

The notification shall specify that the major elements of the procurement process would be made available to the bidders upon request and that they have seven (7) days in which to lodge a protest, if any, before a contract is signed with the successful bidder.

The successful bidder may be required to provide a performance security in accordance with the procurement regulations. Such a security shall not exceed 10 % of the contract Price;

Upon signature of a contract, the Procuring Entity shall finally notify other bidders that their bids were not successful and will discharge their bid security, pursuant to ITB

Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.

The written contract shall base on the bidding document, the successful bid, any clarification received and accepted, and any correction made and negotiations agreement between the Procuring Entity and the successful bidder.

16. Signing of Contract

Promptly after notification, the Procuring Entity shall send the successful Bidder the Agreement and the Special Conditions of Contract.



Within 15 (fifteen) and 21(twenty-one) days for National Competitive Bidding and International Competitive Bidding respectively, after receipt of the Agreement, the successful Bidder shall sign, date, and return it to the Client.

17. Performance Security

Within 15 and 21 days for National Competitive Bidding and International Competitive Bidding respectively, after receipt of notification of award from the Procuring Entity, the successful Bidder, if required, shall furnish the Performance Security in accordance with the GCC, using for that purpose the Performance Security Form included in Contract forms, or another Form acceptable to the Procuring Entity.

18. Warranty, Support and Defects

- The bidder must state the manufacturer warranty duration of at least three years and the process for warranty claims and replacement of defective equipment.
- The bidder must state post-installation support hours, response times, escalation contacts, and any support or licensing costs.

The bidder must provide a workmanship warranty for installation and configuration. The proposed duration and terms must be stated in the tender response

Annex I

TECHNICAL SPECIFICATIONS

1. Bill of Quantities (BOQ) / Minimum Technical Requirements

No.	Equipment	Minimum specification / model stated in BOQ	Qty
1	Switch	HPE Aruba CX 6100 / JL677A 24 x 1G copper PoE 4 x 10G SFP fiber uplink Managed 370W PoE	8
2	Switch	HPE Aruba CX 610 / JL675A 48 x 1G copper PoE 4 x 10G SFP fiber uplink Managed 740W PoE	4
3	Core Switch	HPE Aruba CX 8360 / JL703A 16 x 1/10Gb fixed SFP and 2 SFP 40Gb uplink port	3
4	Switch	HPE Aruba CX 6100 8 port 1GbE, PoE+ with 67W PoE budget, 2x 10Gb SFP uplinks	1

Note: The supplier must verify exact manufacturer part numbers, product lifecycle status, licensing/support requirements, and compatibility before submission. Any proposed equivalent must be clearly identified and supported by official manufacturer datasheets and must not be supplied without written approval from the hotel.



NB, INCOTERMS TO BE USED

DDP: (Delivered Duty Paid): Seller delivers to destination; handles all import duties/taxes; maximum seller responsibility.

19. Additional Information

Mantis Epic Hotel & Suites reserves the right to reject any or all bids without assigning any reason.

For any clarification, please contact the procurement team at **0788891771**

Mutesi Apophia

Procurement Officer

**Approved by:
General Manager**

Martijn van Leent

Van Leent Martijn



Martijn van Leent