

RWANDA NATIONAL EXAMINATIONS COUNCIL



B.P. 3817 KIGALI

TEL/FAX 586871

Web site : www.rnec.ac.rw

REQUEST FOR PROPOSALS

N°: 004/S/2009-N/RNEC

Title of the Tender: Maintenance OF ICT Equipment

Tender Reference Number: 004/S/2009-N/RNEC

Procurement Method: National Open Competitive Bidding

Date of Issue: 28 September 2009

REQUEST FOR PROPOSALS N° 004/S/2009-N/RNEC

TITLE: Maintenance OF ICT Equipment of Rwanda National Examinations Council (RNEC)

FINANCING: Rwanda National Examinations Council.

1. The Rwanda National Examinations Council invites bids for the Maintenance of ICT equipment of Rwanda National Examinations Council.
2. The tender is open on equal terms and conditions to all competent companies enlisted in the Rwanda Register, whose activities are recognised by Rwanda Public Procurement Authority (RPPA).
3. The tender is in four Lots:
Lot1: Maintenance of Two Dell servers.
Lot2: Maintenance of Central UPS
Lot3: Maintenance of 8 Heavy duty Photocopiers
Lot4: Maintenance of all printers, scanners, Fax, computers and other accessories at the RNEC
4. Invited bidders may obtain the tender document from the Central Secretariat , from Tuesday , September 29, 2009 upon presentation of a deposit slip of a non refundable fee of RWF 10.000 deposited on the account N° 120.00.46 ***Rwanda Revenue Authority*** of the State Paymaster opened at the National Bank of Rwanda.
5. Bids well printed, signed, stamped, properly bound and prepared in English language shall be presented in three (3) copies (an original and two copies) and addressed to **the Executive Secretary, RNEC**, P.O. Box 3817 Kigali-Rwanda.
6. Bids shall be deposited at the Central Secretariat of the Rwanda National Examinations Council not later than Tuesday, October 27, 2009 **at 9hr 00 prompt.**
7. All bids must be accompanied by **a bid guarantee** equivalent to RWF 500,000 issued by a reputable Bank or other financial institution in Rwanda. Bid will remain valid for 90 days as of the date of the bids deposit.
8. The bids will be valid for 90 days from the date of deposit of bids.
8. Payment will be made on the state's ordinary budget.
9. The opening of bids will take place on the same day at 10hr.00 prompt at the Rwanda National Examinations Council in the presence of bidders or their representatives.

Done at Kigali, on September 29, 2009.

John RUTAYISIRE.

Executive Secretary

Rwanda National Examinations Council.

I. ADMINISTRATIVE CLAUSES

1. PURPOSE AND NATURE OF THE TENDER

The Rwanda National Examinations Council (RNEC) invites tender for Maintenance of ICT equipment of Rwanda National examinations Council.

2. DIVISION OF LOTS

The tender consists of four lots:

Lot1: Maintenance of Two Dell servers.

Lot2: Maintenance of Central UPS

Lot3: Maintenance of 8 Heavy duty Photocopiers

Lot4: Maintenance of all printers, scanners, Fax, computers and other accessories at the RNEC

Bidders can bid for one or all lots provided they meet the requirements of the tender.

3. PLACE AND EXECUTION PERIOD

3.1. The Services will be delivered at the headquarter of the Rwanda National Examinations Council at Remera, Gasabo District.

3.2. The Maintenance work shall commence immediately after signing a contract.

4. BID FORM

4.1. The bidder is required to indicate unit cost and total prices with all taxes included. The prices offered by bidders shall remain unchanged during the tender process and shall not be modified at any point. An offer presented with price revision clause shall be rejected.

5. BID SECURITY

5.1 In application of clause 13 of the present list of requirements; the bidder shall provide the bid security, which will be part of his/her offer.

5.2. The bid security is necessary for the protection of the Public Administration against risks resulting from the bidder's conduct which would account for the seizure of the said bid security, in application of the paragraph 5.6 below.

5.3. The bid security shall be paid in national currency or in a convertible currency and shall be presented in one of the forms hereafter according to the choice of the bidder :

- a) Bid security or the binding letter of credit issued by a recognized bank in the form provided for in the present tender file and valid for a period not exceeding 30 days, the validity period of tenders ; or
- b) Bid security issued by a recognized insurance company, under the same conditions as on point (a) above.

- 5.4. Any offer, which is not supported by the bid security provided for in paragraphs 5.1 and 5.3, shall be dismissed by the Rwanda National Examinations Council as being not compliant with the provisions of the present tender document.
- 5.5. The bid security of successful bidder shall be returned upon the signature of the tender, and against the submission of the performance bond provided for by clause 9.
- 5.6 Bid security can be seized :
- a) If the bidder :
 - (i) Withdraws his or her bid during the validity duration specified in his or her bid ; or
 - (ii) Does not accept the correction of miscalculation ;
 - b) In case the bidder obtains the tender ; if the latter ;
 - (i) Fails to perform his or her obligation to sign contract
 - (ii) Fail to perform his or her obligation to deposit the performance bond provided for by clause 9.

6. LANGUAGE, SEALING AND MARKING OF BIDS

Companies bidding will present 4 copies of their bids in English, the original and three copies marked as ORIGINAL or COPY accordingly. Copies will be put into an envelope called “outer envelope” bearing the reference number of the Tender addressed to:

**EXECUTIVE SECRETARY
RWANDA NATIONAL EXAMINATIONS COUNCIL
PO BOX 3817 KIGALI**

**TENDER N° 004/S/2009-N/RNEC
ACQUISITION OFLot N°.....**

Well printed and properly bound bids shall be sent to the Executive Secretary, Rwanda National Examinations Council before the deadline indicated in the Tender Notice. Poorly presented bids shall be rejected. Technical and Financial offers should be sealed separately.

7. COMPLIMENTARY INFORMATION

Any prospective bidder may require in writing any clarification on the bidding documents from the Executive Secretary of Rwanda National Examinations Council. The Executive Secretary shall respond in writing to any request for clarification on the bidding documents, received not later than 14 calendar days prior to the deadline for submission of bids. The executive Secretary will forward the clarification requested to all prospective bidders interested in the tender to whom the Executive Secretary will have provided the bidding documents without disclosing the source of request.

Complimentary information concerning this tender can be obtained in writing from the office of Director of Administration and Finance Unit. Rwanda National Council, P.O. BOX 3817 KIGALI. E-mail: inquiries@r nec.ac.rw

8. VALIDITY OF BIDS

Bidders remain bound by their bids for a six months period from the deadline for submission of bids.

9. PERFORMANCE BANK BOND

9.1. Within 7 days following the date of the reception of the notification of award by the buyer, the successful bidder shall provide the performance bond fixed to 10% , of the total amount of the using the model of performance bond included in the tender document (see the model of bank performance bond included in the present tender document).

9.2. Failure for the bidder to comply with provision 9.1. above shall constitute a sufficient reason for cancellation of the tender and the seizure of the performance bond, in which case the buyer may award the tender to the bidder whose bid cost is evaluated as the lowest. He/she may also give the tender to the second or call for new tender.

10. DOCUMENTS GOVERNING THE TENDER

The tender is governed by the general condition of contract applicable in the Republic of Rwanda save for modifications stipulated in the Tender Document.

11. CONTENT OF TENDER DOCUMENT

The Tender Document includes the following:

1. Invitation for bids;
2. A list of goods /services to be supplied in Lots;
3. Administrative clauses;
4. Technical specifications;
5. Documents to be submitted by the bidder (see clause 13).

12. BID CURRENCY

Bids shall be in Rwanda Francs for both unit prices and the total amounts. The bidder shall be paid in Rwandan francs too.

13. MAIN DOCUMENTS TO BE PRESENTED BY THE BIDDER

1. List of documents submitted;
2. Bidding letter duly signed and sealed in accordance with the sample form of the tender document;
3. A copy of the trade license;
4. A valid clearance certificate issued by the Caisse Social du Rwanda “Original or a certified copy”;
5. A valid clearance certificate issued by the FARG “Original or a certified copy”;

6. A valid tax clearance certificate issued by Rwanda Revenue Authority “Original or certified copy”;
7. A bid bond of 2% for each lot;
8. CVs of the persons charged with the execution of the said tender lots 1, 2, 3 and 4.

14. EVALUATION OF BIDS

14.1 Opening of Bids

The opening of bids shall be carried out in a public session and all interested bidders or their representatives are free to attend. Opening of bids shall be formulated in a manner as clear, precise and objective as possible.

14.2 Highlights of Bids

The bidders whose offers submitted conform to the tender document will be evaluated for compliance with the tender requirements and the given technical specifications and all the conditions related to the quality/price. The proposals shall be formulated in a manner as clear, precise and objective as possible.

14.3 Supplementary information about the tender

To facilitate the examination, evaluation and comparison of bids, the buyer may request the bidder to provide further explanations concerning the bid. This request and respective reply shall be done in writing. No adjustment of price will be offered or authorized.

14.4. Preliminary evaluation

The buyer shall examine the bids in order to determine whether they are complete, documents are duly signed; the bids essentially conform to the tender documents and if they are acceptable. The absence or non-conformity of documents required by Article 11 will result into the rejection of the bid.

14.5 Evaluation and Comparison of bids

14.5.1 Criteria of bid acceptability

These criteria are stipulated in Article 13.

14.5.2 Technical specifications comprise : Conformity to specifications indicated in the tender document and based on the lowest price.

14.6 Choice of the bidder

The tender shall be granted to the bidder whose offer will be deemed compliant with the tender document, after examination of all documents required and which shall have met all criteria for technical conformity of the tender document and all conditions relating to the comparative advantage in terms of quality / cost based relation.

15. NOTIFICATION OF TENDER AWARD

Within seven (7) days after the evaluation of bids, the Executive Secretary will prepare a notification of the tender award.

16. SIGNING OF THE CONTRACT

After the notification of the tender award, the contract binding on the two parties shall be prepared and signed. It must match the sample form appearing in the tender documents (see appendix I).

17. WARRANTY

The supplier shall warrant that the goods supplied under the contract are new, unused, of the most recent or current models and they incorporate all recent improvement in design and materials.

The supplier further warrants that the goods to be provided have no defect arising from workmanship or from any defect relating to materials utilized.

This warranty shall remain valid for 12 month after the goods have been delivered and accepted to the final destination indicated in the contract.

The buyer shall promptly notify the supplier in writing of any claims under this warranty.

Upon receipt of this notification, the supplier will replace the goods/services the defective goods/services or parts thereof without any charge to the purchaser.

18. PRICE REVIEW

Prices quoted by the suppliers for goods supplied and services performed under the contract shall not vary from the prices quoted by the suppliers in their bid. They are firm and non revisable during the whole contract period.

19. INCREASE OR REDUCTION IN QUANTITIES

The public administration shall reserve the right to increase or diminish the quantity of the goods/services according to needs up to 20% of the amount of the tender through a recorded delivery letter addressed to the supplier to make him aware of the modification, in the same way, it has the right of not giving an answer to the present tender.

20. LIQUIDATED DAMAGES

A penalty of 1/1000 of the total value of the goods per calendar day of delay will sanction any delay in the execution of the contract due to the supplier's defect. However, the total amount of penalties shall not exceed 10% of the total bid price.

21. HIERARCHY OF DOCUMENTS

In case of discrepancy, contractual documents constituting the general tender document prevail over others in the following order:

1. Contract of the supplier;
2. Bid;
3. Notification of Award;
4. This Tender Document;
5. General Tender Document applicable in Republic of Rwanda.

22. TERMINATION FOR NON EXECUTION

22.1 The Public Administration may without prejudice to other ways of appeal terminate the tender under the following circumstances:

- a) If the supplier fails to deliver one or all the goods/services in the duration (s) specified in the tender or any of the additional clauses agreed by the public administration.
- b) If the supplier fails to perform any other of his or her obligations related to the tender.

22.2 When the Public Administration terminates the tender in entirety, the Administration may acquire under the conditions and through ways suitable to it, goods /services of the nature of those which were not delivered. In that case the supplier shall be held responsible for any extra cost resulting from that acquisition. However, the supplier shall continue the execution of the tender if it is not terminated.

23. SETTLEMENT OF DISPUTES

23.1 The public administration and the supplier shall make all necessary efforts to reach an amicable agreement on disputes or litigations which may occur between them along the execution of the tender.

23.2 If in two (2) weeks after the launch of negotiations for an amicable agreement, the public administration and the supplier have not been able to reach an agreement, the dispute shall be referred to a competent court in Rwanda.

24. PAYMENT

The bidder is invited to propose the calendar and modalities of payment of his or her invoice. However, no start-up advance shall be granted.

The total cost shall be paid after delivery of the goods /services upon presentation of an invoice, a copy of the related order and a certificate of service signed by beneficiary or his/her representative.

25. TECHNICAL SPECIFICATIONS

The Rwanda National Examinations Council would encourages **competent firms authorized by the manufacturers** of the equipment mentioned below in **Lot1 and LOT2** to submit in their bids for the diagnostics, repair and maintenance of its equipment located at the RNEC offices in Remera, Kigali Rwanda.

LOT 1:

TWO Dell servers.

1. Dell Power Edge 2800

FEATURES Dell™ PowerEdge™ 2800 Server

Form factor Tower or 5U rack-mount

Processors Up to two single-core 64-bit Intel® Xeon™ processors at up to 3.8GHz or up to two dual-core 64-bit Intel Xeon processors at 2.8GHz

Front side bus 800MHz

Cache Up to 2MB L2 per processor core

Chipset Intel E7520

Memory : 4GB DIMMS1

Drive controller Embedded dual channel Ultra320 SCSI

RAID controller : Dual channel ROMB (PERC 4/Di), PERC 4/DC and PERC 4e/DC

Drive bays Eight 1" + Two 1" Ultra320 hot-plug SCSI .

Maximum internal storage Up to 1.46TB

Hard drives 2 8X 146GB (15,000 rpm) Ultra320 SCSI

Internal storage 10K/15K RPM SCSI drives

External storage Dell PowerVault™ SCSI and Dell/EMC fibre channel storage

External: PowerVault 114T, 124T, 132T and 136T

Network interface card Dual embedded Intel 10/100/1000 Gigabit3 NIC, Intel PRO/1000 MT Gigabit

NIC (copper), Intel PRO/1000 MF Gigabit NIC (fibre)

Power supply 930W, optional hot-plug redundant power

Availability ECC memory, Hot-plug PCI Express slots, Single Device Data Correction

(SDDC), Spare Bank, Memory Mirroring; hot-plug SCSI hard drives;

optional hot-plug redundant power; hot-plug redundant cooling; tool-less

chassis; high availability fibre channel and SCSI cluster support;

optional ROMB with 256MB battery-backed cache; optional Split

Backplane; LCD panel; Active ID

Video Embedded ATI Radeon 7000-M with 16MB SDRAM

Remote management Baseboard Management Controller with IPMI 1.5 compliance, accessible via network or serial port; optional slot-free DRAC 4/I

Systems management Dell OpenManage™

Operating systems Microsoft® Windows Server™ 2003

2. Dell Power Edge 2600

FEATURES Dell™ PowerEdge™ 2600 Server

Form factor Tower or 5U rack-mount

Processors Up to two single-core 64-bit Intel® Xeon™ processors at up to 3.8GHz or up to two dual-core 64-bit Intel Xeon processors at 2.8GHz

Front side bus 800MHz

Cache Up to 2MB L2 per processor core

Chipset Intel E7520

Memory : 4GB DIMMS1

Drive controller Embedded dual channel Ultra320 SCSI

RAID controller : Dual channel ROMB (PERC 4/Di), PERC 4/DC and PERC 4e/DC

Drive bays Eight 1" + Two 1" Ultra320 hot-plug SCSI .

Maximum internal storage Up to 800 GB

Hard drives 2 4X 146GB (15,000 rpm) Ultra320 SCSI

Internal storage 10K/15K RPM SCSI drives

External storage Dell PowerVault™ SCSI and Dell/EMC fibre channel storage

External: PowerVault 114T, 124T, 132T and 136T

Network interface card Dual embedded Intel 10/100/1000 Gigabit3 NIC, Intel PRO/1000 MT Gigabit

NIC (copper), Intel PRO/1000 MF Gigabit NIC (fibre)

Power supply 930W, optional hot-plug redundant power

Availability ECC memory, Hot-plug PCI Express slots, Single Device Data Correction

(SDDC), Spare Bank, Memory Mirroring; hot-plug SCSI hard drives;

optional hot-plug redundant power; hot-plug redundant cooling; tool-less

chassis; high availability fibre channel and SCSI cluster support;

optional ROMB with 256MB battery-backed cache; optional Split

Backplane; LCD panel; Active ID

Video Embedded ATI Radeon 7000-M with 16MB SDRAM

Remote management Baseboard Management Controller with IPMI 1.5 compliance, accessible via network or serial port; optional slot-free DRAC 4/I

Systems management Dell OpenManage™

Operating systems Microsoft® Windows Server™ 2003

LOT 2

Central UPS and Clean Power system

Symmetra PX 10kW Scalable to 80kW N+1 with Premium XR Battery Enclosure, 208V



A high-efficiency 3-phase UPS that is scalable as your data center grows up to 80kW/80kVA. Suitable for small to medium data centers or individual zones of large data centers

Includes: Start up included, User Manual, Web/SNMP Management Card

Standard Lead Time: Usually Ships within 3 Weeks

Output

Output Power Capacity 40 kW / 40 kVA

Max Configurable Power 80 kW / 80 kVA

Nominal Output Voltage 120V,208V,208V 3PH

Output Voltage Distortion Less than 3%

Output Frequency (sync to mains) 57 - 63 Hz for 60 Hz nominal

Crest Factor Unlimited

Waveform Type Sine wave

Output Connections

(1) Hard Wire 5-wire (3PH + N + G)

(1) Screw Terminals

Bypass Built-in Static Bypass

Input

Nominal Input Voltage 208V 3PH

Input Frequency 50/60 Hz +/- 5 Hz (auto sensing)

Input Connections Hard Wire 5-wire (3PH + N + G)

Input voltage range for main operations 177 - 240V

Batteries & Runtime

Battery Type

No internal battery - uses external battery system

Included Battery Modules : 20

Available Battery Slots : 30

Typical recharge time : 2 hour(s)

Lots 3 and 4

The Maintenance work will cover the following equipment

ARTICLE
PHOTOCOPIERS
CPU UNIT
BLACK DEVELOPER (For PHOTOCOPIER CANON 6028&6035
TONNER SUPPLY UNIT (For photocopiers canon 6028&6035
KYOCERA KM5050 BLACK DEVELOPER and TONNER supply
COMPUTERS
POWER SUPPLY (for Computer)
Power Supply (for Server)
Mother Board
RAM IGB (for Computers)
RAM IGB (For Servers)
OPERATING SYSTEM
ANTIVIRUS 2008
HARD DISK 80-120GB (for Computer)
Hard disk 800GB (For Server)
ELECTRONIC MATERIALS
SCREEN (Monitor) 17'' for Computer
SCREEN (Monitor)17'' for Server
MOUSSE (for Computer)
MOUSSE (for Server)
KEY BOARD (for Computer)
KEY BOARD (For Server)
DVD rewritable driver(for Computer)
DVD REWRITABLE (for Server)
DISKETTE DRIVER (for Computer)
DISKETTE DRIVER (for Server)
POWER

LOT3: PHOTOCOPIERS

LIST OF EQUIPMENTS:

N°	DESCRIPTION	QTY	U.P	TOTAL PRICE
	<u>PHOTOCOPIER</u>			
1	PHOTOCOPIERS			
	PHOTOCOPIEUSE CANON IR 5000	2		
	PHOTOCOPIEUSE CANON IR 3300	1		
	PHOTOCOPIEUSE CANON NP 6035	1		
	PHOTOCOPIEUSE CANON NP6028	1		
	PHOTOCOPIEUSE RICO AFICIO 1113	1		
	KYOCERA KM5050	1		
	S/TOTAL PHOTOCOPIERS VAT EXCLUDED			
	VAT 18 %			
	S/TOTAL FOR PHOTOCOPIER VAT INCLUDED PER YEAR			

LOT 4:

LIST OF EQUIPMENTS:

COMPUTERS AND PRINTERS			
	<u>PRINTERS</u>		
2	PRINTER (Lasert jet, Inkjet, Deskjet, etc...)	31	
	<u>COMPUTERS</u>		
3	Computers (Keyboard, screen, mouse, speakers, microphone..)	81	
	<u>Scanners</u>		
4	Scanners	2	
	<u>SEVERS</u>		
5	Servers	2	
6	Switches	5	
7	Router CISCO 2600	1	
	S/TOTAL FOR COMPUTERS AND PRINTERS EQUIPMENT VAT EXCLUDED		
	VAT 18%		
	S/TOTAL FOR COMPUTERS VAT INCLUDED PER YEAR		
	TOTAL VAT INCLUDED PER YEAR		
	QUARTERLY PAYMENT		

ALL PARTS FOR REPLACEMENT PARTS

ARTICLE	
PHOTOCOPIEUSE	
CPU UNIT	
BLACK DEVELOPER (PHOTOCOPIER CANON 6028&6035	
TONNER SUPPLY UNIT (Pour photocopier canon 6028&6035 and Kyocera KM5050.	
COMPUTERS	
POWER SUPPLY (for Computer)	
Power Supply (for Server)	
Mother Board	
RAM 1GB (for Computers)	
RAM 4GB (For Servers)	
OPERATING SYSTEM	
ANTIVIRUS 2008	

HARD DISK 0-120250GB (for Computer)	
Hard disk 140GB (For Server)	
ELECTRONIC MATERIALS	
SCREEN (Monitor) 17’’ for Computer	
SCREEN (Monitor)17’’ for Server	
MOUSSE (for Computer)	
MOUSSE (for Server)	
KEY BOARD (for Computer)	
KEY BOARD (For Server)	
DVD rewritable driver(for Computer)	
DVD REWRITABLE (for Server)	
DISKETTE DRIVER (for Computer)	
DISKETTE DRIVER (for Server)	
POWER	

IV. BANK PERFORMANCE BOND MODEL

(Owner)

B.O. BOX 3817 KIGALI

CONSIDERING THAT: (Name and address of the supplier), hereafter designed, as the “Supplier” is committed, in the execution of the Tender N°.....on.....2007, hereafter designed as “the contract” to supplying (*description of the supplies and services*);

AND THAT you have stipulated in that contract that the supplier shall provide you a performance bond of 10% issued by a recognized bank, of the amount hereafter stipulated as a guarantee of the execution of his/her obligations of good performances, as stipulated in the contract;

AND THAT we have agreed to provide a guarantee to the supplier;
 Consequently, we do hereby confirm that we are answerable to and responsible for you on the behalf of the supplier, for the maximum amount of (.....) and we are committed to paying you, upon your first written request, declaring that the supplier does not comply with the stipulations of the contract and without arguing and discussion, (any/all) sum (s) to extent of (.....) above stipulated, without having to provide proof or give reasons or motives for your request of the amount above mentioned.

The present bon is valid up to2009

Signature and the Stamp of the Guarantors

Function

Date.....

Address.....

23.3. BID BOND MODEL

CONSIDERING THAT (*name of the Bidder*) hereafter designed “Bidder” has submitted his/her bid on (*date of the deposit of the bid*) for the supply of (*name and description of the supplies*) hereafter designed as “Bid”.

We, (*Name of the Bank*) of (*name of the country*) having our Headquarters at (*address of the bank*) hereafter designed as the “Bank”, are held accountable to the owner for the sum (*mention the amount*) that bank commits itself to pay in full to the said project engaging itself, its heirs and its representatives.

Signed and authenticated by the said Bank.

On..... day of

CONDITIONS OF that obligation are the following:

1. If the bidder withdraws his/her bid during the validity period stipulated by the bidder in his or her bid or
2. If the bidder after getting the notification of the acceptance of his or her bid by the (owner) during the validity period:
 - a) fails to sign or refuses to sign the contract, while he is asked to do so; or
 - b) fails to provide or refuses to provide the bank performance bond, as provided for in the bidders’ instructions;

We commit ourselves to pay to the (*Owner*) an amount, up to maximum of the sum above stipulated at the reception of his/her written request, without for the (*Owner*) to be obliged to justify his/her request, taking into account however that in his/her request (*the Owner*) shall be mentioned that the claimed amount is due to the fact that one of the above conditions, or all the two are fulfilled and shall specify which condition (s) is (are) concerned.

The present guarantee shall remain valid up to the 30th including, after the end of the validity period, every request of the (Owner) aiming to its claim shall be addressed to the Bank in that period of thirty days.

Signature and Stamp of the Bank

Function.....