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Document Identification	FOM 3.11.01



RWANDA MEDICAL SUPPLY (RMS)

Title of the Tender:	HIRING A COMPANY FOR PROVISION OF FLEET MANAGEMENT SYSTEM AND DEVICES TO RMS VEHICLES (RE-TENDERED)
Tender Reference:	059/NC/NCB/2025/2026/RMS
Procurement Method:	National Competitive Bidding
Contract Type:	FRAMEWORK AGREEMENT
Date of issue:	..24../03../2026
Date and time of submission and public opening of bids:	Deadline for submission ..10.../04../2026 at 10am local time. Public opening: ..10.../04../2026 at 10:30 am local time



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SBD for Procurement of Goods

and related Services

Summary

PART 1 – BIDDING PROCEDURES

Section I. Instructions to Bidders (ITB)

This Section provides information to help Bidders prepare their bids. Information is also provided on the submission, opening, and evaluation of bids and on the award of Contracts. Section I contains provisions that are to be used without modification.

This Section specifies the criteria to be used to determine the lowest evaluated bid, and the Bidder's qualification requirements to perform the contract.

Section II. Bidding Forms

This Section includes the forms to be submitted with the Bid namely: the bid form, Price Schedules, Bid Security, etc.

PART 2 – SUPPLY REQUIREMENTS

Section III. Terms of References

This Section includes the List of Goods and Related Services, the Delivery and Completion Schedules, the Technical Specifications and the Drawings that describe the Goods and Related Services to be procured.

PART 3 – CONTRACT

This part comprises the form of contract that will be part



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Invitation for Bids

TITLE: HIRING A COMPANY FOR PROVISION OF FLEET MANAGEMENT SYSTEM AND DEVICES TO RMS VEHICLES(RE-TENDERED)

Tender Number: 059/NC/NCB/2025/2026/RMS

Type of contract: Framework Agreement

Client: Rwanda Medical Supply (RMS)

Dear Esteemed bidders,

RMS LTD invites eligible bidders to submit their offers for the establishment of a framework agreement for **HIRING A COMPANY FOR PROVISION OF FLEET MANAGEMENT SYSTEM AND DEVICES TO RMS VEHICLES**] as indicated in the schedule of requirements. The framework agreement(s) shall be conducted for a period not exceeding four (4) years prior to a new competition. Such agreement shall be implemented by signing a two-years contract renewable once upon satisfactory performance by the supplier.

The tender document shall be obtained from RMS Head Office on working day 08:30 am to 5 pm local time, from Monday to Friday, upon presentation of the proof of payment of a non-refundable fee of ten thousand (10,000) Rwandan Francs or its equivalent in freely convertible currency paid to one of the following accounts: 1000009586 (Currency: FRW) and 1000009624 (Currency: US\$) – Swift Code: BNRWRWRW) of CAMERWA ASBL opened at NATIONAL BANK OF RWANDA and 00040-00049366-26 of RMS, opened in BANK OF KIGALI.

The bids remain valid for a period of 120 days starting from the submission deadline above mentioned.

All bids shall be accompanied by a Bid security of 2% of the total unit prices of the bid, duly signed and sealed by the guarantor.

Offers may be submitted a well printed bids, properly bound and presented in two copies, one of which is the original, must be couriered or hand-delivered in a sealed envelope marking the reference number of the tender must be submitted at the reception of the address below before/...../2026 at 10:00AM local time. Late bids will not be accepted. Bids opening will be the same day at **10:30am** local time at the following address.

Rwanda Medical Supply (RMS) Limited

Village: Virunga, Cell: Kibaza, Sector: Kacyiru , District: Gasabo, KN 8 Ave, Kigali

All interested bidders may obtain some complementary information by writing on the email rms.procurement@rms.rw copy to imahirwe@rms.rw within three-sixths (3/6) of the deadline period for the submission of tenders as of the date of tender notice publication days before the fixed deadline for the submission of bids.

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Done at Kigali on 24/09/2026

Dr. LOKO Abraham
Chief Executive Officer



PART 1 - BIDDING PROCEDURES

Section I. Instructions to Bidders (ITB)

1. Scope of Bid

- 1.1 Rwanda Medical Supply Ltd, issues these Bidding Documents for the provision of services incidental thereto as specified in Section II, Schedule of Requirements. The name and identification number of this (*National*) Competitive Bidding (NCB) procurement are 059/G/NCB/2025/2026/RMS for **HIRING A COMPANY FOR PROVISION OF FLEET MANAGEMENT SYSTEM AND DEVICES TO RMS VEHICLES** The name, identification, and number of lot is: **1 lot indivisible**.
- 1.2 Throughout these Bidding Documents:
- (a) “Rwanda Medical Supply Ltd” means the agency with which the selected service provider signs the Contract for the Services.
 - (b) “Contract” means the agreement between the Rwanda Medical Supply Ltd and the successful bidder.
 - (c) “Day” means calendar day.
 - (d) “Government” means the Government of the Republic of Rwanda.
 - (e) “Instructions to Bidders” means the document which provides Bidders with all information needed to prepare their Bids.
 - (f) “SBD” means the Standard Bidding Document, which must be used by the RMS Ltd as a guide for the preparation of the Bidding Document.

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- (g) “Sub-Contractor” means any person or entity with whom the Bidder subcontracts any part of the Supplies.
- (h) the “lowest – evaluated bid” means a bid which is substantially responsive and offers the lowest price.

2. Source of Funds

The Rwanda Medical Supply Ltd has received funds (hereinafter called “funds”) from *the source of funds or financing agency* from toward the cost of the project (name of the tender). The Client intends to apply a portion of the funds to the payments under the contract for which these Bidding Documents are issued.

3. Fraud and Corruption

3.1 Rwanda public procurement policy requires that all bidders, suppliers, and contractors, their subcontractors and the procuring entities representatives, observe the highest standard of ethics during the procurement and execution of such contracts.¹ In pursuance of this policy, Rwanda Public Procurement Authority:

defines, for the purposes of this provision, the terms set forth below as follows:

- (i) “corrupt practice”² means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence an employee or Government entity



¹ *In this context, any action taken by a bidder, supplier, contractor, or a sub-contractor to influence the procurement process or contract execution for undue advantage is improper.*

² *“another party” refers to a public official acting in relation to the procurement process or contract execution]. In this context, “public official” includes World Bank staff and employees of other organizations taking or reviewing procurement decisions.*

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- (ii) “fraudulent practice”³ means any act or omission, including a misrepresentation, that knowingly or recklessly misleads or attempts to mislead an employee to obtain a financial or other benefit or to avoid an obligation
- (iii) “collusive practice”⁴ means arrangement between two or more parties designed to achieve an improper purpose, including influencing another party or the emmployee
- (iv) “coercive practice”⁵ means any act intending to harm or threaten to harm directly or indirectly persons, their works or their property to influence their participation in the procurement process or affect its performance
- (v) “obstructive practice” is
- (aa) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a RMS Ltd investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or
- (bb) acts intended to materially impede the exercise of the RMS Ltd ’s inspection and audit rights provided for under sub-clause 3.1 (e) below.

Will reject a proposal for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question;

Will sanction a firm or individual, including declaring ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for, or in executing a contract; and



³ a “party” refers to a public official; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.

⁴ “parties” refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non-competitive levels.

⁵ a “party” refers to a participant in the procurement process or contract execution.

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Will have the right to require that a provision be included in bidding documents and in contracts, requiring bidders, suppliers, and contractors and their sub-contractors to permit the RMS Ltd to inspect their accounts and records and other documents relating to the bid submission and contract performance and to have them audited by auditors appointed by the RMS Ltd.

4. Eligible Bidders

4.1 Eligible bidders are those who deal in commercial activities and registered as businesses or those holding professional licenses. Other bidders eligible for public procurement are provided for in internal procurement manual.

4.2 To be eligible bidders may be required to prove that they are members of a professional body or that they abide by any other rules or procedures set by any regulatory body in collaboration with stakeholders in public procurement.

4.3 Participation is open on equal conditions to all companies or persons fulfilling the requirements herein except where:

- (i) The bidder is currently blacklisted
- (ii) The bidder has been prosecuted and found guilty in court, including any appeals process on corruption charges
- (iii) The bidder is bankrupt
- (iv) The Bidder has been excluded in accordance with regional or international conventions.

This criterion shall also apply to the proposed subcontractors or suppliers for any part of the Contract including Related Services.

4.4 A Bidder shall not have a conflict of interest. All bidders found to have conflict of interest shall be disqualified. Bidders may be considered to have a conflict of interest with one or more parties in this bidding process, if they:

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- (a) are or have been associated in the past, with a firm or any of its affiliates, for the preparation of the design, specifications, and other documents to be used for the procurement of the goods to be purchased under these Bidding Documents; or
- (b) submit more than one bid in this bidding process. However, this does not limit the participation of subcontractors in more than one bid;

4.5 A Bidder that is under a declaration of ineligibility by RMS Ltd, at the date of contract award, shall be disqualified. The list of debarred firms is available at the website specified of RMS Ltd or other regulatory bodies.

4.6 Government-owned enterprises shall be eligible only if they can establish that they (i) are legally and financially autonomous, (ii) operate under commercial law, and (iii) are not a dependent agency of the Purchaser.

4.7 Bidders shall provide such evidence of their continued eligibility satisfactory to the Purchaser, as the Rwanda Medical Supply ltd shall reasonably request.

5 Eligible Goods and Related Services

5.1 All the Goods and Related Services to be supplied under the Contract may have their origin in any country.

5.2 For purposes of this Clause, the term “goods” includes commodities, raw material, machinery, equipment, and industrial plants; and “related services” include services such as insurance, installation, training, and initial maintenance.

5.3 The term “origin” means the country where the goods have been mined, grown, cultivated, produced, manufactured or processed; or, through manufacture, processing, or assembly, another commercially recognized article results that differs substantially in its basic characteristics from its components.

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A. Contents of Bidding Documents

6 Bidding Documents

6.1 The Bidding Documents consist of Parts 1, 2, and 3, which include all the Sections indicated below, and should be read in conjunction with any Addendum issued. Each page of the bidding document shall bear the procuring entity's stamp.

PART 1 Bidding Procedures

- Section I. Instructions to Bidders (ITB)
- Section II. Bidding Forms

PART 2 Supply Requirements

- Section III. Schedule of Requirements (ToRs)

PART 3 Contract

- 6.2 The Invitation for Bids issued by the Rwanda Medical Supply ltd is part of the Bidding Documents.
- 6.3 The Rwanda Medical Supply ltd is not responsible for the incompleteness of the Bidding Documents and their addendum, if they were not obtained directly from the Purchaser.
- 6.4 The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Documents. Failure to furnish all information or documentation required by the Bidding Documents may result in the rejection of the bid.
- 6.5 Administrative documents required to bidders shall refer to the Laws in force in the bidders' home country

7 Clarification of Bidding Documents

Any bidder may request in writing to the procuring entity, at its address rms.procurement@rms.rw, for clarifications on the bidding document. The Rwanda Medical Supply ltd shall respond to any

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request for clarification within five (5) days from the day of its reception. Any clarification may be requested by writing within four-sixths (4/6) of the deadline period for the submission of tenders as of the date of tender notice publication.

The Rwanda Medical Supply Ltd shall communicate and forward, without disclosing the source of the request for clarification, to all bidders the copies of the clarifications that were given in response to the request by the Procuring Entity. Should the Rwanda Medical Supply Ltd deem it necessary to amend the Bidding Documents as a result of a clarification, it shall do so following the procedure under the Clause 8.

8 Modification to the Bidding Documents

- 8.1 Before the deadline for submission of bids, on its own initiative or in response to bidders' concerns, the Rwanda Medical Supply Ltd may modify the bidding document by issuing addenda.
- 8.2 Any addendum thus issued shall be part of the bidding document and shall be communicated and forwarded in writing to all bidders who had bought the bidding document⁶ and shall be made public through the communication channel that the Rwanda Medical Supply Ltd used to advertise the initial tender notice. Bidders who were given copies of addendum after they had bought the bidding document shall acknowledge receipt of each addendum in writing to the Procuring Entity.
- 8.3 To give prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, the Rwanda Medical Supply Ltd may, at its discretion, extend the deadline for the submission of bids, as stated in the tender notice.

B. Preparation of Bids

9 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Rwanda Medical Supply Ltd shall not be responsible or liable for those costs, regardless of the

⁶ It is therefore important that the Rwanda Medical Supply Ltd maintain a complete and accurate list of recipients of the Bidding Documents and their addresses.

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conduct or outcome of the bidding process. The Rwanda Medical Supply ltd shall not be liable for any consequences related to the rejection of all bids or the cancellation of the procurement proceedings due to the reasons provided for by the law on public procurement as modified and completed to date, unless it is proved that it was a consequence of its irresponsible conduct.

However, the Rwanda Medical Supply ltd may charge a 100 RWF per page for obtaining copies of the bidding documents determined by the internal procurement manual. The cost of the bidding document shall only be equivalent to the amount of money required to cover costs of its reproduction and its distribution.

10 Language of Bid

The Bid, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Purchaser, shall be written in the language English Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages into the language English, in which case, for purposes of interpretation of the Bid, such translation shall govern.

11. Documents Comprising the Bid

The Bid shall comprise the following:

Required documents:

The following documents will be the basis for preliminary screening:

- a) Copy of Trading License issued by RDB (should be in services related)
- b) Written confirmation authorizing the signatory of the Bid to commit the Bidder (power of Attorney) in case the person who signed the bid is not the legal representative,
- c) Bid Security is 2% of the total unit prices of the bid provided in terms of bank guarantee or insurance.
- d) Tax clearance certificate: a copy of a valid Tax clearance/ non-clearance certificate issued by Rwanda Revenue Authority (RRA)
- e) A valid copy of the social security certificate issued by Rwanda Social Security Board (RSSB)
- f) Proof of payment of tender document

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- g) At least two (2) copies of completion certificates for similar services in terms of volume and complexity provided to public institutions or recognized business organizations.

a. FINANCIAL DOCUMENTS

- h) Price schedule well filled, dated and signed, using the forms provided.

12 Bid Submission Form and Price Schedules

- 12.1 The Bidder shall submit the Bid Submission Form using the form furnished in Section II, Bidding Forms. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.
- 12.2 The Bidder shall submit the Price Schedules for Goods and Related Services, according to their origin as appropriate, using the forms furnished in Section II, Bidding Forms.

13 Alternative Bids

Alternative Bids **shall not be** considered with the only exception being the alternative mode of transportation

14 Bid Prices and Discounts

- 14.1 The prices and discounts quoted by the Bidder in the Bid Submission Form and in the Price Schedules shall conform to the requirements specified below.
- 14.2 All lots and items must be listed and priced separately in the Price Schedules.
- 14.3 The price to be quoted in the Bid Submission Form shall be the total price of the bid, excluding any discounts offered.
- 14.4 The Bidder shall quote any unconditional discounts and indicate the method for their application in the Bid Submission Form.
- 14.5 Prices shall be quoted as specified in each Price Schedule included in Section II, Bidding Forms. The dis-aggregation of price components is required solely for the purpose of facilitating the comparison of bids by the Procuring Entity. This shall not in any way limit the

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Procuring Entity's right to contract on any of the terms offered. In quoting prices, the Bidder shall be free to use transportation through carriers registered in any country.

- 14.6 Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account, unless otherwise specified in the **price schedule**. A Bid submitted with an adjustable price quotation shall be treated as non-responsive and shall be rejected. However, if in accordance with the **price schedule**, prices quoted by the Bidder shall be subject to adjustment during the performance of the Contract, a bid submitted with a fixed price quotation shall not be rejected, but the price adjustment shall be treated as zero.
- 14.7 If so indicated, bids are being invited for individual contracts (lots) or for any combination of contracts (packages). Unless otherwise indicated in the **price schedule**, prices quoted shall correspond to 100 % of the items specified for each lot and to 100% of the quantities specified for each item of a lot. Bidders wishing to offer any price reduction (discount) for the award of more than one Contract shall specify the applicable price reduction in accordance with ITB Sub-Clause 14.4 provided the bids for all lots are submitted and opened at the same time.

15 Currencies of Bid

The Bidder shall quote in **Rwandan Francs**.

16 Documents Establishing the Conformity of the Goods and Related Services

- 16.1 To establish the conformity of the Goods and Related Services to the Bidding Documents, the Bidder shall furnish as part of its Bid the documentary evidence that the Goods conform to the technical specifications and standards specified in Section III, Schedule of Requirements.
- 16.2 The documentary evidence may be in the form of literature, drawings or data, and shall consist of a detailed item by item description of the essential technical and performance characteristics of the Goods and Related Services, demonstrating substantial responsiveness of the Goods and Related Services to the technical specification, and if applicable, a statement of deviations and exceptions to the provisions of the Schedule of Requirements.

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- 16.3 The Bidder shall also furnish a list giving full particulars, including available sources and current prices of spare parts, special tools, etc., necessary for the proper and continuing functioning of the Goods during the period following commencement of the use of the goods by the Procuring Entity. Period of time the within which Goods are expected to be functioning (for the purpose of spare parts): life-span of the goods. N/A
- 16.4 Standards for workmanship, process, material, and equipment, as well as references to brand names or catalogue numbers specified by the Rwanda Medical Supply ltd in the Schedule of Requirements, are intended to be descriptive only and not restrictive. The Bidder may offer other standards of quality, brand names, and/or catalogue numbers, provided that it demonstrates, to the Procuring Entity's satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified in the Schedule of Requirements.

17 Documents Establishing the Qualifications of the Bidder

Manufacturer's authorization is **Required if the bidder is not the manufacturer: N/A**

18 Bids Validity Period

- 18.1 Bids shall remain valid for the period 120 days after the bid submission deadline date prescribed by the Purchaser. A bid valid for a shorter period shall be rejected by the Rwanda Medical Supply ltd as non-responsive.
- 18.2 In exceptional circumstances, prior to the expiration of the bid validity period, the Rwanda Medical Supply ltd may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. If a Bid Security is requested, it shall also be extended for a corresponding period. A Bidder may refuse the request without forfeiting its Bid Security.

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19 Format and Signing of Bid

19.1 The Bidder shall prepare one original of the documents comprising the bid as described in ITB Clause 11 and clearly mark it “ORIGINAL.” In addition, the Bidder shall submit copies of the bid and clearly mark them “COPY.” In the event of any discrepancy between the original and the copies, the original shall prevail.

19.1 The original and a copy of the bid shall be typed in indelible ink, stamped and signed by a person duly authorized to sign on behalf of the Bidder.

19.2 Any interlineation, erasures, or overwriting shall be valid only if they are signed or initialled by the person signing the Bid.

C. Submission and Opening of Bids

20 Submission, Sealing and Marking of Bids

20.1 Bidders are required to submit their bids by hand.

Bidders submitting bids by hand, shall enclose the original and each copy of the Bid, in separate sealed envelopes, duly marking the envelopes as “ORIGINAL” and “COPY.” These envelopes containing the original and the copies shall then be enclosed in one single envelope. The inner envelopes shall bear the name and address of the Bidder;

(a) The outer envelopes must be anonymous and be addressed to the Rwanda Medical Supply ltd; and

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- (b) The outer envelopes must bear the specific identification of this bidding process indicated in the tender notice and any additional identification marks as **specified in this tender document**; and
- (c) Bear a warning not to open before the time and date for bid opening, in accordance with the tender notice.

20.2 If all envelopes are not sealed and marked as required, the Rwanda Medical Supply Ltd will assume no responsibility for the misplacement or premature opening of the bid.

21 Bid Security

21.1 The Bidder shall furnish as part of its bid, a Bid Security, if required.

21.2 The Bid Security shall be in the amount specified in the tender notice and denominated in Rwanda Francs or a freely convertible currency, and shall:

- (a) at the bidder's option, be in the form of either a guarantee from a banking institution or another authorised financial institution;
- (b) be substantially in accordance with one of the forms of Bid Security included in Section II, Bidding Forms, or other form approved by the Rwanda Medical Supply Ltd prior to bid submission;
- (c) be payable promptly upon written demand by the Rwanda Medical Supply Ltd in case the bidder withdraws the bids or fails to sign the contract.
- (d) be submitted in its original form; **copies will not be accepted.**
- (e) remain valid for a period of 30 days beyond the validity period of the bids, as extended, if applicable, in accordance with ITB Clause 18.2;

21.3 If a Bid Security is required, any bid not accompanied by a substantially responsive Bid Security, shall be rejected by the Rwanda Medical Supply Ltd as non-responsive.

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21.4 The Bid Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's contract signature.

21.5 The Bid Security may be forfeited executed:

- (a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Submission Form, except as provided in ITB Sub-Clause 18.2; or
- (b) if the successful Bidder fails to:
 - (i) sign the Contract
 - (ii) furnish a Performance Security in accordance with ITB Clause 42;
- (c) if the successful Bidder refuses corrections of its financial offer.

21.6 The Bid Security of a *Joint Venture (JV)* must be in the name of the *JV* that submits the bid.

21.7 If a bid security is **not required**.

21.8 if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Letter of Bid Form.

21.9 if the successful Bidder fails to: sign the Contract or furnish a performance security.

21.10 The Rwanda Medical Supply ltd may declare the Bidder disqualified to be awarded a contract for a period of time **pursuant to the Internal Procurement Manual**.

22. Deadline for Submission of Bids

20.3 Bids must be received by the Rwanda Medical Supply ltd at the address and no later than the date and time **specified in the tender notice**.

20.4 The Rwanda Medical Supply ltd may, at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents, in which case all rights and obligations of the

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Rwanda Medical Supply Ltd and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

23. Late Bids

The Rwanda Medical Supply Ltd shall not consider any bid that arrives after the deadline for submission of bids, as specified in the tender notice. Any bid received by the Rwanda Medical Supply Ltd after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder.

24. Withdrawal, Substitution, and Modification of Bids

- a. A Bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative, and shall include a copy of the authorization (the power of attorney), except that no copies of the withdrawal notice are required. The corresponding substitution or modification of the bid must accompany the respective written notice.
- b. Bids requested to be withdrawn shall be returned unopened to the Bidders.
- c. No bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Submission Form or any extension thereof.

25. Bid Opening

- a. Bid opening will be done physically in the presence of bidders who wishes to attend.

26. Evaluation and Comparison of Bids

27. Confidentiality

- a. Information relating to the examination, evaluation, comparison, and post-qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Contract Award.

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- b. Any effort by a Bidder to influence the Rwanda Medical Supply Ltd in the examination, evaluation, comparison, and post-qualification of the bids or contract award decisions may result in the rejection of its Bid.
- c. From the time of bid opening to the time of Contract Award, if any Bidder wishes to contact the Rwanda Medical Supply Ltd on any matter related to the bidding process, it should do so in writing .

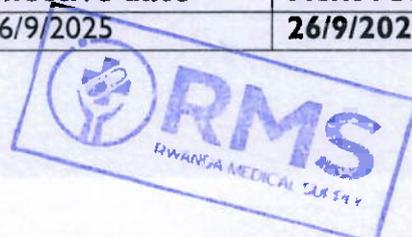
28. Clarification of Bids

To assist in the examination, evaluation, comparison and post-qualification of the bids, the Rwanda Medical Supply Ltd may, at its discretion, ask any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder in respect to its Bid and that is not in response to a request by the Rwanda Medical Supply Ltd shall not be considered. The Procuring Entity's request for clarification and the response shall be in writing. No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Rwanda Medical Supply Ltd in the Evaluation of the bids. At his/her own initiative, a bidder may provide clarifications on his/her bid but which shall not change its price or substance.

29. Responsiveness of Bids

- a. The Procuring Entity's determination of a bid's responsiveness is to be based on the contents of the bid itself.
- b. A substantially responsive Bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:
 - i. affects in any substantial way the scope, quality, or performance of the Goods and Related Services specified in the Contract; or
 - ii. limits in any substantial way, inconsistent with the Bidding Documents, the Procuring Entity's rights or the Bidder's obligations under the Contract; or

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- iii. if rectified would unfairly affect the competitive position of other bidders presenting substantially responsive bids.
- c. If a bid is not substantially responsive to the Bidding Documents, it shall be rejected by the Rwanda Medical Supply ltd and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.

30. Non-conformities, Errors, and Omissions

- a. Provided that a Bid is substantially responsive, the Rwanda Medical Supply ltd may waive any non-conformities or omissions in the Bid that do not constitute a material deviation.
- b. Provided that a bid is substantially responsive, the Rwanda Medical Supply ltd may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.
- c. Provided that the Bid is substantially responsive, the Rwanda Medical Supply ltd shall correct arithmetical errors on the following basis:
 - (a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of the Rwanda Medical Supply ltd there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;
 - (b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
 - (c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.

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- d. If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be rejected.

31. Preliminary Examination of Bids

- a. The Rwanda Medical Supply ltd shall examine the bids to confirm that all documents and technical documentation requested in ITB Clause 11 have been provided, and to determine the completeness of each document submitted.

32. Examination of Terms and Conditions; Technical Evaluation

The Rwanda Medical Supply ltd shall examine the Bid to confirm that all terms and conditions specified in the GCC and the SCC have been accepted by the Bidder without any material deviation or reservation.

The Rwanda Medical Supply ltd shall evaluate the technical aspects of the Bid submitted as specified in this tender document, to confirm that all requirements specified in Section I, Schedule of Requirements of the Bidding Documents have been met without any material deviation or reservation.

If, after the examination of the terms and conditions and the technical evaluation, the Rwanda Medical Supply ltd determines that the Bid is not substantially responsive, and shall reject the Bid.

33. Conversion to Single Currency

For evaluation and comparison purposes, the Rwanda Medical Supply ltd shall convert all bid prices expressed in amounts in various currencies into an amount in a single currency Rwandan Francs using the selling exchange rates established by National Bank of Rwanda and on the opening date.

34. Domestic Preference

Domestic preference shall be a factor in bid evaluation in compliance with procurement Principles.

35. Evaluation of Bids/Financial

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- a. The Rwanda Medical Supply ltd shall evaluate each bid that has been determined, up to this stage of the evaluation, to be substantially responsive.
- b. To evaluate a Bid, the Rwanda Medical Supply ltd shall only use all the factors, methodologies and criteria defined in this Tender Document. No other criteria or methodology shall be permitted.
- c. To evaluate a Bid, the Rwanda Medical Supply ltd shall consider the following:
 - (a) evaluation will be done for Items or Lots and the Bid Price as quoted.
 - (b) price adjustment for correction of arithmetic errors shall be done where necessary.
 - (c) price adjustment due to discounts offered where applicable.
 - (d) adjustments due to the application of the evaluation criteria from amongst those set out in Section I, Evaluation and Qualification Criteria;
- d. The Procuring Entity's evaluation of a bid will exclude and not take into account:
 - (a) In the case of Goods manufactured in Rwanda, sales and other similar taxes, which will be payable on the goods if a contract is awarded to the Bidder;
 - (b) in the case of Goods manufactured outside Rwanda, already imported or to be imported, customs duties and other import taxes levied on the imported Good, sales and other similar taxes, which will be payable on the Goods if the contract is awarded to the Bidder;
 - (c) any allowance for price adjustment during the period of execution of the contract, if provided in the bid.
- e. The Procuring Entity's evaluation of a bid may require the consideration of other factors, in addition to the Bid Price quoted. These factors may be related to the characteristics, performance, and terms and conditions of purchase of the Goods and Related Services. The effect of the factors selected, if any, shall be expressed in monetary terms to facilitate

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comparison of bids, unless otherwise specified in Section I, Evaluation and Qualification Criteria. The factors, methodologies and criteria to be used shall be specified

- f. These Bidding Documents shall allow Bidders to quote separate prices for one or more lots, and shall allow the Rwanda Medical Supply Ltd to award one or multiple lots to more than one Bidder. The methodology of evaluation to determine the lowest-evaluated lot combinations is specified in Section I, Evaluation and Qualification Criteria.

36. Comparison of Bids

The Rwanda Medical Supply Ltd shall compare all substantially responsive bids to determine the lowest-evaluated bids.

37. Post-qualification of the Bidder

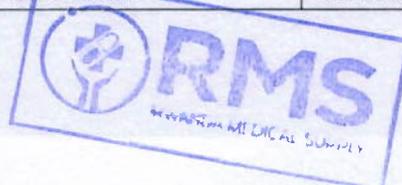
- a. The Rwanda Medical Supply Ltd shall determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated and substantially responsive bid is qualified to perform the Contract satisfactorily.
- b. The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder.
- c. An affirmative determination shall be a prerequisite for award of the Contract to the Bidder. A negative determination shall result in disqualification of the bid, in which event the Rwanda Medical Supply Ltd shall proceed to the next lowest evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

38. Procuring Entity's Right to Accept Any Bid, and to Reject Any or All Bids

The Rwanda Medical Supply Ltd reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract signature by both parties, without thereby incurring any liability to Bidders.

D. Award of Contract

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39. Award Criteria

The Rwanda Medical Supply Ltd shall award the Contract to the Bidder whose offer has been determined to be the lowest evaluated bid and is substantially responsive to the Bidding Documents, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.

40. Procuring Entity's Right to Vary Quantities at Time of Award

At the time the Contract is awarded, the Rwanda Medical Supply Ltd reserves the right to increase or decrease the quantity of Goods and Related Services originally specified in this tender document, Schedule of Requirements, provided that this does not exceed 20% of the initial scope, and without any change in the unit prices or other terms and conditions of the bid and the Bidding Documents.

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41. Notification of Award

- a. Before the expiry of the bid validity period, the Rwanda Medical Supply ltd shall simultaneously notify the successful and the unsuccessful bidders of the provisional outcome of the bids evaluation.
- b. The notification shall specify that the major elements of the procurement process would be made available to the bidders upon request and that they have five (5) days in which to lodge a protest, if no protest, both successful and unsuccessfully bidders would be given a final notification before a contract is signed with the successful bidder(s).
- c. The successful bidder may be required to provide a performance security in accordance with the internal procurement manual. Such a security shall be between 5-10 % of the contract Price/order Price
- d. Upon signature of a contract, the Rwanda Medical Supply ltd shall discharge their bid security to all bidders.
- e. The written contract shall base on the bidding document, the successful bid, any clarification received and accepted, and any correction made and negotiations agreement between the Rwanda Medical Supply ltd and the successful bidder.

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42. Signing of Contract

- a. Promptly after final notification, Rwanda Medical Supply Ltd shall send, to the successful Bidder, the draft agreement for review and signature.
- b. Within 15 (fifteen) days, after receipt of the Agreement, the successful Bidder shall sign, date, stamp and return it to the Client.
- c. In case signing of the Contract Agreement is prevented by any export restrictions attributable to the country of the supplier, or to the use of the products/goods, systems or services to be supplied, where such export restrictions arise from trade regulations from a country supplying those products/goods, systems or services, the Bidder shall not be bound by its bid, always provided, however, that the Bidder can demonstrate to the satisfaction of the Rwanda Medical Supply Ltd that signing of the Contract Agreement has not been prevented by any lack of diligence on the part of the Bidder in completing any formalities, including applying for permits, authorizations and licenses necessary for the export of the products/goods, systems or services under the terms of the Contract.

43. Performance Security

- 42.1 Within 15 days, after receipt of notification of award from the Procuring Entity, the successful Bidder, if required, shall furnish the Performance Security, using for that purpose the Performance Security Form included in Section III Contract forms, or another Form acceptable to the Procuring Entity.
- 42.2 Failure of the successful Bidder to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security or execution of the Bid-Securing Declaration. In that event the Rwanda Medical Supply Ltd may award the Contract to the next lowest evaluated Bidder, whose offer is substantially responsive and is determined by the Rwanda Medical Supply Ltd to be qualified to perform the Contract satisfactorily.

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Joint Venture (JV) Partner Information Form

[The Bidder shall fill in this Form in accordance with the instructions indicated below].

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

Tender No.: *[insert number of tender notice]*

Page _____ of _____ pages

1. Bidder's Legal Name: <i>[insert Bidder's legal name]</i>
2. JV's Party legal name: <i>[insert JV's Party legal name]</i>
3. JV's Party Country of Registration: <i>[insert JV's Party country of registration]</i>
4. JV's Party Year of Registration: <i>[insert JV's Party year of registration]</i>
5. JV's Party Legal Address in Country of Registration: <i>[insert JV's Party legal address in country of registration]</i>
6. JV's Party Authorized Representative Information Name: <i>[insert name of JV's Party authorized representative]</i> ID/Passport Number <i>[Insert ID or Passport Number]</i> Address: <i>[insert address of JV's Party authorized representative]</i> Telephone/Fax numbers: <i>[insert telephone/fax numbers of JV's Party authorized representative]</i> Email Address: <i>[insert email address of JV's Party authorized representative]</i>
7. Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation or Registration of firm named in 2, above, in accordance with ITB Sub-Clauses 4.1 and 4.2.

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- In case of government owned companies from Rwanda, documents establishing legal and financial autonomy and compliance with commercial law, in accordance with ITB Sub-Clause 4.5.

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Bid Submission Form

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[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]*

Tender No.: *[insert number of tender notice]*

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

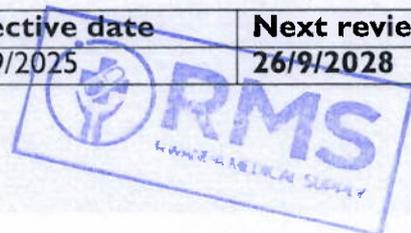
Alternative No.: *[insert identification No if this is a Bid for an alternative]*

To: *[insert complete name of Purchaser]*

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Documents, including Addenda No.: _____ *[insert the number and issuing date of each Addenda];*
- (b) We offer to 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];*

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Price Schedule Forms

*[The Bidder shall fill in this Price Schedule Form in accordance with the instructions indicated. The list of line items in column 1 of the **Price Schedules** shall coincide with the List of Goods and Related Services specified by the Rwanda Medical Supply ltd in the Schedule of Requirements.]*

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Bid Security

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[The Bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.] _____

[Bank's Name, and Address of Issuing Branch or Office]

Beneficiary: _____ [Name and Address of Procuring Entity]

Date: _____

BID GUARANTEE No.: _____

We have been informed that [name of the Bidder] (hereinafter called "the Bidder") has submitted to you its bid dated (hereinafter called "the Bid") for the execution of [name of contract] under Tender Notice / Invitation for Bids No. [Tender Notice /IFB number] ("the Tender / IFB").

Furthermore, we understand that, according to your conditions, bids must be supported by a bid guarantee.

At the request of the Bidder, we [name of Bank] hereby irrevocably undertake to immediately pay you any sum or sums not exceeding in total an amount of [amount in figures] ([amount in words]) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) has withdrawn its Bid during the period of bid validity specified by the Bidder in the Form of Bid; or
- (b) having been notified of the acceptance of its Bid by the Rwanda Medical Supply Ltd during the period of bid validity, (i) fails or refuses to execute the Contract Form; or (ii) fails or refuses to furnish the performance security, if required, in accordance with the Instructions to Bidders; or
- (c) refuses to accept the correction of errors in its bid price in accordance with the tender document.

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This guarantee will expire within thirty (30) days after the contract signature with the successful bidder.

Consequently, any demand for payment under this guarantee must be received by us at the office on or before that date.

_____ *[Name, Position, signature(s) and stamp of the authorised bank official(s)]*

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Performance Security

[The Bank, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated]

Date: *[insert date (as day, month, and year) of Bid Submission]*
Tender No. and title: *[insert no. and title of bidding process]*

Bank's Branch or Office: *[insert complete name of Guarantor]*

Beneficiary: *[insert complete name of Purchaser]*

PERFORMANCE GUARANTEE No.: *[insert Performance Guarantee number]*

We have been informed that *[insert complete name of Supplier]* (hereinafter called "the Supplier") has entered into Contract No. *[insert number]* dated *[insert day and month]*, *[insert year]* with you, for the supply of *[description of Goods and related Services]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a Performance Guarantee is required.

At the request of the Supplier, we hereby irrevocably undertake to pay you any sum(s) not exceeding *[insert amount(s)⁷ in figures and words]* upon receipt by us of your first demand in writing declaring the Supplier to be in default under the Contract, without cavil or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee shall expire, no later than the 30 day after official reception of goods or works, and any demand for payment under it must be received by us at this office on or before that date. However, before that expiration date, if the planned contract execution period has been delayed or extended, or its value increased, the contractor shall respectively extend the validity period of this performance security or increase its amount accordingly.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 758, except that subparagraph (ii) of Sub-article 19(a) is hereby excluded.

[Signatures of authorized representatives of the Bank and the Supplier]

⁷ The Bank shall insert the amount(s) specified in the SCC and denominated, as specified in the SCC, either in the currency(ies) of the Contract or a freely convertible currency acceptable to the Purchaser.

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TERMS OF REFERENCE (TOR) FOR FLEET MANAGEMENT SYSTEM AND DEVICES TO RMS VEHICLES

1. TERMS OF REFERENCE (TOR)

1. Introduction and Background

Rwanda Medical Supply Ltd (RMS), as the national health supply chain institution, maintains a fleet of vehicles to ensure timely and reliable distribution of essential health commodities to public health facilities across Rwanda.

Rwanda Medical Supply Ltd (RMS) is charged with the critical national mandate of ensuring that all public health facilities in Rwanda have timely and reliable access to essential medical commodities. To fulfill this mission, RMS operates a dedicated fleet of vehicles that serve three primary functions: inbound logistics, by collecting ordered supplies from international ports and local suppliers; outbound logistics, by distributing these commodities from central and regional warehouses to district hospitals, health centers, and outreach clinics; and emergency dispatches, by rapidly responding to stock-out alerts, disease outbreaks, or other crises requiring immediate delivery of life-saving products.

This fleet not only underpins RMS's day-to-day operations but also directly supports our broader strategic goals. Under Strategic Objective improving operational efficiency for financial sustainability, the fleet must be managed in a way that minimizes total cost of ownership, reduces fuel and maintenance expenses, and maximizes vehicle uptime. Meanwhile, Strategic Objective driving digital transformation relies on full visibility into fleet movements, maintenance schedules, and driver performance, making telematics and integrated data systems a cornerstone of our future plans.

By optimizing our fleet's operational capacity with strategic objective, RMS can enhance service reliability, optimize logistics cost, and accelerate our transition to a fully digital supply-chain platform.

1. Purpose

The purpose of this Terms of Reference is to outline the scope of work, technical requirements, and responsibilities of the contractor for the supply, installation, and maintenance of a vehicle tracking and fleet management system. The system shall include all necessary hardware, software, and sensors to provide comprehensive fleet monitoring, reporting, and security.

2. Scope of Work

The contractor shall:

- Supply and install vehicle tracking units, sensors, and accessories in the designated vehicles.
- Provide access to a secure web and mobile fleet management software platform.
- Configure the system for real-time tracking, reporting, and event alerts.

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- Provide preventive and curative maintenance throughout the contract period.
- Train client staff on the use of the fleet management system.
- Ongoing system monitoring, reporting and support

3. Core Fleet Management Functional Requirements

The Fleet Management System must include the following four (4) core modules, which shall be native, fully integrated, and operational.

No	Module	Descriptions
1	Movement Monitoring (Mandatory)	Real-time vehicle tracking Trip history and route playback Stop and idle time detection Geofencing with alerts Unauthorized movement and towing detection Distance, speed, and utilization reporting
2	Fuel Monitoring (Mandatory)	Fuel monitoring shall be supported through physical sensors, CAN/OBD integration, and/or system analytics, and shall include: Fuel level monitoring Fuel consumption per trip and per vehicle Refuelling detection Fuel anomaly and sudden drop detection Fuel efficiency analytics (e.g. L/100km or equivalent)
3	Driver Behaviour Monitoring (Mandatory)	Over speed detection Harsh braking detection Harsh acceleration detection Harsh cornering / turning detection Alcohol detects Driver behaviour scoring and summaries Safety and compliance reports
4	Maintenance Management (Mandatory)	Preventive maintenance scheduling (time, mileage, or engine hours) Automated maintenance alerts Maintenance history per vehicle Vehicle availability and downtime tracking Garage or workshop management interface Maintenance performance reporting

4. Preventive Maintenance

The contractor shall carry out preventive maintenance, including but not limited to:

- Verifying device connectivity and data transmission.
- Applying firmware and software updates as necessary.
- Checking and testing backup batteries in each tracking unit.
- Calibrating sensors (fuel, ignition, door, etc.) to maintain accuracy.

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- Ensuring SIM cards and data communication are active and functional.
- Testing system features such as geofencing, event reporting, and history playback.

5. Curative (Corrective) Maintenance

The contractor shall provide corrective maintenance whenever a fault is reported or detected. This shall include:

- Diagnosing faults in tracking units, sensors, or communication modules.
- Repairing or replacing defective hardware and accessories.
- Reconfiguring the system in case of disconnection, tampering, or software errors.
- Responding to emergencies within 24 hours from the time he/she is contacted.
- Ensuring availability of spare parts and replacements for quick restoration.

6. Training and Capacity Building

The contractor shall provide adequate training to the client's staff to ensure proper usage and management of the system. Training shall include but not be limited to:

- Operation of the web and mobile fleet management software.
- Accessing real-time tracking and reports.
- Creating and managing geofences, alerts, and notifications.
- Analysing reports and statistics on vehicle usage, fuel consumption, and driver behaviours.
- Basic troubleshooting and escalation procedures.
- Maintenance and garage workflows
- Dashboard usage and analytics interpretations

7. Reporting

The contractor shall prepare and submit detailed reports for all maintenance activities, including:

- Preventive maintenance checklists and outcomes.
- Corrective maintenance actions taken and parts replaced.
- System performance status after each intervention.
- Training session summaries and participant lists.
- Fuel consumption and anomalies
- Driver behaviours and safety
- Fleet movement and utilization

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8. Technical requirement for personnel

The contractor shall ensure that all personnel assigned to this project are suitably qualified, experienced, and certified to carry out the installation, configuration, and maintenance of fleet management and vehicle tracking systems. The minimum requirements are as follows:

8.1. Project Manager / Lead Engineer:

Must have a notified bachelor's degree in electrical, Electronics, or Mechanical Engineering, possess at least a training certificate in GPS/Telematics Installation and maintenance from a recognized institution.

8.2. Technicians

One technician must have at least notified A1 or A2 Diploma in Electronics, Electrical, or Mechanical Engineering, hold a notified training certificate in Automotive Electrical or a related field, possess a minimum of three years' hands-on experience in GPS tracking system installation and maintenance, demonstrate knowledge of electrical wiring, vehicle power systems, and sensor integration, and be capable of configuring tracking software and troubleshooting both hardware and software issues, supported by signed CV

8.3. Software / System Support Specialist:

Must have notified diploma of Ao Degree in Computer Science, ICT, or a related field, hold a recognized training certificate in Fleet Management Software or Cloud Systems Administration, and possess at least two years of experience in fleet management platforms, cloud-based systems, and mobile/web applications maintenance, proven by signed CV.

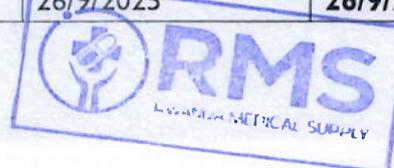
8.4. General Requirements:

- Personnel must be available for both preventive and corrective maintenance throughout the contract period
- The bidder is required to attach manufacturer's catalogues (Manuals) and datasheets for the proposed GPS tracking devices and software to be supplied.
- The bidder is required to submit valid CE (European Standards) or FCC (US Standards) certificates, or any other recognized international certificate, for the proposed GPS tracking devices.

9. Technical specifications

9.1. GPS Tracking Unit (Hardware)

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General Overview

- **Category:** Must use Compact 4G GPS Tracker
- **Connectivity:** GSM/GPRS, GNSS (GPS, GLONASS, GALILEO, BEIDOU, QZSS), Bluetooth 4.0 LE
- Must have a power backup battery as a power supply
- Support digital inputs like ignition status, fuel level, engine immobilizer control, oil level, crash detection, Towing detection, etc.....
- Must have USB Interface for micro-USB for configuration and firmware updates from software
- Must also have GNSS receiver with at least 33 channel receivers.
- Support Bluetooth and at least up to 32 GB for data storage in area where connectivity for SIM Card GSM is poor.

9.2. Sensors (External / Optional Components)

Bidders must supply and integrate the following sensors with the GPS tracking unit to ensure complete fleet monitoring and management:

- **Fuel Level / Oil Sensor:** Measures fuel and engine oil levels accurately to monitor consumption, detect theft, and optimize refuelling schedules.
- **Ignition / Engine Status Sensor:** Detects vehicle ignition status to monitor engine usage, idling time, and unauthorized starts.
- **Door / Access Sensor:** Detects opening and closing of vehicle doors to monitor security and unauthorized access.
- **Crash / Impact Sensor:** Detects collisions, sudden shocks, or abnormal acceleration/deceleration events to report incidents immediately.
- **Overspeed Sensor:** Monitors vehicle speed and triggers alerts when predefined speed thresholds are exceeded.
- **OBDII / CAN Bus Interface:** Reads vehicle diagnostics and parameters such as engine status, mileage, fuel usage, and error codes.
- **Digital Output Control:** Allows remote engine immobilization in case of theft or unauthorized use.

10. Software platform

- Web and mobile applications for real-time tracking and fleet management.
- Vehicle location monitoring with history playback and route analysis.
- Geofence creation with alerts for entry/exit of predefined areas.
- Event reporting for overspeed, idling, crash, towing, unauthorized access, and ignition status.
- Fuel consumption and engine oil usage monitoring with sensor integration.
- Support for customizable reports and statistics on trips, fuel usage, mileage, and driver behavior.
- Driver identification and monitoring (c.g., driver ID integration or PIN entry).

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- Remote control functions such as engine immobilization or alerts for unauthorized usage.
- Notifications via SMS, email, or app push for critical events.
- Dashboard analytics with charts, graphs, and exportable data for management review.
- Integration capability with existing fleet management, ERP, or logistics platforms.
- Secure access for multiple user roles with permission-based controls.
- Historical trend analysis and predictive alerts for maintenance, fuel optimization, and driver safety.

11. Security, Data Protection, and Hosting Requirements

11.1 Data Security

The system shall implement appropriate technical and organizational security measures, including:

- User authentication and role-based access control
- Encrypted data transmission (in transit)
- Secure storage of fleet and user data
- Activity logging and audit trails for all system access and actions

11.2 Data Hosting and Residency

- Fleet data shall be hosted in a secure environment compliant with **Rwanda's data protection and privacy laws**, including Law No. 058/2021 relating to the protection of personal data and privacy.
- Data hosting may be on-premise, government-approved local infrastructure, or approved cloud infrastructure, provided compliance requirements are met.
- The contractor shall ensure data ownership remains with RMS

11.3 Data Access and Confidentiality

- Access to fleet data shall be strictly controlled based on user roles.
- The contractor shall not share, reuse, or disclose RMS data without prior written authorization.
- Data backups and disaster recovery mechanisms shall be in place to ensure system continuity.

12. Price Schedule

- Hardware supply and Installation
- Fleet management software subscription
- Optional sensors and add-ons
- Monthly/quarterly maintenance and support costs

13. Warranty

- Warranty of one year after installation of fleet management system in all RMS Vehicle
- Preventive/Curative maintenance after one year of warranty

14. Technical specifications table summary and quantity

S/n	Item description	Qty	Unit price	Total price
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1	Supply and installation of fleet management system for all RMS vehicles (to include, GPS Tracking Unit, fuel level sensor, Oil level sensor, Engine status sensor, Door sensor, Crash sensor, Over speed sensor, OBDII / CAN Bus Interface, Digital Output Control, and the software) with one year of warranty	50			
2	Software subscription per vehicle (inclusive of movement, fuel, driver behavior, and maintenance modules)/Monthly	50			
3	Preventive Maintenance per vehicle (quarterly, after one year of warranty)	50			
4	Supply and installation of Fuel level sensor unit (in case of Curative maintenance)	1			
5	Supply and installation of Oil level sensor (in case of Curative maintenance)	1			
6	Supply and installation of Engine status sensor (in case of Curative maintenance)	1			
7	Supply and installation of Door sensor (in case of Curative maintenance)	1			
8	Supply and installation of Crash sensor (in case of Curative maintenance)	1			
9	Supply and installation of Over speed sensor (in case of Curative maintenance)	1			

The bidder shall clearly specify whether connectivity costs are included in subscription and how SIM management will be handled.

The price should be provided in 2 separate forms:

A) Table 1: Device + installation per vehicle

B) Table 2: Monthly subscription (including connectivity), Maintenance cost after warranty

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After contract signature, the service provider should provide Quarterly performance reports including:

- Fleet utilization report
- Fuel savings report
- Driver behaviour trends
- Maintenance compliance rate
- System uptime

RWANDA MEDICAL SUPPLY LIMITED (RMS LTD)

KG 509 St- Kacyiru- Gasabo, Kigali City, P. O. Box 640 Kigali-Rwanda

CONTRACT FOR PROVISION OF

BY AND BETWEEN

RWANDA MEDICAL SUPPLY LIMITED (RMS LTD)

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AND

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.....

Contract number/...../..../2025/2026/RMS
Contract amount and currency	
Contract duration	
Type of contract	
Contract administrator/Manager	
Date of Contract	

2025

o

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In consideration of the terms and covenants of this contract and other valuable consideration, the parties agree as follows:

Article 1: Purpose of the Contract

The purpose of this Contract is to confirm in writing the mutual understanding by and between **Rwanda Medical Supply Limited (RMS Ltd)**, (“Client”) with an address at KG 509 St- Kacyiru- Gasabo, Kigali City, P. O. Box 640 Kigali, Rwanda;

And

....., (the Service Provider) a company incorporated under the laws of.....and having its principal place of business at..... Tax Identification Number..... concerning the supply ofas stipulated in technical specifications and supply requirements and standards attached to this contract.

Article 2: Object of the Contract

The object of this contract is to deliver to the Client the services as listed in **Annex I**: list of services, frequency and technical specifications.

Article 3: Language and Notice

- a) The contract as well as all correspondence and documents relating to the Contract exchanged by the Client and the Service provider, shall be written in English;
- b) All notices required to be given under this contract shall be also in English, put in writing, and deemed to have been given:
- (i) on the date delivered, if delivered, by hand; or
 - (ii) three (3) days after posting with or without feedback from the other party, postage prepaid, return receipt requested, in each case addressed to the individual set out in the table below or as notified by a party to the other from time to time. Notices shall be sent to the following addresses:

<p><u>The Client’s address shall be:</u> RWANDA MEDICAL SUPPLY LTD Attention: Chief Executive Officer. KG 509 St- Kacyiru- Gasabo, Kigali City, P. O. Box 640 Kigali-Rwanda Email address: rms.procurement@rms.rw</p>	<p><u>The Service Provider’s address shall be:</u> Attention: Email address:</p>
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Any party may, by notice to the other party,

change its chosen address to another physical address and such change shall take effect on eighth (8th) day after the date of receipt by the party who last receives the notice.

Article 4: Contract documents

The following documents attached hereto shall be deemed to form an integral part of this Contract:

- a) Contract agreement itself
- b) The list of services, frequency and technical specifications (**Annex 1**)
- c) The bidding documents
- d) The Service Provider's bid

This contract shall prevail over all contract documents. The documents forming the contract are to be taken as mutually explanatory of one another. In the event of any discrepancy or inconsistency within the contract documents, then the documents shall prevail in the order listed above.

Article 5: Duties and Obligations of the Service Provider

The Service provider shall provide services whose specifications, details, terms and conditions are detailed in the Technical Specifications herewith attached as **Annex 1**.

Article 6: Effective date, contract duration and place of service delivery

- a) After this contract is signed by the Client and Service Provider it shall become effective as of the date when the last party signs below ("Effective Date");
- b) The contract shall be signed for a period of one (1) year renewable upon satisfactory performance of the Service provider. The contract renewal will require a mutual written agreement by both parties prior to the end of the initial contract term or thereafter during any extension period.
- c) Unless otherwise provided for in this Contract, the place of service delivery is RMS Ltd premises.

Article 7: Quality service provision

- a) All services delivered shall comply with the requirements of the Technical Specifications, or shall conform in all respects to the items which form part of the Contract;
- b) All services covered by this Contract shall be the subject of the Client's inspection at all times during the execution of this Contract;
- c) If the Service provider fails to deliver services in accordance with the provisions of the Contract, the Client may reject any part of the services by giving written notice to the service

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provider specifying the reason for

rejection and whether replacement or improvement of services is required and within what time;

- d) In the event of the Service provider failing to change or improve such rejected services within twenty (30) days of notification of the rejection, the Client shall be at liberty to terminate this Contract.

Article 8: Contract price

- a) The contract price is unit price in Rwandan francs all taxes inclusive as per **Annex 1**;
- b) The contract price is fixed and cannot be revised during the course of the contract, or during any extension of time thereof. It includes any fees, expenses or any other cost that the service provider might incur in relation with this contract and no reimbursable shall be claimed by the service provider.

Article 9: Billing and Payment modalities

- a) The Service provider shall be paid on monthly basis upon presentation to and approval by the Client of an invoice of the services delivered and accepted;
- b) Each invoice shall be accompanied with the report specifying the services delivered and approved by both parties and any other document specified in the contract documents.
- c) No invoice shall be accepted by the Client or delays in payment considered if the invoice is not accompanied by such documents;
- d) In the event of a disputed invoice, the Client shall notify the Service provider in writing of the disputed amount within ten (10) days of the invoice date, specifically identifying the reason for the dispute, and pay all undisputed amounts owed while the dispute is under negotiation. Upon the resolution of a disputed invoice, the Client shall pay the remaining portions, if any, of such invoice;
- e) All payments will be made within **forty-five (45) days** after receipt and approval of the service provider's invoice and shall be paid to the following account:

Account holder :

Account number:

Bank name :

- f) Notwithstanding the foregoing or anything to the contrary contained herein, the Service provider may, in its sole discretion and with thirty (30) days prior written notice to Client, change the account to which such payments are to be made, subject to the requirements by relevant authorities.

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Article 10: Performance Security

- a) The performance security of (.....Frw) is required before contract signature;
- b) The proceeds of the Performance Security shall be payable to the Client as compensation for any loss resulting from the Service provider's failure to complete its obligations under this Contract;
- c) However, the performance Security shall be discharged by Client and returned to the Service provider not later than thirty (30) days following the date of contract expiration and final acceptance of rendered services.

Article 11: Confidentiality

The terms and conditions of this contract, including pricing, are confidential information, and may not be disclosed to a third party by Service provider, except as required by applicable law. This means that the Service provider shall not use such documents, data, and other information received from the Client for any purpose other than the performance of the Contract. This clause shall survive for a period of five (5) years from the date of expiration or termination of this Contract.

Article 12: Force Majeure

In case a Force Majeure situation arises, any party shall promptly notify another in writing within five (5) days of such condition and the cause thereof. The party claiming Force Majeure shall use its persistent, good faith and commercially reasonable efforts to overcome the event of Force Majeure. Unless otherwise directed by the Client in writing, the Service Provider shall continue to perform its obligations under this Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

Article 13: Change Orders and Contract Amendments

- a) The Client may at any time order the Service provider through writing notice, to make changes within the general scope of the Contract in any one or more of the following;
 - i. designs, or specifications
 - ii. the place of delivery; and
 - iii. the Related Services to be provided by the Service Provider (If any)

If any such change causes an increase or decrease in the cost of, or the time required for, the Service provider's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery/Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the Service provider for adjustment under this Clause must be asserted within five (5) days from the date of the Service provider's receipt of change order;

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- b) Prices to be charged by the Service provider for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed 20% of the contract price;
- c) Subject to the above, no variation or modification of the terms of this Contract shall be made except by written amendment signed by the parties.

Article 14: Termination

- a) Either party may terminate this Contract in the event of a Material Breach (as defined below) by the other party that, if possible, to cure, remains uncured thirty (30) days after written notice specifying the breach is given by the non-breaching party to the breaching party. A "Material Breach" is defined as: (a) the failure of a party to fully comply with and perform any or all terms and conditions of this Contract; (b) the making of assignment for the benefit of creditors by a party; (c) the institution of bankruptcy, reorganization, liquidation or receivership proceedings by or against a party; or (d) insolvency of a party.
- b) Furthermore, the Client, by notice sent to the Service provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Client's convenience, the extent to which performance of the Service provider under the Contract is terminated, and the date upon which such termination becomes effective.

Article 15: Assignment

Neither party may assign, subcontract, or otherwise transfer its rights or obligations under this without the prior written consent of the other party.

Article 16: Warranties

- a) The Service provider warrants that the services will be delivered in a way that is not harmful to human health and not harmful to the environment;
- b) The Service provider warrants that service or any item delivered shall be free from all defects which can harm its normal use;
- c) The Service provider warrants that he/she shall assume full responsibility and liability for compliance with all applicable regulations especially pertaining to the health and safety of personnel during the execution of work;

Article 17: Governing law and Dispute Settlement

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(a) This contract shall be governed by the law of the Republic of Rwanda.

(b) Any contentious issues arising out of the interpretation and/or application of this contract shall be settled amicably. If such negotiation does not resolve the matter within thirty (30) days after notice of the dispute is given, either party shall be at liberty to seek recourse from a competent tribunal within the Rwandan territory.

THE PARTIES HAVE AGREED TO AND ACCEPTED THIS CONTRACT:

For and on behalf of

For and on behalf of **RMS LTD**

[Signature and stamp]

Date: .../.../2026

Names:

Title:

Date: .../.../2026

Dr LOKO Abraham

Chief Executive Officer

WITNESSED BY:

Date:/...../2026

Names:

Title: **Company Secretary-RMS LTD**

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