



CAISSE SOCIALE DU RWANDA
BP : 250 KIGALI-RWANDA

TENDER DOCUMENT N° 34/S/CSR/2010

TITLE OF TENDER: PROVIDING MAINTENANCE AND CLEANING SERVICES

LOT 1: GACULIRO 2020 ESTATE GARDEN REHABILITATION SERVICE

LOT 2: IT EQUIPMENT MAINTENANCE SERVICE

**LOT 3: MAINTENANCE SERVICE FOR CSR WASTEWATER TREATMENT PLANTS
AND WATER PUMPS**

LOT 4: GENERATORS MAINTENANCE SERVICE

LOT 5: LIFTS MAINTENANCE SERVICE

FUNDING: SOCIAL SECURITY FUND OF RWANDA

February 2010

SECTION I

INVITATION LETTER



CAISSE SOCIALE DU RWANDA

BP : 250 KIGALI-RWANDA

NATIONAL OPEN TENDER N° RE 34/S/CSR/2010

The Social Security Fund of Rwanda invites national bids from eligible bidders to submit their bids for provision of services for the following five divisible lots:

- Lot 1: Rehabilitation of Gaculiro 2020 Estate garden;
- Lot 2: Maintenance service for CSR's IT Equipment
- Lot 3: Maintenance of CSR wastewater treatment plants and water pumps
- Lot 4: Generators maintenance service
- Lot 5: Lifts maintenance service

The competition is open to all local companies specialised in the above given field.

The complete Tender Document is available from the procurement office at the Social Security Fund of Rwanda headquarters at Kacyiru/Kigali, on working days on production of a pay-in-slip of a non refundable fee of 10,000 frw deposited on account N° 040-0281146-73, for CSR entitled "Revenus d'investissement " opened at Bank de Kigali.

For more information on the scope of the works, the compulsory site visit for Lot 1 and lot 3 is scheduled on **24th March 2010 at 9: 00 am**; appointment will be at the CSR Headquarters at Kacyiru.

Well typed bids, properly bound and presented in 3 copies, one of which is the original and 2 copies, must be submitted in sealed envelopes and should reach Social Security Fund of Rwanda headquarters at Kacyiru not later than **8th April 2010 at 10:30am**. The envelope should be addressed as follows:

THE DIRECTOR GENERAL
SOCIAL SECURITY FUND OF RWANDA
BP 250 Kigali
TENDER NOTICE N° 34/S/CSR/200

Lot :.....
"TO OPEN IN PUBLIC ONLY"

The opening of the bids will take place the same day at **11:00 am** in a public session at the Social Security Fund of Rwanda board room

Done at Kigali on

Henry K. GAPERI

DIRECTOR GENERAL

SECTION II

ADMINISTRATIVE CLAUSES

II. ADMINISTRATIVE CLAUSES

CLAUSE 1: BACKGROUND

The Social Security Fund of Rwanda hereby invites national sealed bids from eligible bidders for the following 5 divisible lots:

Lot 1: Rehabilitation of Gaculiro 2020 Estate garden;

Lot 2: Maintenance service for CSR's IT Equipment

Lot 3: Maintenance of CSR wastewater treatment plants and water pumps

Lot 4: Generators maintenance service

Lot 5: Lifts maintenance service

Participation is open to all persons and companies specialised in the field.

CLAUSE 2: PRICE AND CURRENCY OF THE BID

The bids shall be in Rwandan francs or in any convertible currency for the unit price as well as for the total bid price. The tender shall be awarded on basis of total price tax included.

The exchange rate will be given by the National Bank of Rwanda on the opening date.

The bidder shall indicate the unit prices and the total bid price of the service to be executed in the present tender.

CLAUSE 3: SUBMISSION OF BIDS

The bidders' firm shall send their bidding documents in French or English in 3 copies of which one is the original and 2 are exact copies to the original and shall be marked "ORIGINAL" or "COPY" as appropriate.

The original and all copies shall be placed in an inner envelope which shall bear the name and address of the firm. This envelope shall be placed in an outer envelope which shall bear in addition to the reference number of the bid submission the following:

**THE DIRECTOR GENERAL OF SOCIAL SECURITY FUND OF RWANDA
P.O BOX 250 Kigali, Tel : 0252 598400, Fax : 584445
Kigali Rwanda
Tender Notice N° 34/S/CSR/2010**

LOT NO:

FOR SOCIAL SECURITY FUND OF RWANDA HEADQUARTER AT KACYIRU
«TO BE OPENED ONLY AT BID OPENING»

The bids typed and well bound shall be addressed to the Director General of the Social Security Fund of Rwanda before the time indicated in the tender Notice.

CLAUSE 4: PURCHASING OF THE TENDER NOTICE

The Bidding Documents of the Tender are available at the *Social Security Fund of Rwanda main building*, P.O Box. 250 KIGALI, Tel: 0252 598400 – Fax: (250) 584445. After a payment of a non refundable amount indicated in invitation to tender.

CLAUSE 5: COMPLEMENTARY INFORMATION

Any information regarding this Tender is available at the Social Security Fund of Rwanda, on the above address.

CLAUSE 6: MODIFICATION OF BIDS

At any time but prior to the deadline prescribed for submission of bids, the contracting authority can modify, for any possible reason, on its own initiative or after a request for a clarification by a potential bidder, modify the Tender Document if he publishes an addendum.

The addendum shall be sent by letter or fax to all the bidders who will have purchased the Tender Document and which shall be compulsory in its opposition.

The aforementioned bidders will acknowledge the addendum to the client by letter or by fax as soon as possible.

To allow the potential bidders sufficient time to take the addendum into consideration during the bids' preparation, the client is free to postpone the deadline for the submission of the bids.

CLAUSE 7: VALIDITY OF BIDS

Bids shall remain valid for a period of 90 days after the date of bids opening.

CLAUSE 8: AWARD DOCUMENTS

The award documents include following documents:

1. Tender Notice;
2. Administration conditions;
3. Technical Conditions;
4. Documents to be delivered by the bidder (See Clause 9).

CLAUSE 9: DOCUMENTS TO BE DELIVERED BY THE BIDDER

1. Inventory of the deposited documents of submission
2. Submission duly signed, dated and sealed;
3. The photocopy of the trade license/ constitute papers for cooperatives;
4. A clearance certificate of accounts to the tax department that is still valid;
5. A clearance certificate from Social Security Fund of Rwanda that is still valid;
6. A bid guaranty of 500,000 Rwf for lot 1 and 200,000 frw for remaining lots.

CLAUSE 10: CONFIDENTIAL FEATURE OF THE PROCEDURE

Any information related to the examination, evaluation, comparison to the bid and recommendation related to the attribution of the contract should not be revealed to the bidders or to any person not involved into the procedure of examination and evaluation from the opening of the bids until the announcement of the contract attribution.

Any effort by the Bidders to influence the client in the examination, evaluation, ranking of proposals, and recommendation for award of Contract may result in the rejection of the bidder's proposal.

CLAUSE 11: BIDS OPENING

The opening of bids shall be in the presence of bidders' representatives who choose to attend, at the time, on the date, and at the place specified in the invitation to the tender.

The bidders' names, bid prices, discounts, bid modifications or withdrawals before the deadline of the bid submission will be announced at the opening.

In addition the SSFR will announce and record any information that it seems necessary to be known.

No bid shall be rejected at bid opening, except for late bids and electronics bids, which shall be returned unopened to the bidder.

CLAUSE 12: EVALUATION OF BIDS

12.1 Clarification of bids

The administration has all the scope to ask the bidders for clarification for their bids' examination, evaluation and comparison.

The request for clarification and the response shall be in writing.

12.2 Preliminary Examination

The administration will examine the bids to determine whether they are complete, whether required sureties have been furnished, whether documents have been properly signed and whether the bids are generally in accordance with the bidding documents.

The absence or the non-validity of the document as mentioned in the article 9 leads to the elimination of the bid.

12.3 Evaluation and comparison of the bids

12.3.1 Administrative analysis:

The criteria of acceptance of bids are given in the article 9.

12.3.2 Technical analysis:

The Technical Proposal shall be evaluated according to the technical evaluation criteria as mentioned in terms of reference and conditions given in this tender document. The proposed method and services should be of the most recent model and up to date materials to be used.

12.3.3 Financial analysis:

The bidder whose Technical Proposal is accepted and whose Financial Proposal is the most profitable is accepted to be awarded the tender.

CLAUSE 13: CHOICE OF THE BIDDER

The contract will be awarded to the successful Bidder whose bid had been determined to be substantially responsive to the Bidding Document after the examination of all required documents and which is responsive to the technical conditions of the Bidding Document and to all the relative conditions to comparative advantage “**quality-price ratio**”.

CLAUSE 14: NOTIFICATION OF AWARD

Prior to the expiration of the period of bid validity the contracting authority will notify the successful bidder in writing that its bid has been accepted.

This letter entitled ‘Notification award’ shall indicate the amount that SSFR owes to the supplier according to the prescription of the contract.

SSFR will promptly notify each unsuccessful bidder and will discharge its bid security.

CLAUSE 15: REVISION OF THE PRICES

Prices quoted by the bidders shall be fixed during the bidders’ performance of the contract and not be subject to variation on any account. They are firm and not reviewable during the entire period of the contract.

CLAUSE 16: REGULATION OF LITIGATIONS

For all non predictable cases in these specifications and in case of litigations, the contracting parties can refer to regular clauses applicable in signing the contracts concerning delivery of goods and services in the Republic of Rwanda.

In case of failure of direct negotiations any controversy or claiming that may appear in the contract or any breach of the contract will be decided according to the law of Rwanda in force.

SECTION III

QUALITY AND COST SPECIFICATIONS FORMS

It's a responsible for the bidders, for each lot, to show their specifications offers according to the details in the proposed forms given below. The proposal given by the bidders will show how much they are competent for rendering the services.

Form I. EQUIPMENTS, MACHINES AND CHEMICALS TO BE USED (APPLICABLE FOR LOT 1).

| S/N | Description of service | Materials and Special machines to be used | Chemicals to be used | Cost |
|--------------|------------------------|---|----------------------|------|
| | | X | | |
| | | X | | |
| | | X | | |
| | | | X | |
| | | | X | |
| | | | X | |
| Total | | | | |

Form II. ESTIMATION COST OF MATERIALS AND CHEMICALS (APPLICABLE FOR LOT 1).

| S/N | Designation | Quantity and unit | Unit price | Total cost |
|-----|--------------|-------------------|------------|------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | TOTAL | | | |

Form III. OTHER CHARGES

| S/N | Description | Quantity and unit | Unit price | Total cost |
|-----|--------------|-------------------|------------|------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | TOTAL | | | |

Form IV. NUMBERS OF STAFF REQUIRED AND ESTIMATE PAY (APPLICABLE FOR ALL LOTS)

| S/ N | Description of staff | Number | (*)Number of Intervention (duration/how many times) | Remuneration | Total cost |
|-------------|-----------------------------|---------------|---|---------------------|-------------------|
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |

(*) The bidder should specify if the staff proposed will be deployed full time in the given period or should precise the number of the intervention per a week/month/term.

FICHE V. SUMMARY OF THE TOTAL ESTIMATION COST (FOR ALL LOTS).

| S/ N | Description | Amount |
|-------------|--------------------|---------------|
| | | |
| | | |
| | | |
| | GRAND TOTAL | |

SECTION IV

TECHNICAL SPECIFICATIONS AND REQUIRED SERVICES

SCOPE OF WORKS AND TECHNICAL CRITERIA

1. SCOPE OF WORKS

The tender is divided in five divisible lots as shown below and the required service concerns the following items:

LOT 1: GACULIRO 2020 ESTATE GARDENS REHABILITATION SERVICE

This service refers to the rehabilitation of 15,288 square meters gardens located at Gaculiro 2020 Estate/Gasabo district. The main duties to be performed are maintaining the existing plants, planting other garden trees (a tree/20 sqm approx.) and putting in flowers, fertilization, watering, fumigation and any other related activity for good look and durability of the gardens.

The execution period is 7 months including 4 months for rehabilitation works and 3 months for maintenance service after rehabilitation. A final hand over will take place after full period upon garden review status. After provisional reception, the contractor should benefit a payment of 80% of the total amount of the contract. Remaining rate (20%) will be paid after final reception.

Lot 2: IT Equipment maintenance service

The maintenance contract service is for one year renewable. The equipments to be maintained are the following;

| No | Designation | Specifications | Location | |
|----|-----------------|---------------------------|--|----|
| 1 | 32 Printers | hp laser jet 4350 n | Headquarter | 13 |
| | | hp color laser jet 3600 n | Headquarter | 3 |
| | | hp color laser jet 1600 n | Headquarter | 1 |
| | | hp color laser jet 5550 n | Headquarter | 1 |
| | | hp deskjet 6940 n | Headquarter | 4 |
| | | Hp psc 1613 | Headquarter | 1 |
| | | Hp laserjet 2015 | Headquarter | 4 |
| | | Hp laserjet 1320 | Headquarter | 4 |
| | | Laserjet 1300 | Headquarter | 1 |
| 2 | 36 Photocopiars | 5 IR 2020 | 4 at Headquarter and 1 at Nyarugenge branch | 5 |
| | | Canon IR 1018 | 1 at Headquarter and 29 at district branches | 30 |
| | | 1 kerosel 3245 | Headquarter | 1 |
| 3 | 2 Faxes | Recoh fax 1140 L | Headquarter | 1 |

| | | | | |
|---|-------------------|----------------|-------------|----|
| | | Canon fax-L250 | Headquarter | 1 |
| 4 | Air- conditioners | LG, 14 A | Headquarter | 32 |

The contractor will ensure that the above equipments are always in good operating conditions. He will ensure regularly interventions and general cleaning services for at least each term. The contractor will be responsible for all maintenance services.

Lot 3: MAINTENANCE SERVICE FOR CSR WASTEWATER TREATMENT PLANTS AND WATER PUMPS

Through several visits, maintenance services will cover (but not limited to) the following tasks:

- Checking the general state of the wastewater treatment plants and water pumps
- Maintenance of the blower (oil level, tension, filter and other functional areas)
- Measure of sludge rate
- Test of decant ability
- Measure of oxygen dissolved in the beginning and the end of ventilation
- Measure of ph
- Maintenance of the empty pumps
- Checking of the valves three ways
- Electricity consumptions of the engines
- Quality control of rejection of water (visual and olfactive)
- Performing any other activity related to the maintenance;
- Producing the maintenance report on the agreed period;

The contract is for one year renewable.

Lot 4: GENERATORS MAINTENANCE SERVICE

The service provider will ensure that the following CSR generators are maintained:

| No | Designation | Specifications | Location | Quantity |
|-----------|--------------------|------------------------------------|--|-----------------|
| 1 | 30 generetors | 415 KVA, Brand pramac | Headquarter | 1 |
| | | 4 KVA, Brand : ELEMAX 53000 | District branches excluding Kigali City branches | 16 |
| | | 2.7 KVA, Brand Honda GX 160 | District branches excluding Kigali City branches | 11 |
| | | 6 KVA, YAMAHA 2000 and SDMO Brands | CSR house located at Kiyovu/ Nyarugenge | 2 |

The contract is for one year renewable.

LOT 5: Lifts maintenance service

There are two lifts of FUGJI brand to be maintained regularly and they are located in CSR head office. The contractor in charge of maintenance service have to ensure that the regular checking were done and all technical problems that can be raised are handled in preventive manner. The latter should be

ready to respond to all support calls from client for emergencies cases. The contract is for one year renewable.

2. TECHNICAL EVALUATION CRITERIA

Lot 1: Gaculiro 2020 Estate garden rehabilitation service

The technical evaluation criteria's are the followings:

1. Experience of the bidders in the gardening service proved by at least two certificates of completion;
2. A signed CV and certified copy of at least a secondary education certificate of a supervisor who will be appointed full time on the site; An experience in that field proved by service certificate prior rendered is also required;
3. Other available staff to be involved in the contract;
4. A work plan containing the materials/chemicals to be used and work schedule;
5. A site visit certificate

The financial offer which indicates the detailed prices, payment modality and the staff management is required.

Lot 2: Maintenance of CSR IT Equipments

The technical evaluation criteria's are the followings:

1. Experience of the bidders in the field of IT equipments maintenance service proved by at least two relevant certificates of completion;
2. The signed CVs and certified copy of certificate at least secondary education certificate in Information management, computer science and related field for at least two technicians who will be appointed for the execution of the contract; An experience of 3 years minimum in that domain is required;
3. A hardware engineer in charge of coordination of service (CV and degree certificate are required);
4. A proposed work plan for provision of service.

Lot 3: Maintenance of CSR wastewater treatment plants and water pumps

1. Experience of the bidders in the field of installation/maintenance of similar wastewater treatment plants proved by at least two relevant certificates of completion or ongoing contracts service certificate;
2. The signed CV and certified copy of degree certificate in mechanical engineering, water engineering or other related field who will be appointed for the execution of the contract; An experience of 3 years minimum in that domain is required;
3. A work plan and work schedule. We note that the bidder must describe his methodology to carry out his duties and to present at large his skills and experience in carrying out the same services.
4. A site visit certificate

Lot 4: Generators maintenance service

1. Experience of the bidder in electronic/mechanical equipments proved by at least one certificate of completion;
2. The signed CVs and certified copy of certificate at least secondary education certificate in electromechanical and related field for the staff who will be involved in the execution of the contract; At least two technicians with 2 years of experience minimum are required;
3. A proposal plan for maintenance service.

Lot 5: Lifts maintenance service

1. Experience of the bidders in the field of installation/maintenance of FUJI lifts proved by at least two relevant certificates of completion or ongoing contracts service certificate;
2. The signed CV and certified copy of degree certificate electromechanical engineer or related field of technician who will be appointed for the execution of the contract; An experience of 5 years minimum in that domain is required;
3. A proposal of maintenance service plan. We note that the bidder must describe his methodology to carry out his duties and to present at large his skills and his understandings in carrying out the same services.
4. Have FUJI keypad for Data inverter and FUJI OPP2000 keypad.
5. Known from FUJI manufacture;

Standard of services:

The contractor shall perform his/her obligations with all due diligence, efficiency and economy of a professional and shall employ appropriately advanced and acceptable technology and methods of rendering the required services including personnel and materials.

The client has a right to set such acceptable standard and take remedial/upgrading action where necessary, at the contractor's expense.

NOTE: Any spare part necessary during maintenance services which the value is not exceeding 200,000 Frw should be bought by the Service Provider upon the client approval and be included in reimbursable expenses; While the spare part with value exceeding the above mentioned amount should be provided by the Client.

SECTION V

FORM OF CONTRACT

CONTRACT

N°/...../.....

DATE:.....

SUPPLIER :

PURCHASER : SOCIAL SECURITY FUND OF RWANDA

FINANCING : SOCIAL SECURITY FUND OF RWANDA

AMOUNT OF THE CONTRACT : (.....)

NUMBER OF COPIES IN ORIGINAL: 2

Between undersigned,

The Social Security Fund of Rwanda, having its headquarters at Kigali P.O.Box 250 Kigali, hereinafter named « Client» represented by its Director General, Mr GAPERI KANYESIIME Henry,

And

..... with headquarters at..... P.O.Box....., Named «Supplier Firm" represented by its Director, Mr.....

IT HAS BEEN SUITED AND DECREED WHAT FOLLOWS:

Article 1: Aim of the contract

The present contract has for objective of

The services are detailed in terms of reference.

Article 2: Contractual documents

The contractual documents are by order of priority the following:

- 1- the present contract
- 2- notification letter of the offer
- 3- the offer submitted by the signage services;
- 4- the tender document with its appendices.

These documents are annexed to the present contract and make integral part of it.

Article 3: Commitments

The Service Provider commits itself to execute with care and according to rules of art prescriptions described in terms of reference according to modes and conditions of the contract.

The Service Provider commits itself to execute the so-called services according to the in force regimentation in the Republic of Rwanda.

The owner will assist The Service Provider in order to get information or the necessary administrative documents for the execution of its services. The possible expenses therefore will be in charge of the Service Provider.

Article 4: General quality of Services

The Service Provider will conform itself to terms of reference and all relative supplementary precision to terms of reference given by the owner. The proposed supply must be of recent technology and must have all the improved materials.

Article 5: Duration of the services

The contractual delay begins from the date of the order of service to begin the execution. The maximum total services execution duration is 12 months renewable.

Article 6: Right to review price

Prices are fixe and non revisable during all the duration of the contract.

Costs of the services contain all expenses (direct and indirect) necessary to complete the work required in the present terms of reference.

Article 7: Confidentiality

The firm shall in no case reveal to an unauthorized person or entity any confidential information obtained during the execution of the services nor make public any conclusion or recommendation relating to the services.

Article 8: Contract Amount

The contractual and non-revisable amount of the present contract is fixed to the sum of:.....

This amount is obtained by application of the unit prices on the detailed bill of quantities in the present contract.

Article 9: Form and payment modalities

To be proposed by bidder. However only service delivered should be paid by Client

Article 10: Penalties for Delay

All work completion delay not being due to unavoidable circumstances will be penalized at the rate of a thousandth (1/1000th) of the amount of the contract per day from the first day of delay.

These penalties will be applied without notice and will be deducted from payments. No ulterior complaint will be accepted. The maximum amount of penalties is fixed to 10% of the amount of the contract.

Article 11: Contract Cancellation

When the Service Provider doesn't conform to the arrangements of the contract, the owner will at any time be able to terminate the contract or will be able to stop the execution of the services.

In case of contract termination, a valuation of the completed services will be done. Deduction will be made of deposits to the Service Provider, advance payments, guarantee and surplus expenses resulting from the new tender. However, in case of unavoidable circumstances, the Provider can notify to the owner before forty eight hours.

Article 12: Case of unavoidable circumstances

If during the progress of delivering services the Contractor meets conditions or obstacles of any nature that one could not reasonably foresee, it must immediately give notification of it to the Client. Consequent arrangements should be taken unanimously on proposition of the Service Provider.

Article 13: Regulation of litigations

The Client and the Service Provider will use all possible means to amicably get out of any dispute occurring between them.

If not, the litigation will be brought to jurisdictions of the Republic of Rwanda.

The present contract comes into force on the day of its signature by the contracting parties.

Done at Kigali, the...../...../2010

For the Consulting Firm

For the Social Security Fund of Rwanda

The Director General