

TERMS OF REFERENCE FOR THE PROVISION OF ELECTRONICS/COMPUTERS AND ACCESSORIES

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 is seeking a competent and experienced company/firm that can provide quality materials/services for electronics, computers, and accessories to Kigali Public Library located in Kacyiru.

The service providers must guarantee the quoted prices for the duration of the contract. Kigali Public Library, with the consent of the service provider, shall have the option for one (1) year with possible extension based on the performance of the service provider. KPL reserves the right to terminate the contract at any time for violations of terms or conditions of the contract.

Corrective Repair and Maintenance Services

Based on future needs, when there is a corrective maintenance service required, KPL will refer to the submitted price catalog for materials and labor costs provided by the service provider during this bid process. KPL will assess the needed service and provide approval to undertake such service, including its labor cost. KPL reserves the right to seek price offers from other suppliers/service providers for the same corrective maintenance.

Scope of Work

- **Electronics/Computers Services**
- **Accessory Maintenance and Repair**

Work Details

1. Electronics/Computers

The service provider will perform routine checkups of all electronic systems and computers twice a week. This includes normal checks of functionality, software updates, hardware maintenance, and repairs. The contractor should assess the current load and performance of each system to ensure optimal operation and avoid any accidents.

2. Accessory Maintenance and Repair

This includes:

- Repair and/or replacement of computer peripherals (keyboards, mice, monitors, etc.)
- Installation and configuration of software and drivers
- Troubleshooting hardware and software issues
- Regular updates and maintenance of accessories

3. Technical Support Services

- Remote and on-site technical support
- Network troubleshooting and configuration
- Backup solutions and data recovery services
- General IT support as necessary

Time Frame

The contract shall provide services on the following priority basis:

- **Urgent** - 100% of all reported faults that have health and safety implications to be dealt with immediately
- **Essential** - 100% of other minor faults to be dealt with within 2 working days
- **Desirable** - To respond to all requests for advice and assistance on non-urgent cases within three working days

Health and Safety

The materials and equipment used in repair and maintenance work must adhere to standard specifications. The contractor shall consult the logistics officer before installing any equipment in or out of the KPL building. The service provider shall be responsible for completing the work to a high standard and within the required time frame or sooner. The contractor should provide clear visible ID cards to their workers, which should be worn at all times during work.

1. Selection Criteria

The selection criteria for the company are the following:

- Be a registered company in Rwanda with a good reputation and integrity
- Be financially stable to render services on credit (credit line)
- Should have provided similar services to reputable organizations or government institutions, demonstrating ability and commitment to providing priority service, including turnaround time - standard service
- Pricing of specified services and materials to be used for maintenance and repairs

- Should have stock of items available when needed
- Charges should be reasonably comparable to the market

2. Award

The contract will be awarded to the service provider whose quotes are the lowest and best meet the selection criteria. All qualifying vendor submissions will be reviewed and scored using the evaluation criteria. Upon contract award, KPL will meet with the service provider to review procedures for monitoring contract performance. In general, the service provider should anticipate that KPL will schedule onsite visits to review service performance. Contract renewal meetings shall be held prior to the end of the contract period expiration.

3. Payment

Kigali Public Library shall receive a monthly statement/report from the service provider. The statement shall identify maintenance services provided and the invoice number. The statement total must equal the sum of all items supplied, and the monthly payment amount should be attached to the statement. Each invoice must display the items provided, the received date, and will be paid within 15 days of the invoice date.

4. Price Proposal

The Service Provider must provide its proposed unit price for each item provided and the monthly payment amount. The service provider must complete the attached Price Proposal in Section III and return it with the proposal.

5. References

The service provider must provide a list of at least three references, preferably recognized institutions or NGOs (all references should be current and specified by period). The vendor should expect that Kigali Public Library will contact the references.

6. Term of Contract

The term of the contract shall be for one year, renewable if the KPL Procurement Committee agrees based on the performance of the service provider. Any additional period must be confirmed by both parties.

7. Due Date

Proposals must be submitted as hard copies at Kigali Public Library during working hours (9 am-5 pm). Deadline on July 14,2025 at 05pm

The proposer shall include the following information and documents with the RFQ package returned to KPL:

1. Administrative documents
2. Technical proposals for the provision of the services mentioned
3. Price proposals for monthly payment for the mentioned services

4. Price proposal for the attached list of items to be used for maintenance and services

Rejection of Proposals

KPL reserves the right to reject any or all proposals, to waive informalities and irregularities in the proposals received, and to accept any portion of any proposal or all items proposed if deemed to be in the best interest of KPL to do so. KPL will reject bids from any service provider for whom there is documented evidence of project delays, cost overruns, and/or documented inability to meet project performance requirements.

TECHNICAL SPECIFICATIONS

A. Electronics/Computers Materials

Item Description	UOM	QTY	Unit Price (VAT inclusive)
Desktop Computer i5: <ul style="list-style-type: none"> • Processor: i5, 12th generation or later • Ram: 8GB DDR4, upgradable up to 32GB • Storage: 512GB SSD • Input Device: Standard full-sized USB keyboard with numeric keypad • Pointing Device: USB Optical Mouse • Display Screen: LED Monitor 21.5", anti-glare screen • Graphics Resolution: 1920 x 1080 pixel • Network Interface: Gigabit Ethernet 10/100/1000, Wireless LAN 802.11 AX + Bluetooth 5.0+ • Ports: USB 3.1 Gen 2 Ports, HDMI, VGA, USB 2.0 ports, Ethernet RJ-45 Jack, Microphone-in jack • Operating system: Windows 11 Professional 64 bit activated 	PC	1	
Laptop Computer i7:	PC	1	

Item Description	UOM	QTY	Unit Price (VAT inclusive)
<ul style="list-style-type: none"> • Processor: i7, 12th generation or later • Ram: 8GB DDR4, upgradable up to 32GB • Storage: 512 Gbs SSD • Display Screen: 14” to 15.6” full HD(1920 x 1080) anti-glare screen • Network interface: Wireless LAN 802.11 AX + Bluetooth 5.0+ • Build Quality: Lightweight (<2kg), durable chassis. • Battery Life: At least 8 hours of regular usage • Backlit keyboard. • Webcam (1080p) and built-in microphone • Operating System: Windows 11 Professional 64 bit activated 			
External Hard Drive (1TB SSD)	PC	1	
USB Flash Drive (32GB)	PC	1	
Wireless Mouse: <ul style="list-style-type: none"> • Wireless connection via Bluetooth • Rechargeable via USB-C or Micro • Compatible with Windows, MacOS, and Linux. • From reputable brands. 	PC	1	
Wireless Keyboard: <ul style="list-style-type: none"> • Wireless connection via Bluetooth • Rechargeable via USB-C or Micro 	PC	1	

Item Description	UOM	QTY	Unit Price (VAT inclusive)
<ul style="list-style-type: none"> Compatible with Windows, MacOS, and Linux Full-size Keyboard or compact (QWERTY, with function keys) Backlit keys From reputable brands 			
HDMI Cable: <ul style="list-style-type: none"> Supports HDMI 2.0 or higher for 4K resolution at 60Hz (or 8K for HDMI 2.1) High-speed data transfer (up to 18 Gbps or more) Compatible with devices like TVs, monitors, projectors, laptops, ... Length: 5m 	PC	1	
Power Strip: <ul style="list-style-type: none"> Minimum of 5 outlets Surge protection Built-in safety shutters on outlets Compatibility with local voltage standards From reputable brands 	PC	1	
Surge Protector	PC	1	
Monitor (24-inch)	PC	1	
Printer (Multifunction)	PC	1	
Toner Cartridge for Printer	PC	1	
Networking Equipment (Router/Switch)	PC	1	

Item Description	UOM	QTY	Unit Price (VAT inclusive)
Miscellaneous Accessories (Cables, etc.)	PC	1	

B. Maintenance and Repair Services

Service Description	UOM	QTY	Unit Price (VAT inclusive)
Software Installation/Configuration	Service	1	
Hardware Repair	Service	1	
Technical Support	Service	1	

TECHNICAL AND FINANCIAL PROPOSALS

1. Administrative Documents

The submitted bid shall comprise the following:

- Full address of the company indicating province, district, sector, cell, village, street number, email, post office box, and bank account details (a mandatory form is provided at the end of the tender document)
- Company registration certificate (RDB)
- Taxes clearance from Social Security contributions (RSSB)
- Tax clearance certificate from Rwanda Revenue Authority (RRA)

2. Technical Proposal

A technical proposal must be submitted with a detailed description of the essential technical and performance characteristics of the services to be provided, establishing conformity to the technical specifications provided. It should include:

- **Staff/Personnel:** Submit CVs and academic certificates indicating educational background/professional qualifications, all experience, and the contact details (email and telephone number) of staff.

3. Financial Proposal

The bidder should submit costs for the listed items. Prices shall remain in effect for the term of the contract.

EVALUATION CRITERIA

Evaluation shall be by administrative, technical, and financial analysis to establish the most economically advantageous bid. Companies that fail the administrative and technical evaluation will not be evaluated for financial competence.

1. Administrative Documents

- RDB certificate (Mandatory)
- Compliance with Social Security contributions (RSSB) (Mandatory)
- Tax clearance certificate from RRA (Mandatory)

2. Technical Evaluation

- Clarity and completeness of the proposal (20%)
- Proposed delivery time (20%)
- Capacity and experience in providing similar services (30%)
- Technical personnel qualifications (30%)

3. Financial Proposal

- Price competitiveness and completeness of the price proposal