REQUEST FOR PROPOSAL (RFP)

Provision of Dedicated Internet Broadband Services

Marriott Hotel Kigali & Four Points by Sheraton Kigali

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1. Invitation to Bid

Kigali Marriott Hotel and **Four Points by Sheraton Kigali** hereby invite qualified Internet Service Providers (ISPs) to submit proposals the dedicated broadband internet services for both hotels.

The selected ISP shall provide reliable, scalable, and redundant internet connectivity solutions that meet the operational requirements of a world-class hospitality environment while ensuring high availability, performance, and business continuity.

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2. Background

Kigali Marriott Hotel and Four Points by Sheraton Kigali require enterprise-grade internet connectivity to support hotel operations, guest services, business applications, cloud-based systems, and corporate communications. The hotels seek a strategic technology partner capable of delivering a highly available, resilient, and scalable internet solution backed by robust technical support and service level commitments.

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3. Scope of Services

The successful bidder shall provide the following services:

3.1 Internet Connectivity

- Provision and termination of dedicated fiber broadband connectivity at:
    - Marriott Hotel Kigali Data Center
    - Four Points by Sheraton Kigali Data Center
- Provide initial dedicated bandwidth as follows:
    - **Marriott Hotel Kigali:** 350 Mbps symmetrical (upload/download)
    - **Four Points by Sheraton Kigali:** 150 Mbps symmetrical (upload/download)
- The proposed solution shall allow seamless bandwidth upgrades to accommodate future business requirements without requiring replacement of installed infrastructure.

3.2 Network Redundancy and Resilience

The ISP shall:

- Provision and maintain **two (2) physically diverse fiber routes** to each hotel.
- Configure automatic failover and redundancy mechanisms to ensure uninterrupted service in the event of a primary link failure.
- Clearly describe the redundancy architecture and failover methodology in the proposal.

3.3 Public IP Address Allocation

The ISP shall provide:

- Sufficient public IPv4 addresses for both hotel environments.
- Details of the IP allocation scheme and address availability.
- Any associated costs, if applicable.

3.4 Network Equipment Requirements

Only enterprise-grade networking equipment from the following manufacturers will be accepted:

- Hewlett Packard Enterprise (HPE)
- Aruba Networks
- Ruckus Networks
- Cisco Systems
- MikroTik

The bidder shall provide:

- Complete inventory of all equipment to be installed.
- Technical specifications and datasheets.
- Model numbers and serial numbers.
- Manufacturing dates.
- Warranty information.
- Equipment ownership details (customer-owned or ISP-managed).

All proposed equipment must be current-generation products and supported by the manufacturer.

3.5 Residential Connectivity Requirement

The bidder shall include, at no additional installation cost to the hotels:

- Seven (7) dedicated fiber internet connections for residences.
- Each residential link shall provide:
    - Minimum 30 Mbps symmetrical bandwidth.
    - Fiber connectivity.
    - Installation and activation services.

The proposal shall clearly indicate ongoing subscription costs, if applicable.

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4. Service Level Agreement (SLA)

The bidder shall provide a comprehensive SLA including, but not limited to:

Requirement	Minimum Standard
Service Availability	99.9% or higher
Technical Support	24 Hours x 7 Days
Critical Incident Response	Within 15 minutes
Major Incident Response	Within 30 minutes
Fault Resolution Target	Within 4 hours
Network Monitoring	24/7
Planned Maintenance Notice	Minimum 72 Hours

The proposal shall include:

- SLA commitments.
- Penalty structure for SLA breaches.
- Escalation procedures.
- Service reporting methodology.

4.1 SLA Penalties and Service Credits

The bidder shall provide a detailed penalty mechanism for failure to meet agreed Service Level Agreements (SLAs). At a minimum, the following service credits shall apply:

Service Availability Achieved per Month	Service Credit/Penalty
≥ 99.9%	No Penalty
99.0% - 99.89%	Credit equivalent to 10% of monthly service fees
98.0% - 98.99%	Credit equivalent to 20% of monthly service fees
97.0% - 97.99%	Credit equivalent to 30% of monthly service fees
Below 97.0%	Credit equivalent to 50% of monthly service fees and review for contract termination

Incident Response and Resolution Penalties

KPI	Target	Penalty for Non-Compliance
Critical Incident Response Time	15 Minutes	2% of monthly service fee per incident
Major Incident Response Time	30 Minutes	1% of monthly service fee per incident
Critical Fault Resolution	4 Hours	5% of monthly service fee per incident
Link Restoration After Fiber Cut	8 Hours	5% of monthly service fee per incident
Failure of Redundant Link Without Restoration	24 Hours	10% of monthly service fee per incident

Repeated SLA Breaches

Three (3) SLA breaches within any rolling six-month period shall constitute a material breach of contract.

Five (5) SLA breaches within any rolling twelve-month period shall entitle the Hotels to terminate the contract without penalty.

All service credits shall be automatically reflected in the subsequent monthly invoice and shall not require a formal claim from the Hotels.

5.Technical Support Requirements

The bidder shall provide:

Support Escalation Matrix

Including:

- Level 1 Support Contact
- Level 2 Support Contact
- Level 3 Support Contact
- Network Operations Center (NOC)
- Account Manager
- Technical Account Manager

Designated Technical Contacts

The bidder shall identify dedicated technical contacts responsible for supporting:

- Marriott Hotel Kigali
- Four Points by Sheraton Kigali

Including:

- Name
- Position
- Phone Number
- Email Address
- Escalation Availability

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6. Bandwidth on Demand Pricing

The bidder shall provide detailed tariffs for bandwidth upgrades and on-demand services for the following capacity levels:

Bandwidth Capacity
30 Mbps
50 Mbps

80 Mbps
100 Mbps
150 Mbps
200 Mbps
300 Mbps
500 Mbps
800 Mbps

The pricing shall specify:

- Monthly recurring charges
- One-time charges
- Upgrade activation timelines
- Contractual commitments

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7. Proposal Submission Requirements

The proposal shall include the following sections:

7.1 Company Profile

- Company overview
- Ownership structure
- Years in operation
- Presence in Rwanda
- Similar hospitality sector deployments
- References from at least three enterprise customers

7.2 Technical Proposal

- Network architecture design
- Fiber infrastructure layout
- Redundancy and failover design
- Equipment specifications

- Installation methodology
- Project implementation schedule

7.3 Commercial Proposal

- Detailed pricing schedule
- Internet service charges
- Equipment costs
- Installation charges
- Upgrade pricing
- Residential connectivity pricing
- Any recurring maintenance fees

7.4 Compliance Statement

A detailed compliance matrix confirming adherence to all requirements outlined in this RFP.

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8. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

Evaluation Area	Weight
Technical Compliance	35%
Network Redundancy & Service Resilience	20%
Service Level Agreement (SLA)	15%
Relevant Experience & References	10%
Support Capability	10%
Commercial Proposal	10%

Total: **100%**

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9. Preferred Technology Standards

Bidders are encouraged to design solutions based on industry-leading products and architectures from:

- HPE Networking
- Aruba Networks
- Ruckus Networks
- Cisco Systems

All proposed solutions shall align with manufacturer best practices and enterprise hospitality networking standards.

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10. Submission Instructions

Interested bidders shall submit:

1. Technical Proposal
2. Commercial Proposal
3. Company Registration Documents
4. Tax Clearance Certificate
5. Relevant Certifications and Licenses
6. Customer Reference Letters
7. SLA Documentation
8. Equipment Datasheets

Completed proposals shall be submitted in sealed electronic and/or hard-copy format no later than the date specified in the bid invitation.