RWANDA ULTIMATE GOLF COURSE LTD
Company Code: 109031590

Request for Proposal

For

Provision of Maintenance Services for IT Equipment

Procurement Method: National Open Competitive Bidding

Procurement Reference Number:

2026/NCB/MIE/RUGC/10

November 2026

Tender Bid Notice

Invitation No: **2026/NCB/MIE/RUGC/10**

1. The Rwanda Ultimate Golf Course requests for a proposal for Tender; Provision of Maintenance Services for IT Equipment, More details on the scope of work are provided in the technical specifications.

2. The Best selected Bidder will be selected based on the lowest-priced quotation, which is eligible and technically compliant with the procedures described in this RFP.

3. The RFP includes the following documents:

   Section1 - Letter of Invitation.

   Section 2 - Instructions to Bidders.

   Section 3 - Technical Proposal and Financial Proposal.

   Section 4 - Technical Specifications.

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Section 1: Letter of Invitation.

1. The RWANDA ULTIMATE GOLF COURSE LTD(RUGC) requests a proposal for the tender; Provision of Maintenance Services for IT Equipment, during the financial year 2026.

2. You are requested to submit your bid electronically to the email: info@kigaligolf.rw and **hard copy** to Office of the GM; KG 548 Street & KG 13 Avenue| P.O Box 1919 Kigali-Rwanda the no later than **10th December 2026 at 10:00 AM.**

3. Your bid should be compiled by the following documents:

   a. Photocopy of trading license having the activity bided for as its main activity
   b. Testimonial of tax clearance from RRA.
   c. Testimonial of debt clearance from Rwanda social security board
   d. Proof of purchase of the tender document (10,000 RWF), to be paid to account number **00040-06992621-27 (Bank of Kigali)**, in the name of **RUGC**.
   e. Declaration of commitment letter.
   f. Detailed description of the essential technical characteristics of the goods to be provided establishing conformity to technical specifications.
   g. Two (2) technicians holding at least a notified A1 diploma in electromechanical engineering with a profound understanding of maintenance of printing, electrical and network devices.
      With at least 2 years of experience proven by employee notified certificate of service rendered in networking and hardware)
   h. Two staff holding at least a notified A1 diploma in ICT and with 2 years' experience proven by employee notified certificate of service rendered in networking, LAN and hardware;
   i. It is in this regard that we invite you to submit your quotations, and all bids will be sent to RUGC Email: **info@kigaligolf.rw** not later than **10th December 2026** at 10:00 AM.

4. Enquiries regarding this tender may be addressed to Email: info@kigaligolf.rw, or Tel: 252 500 000.



Section 2 - Instructions to Bidders

1. Introduction

Bidders are invited to submit a Technical Proposal and a Financial Proposal, as specified in these Instructions to the Bidders.

The Proposal will be the basis for contract negotiations and ultimately for a signed contract/ Purchase order withthe selected Bidder.

The Bidder shall bear all costs associated with the preparation and submission of their proposaland contract negotiation.

Eligibility Criteria

2. Administrative criteria.

The Bidder shall submit the following documents:

a. Photocopy of trading license having the activity bided for as its main activity
b. Testimonial of tax clearance from RRA.
c. Testimonial of debt clearance from Rwanda social security board
d. Proof of purchase of the tender document (10,000 RWF), to be paid to account number **00040-06992621-27** (**Bank of Kigali)**, in the name of **RUGC**
e. Declaration of commitment letter.

3. Criteria of technical and financial conformity.

a. Detailed description of the essential technical characteristics of the goods to be provided establishing conformity to technical specifications.
b. Two (2) technicians holding at least a notified A1 diploma in electromechanical engineering with a profound understanding of maintenance of printing, electrical and network devices.
With at least 2 years of experience proven by employee notified certificate of service rendered in networking and hardware)
c. Two staff holding at least a notified A1 diploma in ICT and with 2 years' experience proven by employee notified certificate of service rendered in networking, LAN and hardware;

Evaluation of Proposals

The evaluation of Proposals will be done as detailed below:

1. Preliminary examination to determine eligibility (as defined below) andadministrative compliance to this tender on a pass/fail basis.
   - Proposals failing at any stage will be eliminated and not considered insubsequent stages.

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2. Detailed Technical evaluation.

- Proposals failing at any stage will be eliminated and not considered in subsequent stages.

3. Financial Proposal evaluation

- An accurate and clear detailed summary of the cost of the financial proposal

4. Best Evaluated Bid

The best evaluated bid shall be the lowest priced quotation, which is eligible and technically compliant.

5. Terms of Payment

Payment shall be made against the invoice after delivery of the product through bank transfer in favor of the Bidder 's Bank.

Payment shall be made within 30 days against submission of your Invoice and supporting documents following delivery of the goods.

The Rwanda Ultimate Golf Course Ltd will pay correctly addressed and undisputed invoices within 30 days.

The essential information on the invoice for the RUGC is:

- A description of the product supplied.
- The invoice should be attached to the contract/Purchase Order.
- Addressed to the finance department for RUGC.
- The costs include VAT (if applicable).
- Bank details should be accurate and conform to the contract.

6. Award of Contract

The contract will be awarded after the evaluation of the Administration, Technical and Financial Proposal.

7. Taxes

The Bidder may be subject to local taxes on amounts payable by the Client under the Contract.

8. Delivery period

The goods shall be delivered to RUGC within fifteen (15) days from the date of issuance of the Purchase Order, in accordance with the terms and conditions of the contract.

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9. Clarification and Amendment of RFP Documents

The Bidder may request a clarification of any of the RFP documents up to two (2) days before the proposal submission date. Any request for clarification must be sent in writing, or by standard electronic means to the Client's address indicated in the instructions to Bidder.

Section 3: Technical Proposal and Financial Proposal

10. Preparation of Proposals

In preparing their Proposal, the Bidder is expected to examine in detail the documents comprising the RFP.

11. Language

Documents to be issued by the Bidder as part of this assignment must be in English.

12. Technical Proposal

A Bidder is required to submit a Full Technical Proposal (FTP) that **reflects and matches** the specifications outlined in the RFP.

13. Financial Proposals

A Bidder is required to submit a Financial Proposal (FP). It shall list all costs associated with this assignment, including all costs as below.

SECTION 4: TECHNICAL SPECIFICATIONS; PROVISION OF MAINTENANCE SERVICES FOR IT EQUIPMENT.

I. Technical Requirement

II. OBJECTIVE

The objective is to contract a qualified and experienced company to do the maintenance of printers and copier-related services hereafter. The maintenance service shall include but not limited to:

- ✓ General/ preventive maintenance (Once per quarter)
- ✓ Curative/corrective maintenance (upon request)

The list of IT Equipment is given below

III. SCOPE OF THE WORK

The Service Provider shall provide a **preventive maintenance service** as follows:

In addition to the abovementioned activity, the bidder shall carry out the following activities:

- Evaluate the current status of all technology equipment;



- Ensure that equipment is maintained regularly to maximize their lifetime;
- Perform on-site maintenance of mentioned Equipment;
- Ensure that all equipment are maintained with proper spare parts as recommended by manufacturers;
- Repair the equipment that is broken as soon as possible;
- In case of emergency, a specialized technician should solve the problems within maximum at least three days;
- Carry out proper maintenance so that main equipment can run the reasonable period of its lifetime
- Clean all the rollers, clean wires and electronic surfaces, blowing out any dust from the printer, Cleaning of paper transport mechanism for Printers, Checking of fuser film condition on all printers and surface cleaning;
- Deep clean of sensitive parts of scanner (motors, gears, belts, bearings and shafts as part of their feeding mechanisms) Replacement of worn or performance degraded parts; Lubrication of moving parts; Firmware Updates; Recalibration of optics and light levels **(scanners);**
- General dust cleaning, paper dust cleaning, toner dust cleaning, mechanical dust cleaning, Oiling and complete operation check (**all photocopiers);**

For Curative/Corrective maintenance:

The curative maintenance shall be done upon request at any time when a hardware or software problem occurs and the maintenance company should respond within 2 to 4 hours.

In case of a hardware problem, the maintenance company should fix the issue and when spare parts are needed, it should be communicated to RUGC for further intervention.

IV. Condition and qualifications:

The firm shall provide their staff to perform the following services duties and responsibilities:

- Provide on-site, hardware maintenance, repair services, request the spare parts to be purchased;
- Install and on-call support on equipment for all brands and models of computer equipment and peripherals, networked and host connected peripherals owned and supported by the Rwanda Ultimate Golf Course;
- Provide the services under supervision of a designated RUGC IT Unit staff on duty. These last duties and responsibilities and services will ensure that mutually agreed upon maintenance, repair response times are met, backed by progress reports.

III.1. Technicians number and qualifications



The firm shall supply qualified technicians to provide on-site maintenance and repair service. The equipment technicians should be experienced with the brands and models in the maintenance and repair of ICT equipment and peripherals.

The firm must provide the following technicians:

- Two (2) technicians holding at least a notified A1 diploma in electromechanical engineering with a profound understanding of maintenance of printing, electrical and network devices.
  With at least 2 years of experience proven by employee notified certificate of service rendered in networking and hardware)

- Two staff holding at least a notified A1 diploma in ICT and with 2 years' experience proven by employee notified certificate of service rendered in networking, LAN and hardware;

II.2 Technical duties work schedule

The firm shall be responsible for **quarterly preventive maintenance** of all RUGC's computer equipment and peripherals.

The firm shall provide maintenance work plan seven days before starting maintenance services.

1. **The following technical services shall be furnished by the** firm:

- **Coverage Hours:** The firm shall perform maintenance and repair services at the on- site location of the malfunctioning device between the hours of 8:00 A.M. and 5:00 P.M of working days and in case it's a necessity

- **Service Request Method:** The proposed method of submitting service requests will be decided by agreement between RUGC and the firm.

- **Initial Response Requirement:** At a minimum, the firm's initial response shall consist of making personal contact with the RUGC designated IT contact for the office where the



malfunctioning device is housed to coordinate the schedule for repair or replace service.

- **Coordination of work schedule:** The firm shall coordinate the schedule for maintenance and repair or replacement with the RUGC designated IT contact for the office where the malfunctioning device is housed.

- **Initial Response Time:** For severe problems, the firm's initial response of receipt of the service request must be immediate.

- **Maintenance and Repair/Replacement of equipment:** If repair or replacement services result in the loss or damage of an equipment or replacement spare part, the firm will be required to cover the loss or damage, and that the equipment is ready to be functional.

- **Notification of Replaced Equipment:** When any ICT equipment part is replaced, the Contractor must submit to the designated RUGC IT staff on duty, via e-mail or hardcopy, the serial numbers and descriptions of both the original and replacement devices. There is no exclusion or exception to this requirement.

V. REPORTING

The firm shall submit a quarterly progress report to the designated RUGC IT staff who supervised the quarterly maintenance and repair services for verification, and an electronic copy to Direction of ICT for approval. The firm shall also submit a quarterly progress report to the designated RUGC IT staff who supervised the quarterly preventive and curative maintenance and repair services +, for verification, and an electronic copy to Direction of ICT for approval. The Progress report and copy shall be submitted not later than the fifteenth day of the month following the reporting period and shall also contain the accounting report which shall include monthly amounts invoiced-to-date and paid-to-date.

At the end of the contract, the firm shall submit the final report regarding the execution of the maintenance service.

VI. DURATION

The duration of the assignment is estimated to 1 year that may be renewable subject to the good performance of the contractor.

LIST OF EQUIPMENT PREVENTIVE AND CURATIVE MAINTENANCE OF ICT EQUIPMENT

Asset Type	Asset Description	Serial Number
Laptop	MacBook Pro 13-inch M1	FVFFG081Q05G
Laptop	HP Pavilion Gaming Laptop 15-dk1xxx	CND1192HBZ
Laptop	HP Envy x360 Convertible 15-es0xxx	8CG1509Q4F
Laptop	HP Pavilion Gaming Laptop 15-dk1xxx	CND1192H99
Laptop	HP Pavilion Gaming Laptop 15-dk1xxx	CND11921199
Laptop	HP ProBook 450 G4	5CD8020C5S
Laptop	HP EliteBook 840 G5	5CG84298YF
Laptop	HP EliteBook 840 G5	5CG9401LDM
Laptop	HP EliteBook 840 G5	5CG8342C8R
Laptop	HP Laptop 15-da3xxx	CND0412M10
Laptop	HP EliteBook x360 1030 G2	5CG81912R7
Laptop	HP ProBook 450 G4	5CD64521ZX
Laptop	HP Envy x360 Convertible 13m-bd1xxx	CND14237KM
Laptop	HP EliteBook x360 1030 G2	5CG8050D27
Laptop	HP ProBook 440 14 inch G9 Notebook PC	5CD245D58K
Laptop	HP EliteBook 840 G5	5CG8428Q7Y
Laptop	MacBook Pro 17.1 M1	FVHG516PQ05D
Laptop	HP EliteBook x360 1030 G2	5CG8113F4Z
Laptop	HP Laptop 15-da3xxx	CND0412H1Q
Laptop	HP Laptop 15-da3xxx	CND04024BB
Laptop	HP ProBook 450 G4	5CD8020C6Z
Laptop	MacBook Pro 17.1 M1	FVFFG0GFQ05G
Laptop	HP ProBook 440 14 inch G9 Notebook PC	5CD245D58W
Laptop	HP ProBook 440 14 inch G9 Notebook PC	5CD245D58L
Laptop	HP ProBook 440 14 inch G9 Notebook PC	5CD22980X9
Laptop	HP ProBook 440 14 inch G9 Notebook PC	5CD251GSGZ
Laptop	HP Envy x360 2-in-1 Laptop 13-bf0xxx	CND241043Y
Laptop	HP Envy x360 2-in-1 Laptop 13-bf0xxx	CND2430G4J
Laptop	HP ProBook 440 14 inch G9 Notebook PC	5CD251GSHT

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Device	Model	Serial No.
PRINTER	LASERJET PRO MFP 4103DW	CNCRS5Q1SB
PRINTER	EPSON	XATW093248
PRINTER	EPSON	XASS003740
PRINTER	COLOR LASER JET PRO MFP 4303DW	CNBRS5V27Z
PRINTER	ENTERPRISE MFP M635	CNBBS6R0L4
PRINTER	COLOR LASER JET PRO MFP M479FDW	CNCRR479MJ
PRINTER	EPSON	XASS000098
PRINTER	COLOR LASER JET PRO MFP M479FDW	CNCRQ9F31S
PRINTER	COLOR LASER JET PRO MFP M183FW	VNC3328817
PRINTER	COLOR LASER JET PRO MFP M477DW	
PRINTER	LASERJET PRO MFP 4103DW	CNCRS5Q1V2

Model	Serial No.
HP prodesk 400	4CE315BQ3S
HP Prodesk 400	4CE324C82W
HP Prodesk 400	8CC413065F
HP Prodesk 400	8CC4111R0R
HP Prodesk 400	4CE324C7YT
HP Prodesk 400	8CC413065N
HP Prodesk 400	4CE327BHXD
MACBOOK	C02F86UJ07F1
MACBOOK	C02F88HG07F1

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Jacobus Johannes Visagie
General Manager