

TOR for Annual maintenance/Repair contract for RICA computers (Desktop and Laptops)

Rwanda Institute for Conservation Agriculture (RICA) wishes to invite interested IT maintenance service providers to submit tender dossiers for computers maintenance. The successful bidder shall be contracted for a period of one to two years Subject to an extension depending on RICA satisfaction about the quality of the services rendered.

The minimum services that the successful IT maintenance company is expected to render to RICA are Hardware repairing.

- Demonstrate knowledge and experience in repairing LENOVO, HP, DELL, Microsoft book, Mac and HP computers.
- Repair computer hardware (desktops, laptops,) and related peripherals, replacing laptop broken screens, batteries, keyboards, laptops housing, system boards, etc
- Ability to quickly order/buy and ship spare parts for the damaged computers
- Make recommendations on the acquisition of new computers, or spare parts when necessary.
- Having registered and known computer service center

The company awarded the tender must agree that:

- Any damage to RICA property in his possession due to mishandling, carelessness of the contractor or his workmen will be recoverable from the contractor's bill and all materials issued to contractors shall be the sole responsibility of the contractor during the period of the contract.
- It is in responsibilities of the contractor to ensure data protection and confidentiality of data saved on the computers being repaired or stored in his service center.

Quotation Requirements

The quotation must include the following information at a minimum. Incomplete quotations may be rejected.

- *Bid submission letter signed and stamped with full and detailed company profile covering physical address, mail address, phone number and bank details.*
- *Certificate of company registration*
- *Valid tax clearance certificate from Rwanda Revenue Authority (RRA)*
- *Detailed Rates Offered*
- *Payment Schedules and methods*

Past performance information:

Recommendation letters or certificates from present or previous 3 clients or any other valid proof of past performance in similar work.

Proposals must reach bids@rica.rw no later than **Thursday, 23rd March 2023 at 3pm** with the tender title in the subject line. Questions or requests for clarification should be sent to bids@rica.rw by **20th March 2023 at 3pm**.