



TENDER NOTICE

SUPPLY AND DELIVERY OF HOUSEKEEPING TROLLEYS

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 Housekeeping Trolleys 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:

- Guest-Room Attendant Trolleys
- Laundry Trolleys
- Public-Area Trolleys

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)

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
- Warranty and after-sale support

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.

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.

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

TECHNICAL SPECIFICATIONS

1. Guest-Room Attendant Trolleys (Quantity Required: 7)

All guest-room trolleys must be suitable for daily room service and the transportation of clean linen, towels, guest amenities, cleaning supplies, soiled linen and general waste.

- **Frame:** Heavy-duty stainless steel or corrosion-resistant powder-coated metal.
- **Shelves:** Minimum three reinforced shelves for clean bed linen, towels, amenities and housekeeping supplies.
- **Soiled-linen collection:** Two separate bag holders for collecting soiled linen, each fitted with a removable, washable and durable bag.
- **Garbage collection:** One separate bag holder for general waste, with a suitable removable bag.
- **Separation:** The two soiled-linen bags and the garbage bag must be physically separate and clearly identifiable.
- **Wheels:** Four heavy-duty swivel castors, with at least two fitted with brakes. Wheels must be quiet-running and non-marking.
- **Bumpers:** Protective rubber bumpers to prevent damage to guest-room doors, walls and furniture.
- **Handles:** Secure, ergonomic pushing handles.
- **Hygiene:** Easy-to-clean surfaces and removable bags suitable for regular washing.
- **Safety:** Stable frame, reinforced shelves, rounded edges and secure bag attachments.
- **Dimensions:** Suitable for movement through guest-room doorways, corridors and service lifts.

- **Load capacity:** The supplier must state the safe working load and confirm that the trolley is suitable for daily commercial hotel use.
- **Maintenance:** Replaceable castors, secure fittings and availability of spare parts.

Indicative standard sizes

Trolley	Indicative size L x W x H (mm)	Indicative capacity / note	Qty
Guest-room attendant trolley	1100-1300 x 500-600 x 1100-1300	3 shelves, 1 soiled-linen bags, 1 waste bag	7

Sizes and capacities are typical market values for guidance only. Capacity is the indicative linen load; the supplier must also state the trolley's safe working load in kg and exact dimensions, and we must confirm fit with its doors, corridors and service lifts before approval.

Reference images



Stainless steel guest-room trolley: three shelves, two side soiled-linen bags

2. Laundry Trolleys (Quantity Required: 7)

All laundry trolleys must be designed for commercial hotel laundry operations, including the collection, sorting, processing, holding and distribution of linen.

1. **Frame:** Heavy-duty stainless steel or corrosion-resistant powder-coated metal. Grade 304 stainless steel is preferred for trolleys used in wet areas.
2. **Construction:** Strong, reinforced frame with secure joints, smooth surfaces and rounded edges to prevent linen damage.
3. **Bags:** Where applicable, removable, washable, tear-resistant fabric bags suitable for repeated commercial use.
4. **Baskets and containers:** Heavy-duty metal baskets or containers with smooth, snag-free surfaces. Perforated metal construction may be used for wet-linen holding trolleys.
5. **Capacity:** Minimum capacity and safe working load must be specified for each trolley according to its intended use.
6. **Wheels:** Four heavy-duty swivel castors, with at least two fitted with brakes. Wheels must be quiet-running, durable and suitable for wet laundry environments where applicable.
7. **Hygiene:** Easy-to-clean and corrosion-resistant surfaces suitable for routine cleaning and approved disinfection.
8. **Identification:** Each trolley must be clearly labelled according to its designated use, including soiled linen, wet linen, dry linen awaiting ironing, ironed linen, F&B linen, staff uniforms or clean linen.
9. **Separation:** Trolleys for clean and soiled linen must be kept separate to prevent cross-contamination.
10. **Safety:** Stable construction, secure castors, reinforced bases and no sharp edges.
11. **Maintenance:** Replaceable wheels and availability of essential spare parts.

Indicative standard sizes

Trolley	Indicative size L x W x H (mm)	Indicative capacity (kg)	Qty
1. Soiled linen collection trolley	900 x 600 x 800	40-50 kg linen (about 200-250 L)	1
2. Dry linen holding trolley (before ironing)	900 x 600 x 800	40-50 kg linen (about 200-250 L)	1
3. F&B linen sorting trolley	1000 x 600 x 900	30-40 kg in total, 3 compartments	1
4. Staff uniform trolley	800 x 500 x 900	25-30 kg (about 100-150 L)	1
5. Heavily soiled / special-handling trolley	900 x 600 x 800	40-50 kg linen (about 200 L), clearly marked	1
6. Clean linen distribution trolley	1200 x 600 x 1400	80-100 kg, enclosed and shelved	1
7. Wet-linen holding trolley	900 x 600 x 800	40-50 kg (perforated metal construction preferred)	1

Sizes and capacities are typical market values for guidance only. Capacity is the indicative linen load; the supplier must also state the trolley's safe working load in kg and exact dimensions, and we must confirm fit with its doors, corridors and service lifts before approval.

Laundry trolley types and reference images

Note: wet-linen holding trolleys may use perforated metal construction. Each trolley must be labelled for its designated use.





1. Metal-frame soiled linen collection trolley with fabric bag



4. F&B linen sorting trolley



Metal dry linen holding trolley before ironing (Qty 1)

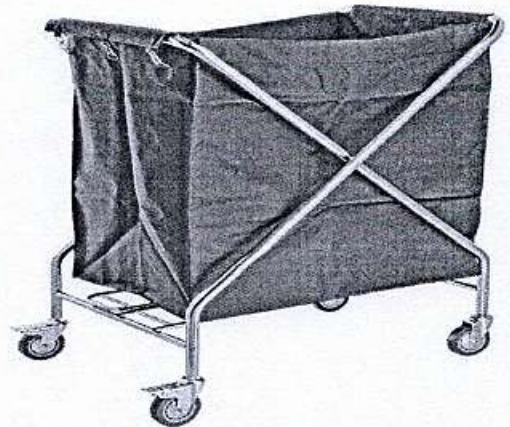


Heavily soiled / special-handling linen trolley (Qty 1)





Clean linen distribution trolley (Qty 1)



Staff uniform trolley with fabric bag (Qty 1)

3.PUBLIC-AREA TROLLEYS (QTY 5)

All public-area trolleys must be suitable for cleaning hotel lobbies, corridors, staircases, public washrooms, meeting rooms and other common areas.

- **Frame:** Heavy-duty stainless steel or corrosion-resistant powder-coated metal.
- **Shelves:** Minimum two reinforced shelves for cleaning supplies and equipment.
- **Waste collection:** Suitable bag holders or waste compartments, with separate collection for different waste streams where required.
- **Cleaning-tool holders:** Secure holders for mops, brooms, dustpans and other approved cleaning tools.
- **Chemical storage:** Dedicated, secure storage for cleaning chemicals, with suitable containment to prevent spills and unauthorized access.
- **Wheels:** Four heavy-duty swivel castors, with at least two fitted with brakes. Wheels must be non-marking and suitable for hotel floors.
- **Bumpers:** Protective bumpers to minimize damage to walls, doors, furniture and other hotel property.
- **Handles:** Secure, ergonomic handles for easy maneuvering.
- **Hygiene:** Smooth, water-resistant surfaces that are easy to clean and disinfect.

- **Safety:** Stable construction, secure shelves and safe storage of chemicals and cleaning equipment.
- **Dimensions:** Suitable for public-area corridors, doorways, lifts and storage spaces.
- **Maintenance:** Durable construction with replaceable wheels and readily available spare parts.

Indicative standard sizes

Trolley	Indicative size L x W x H (mm)	Indicative capacity / note	Qty
Public-area trolley	1000 x 500 x 1000	2+ shelves, waste bag, chemical storage	5

Sizes and capacities are typical market values for guidance only. Capacity is the indicative linen load; the supplier must also state the trolley's safe working load in kg and exact dimensions.

Reference images

YFA



Public-area cleaning trolley: two shelves, bag holder, mop bucket and wringer



The following requirements apply to all three categories:

1. All trolleys must be new and suitable for continuous commercial hotel use.
2. The supplier must submit technical data sheets, manufacturer details, product photographs or drawings, exact dimensions, usable capacity and safe working load.
3. The supplier must confirm the warranty, delivery lead time and availability of spare parts.
4. A minimum 12-month warranty against manufacturing defects is required.
5. All trolleys must be compatible with the hotel's doors, corridors, service lifts and working areas.

Any proposed alternative materials or designs must meet or exceed the required performance, durability, hygiene and safety standards

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 on **0788891771**

Mutesi Apophia

Procurement Officer

Approved by: *Martijn van Leent*

General Manager

Van Leent Martijn



Martijn van Leent