



*Communications for all in East Africa*

**BIDDING DOCUMENT FOR GOODS & RELATED SERVICES**

<b>Title of the Tender</b>	<b>FRAMEWORK CONTRACT FOR IT SUPPORT SERVICES AND PREVENTIVE &amp; CORRECTIVE MAINTENANCE FOR IT &amp; OTHER EACO EQUIPEMENTS</b>
<b>Tender reference number</b>	N° 006/EACO/ES/2021
<b>Procurement Method</b>	<b>NATIONAL OPEN TENDERING</b>
<b>Date of Issue:</b>	<b>OCTOBER, 2021</b>

**Date: 30<sup>th</sup> September 2021**

**TENDER NOTICE N° 006/ EACO/ES/ 2021**

**TITLE: FRAMEWORK CONTRACT FOR IT SUPPORT SERVICES AND  
MAINTENANCE OF EACO EQUIPMENTS (IT & OTHERS)**

**CLIENT: EAST AFRICAN COMMUNICATIONS ORGANIZATIONS (EACO)**

EAST AFRICAN COMMUNICATIONS ORGANIZATIONS (EACO) hereinafter called "Client" has funds towards the cost of the tender for the Framework Contract for IT Support Services and Maintenance of its Equipment (IT & OTHERS).

EACO invites qualified Bidders to submit their bids for the above-mentioned Tender. The tender document may be obtained from EACO website: [www.eaco.int](http://www.eaco.int), at any day from **4<sup>th</sup> October 2021**.

All bids shall be submitted online through EACO E-mail: [nsitati@eaco.int](mailto:nsitati@eaco.int) and [emukarukundo@eaco.int](mailto:emukarukundo@eaco.int) or at EACO's office in Kiyovu, RURA Building, 1<sup>st</sup> Floor **not later than 14<sup>th</sup> October 2021 at 10h00 am local time**. Late bids will not be accepted.

The opening of the bids will take place at the EACO offices on **the same date at 11h00 am**.

All bidders must pay non-refundable fee of ten thousand Rwandan Francs (**10,000 Rwf**) to EACO Bank Account No 4002200499033, opened at Equity Bank Rwanda. **Swift code: EQBLRWRW**

The bids shall remain valid for a period of **120 days** starting from the submission deadline mentioned in the tender notice.

All interested Bidders may obtain complementary information by writing using EACO email at [info@eaco.int](mailto:info@eaco.int) not later than **four (4) working days** before the fixed deadline for the submission of bids.

**Dr Ally Simba**  
**Executive Secretary**

## Bidding Document for Procurement of Services & Goods

### Section I. Instructions to Service providers, Bid Data Sheet (BDS)

No	A. General
1	The Procuring Entity is: <b>EAST AFRICAN COMMUNICATIONS ORGANISATION (EACO)</b>
2	Tender title: <b>FRAMEWORK CONTRACT FOR IT SUPPORT SERVICES AND CORRECTIVE &amp; PREVENTIVE MAINTENANCE FOR IT &amp; OTHER EACO EQUIPMENTS FOR A PERIOD OF ONE YEAR RENEWABLE TWICE</b>  Number of the lots comprising this tender are: 2
3	The Source of funds: <b>ORDINARY BUDGET</b>
4	A list of firms debarred from participating in Rwandan tenders is available on the following website: <a href="http://www.rppa.gov.rw">http://www.rppa.gov.rw</a>
<b>B. Contents of Bidding Documents</b>	
5	For Clarification of bid purposes only: Use EACO email: <a href="mailto:info@eaco.int">info@eaco.int</a> . Any clarification may be requested by writing not later than <b>4 days</b> before the fixed deadline for the submission of bids, using the above email or EACO Secretariat address below:  <b>Attention:</b> The Liaison Manager of Human Resource and Administration Ex-Fair House, 1 <sup>st</sup> Floor P.O Box 6309, Kigali- Rwanda KN6 AV 11
<b>C. Preparation of Bids</b>	
6	The language of the bid is English.
7	The Bid shall comprise the following: a) Bid submission form and Price schedules well printed, sign and properly organized; b) Trading License/Certificate of incorporation; c) Valid Tax clearance certificate; d) Valid Social Security Certificate; e) Declaration of Commitment;

	f) At least 2 References of similar tenders executed (Only Certificates of completion from Public Institutions or Certificates issued by private institutions accompanied by a copies of their contracts will be considered).
8	Alternative Bids <b>shall not be</b> considered.
9	The prices quoted by the Bidder <b>shall not be adjustable</b> .
10	Prices quoted shall correspond at least to 100 % of all items specified and <b>shall include taxes</b> .
11	The authority to establish the exchange rate shall be the “ <b>National Bank of Rwanda</b> ”
12	The bid validity period shall be <b>120 days</b> .
	<b>D. Submission and Opening of Bids</b>
13	The bids are submitted online to EACO E-mail: <a href="mailto:nsitati@eaco.int">nsitati@eaco.int</a> and <a href="mailto:emukarukundo@eaco.int">emukarukundo@eaco.int</a> and physically to EACO Secretariat to the following address:  <b>Attention:</b> The Liaison Manager of Human Resource and Administration Ex-Fair House, 1 <sup>st</sup> Floor P.O Box 6309, Kigali- Rwanda <b>KN6 AV 11</b>
14	All bids will be submitted on the above address not later than 14/10/2021, at 10h00 am. Bids will be opened on the same day at 11h00 am.
15	The bid opening shall take place at: <b>EACO Secretariat Headquarters</b>
	<b>E. Evaluation and Comparison of Bids</b>
16	Bid prices expressed in different currencies shall be converted in Rwanda Francs (RWF) The source of exchange rate shall be the National Bank of Rwanda. The date for the exchange rate shall be the bids opening date
17	Cost for IT Support shall cater for Preventive Maintenance Evaluation will be done for 2 lots as follows:  <ol style="list-style-type: none"><li>1. IT Support including Preventive Maintenance</li><li>2. Corrective Maintenance with prices for spare parts</li></ol>

<b>18</b>	Bidders shall be allowed to quote separate prices for IT support including Preventive Maintenance, and Corrective Maintenance with separate list of prices for spare parts.
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## **Section II. Evaluation and Qualification Criteria**

This Section contains the criteria that the EACO Secretariat may use to evaluate a bid and determine whether a Bidder has the required qualifications. No other criteria shall be used.

### **1. Evaluation Criteria**

The EACO Secretariat's evaluation of a bid may take into account, in addition to the Bid Price quoted, one or more of the following factors:

- (a) Service delivery proposed schedules.  
The supplier will be delivering the goods and services at EACO Headquarters all duties and taxes included.
- (b) Experience of the Company and its personnel qualifications
- (c) Meeting the technical specifications (Consideration of the Quality)

### Section III. Bidding Forms

#### 1. Identification Form

[The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: [insert date (as day, month and year) of Bid Submission]

Tender No.: [insert number of tender notice]

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1. Bidder's Legal Name *[insert Bidder's legal name]*

2. Bidder's actual or intended Country of Registration: *[insert actual or intended Country of Registration]*

3. Bidder's Year of Registration: *[insert Bidder's year of registration]*

4. Bidder's Legal Address in Country of Registration: *[insert Bidder's legal address in country of registration]*

5. Bidder's Authorized Representative Information

Name: *[insert Authorized Representative's name]*

Address: *[insert Authorized Representative's Address]*

Telephone/Fax numbers: *[insert Authorized Representative's telephone/fax numbers]*

Email Address: *[insert Authorized Representative's email address]*

## 2. Bid Submission Form

*[The Bidder shall fill in this Form in accordance with the instructions indicated No alterations to its format shall be permitted and no substitutions shall be accepted.]*

Date: *[insert date (as day, month and year) of Bid Submission]*

Invitation for Bid No.: *[insert No of IFB]*

To: *[insert complete name of Purchaser]*

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Documents,
- (b) We offer to perform the required service and supply in conformity with the Bidding Documents and in accordance with the Delivery Schedules specified in the Schedule of Requirements the following Goods and Related Services \_\_\_\_\_  
*[insert a brief description of the Goods and Related Services];*
- (c) The total price of our Bid, excluding any discounts offered in item (d) below, is: \_\_\_\_\_  
*[insert the total bid price in words and figures, indicating the various amounts and the respective currencies];*
- (d) The discounts offered and the methodology for their application are:

**Discounts:** If our bid is accepted, the following discounts shall apply. \_\_\_\_\_ *[Specify in detail each discount offered and the specific item of the Schedule of Requirements to which it applies.]*

**Methodology of Application of the Discounts:** The discounts shall be applied using the following method: \_\_\_\_\_ *[Specify in detail the method that shall be used to apply the discounts];*

- (e) Our bid shall be valid for the period of time specified in the bidding document, from the date fixed for the bid submission deadline and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (f) If our bid is accepted, we commit to obtain a performance security in accordance with the bidding requirements for the due performance of the Contract;
- (g) We have no conflict of interest in accordance with the bidding requirements;

- (h) Our firm, its affiliates or subsidiaries—including any subcontractors or suppliers for any part of the contract—has not been declared ineligible by the RPPA, under Rwanda laws or official regulations, ;
- (i) We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.
- (l) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Signed: \_\_\_\_\_ *[insert signature and stamp of person whose name and capacity are shown]*

In the capacity of \_\_\_\_\_ *[insert legal capacity of person signing the Bid Submission Form]*

Name: \_\_\_\_\_ *[insert complete name of person signing the Bid Submission Form]*

Duly authorized to sign the bid for and on behalf of: \_\_\_\_\_ *[insert complete name of Bidder]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*



## **Section IV: Technical Specification**

### **1. IT Support Services**

The ICT support services to be provided shall include Systems & Network administration, and End User Help desk services. Specifically, the contractor will be required to conduct related below activities:

1. Management and support for IT infrastructure and applications. Some of the activities involved include but not limited to:
  - a. Management of IT infrastructure
  - b. Ensure software updates and maintenance of all IT applications
  - c. Handle IT user requests
  - d. support for online meetings
2. Management and update of the EACO website to ensure good layout and remodel if required
3. Manage online and social media presence in-line with the business strategies
4. Participate in the Procurement process of IT related infrastructure and applications
5. Support EACO IT related projects
6. Provide quarterly report on the status and operation of IT facilities and Compile and maintenance of an accurate inventory of hardware and software
7. Provide technical support in respect of all IT related user requests
8. Provide technical advice on IT related matters
9. Qualifications for the IT supporter are the following:
  - (i) University degree or diploma in Information Technology, Computer Sciences, Engineering or any other related fields
  - (ii) Knowledge of Voice Network (CCNA Voice)
  - (iii) Certified Cisco Network Professional (CCNP) and CCNA Security.
  - (iv) Minimum of two years working experience as IT support staff
  - (v) Hands-on experience in trouble-shooting, networking, hardware and software maintenance
  - (vi) Knowledge of computers, basic programming and relevant software applications
  - (vii) Previous working experience in or with NGO is an asset
  - (viii) Good command of English, both written and spoken
  - (ix) Able to work under challenging circumstances with minimum supervision

N.B: The Company shall have the capacity (availability of personnel) to provide support when there is a request from EACO for intervention on problem solving in relation to the scope of work as above.

## **2. Maintenance**

### **2.1 Requirements**

1. Preventive Maintenance of all the devices will be done once in three months.
2. Reparation/Corrective Maintenance shall be done whenever required after receipt of a purchase order.
3. All work (Preventive and corrective Maintenance/Reparation) should be done in EACO offices. In case the item needs to be repaired in company's place, the release should be approved by the Liaison Manager of Human Resource and Administration. In case the item is not fixed in one week, the company should immediately provide a temporary standby device (Printers, Desktops, Laptops, tablets, etc) for EACO's work continuity until the item is completely repaired, otherwise One thousandth (1/1000) of quarterly payment will be retained on daily basis until the problem is solved.
4. Company is required to use aspirator blower to avoid dust in office.
5. Equipment required: Hit gun machine, soldering machine, GPA reflow machine,
6. A maintenance plan proposal

### **2.2 Preventive maintenance for IT Equipment (Printers/Desktops/Laptops and other related IT items)**

#### **2.2.1 Preventive maintenance for Printers**

The company will be required to perform the following assignments:

- Cleaning dust in the machine and setting good print quality;
- Lubricating the moving and checking the noise level;
- Calibrating all the AC and DC voltages components that play major role in assuring optimum print quality;
- Together with Maintenance and Support Officer, checking and setting the toner density to ensure good yield;
- Checking if any spares or consumables are required and advising the client accordingly. The proposed spares/consumables should be done in writing.
- Upgrading the software as and when required.

**2.2.2 Preventive maintenance of Laptops/Desktops and other related IT items will include**

**the following:**

- Cleaning dust in the machine using dedicated cleaning materials.
- Repair faulty or replace faulty/ non-functional Hardware parts of Laptops.
- Checking and repairing faulty peripheral devices.
- Together with Maintenance and Support Officer, checking and setting up the laptops whenever required.
- Checking if any spares or consumables are required and advising the client accordingly. The proposed spares/consumables should be done in writing.
- Upgrading the software as and when required
- Fix/ Repair system crashes due to hardware or software when required.

**2.2.3 Preventive maintenance of Servers and network infrastructure includes the following:**

- Blow and Clean dust in the servers and network devices

**I. List of items for Preventive Maintenance**

Category	Model	Quantity	Frequency	Total price
Laptops	HP Elitebook 820 G1	1	4	
	HP Elitebook 820 G1	1		
	HP Elitebook 820 G3	1		
	HP Envy x360 i7	1		
	HP Envy x360 i5	1		
	HP Envy x360 i5	1		
	HP Envy x360 i7	1		
Printing Machines	Kyocera fs-c2026	1		
	HP Color Laserjet Pro 479	1		
	Kyocera FS 6525	1		
Desktops	Dell Optplex	1		
	Dell Optplex	1		
	Dell Optplex	1		
	Dell Optplex	1		
	Dell Optplex	1		
Servers	Dell	1		
	Dell	1		
	Dell	1		
Network	Firewall/Cisco ASA5512	1		
	Firewall/CISCO FPR2100-NGFW	1		
	Network installation/Cabling	1		

	Switch/CISCO WS-C2960S-48FPS	1		
	Switch/CISCO WS-C2960S-48FPS	1		
	Router/Cisco C2911	1		
	Router/Cisco 3925	1		
	4G Router/4G Router	1		
	Cisco AP/Cisco AP7010	1		
	Unify/Ubiquity	1		
	4G Router/Huawei	1		
	Access Point/Linkys	1		
	Rack 42U/Dell	1		
	Rack 12U/Dell	1		
	UPS-SERVER/APC 20 KVA	1		
Projection	Screen/Smart Board	1		
	Screen/Smart Board	1		
	Projector/Sony VPL-DX100	1		
	Projector/Sony VPL-DX100	1		
Access Control	Fingerprint System/Fingertec	1		
	Attendance System/Fingertec	1		

## II. List of items for Corrective Maintenance

Category	Model	Quantity	Frequency	Unit price	Total price
Laptops	HP Elitebook 820 G1	1	2		
	HP Elitebook 820 G1	1	2		
	HP Elitebook 820 G3	1	2		
	HP Envy x360 i7	1	2		
	HP Envy x360 i5	1	2		
	HP Envy x360 i5	1	2		
	HP Envy x360 i7	1	2		
Printing Machines	Kyocera fs-c2026	1	2		
	HP Color Laserjet Pro 479	1	2		
	Kcyocera FS 6525	1	2		
Desktops	Dell Optplex	1	2		
	Dell Optplex	1	2		
	Dell Optplex	1	2		
	Dell Optplex	1	2		
	Dell Optplex	1	2		
Servers	Dell	1	2		
	Dell	1	2		
	Dell	1	2		
Network	Firewall/Cisco ASA5512	1	2		
	Firewall/CISCO FPR2100-NGFW	1	2		

	Network installation/Cabling	1	2		
	Switch/CISCO WS-C2960S-48FPS	1	2		
	Switch/CISCO WS-C2960S-48FPS	1	2		
	Router/Cisco C2911	1	2		
	Router/Cisco 3925	1	2		
	4G Router/4G Router	1	2		
	Cisco AP/Cisco AP7010	1	2		
	Unify/Ubiquity	1	2		
	4G Router/Huawei	1	2		
	Access Point/Linkys	1	2		
	Rack 42U/Dell	1	2		
	Rack 12U/Dell	1	2		
	UPS-SERVER/APC 20 KVA	1	2		
Projection	Screen/Smart Board	1	2		
	Screen/Smart Board	1	2		
	Projector/Sony VPL-DX100	1	2		
	Projector/Sony VPL-DX100	1	2		
Access Control	Fingerprint System/Fingertec	1	2		
	Attendance System/Fingertec	1	2		

### 2.3 Preventive Maintenance for ACs

The company shall maintain all the air conditioners (AC) of EACO in good working status. The service to be provided by the company shall include but not limited to:

- Regular preventive maintenance to be carried out on all AC units every four months;

#### 2.3.1 Scope of Work for AC maintenance

- To check and clean filters;
- To clean the evaporator and condenser coils using appropriate cleaning agent;
- To oil all motors where required;
- To check the status of the condenser;
- To check whether thermostat is working accurately;
- To check all electrical fittings and test controls;
- To check for correct refrigerant levels. If found to be low check and repair any leaks before adding further gas

- Re-filling gas if necessary;
- Replacement of spare parts when needed;

#### Supply of Refrigerant and spare parts

- In case there is need to re-fill the refrigerant into the air conditioner system or spare parts it will be supplied by the contractor.
- The need to buy the re-filling refrigerant or spare parts has to be approved by the Liaison Manager of Human Resource and Administration prior to its supply.

#### 2.2.2 List of ACs to be maintained

AC specification to be maintained	Quantity
FK-70QW 26000, Samsung	3
24000 BTU, Samsung	4

#### 2.2.3 Corrective Maintenance for ACs

The company shall respond anytime is contacted by EACO to intervene when there is a malfunction or breakdown of an AC unit at EACO within one hour maximum.

- Clean or Replace Filters;
- Check Condensing Coil;
- Check air filter;
- Check Circuit Breakers;
- Check Thermostat Settings;
- Check Outdoor Unit for Ice;
- Check Drain lines;
- Check the gas valve;
- Check if A/C fuses Are blown;

#### 2.2.4 Supply of Spare Parts

	<b>SPARE PARTS</b>	<b>Unit Price</b>
1	Compressor 26000 BTU	
2	Compressor 24000 BTU	
3	Condenser (Capacitor)	
4	A/C Filter	
5	Thermostat	
6	Gaz	
7	Copper Pipe	
8	Copper Pipe	
9	Battery for remote controller	
10	Electronic Card and remote controller mural	
11	Electronic Card and remote controller ceiling	
12	Water evacuation PVC pipe and Accessories	
13	A/C Water pump	
14	A/C Copper pipes and Accessories	
15	A/C Contactor Single phase	
16	A/C Contactor Tri phase	
17	Compressor Oil	
18	Fridge Filter	
19	Electronic circuit board for AC Model	

N.B: The cost for maintaining air conditioners shall consist of the price to maintain air conditioners (Every four months). The prices for the spare parts shall no change throughout the contract period.

### **3. Qualifications/Experience of the Company**

- (x) Legally registered organization, Business Company with requisite experience and background;
- (xi) Minimum 5 years of experience in providing IT support services (software and hardware, networking services);
- (xii) Experience in providing IT support services for multi-national organizations, inter-government organizations and the EAC related bodies is an advantage;
- (xiii) Excellent skills in the planning and execution of preventive and remedial/corrective maintenance
- (xiv) Expertise in Local Area Network (LAN) operations with at least CCNP, CCNA, CCNA Security, Firewall,
- (xv) Excellent knowledge of Telecommunication Equipment configurations and troubleshooting
- (xvi) Experience in hardware maintenance of IT equipment;
- (xvii) Experience in maintaining Photocopiers/Scanners/Fax Machines etc.
- (xviii) Experience in providing desktop support
- (xix) Experience in Online Meeting platforms such Zoom
- (xx) Experience in Online Communication systems such Logitech Groups

### **4. Payment model & requirement:**

1. The Service Provider should be paid upon submission of maintenance reports signed by the Liaison Manager of ICT and approved by the Liaison Manager of Human Resource and Administration. The payment is on quarterly basis for both IT support which includes Preventive maintenance and Corrective Maintenance for IT equipment and ACs.