

## **OPEN TENDER FOR PUBLIC LEASING OF PRINTERS FOR AB RWANDA KIGALI PREMISES, MUSANZE BRANCH AND UPCOUNTRY CREDIT OUTLETS**

### **1. Reference N°: 2025/005**

AB Rwanda Plc wishes to acquire lease company's printers to be install at ABR Kigali premises, Musanze branch, and upcountry Credit outlets.

**The service will cover 54 black & white multifunction printers and 1 color multifunction printer installed at the Headquarters, Kigali branches, upcountry branches, credit outlets and incoming outlets in next year.**

Details, terms and conditions of the tender document as well as the Terms of Reference are available at the following link.....

All professional and expert companies in this domain are encouraged to respond with their best initial price offer on a fixed price basis for the whole contract duration. One full set (a single PDF file with all documents) based on the requirement documents listed in the request for Quotation available at the above link. For enquiries, please contact [procurement@abr.rw](mailto:procurement@abr.rw)

**Well printed bids, properly sealed and presented in two copies one of which is the original enclosed in envelopes, must reach at AB Rwanda's Head Office located in Kiyovu, BCK building, KN 78ST 15 not later than 10<sup>th</sup> OCTOBER 2025 at 10:00 am. Late bids will be rejected.**





**TENDER PACKAGE FOR LEASING OF PRINTERS FOR AB RWANDA KIGALI PREMISES, MUSANZE BRANCH, AND UPCOUNTRY CREDIT OUTLETS.**

**Tender Reference Number: N° 2025/005**

**OCTOBER 2025**

AB Rwanda Plc is seeking a qualified service provider to supply, install, and maintain high-speed multifunction printers under a Managed Printing Services contract. The service will include equipment leasing, consumables supply, preventive maintenance, and implementation of a print management and device monitoring system.

**The service will cover 54 black & white multifunction printers to be installed at ABR Kigali premises, upcountry branch and Credit outlets and 1 multifunction color printer installed at the Headquarters only.**

All bidders are encouraged to respond with their best (lowest) initial price offer on a fixed price basis for the whole contract duration. Well printed bids, properly sealed and presented in two copies one of which is the original enclosed in envelopes, must reach at AB Rwanda's Head Office located in Kiyovu, BCK building, KN 78ST 15 not later than **10<sup>th</sup> OCTOBER 2025 at 10:00 am.**

**Late bids will be rejected.**

**GENERAL INFORMATION ABOUT AB RWANDA PLC.**

AB Rwanda Plc is a financial institution, established in 2013 in Kigali, Rwanda. It is a member of an international network of microfinance providing banking services to micro, small and medium enterprises and private individuals in Africa and Asia.

**PART 1: TENDER SUMMARY**

AB Rwanda Plc, invites all willing and experienced service providers to submit their proposals. The winner will sign a contract in which the work will be done.

**PART 2: BID SUBMISISON GUIDELINES**

TENDER SUMMARY	
<b>Subject of Tender</b>	Leasing of Printers for AB Rwanda, Kigali premises, Musanze branch and Upcountry Credit Outlets.
<b>Type of contract</b>	Leasing of Printers.



<b>Date tender launched</b>	October 10 <sup>th</sup> /2025
<b>Submission Deadline</b>	10 <sup>th</sup> October 2025 at 10:00 am
<b>Opening date</b>	10 <sup>th</sup> October 2025 at 11:00 am
<b>Opening location</b>	AB Rwanda Head Office's meeting room
<b>Inquiry contact email</b>	<a href="mailto:procurement@abr.rw">procurement@abr.rw</a>
<b>Deadline for Inquiries</b>	2days before tender submission deadline

### **Format and contents of bid**

Bidders MUST comply with the format and content instructions in the table below. Failure to comply with the submission format and content below may disqualify your offer.

<b>A. General</b>	
Procuring Entity	AB RWANDA Plc
Project	Leasing, consumables supply, preventive maintenance, and implementation of a print management and device monitoring system at AB Rwanda Kigali premises, Musanze Branch and upcountry Credit outlets.
Name and identification of the contract	Leasing of Printer for AB Rwanda Kigali premises, Musanze branch, and upcountry Credit Outlets. <b>N<sup>o</sup>2025/005</b> .
The Intended Completion Period	Three years
The ceiling for sub contractor's participation	30%
<b>B. Bidding Documents</b>	
<ol style="list-style-type: none"> <li>1. The bidders shall provide Application letter duly signed, dated, and stamped.</li> <li>2. An original or notified copy of <u>Tax clearance certificate</u> from Rwanda Revenue Authority which is valid.</li> <li>3. The bidders shall provide the <u>original or notified copy of social security</u> fund which is valid.</li> <li>4. Copy of the trading license (Registre de Commerce) issued by RDB indicating printing or ICT services as the main activity.</li> <li>5. The bidders shall provide the At least three (3) good completion certificates of similar supply from recognized financial institutions in Rwanda.</li> <li>6. VAT certificate for those citizen companies</li> <li>7. CVs of all full-time technicians who will be assigned to support AB Rwanda Plc, including confirmation that at least one technician is based in each province for quick</li> </ol>	



branch support.

8. Manufacturer Authorization for the **proposed Printers, Print Management Solution, and Device Management System.**
9. Fill, Sign and stamp Anti-corruption form in Annex

**Notice: The missing or no presentation of any of the following documents will lead automatically to disqualification.**

#### **C. Preparation of Bids**

Language of the bid	<b>ENGLISH</b> Bidders shall not submit bids in more than one language. The Contract to be signed with the winning Bidder shall be written in the language in which the bid was submitted ( <u>English language</u> ) which shall be the language that shall govern the contractual relations between the Procuring entity and the winning Bidder. A Bidder shall not sign a translated version of its Contract
Currency of the Employer	<b>RWANDAN FRANCS</b>
Time validation for bid	<b>90 DAYS</b>

#### **D. Submission of Bids**

The Procuring Entity's <u>address for the purpose of Bid submission</u>	<b>Attention:</b> AB Rwanda Plc  <b>Attention:</b> Managing Director P.O Box 671, Kigali, Rwanda Physical location: AB Rwanda Plc., KN 78ST 15 Nyarugenge/ Kiyovu.BCK Building, 1 <sup>st</sup> Floor.
	The Bid to be completed and returned shall be submitted as <b>1 original and 1 copy</b>
Warning on envelope	"DO NOT OPEN BEFORE"10 <sup>th</sup> /10 /2025 at 1:00 am
Deadline for submission	The deadline for submission of bids shall 10/2025 at 2:00 am
Inquiry contact email	<u>procurement@abr.rw</u>
BID opening time and place	Head Office meeting room of AB Rwanda Plc on 10 <sup>th</sup> /10/ 2025 at <b>1.00am</b>

The Standard Form of Performance Security acceptable to the Procuring Entity shall be a **Bank Guarantee of 10% of the total amount of the tender.**

The Payment shall be made after every quarter.

The Procedures followed by AB Rwanda Plc, in making any award and contract resulting from this Tender Package, as well as the terms and conditions of such award and contract, will be based on AB Rwanda Plc *Procurement procedure.*



### **PART 3: SUBMISSION AND HANDLING OF BIDS**

- a. Bids are to be delivered by hand delivery/courier in a sealed envelope at the office of AB Rwanda Plc, to the submission address above.
- b. In order to be considered, the original bid must be received at the above address or number (as applicable) no later than the submission deadline. Bidders are solely responsible to ensure the timely receipt of their bids. Bids received after the date and time required will generally not be considered unless no other bids are received.
- c. Bids must follow the format and content described in section II.1. Incomplete bids or bids which do not follow the submission guidelines may be disqualified from consideration. Each bid must include a manually signed, stamped fully binding one original bid and one copy, valid for ninety (90) days after the Last Bid Receipt Date.
- d. Bids will be opened on the Opening Date and Location in Part 1.
- e. Once opened, bids will be held secure and intact. Reasonable efforts will be made to protect them from loss, alteration, or disclosure to any person other than AB Rwanda Plc, or any person unauthorized by AB Rwanda Plc. However, AB Rwanda Plc, will not be liable to any bidder for any failure to comply with this Section.
- f. Bids may not be altered, corrected or withdrawn after the Last Bid Receipt Date. In exceptional cases, AB Rwanda Plc, may at its sole discretion, permit correction of arithmetic errors, transposition errors, or other clerical minor mistakes. This is only possible in cases where AB Rwanda Plc, can clearly identify the mistake and where the intended bid can be established conclusively on the face of the submission.
- g. Beyond arithmetic errors, transposition errors, or other clerical minor mistakes, no mistakes alleged by a bidder after the Submission Deadline will be permitted to be corrected.

### **PART 4: STANDARD PROVISIONS**

#### **V.1 Definitions and Headings**

Except as otherwise specifically provided herein, all time periods specified shall be consecutive calendar days. The term "Tender Package" refers to the entire document, including all attachments thereto. Any headings contained in the text of the Tender Package are for reference only, and do not alter, limit, or waive the content of the full provisions.

#### **V.2 Bank Guidelines and Policies**



- a. The procedures followed by AB Rwanda Plc, in making any award and contract resulting from this Tender Package, as well as the terms and conditions of such award and contract, will be based on AB Rwanda Plc *Procurement Procedure*.
- b. Prospective companies providing this service should also note that a primary requisite for AB Rwanda Plc, is to obtain the most advantageous offer on the market. Whenever possible, bids are sought on a competitive basis, and all prices offered will be subject to detailed scrutiny and negotiation if necessary to ensure a reasonable contract price is obtained.

### **V.3 Tender Package**

This Tender Package should not be considered an award or contract as it is intended solely for the provision of information to prospective suppliers.

### **V.4 Review of Tender Package**

Prospective suppliers are solely responsible to examine carefully all of the terms and conditions of this Tender Package. Failure to do so will be at the prospective supplier's risk and expense, and any items requested by AB Rwanda Plc, but not submitted by the bidder's grounds for disqualification from the tender.

Any ambiguities in the technical specifications and standards or inconsistencies between or among the various provisions of the Tender Package shall be resolved against the prospective supplier if the supplier fails to seek clarification prior to award.

### **V.5 Probity and Ethics**

In the purchasing efforts AB Rwanda Plc follows, and by virtue of the submission of their bids, all bidders and suppliers commit to follow the guidelines contained in AB Rwanda Plc's *Procurement Procedure*.

### **V.6 Language**

All documents submitted in response to this Tender Package, as well as all correspondences in connection with the Tender Package, shall be in the language specified in Section 2.1.c. The final contract will be written and signed in English.

### **V.7 Inquiries**



Inquiries concerning this Tender Package and any return bid(s) must be submitted in writing, three days before the submission of tender deadline to permit a thoroughly and accurate response by AB Rwanda Plc. Such inquiries shall be made by email ([procurement@abr.rw](mailto:procurement@abr.rw)). AB Rwanda Plc is under no obligation to consider or respond to questions that are not received in a timely manner.

## **V.8 Evaluation of Bids**

### **A. Administrative Criteria**

The bidders must provide the following documents:

- a. Certificate of Domestic Company Registration allowing the company to carry out such activity.
- b. Copy of VAT/TIN certificate if your company is registered to pay taxes.
- c. Valid original tax clearance certificate from Rwanda Revenue Authority for companies based in Rwanda.
- d. Valid original or certified copy of clearance certificate from Rwanda Social Security Funds for companies based in Rwanda.
- e. Fill and Sign Anti-corruption form.


Companies that do not fulfill all aforesaid conditions will be eliminated and their bids will not be considered for the next evaluation stage.

### **B. Technical Criteria**

- a. At least 3 Reference letters from former clients with full contact names and addresses for similar work.
- b. CVs of all full-time technicians who will be assigned to support AB Rwanda Plc, including confirmation that at least one technician is based in each province for quick branch support.

### **C. Financial Criteria**

The financial criteria to be followed will be based on balance between the lowest price and the quality service proposed that will be most preferred after the Technical Criteria score. The overall winner will be determined after combining both Technical and Financial Scores for Companies that have been prequalified.





## **V.9 Amendments**

If at any time prior to award the contract AB Rwanda Plc, deems there to be a need for a significant modification to the terms and conditions of this Tender Package, AB Rwanda Plc will issue such a modification as a written Tender Package amendment to all competing bidders using an addendum posted through all the channels used in sending out the tender package. No oral statement of any person shall in any manner be deemed to modify or otherwise affect any Tender Package term or condition, and no bidder shall rely on any such statement.

## **V.10 Price Verification**

If adequate competition is not achieved in the tendering process, the right is reserved for any otherwise compliant bid to be referred to AB Rwanda Plc who may, at their discretion, authorize a price verification exercise to be undertaken on their behalf by an organization on their choice. In such an eventuality, the bidder will be required to give details of the services tendered for, together with details of any costing used or undertaken in preparing the bid.

## **V.11 Extension of Bid Validity Dates**

When necessary and appropriate under the circumstances, AB Rwanda Plc may request bidders, in writing, to extend the validity period of their bids and Bid Securities (if any). A bidder may refuse to extend its bid; however, its bid will be disqualified. A bidder agreeing to extend will not generally be permitted or required to modify their bid in any manner other than to extend it.

## **V.12 Rejection of Tenders**

AB Rwanda Plc is not bound to accept the lowest bid and reserves the right to reject any tender in whole or in part and to reject any or all tenders without assigning any reason. Circumstances in which rejection of all bids may occur include, without limitation, the following:

- a. None of the bids adequately responsive to the specifications.
- b. There is evidence of insufficient competition.
- c. The lowest bid exceeds the estimated value or funds available by a significant amount and cannot be reduced by negotiation.



- d. The quality of the tender is deemed insufficient.
- e. The technical or financial bases of procurement have changed materially prior to the award.
- f. The prices of the bid are obviously and clearly excessively high.

#### **V.13 Terms of Awards**

- a. All awards are subject to the availability of adequate funds from AB Rwanda Plc and the receipt of all required approval from AB Rwanda Plc and the indenter.
- b. Upon receipt of AB Rwanda Plc and/or the indenter's approval of the recommended award, to the extent required, AB Rwanda Plc will send a notice of Award to the winning bidder and will inform unsuccessful bidders that they have not been selected.

#### **V.14 Notification of Tender Award**

The bidder whose proposal attains the highest score, in accordance with the evaluation criteria in the present request for proposals shall be selected for award, subject to satisfactory conclusion of negotiations if deemed necessary.

The procuring entity shall notify the successful bidder of its selection results and at the same time inform other unsuccessful bidders of the decision. In the absence of a challenge by any other bidders within seven (7) days of the notice, the contract shall be signed by both parties.

#### **V.15 Delays in Performance**

If the company fails to deliver any or all services and execution of works within the period specified in the contract, liquidated damages equivalent to an amount, to be specified by the contract, between 1% of the total contract value shall be deducted from the Company's dues for each day the service is not performed. However, the liquidated damages shall not exceed 10% of the total contract sum at which point termination of the contract shall be considered.

#### **V.16 Payment Terms**

AB Rwanda Plc undertakes to pay basing on the agreement with the winner of the market and this will be paid within 30 working days upon reception of an invoice. Any requested



advance payment will require a security payment as a guarantee equal to the amount requested.

***We welcome your bid in this competitive process!***

***Sincerely,***

*Paul Ruy*







63

## 1. Instructions to Bidders

### 1.1 Nature and Scope

AB Rwanda Plc is seeking a qualified service provider to supply, install, and maintain high-speed multifunction printers under a Managed Printing Services contract. The service will include equipment leasing, consumables supply, preventive maintenance, and implementation of a print management and device monitoring system.

**The service will cover 54 black & white multifunction printers to be installed at ABR Kigali premises, upcountry branch and Credit outlets and 1 multifunction color printer installed at the Headquarters only.**

#### Estimated Monthly Print Volumes:

- **Black & White:** 300,000 pages (across 54 B&W printers per Month)
- **Color:** 2,000 pages (on the single-color printer per Month)

### 1.2 Competition

Participation in this tender is open to legally established companies in Rwanda with demonstrated capacity to deliver the required services.

### 1.3 Contract Duration

The contract will be for **three (3) years**, renewable upon satisfactory performance and mutual agreement.

### 1.4 Delivery Period

The successful bidder shall deliver, install, and configure all equipment within **30 calendar days** from the date of contract signing or purchase order issuance.

## 2. Technical Requirements

### 2.1 Black & White Printer Specifications

The vendor shall supply and maintain **fifty-four (54)** high-speed monochrome multifunction printers (MFPs) meeting or exceeding the following minimum specifications:

- **Print Speed:**  $\geq 45$  ppm (A4), support for A3
- **Resolution:** 1200 x 1200 dpi
- **Paper Capacity:** Minimum 600 sheets, expandable to 2,000+
- **Functions:** Print, Copy, Scan, Fax
- **Connectivity:** USB, Ethernet, Wi-Fi, Mobile printing (AirPrint, Mopria)
- **Security:** User authentication, encryption, secure print release
- **Accessories:** All printers must have stands/cabinets



## 2.2 Color Printer Specifications

The vendor shall supply and maintain **one (1)** high-performance color multifunction printer meeting or exceeding the following minimum specifications (equivalent to or better than IM C401F without brand reference):

- **Print Speed:** Up to 42 ppm (A4) color and B&W
- **First Page Out Time:** ≤ 5 seconds (B&W), ≤ 6 seconds (color)
- **Resolution:** 1200 x 1200 dpi
- **Functions:** Print, Copy, Scan, Fax
- **Scan Speed:** Up to 80 images per minute (B&W/Color duplex)
- **Paper Capacity:** Minimum 650 sheets, expandable to 2,300+ sheets
- **Supported Sizes:** Up to A4, envelopes, labels
- **Display:** 10.1-inch color touchscreen control panel
- **Connectivity:** USB, Ethernet, Wi-Fi, Mobile printing (AirPrint, Mopria, NFC)
- **Security:** Data encryption, secure printing, user authentication
- **Accessories:** Integrated cabinet/stand

## 2.3 Installation & Setup


- Delivery and installation at **AB Rwanda Plc Headquarters, Kigali branches, upcountry branches, and credit outlets.**
- Network configuration and user training.
- Demonstration of all functionalities before acceptance.

## 3. Maintenance & Support

- Preventive maintenance per manufacturer guidelines.
- On-site response time within 2 hours of fault reporting.
- Replacement of faulty units within 24 hours.
- Supply of genuine consumables included in the monthly fee.
- At least **one dedicated full-time technician stationed in each province** for rapid response to branch needs.

## 4. Print Management System

The vendor must provide an **on-premises print management solution** with the following capabilities:

- Secure authentication (PIN, card, or credentials)
  - Find-Me Printing across branch locations
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- Real-time print tracking and cost allocation
- Mobile/BYOD printing
- Automated driver deployment
- Sustainability features (duplex printing, toner save mode)

## 5. Device Management

The vendor must implement a **device monitoring and management system** with:

- Automated toner level monitoring and restocking alerts
- Customizable usage reports
- Downtime alerts and service notifications

## 6. Integrated Scanning

Secure, authenticated scanning to email, shared folders, or cloud storage with:

- OCR capabilities for searchable documents
- Automated naming and routing workflows
- Data security compliance (e.g., GDPR, HIPAA)

## 7. Evaluation Criteria

Bids will be evaluated on:

1. Compliance with technical specifications
2. Relevant experience and completion certificates
3. CVs and availability of technicians in all provinces
4. Delivery and installation timelines
5. Service and maintenance capabilities
6. Support timeline
7. Financial proposal competitiveness (including monthly fee and per-unit cost for additional printers)



