TENDER NOTICE

SUPPLY AND DELIVERY, OF HOTEL LINENS

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

Date Issued: 30/10 /2026

Deadline for Submission 10 /11 /2026

Time: 10:00AM

Mantis Epic Hotel & Suites invites eligible and qualified suppliers to submit bids for the supply and delivery of hotel linens 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

The items to be supplied include but are not limited to:

- **Bed Linen and Bedding**
- **Bathroom Linen**
- **Adult Bathrobes**
- **Pool Linen**
- **Children's Bathrobes**

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

2. 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
- RSSB 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)
- Technical data sheets for all proposed products.
- Confirmation of fabric composition, thread count, GSM and dimensions, as applicable.
- Product samples and size charts where required.
- Warranty and replacement terms for defective products.

3. Delivery Location

All items shall be delivered to:

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

4. Evaluation Criteria

Bids will be evaluated based on:

- Compliance with technical specifications

• Competitive pricing

• Delivery timeline

• Experience and references

5. 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;

6. 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 non-responsive.

7. 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 a 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.

8. 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

9. 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 Bidder, pursuant to ITB

10.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.

11.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.

12. 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.

13. 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 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.

14. Signing of Contract

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

After receipt of the Agreement, the successful Bidder shall sign, date, and return it to the Client.

15. Performance Security

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.

Annex I

1. BED LINEN AND BEDDING TECHNICAL SPECIFICATIONS

No.	Item	Technical specifications	Dimensions	Quantity
1	King-size flat bed sheets	100% cotton, plain white, 300 thread count (TC), percale or sateen weave, reinforced hems and durable stitching	274 × 297 cm	312 pcs
2	Single fitted bed sheets	100% cotton, plain white, 300 TC, elasticated edges, durable seams and fitted pocket depth to suit the mattress	150 × 200 cm	156 pcs
3	King-size duvet covers	100% cotton, plain white, 300 TC, hotel-grade finish, secure closure and 36 cm internal flap	245 × 240 cm after washing	156 pcs
4	Single-size duvet covers	100% cotton, plain white, 300 TC, hotel-grade finish, secure closure and 36 cm internal flap	155 × 240 cm after washing	78 pcs
5	Pillowcases	100% cotton, plain white, 300 TC, hotel-style closure, reinforced seams and colour retention	69 × 52 cm	624 pcs
6	Sleeping pillows	Premium hotel-grade filling, resilient support, breathable casing,	65 × 50 cm	312 pcs

		comfortable and suitable for regular use		
7	Pillow protectors	Breathable, washable fabric, fully enclosing design, secure closure and durable stitching	66 × 50 cm	312 pcs
8	Mattress protectors	Breathable fitted design, durable construction, moisture barrier where specified, suitable for frequent laundering	174 × 200 × 26 cm	156 pcs

Color standard: Plain white unless otherwise specified
Quality standard: Premium hotel-grade products suitable for frequent industrial laundering.

Bed linen notes:

- The supplier must ensure that duvet cover dimensions are achieved after washing and account for shrinkage.
- Mattress protectors and fitted sheets must fit the actual mattresses securely.
- The supplier must confirm pillow protector compatibility with the specified pillows before bulk production.
- The hotel must approve bed runner colors and designs before supply.

2. BATHROOM LINEN TECHNICAL SPECIFICATIONS

No.	Item	Technical specifications	Dimensions	Quantity
11	Bath towels	100% cotton, plain white, absorbent, soft and durable, 600–700 GSM	70 × 140 cm	624 pcs
12	Hand towels	100% cotton, plain white, absorbent, durable and suitable for	50 × 80 cm	1000 pcs

		frequent industrial laundering, 500–600 GSM		
13	Face towels	100% cotton terry, plain white, soft and absorbent, 450–550 GSM	32 × 32 cm	1000 pcs
14	Bathmats	Cotton terry, plain white, high absorbency, durable construction, 800–1,000 GSM	75 × 50 cm	234 pcs

3.ADULT BATHROBES TECHNICAL SPECIFICATIONS

No.	Item	Technical specifications	Dimensions / sizes	Quantity
15	Adult bathrobes	Premium cotton terry, plain white, 350–450 GSM, soft, absorbent, with belt, securely stitched belt loops and reinforced seams. Suitable for frequent industrial laundering	Sizes S, M, L and XL; supplier to provide size chart	234 pcs

The supplier must submit the available size breakdown for approval before production or delivery.

4. POOL LINEN TECHNICAL SPECIFICATIONS

No.	Item	Technical specifications	Dimensions	Quantity
16	Pool towels	100% cotton, durable and highly absorbent, colorfast, suitable for repeated commercial laundering and poolside use, 500–600 GSM	To be confirmed by the hotel following sample review	200 pcs

Pool towels must maintain their absorbency, color and structural integrity after repeated washing. The supplier must provide a sample and proposed dimensions for approval.

5. CHILDREN'S BATHROBES TECHNICAL SPECIFICATIONS

No.	Item	Technical specifications	Proposed dimensions	Quantity
17	Children's bathrobes	100% cotton terry, plain white, 350–450 GSM, hooded design, belt, securely stitched belt loops, reinforced seams, soft and absorbent, suitable for frequent industrial laundering and tumble drying	Junior Large, ages 9–12 years; See proposed measurements below	100 pcs

Proposed measurements for children's bathrobes

Measurement	Proposed specification
Age range	9–12 years
Size category	Junior Large
Chest circumference	Approximately 100–110 cm
Bathrobe length, shoulder to hem	Approximately 90–100 cm
Sleeve length	Approximately 42–48 cm
Shoulder width	Approximately 38–42 cm
Belt length	Approximately 140–160 cm
Fabric composition	100% cotton terry
Fabric Weight, Color	350–450 GSM, Plain white

The measurements above are indicative and must be confirmed against the supplier's size chart and approved sample before bulk supply.

Mandatory Quality and Compliance Requirements

All items supplied under this tender must meet the following requirements:

1. **Hotel-grade quality:** Products must be suitable for professional hotel operations and frequent industrial laundering.
2. **Material declaration:** The supplier must state the fiber composition, thread count, GSM and other applicable technical details for each item.
3. **Dimensional compliance:** All products must meet the specified dimensions. Duvet cover dimensions are measured after washing, and the supplier must account for expected shrinkage.
4. **Shrinkage:** Maximum shrinkage for applicable items shall be 3% after the agreed laundering test, subject to the specific after-wash dimensions stated for duvet covers.
5. **Color and appearance:** White linen must retain an acceptable white appearance and must not show premature discoloration, excessive pilling or deterioration under the hotel's approved laundering process.
6. **Construction and finishing:** Seams, hems, elastic, closures, belts and belt loops must be durable and suitable for repeated commercial use.
7. **Samples for approval:** The supplier must submit samples of the proposed products before bulk delivery. Children's and adult bathrobes must be accompanied by size charts.
8. **Specifications and substitutions:** Any proposed variation in material, dimensions, GSM, thread count, design or quality must receive written approval from the hotel before supply.
9. **Delivery information:** The supplier must state the country of origin, delivery lead time, warranty where applicable and replacement terms for defective or non-compliant items.
10. **Inspection and rejection:** The hotel reserves the right to inspect delivered products and reject items that do not comply with the approved specifications, samples or quality requirements.

NB, INCOTERMS TO BE USED

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

16. 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: *Martijn van Leent*

General Manager

Van Leent Martijn

GENERAL MANAGER

Martijn van Leent