



## **TERMS OF REFERENCE FOR THE DESIGN AND PRINTING MATERIALS SERVICES**

### **INTRODUCTION**

Kigali Public Library is an open and public platform that inspires communities to read, discover, and learn. We provide access to educational, cultural, and inspirational materials in digital and physical formats. We host and create programs, workshops, and events that foster literacy, creativity, and innovation.

### **ADMINISTRATIVE INFORMATION**

#### **Purpose of the Service**

Kigali Public Library (KPL) is seeking a qualified and experienced service provider to offer **professional design and printing services**. The selected provider will be responsible for designing, printing, and delivering a variety of high-quality materials that align with the library's branding and communication needs. Quoted prices must remain valid throughout the contract duration. KPL reserves the right to enter into a one-year framework agreement with the possibility of extension based on performance. KPL also reserves the right to terminate the contract in the event of non-compliance or substandard service.

### **SCOPE OF WORK**

The service provider will be responsible for the **design and printing** of a wide range of materials, including but not limited to:

- Flyers, brochures, posters, banners, and roll-ups
- Event programs, booklets, and reports
- Business cards, folders, certificates, and notepads
- Branded promotional materials (e.g., pens, tote bags, t-shirts)
- Digital graphics for social media, presentations, and online campaigns

All deliverables must:

- Be visually appealing, professional, and aligned with KPL's brand identity
- Use high-resolution images and readable fonts
- Be printed on high-quality, durable materials as specified
- Be delivered within agreed deadlines

## **WORK DETAILS**

The service provider shall ensure:

### **1. Design Standards**

- Creative, original, and user-centered design
- Proper use of KPL logo, colors, and branding guidelines
- Prior approval of all design drafts before printing

### **2. Printing Quality**

- Use of high-quality paper and printing techniques
- Finishing (lamination, binding, trimming, etc.) must be neat and durable
- Accurate quantities and sizes as requested

### **3. Delivery**

- Timely delivery of final materials to KPL's offices
- Secure packaging to prevent damage
- Immediate replacement of any defective or incorrect prints

## **TIME FRAME**

- **Design submission:** First drafts to be submitted within 3 working days of request
- **Printing and delivery:** To be completed within 5 to 10 working days after design approval
- **Urgent orders:** Must be fulfilled within 48 hours where necessary

## HEALTH AND SAFETY

The service provider must comply with relevant health and safety guidelines, especially when handling, transporting, or installing printed materials such as banners or signage at events.

## SELECTION CRITERIA

Selection will be based on the following criteria:

- **Company registration:** Must be a legally registered business in Rwanda
- **Portfolio:** Samples of previous work showcasing design and print quality
- **Price competitiveness:** Clear and reasonable pricing structure
- **References:** Minimum of three (3) references from comparable projects
- **Capacity:** Demonstrated ability to deliver large volumes within deadlines.

## AWARD AND PAYMENT

### Award

The contract will be awarded to the provider whose proposal best meets the evaluation criteria. KPL may conduct clarifying discussions with shortlisted candidates before the final decision.

### Payment

Payment will be made upon successful delivery of requested items and submission of a valid invoice and delivery note. Payment shall be processed within 30 days of invoice receipt.

### Price Proposal

The financial proposal must include:

- Unit costs for each type of printed material and design service
- Total estimated costs per category
- Any applicable taxes
- Overall breakdown of projected contract value.

## **CONTRACT DURATION AND EXTENSION**

The agreement will be for an initial period of one year under a framework contract, with the potential for renewal based on satisfactory performance and mutual consent. Any extension must be confirmed before the current contract expires.

## **REJECTION OF PROPOSALS**

KPL reserves the right to reject any or all proposals, waive informalities, and accept the offer deemed most advantageous. Proposals may be rejected due to incomplete documentation, failure to meet specifications, or a history of poor performance in similar contracts.

## **SUBMISSION METHOD**

All proposals must be submitted at Kigali Public Library's reception, Monday to Friday between 9:00 a.m. and 5:00 p.m., before the specified deadline.