

HIGH COMMISSION OF INDIA
KIGALI
INVITES BIDS
FOR ANNUAL MAINTENANCE CONTRACT FOR REPAIR AND MAINTENANCE OF
COMPUTERS AND RELATED PERIPHERALS

TENDER NO. KIG/ADM/872/1/2022 dated 23 October 2026

LAST DATE FOR SUBMISSION OF BIDS: 12 NOVEMBER 2026 1000 HRS

DATE OF OPENING OF BIDS: 12 NOVEMBER 2026 1200 HRS

**PLACE OF OPENING OF BIDS: HIGH COMMISSION OF INDIA, KIGALI,
VILLA 67, KG 9 AVENUE, NYARUTARAMA, KIGALI**

Invitation for bids

The High Commission of India, Kigali invites sealed bids from reliable & reputed IT service providers based in Kigali, Rwanda having suitable experience in the area of repair and maintenance of computers & related peripherals, providing IT enabled services.

- **Notice Inviting Tender:** - Sealed bids are hereby invited for hiring of an agency /company for maintenance of computers, and related peripherals, internet, computer systems & softwares etc.
- **Eligibility criteria for bidders:**
 - The bidding company should have a valid permit / registration from a competent local authority for maintenance of computers & related peripherals (IT) in Kigali who can also provide software solutions.
 - The company should be in operation for more than 3 (Three) years and adequate expertise in providing these IT related services.
 - The company should have prior experience of working in Embassies/High Commissions in Rwanda and offices of International organisations and the Government of Rwanda.
 - The company should have sufficient number of well qualified engineers/technical staff for the proper execution of the contract. The applicant should submit a list of these employees stating clearly how these would be involved in the provision of services.
 - The technical staff of the company who will be working at High Commission of India, Kigali shall have technical qualifications and capabilities for working on WINDOWS and FEDORA LINUX based systems, internet services, installation and maintenance of software of various needs & services.

- **Scope of work:**

The High Commission of India, Kigali has around 21 desktop PCs/laptops, 20 printers & Multifunction Printers, 8 paper shredders, 2 photocopiers, one projector, one Sophos Firewall and 23 UPSs. The engineers/technical staff will be required to undertake the following:

S No	Scope of Work	Remarks
1.	Attending day to day complaints in operation of Desktop Computers /Laptops and IT peripherals including printers, scanners, CD/ DVD drives, mouse, keyboard etc. • Updating Win OS & firewall regularly. • Periodical repair & maintenance of IT related equipment. • Periodical scanning of systems for removal of viruses. • Restoring data. • Formatting and re-installation of OS & software as required, checking system software, web browser setting & internet connections compatibility on systems etc. • Retrieval and restoration of computer and related data in the event of computer crashing. • Assist in organising virtual meetings & conferences. • Installation of all software required for accounts work, passport, visa & OCI work, communication software, operating systems software etc. • Any other work/contingency from time to time.	21 desktop PCs /laptops, 20 printers & Multifunction Printers, 8 shredders, 2 photocopiers, one projector, 01 Sophos Firewall and 23 UPSs
2.	Installation and updation of anti-virus software. The anti- virus software will be provided by the High Commission.	
3.	Installation of FEDORA LINUX on a new system. The Linux software, anti-virus software and other software's will be provided by The High Commission.	
4.	Attending day to day complaints in operation of scanners/ scanner cum printer (laser jet) including periodic cleaning of printer other peripherals as and when required.	
5.	Maintenance of internet router, router network, LAN, internet protocol related hardware requirements and internet and internet connectivity trouble shooting.	

6.	Technical ability and requirement of persons employed by the contractor: The technicians should be hands on with WINDOWS and FEDORA LINUX OS and must have solid knowledge and ability to work on LINUX command lines, installation of LINUX in COMPUTER SYSTEM etc. Apart from technical ability, the resource person should be able to communicate in English Language.	
7.	Two resource persons should be nominated and should be available on call 24/7.	

- **Bid system:** The bid has to be submitted as per the format specified at **Annexure I and Annexure II**. The technical bid is to be submitted along with attachments in the format of **Annexure II**. The financial bid is to be submitted along with attachments in the format at **Annexure I**. The bid is two-part Bid process wherein the financial bids of technically qualified bidders are opened. Thus, it is important to ensure that technical and financial bids **are kept in separate sealed envelopes** and further submitted together in one single envelope clearly marked "Tender Quotation for AMC for maintenance of computer, internet and related peripherals (IT)". It should also be superscripted at the bottom left corner with the Full Name, Postal Address, Fax, E-mail, Telephone number of the bidder.
- Contact person: Mr. Pankaj Rana, Asstt to Defence Attache, Mobile No.0738866142 Email: da.kigali@mea.gov.in.
- High Commission of India, Kigali reserves the right to terminate the contract at any point of time during the tenure of contract, if the services are not found satisfactory or the contractor dishonours the contract. Decision of the High Commission in this regard shall be final and binding upon the contractor.
- The sealed bid shall be submitted to **The Head of Chancery, High Commission of India, Kigali, Villa 67, KG 9 Avenue, Nyarutarama, Kigali** either by hand or by courier, on any working day (Monday to Friday) between 0900 hrs and 1700 hrs.
- The bid will be submitted by hand in person or by courier only. **Bids by "Fax/E-mail" shall not be accepted.**
- Bid received after the closing date and time as prescribed in the tender notice, shall **NOT** be accepted under any circumstances.
- **Period of bid validity should be 90 days minimum (qualifying criteria).**
- Bid shall be opened on the date and the time as given in the tender notice at **High Commission of India, Kigali, Villa 67, KG 9 Avenue, Nyarutarama, Kigali**, in the presence of the authorised representatives of the companies, who may wish to attend.

FINANCIAL BID PROFORMA TO BE FILLED UP AND SUBMITTED

1.	Name of the Bidder Agency / Company	
2.	Address of the Bidder Agency/ Company	
3.	Contact details of the Bidding Agency /Company	
4.	Period of Bid validity	
5.	Experience (No. of years)	

FINANCIAL BID

Item –Wise Break –Up and Description	Quantity	Total Amount in RWF
Desktop PC/Laptop	21	
Printer LaserJet & Multifunction Printers	20	
Photocopiers	02	
Paper Shredders	08	
Projector	01	
Sophos Firewall	01	
UPS	23	
Internet, LAN and Router Maintenance	-	
VAT Amount		
Grand Total		

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

(Signature of the authorized signatory)

Dated

Name and address of the Agency / Company
Seal of the firm

PROFORMA TO BE FILLED UP FOR THE SCOPE OF WORK

The bidder has to write yes or no in the column REMARKS. In case of partial fulfilment, the bidder has to write which conditions cannot be fulfilled.

For the S No.8, the bidder has to mention the name of two professionals who will be attending High Commission and **attach their CV.**

S No	Description of Work	Scope of Work	Remarks (Yes/No)
1.	Attending day to day complaints in operation of Desktop Computers /Laptops and IT peripherals including printers, scanners, CD/ DVD drives, mouse, keyboard etc. • Updating Win OS & firewall regularly. • Periodical repair & maintenance of IT related equipment. • Periodical scanning of systems for removal of viruses. • Restoring data. • Formatting and re-installation of OS & software as required, checking system software, web browser setting & internet connections compatibility on systems etc. • Retrieval and restoration of computer and related data in the event of computer crashing. • Assist in organising virtual meetings & conferences. • Installation of all software required for accounts work, passport, visa & OCI work, communication software, operating systems software etc. • Any other work/contingency from time to time.	21 desktop PCs /laptops, 20 printers & Multifunction Printers, 8 shredders, 2 photocopiers, one projector, 01 Sophos Firewall and 23 UPSs	
2.	Installation and updation of anti-virus software. The anti- virus software will be provided by the High Commission.	Periodically Installation & updation of Anti-virus.	
3.	Installation of Win OS & FEDORA LINUX on a new system. Win OS, Linux software, anti-virus software and other software's will be provided by The High Commission.	As per requirement.	
4.	Attending day to day complaints in operation of scanners, Printer/ Multifunction printer (laser jet) including periodic maintenance, repair & cleaning of printer other peripherals as and when required.	20 printers & Multifunction Printers.	

5.	Maintenance of internet router, router network, LAN, internet protocol related hardware requirements and internet and internet connectivity trouble shooting.	As per requirement.	
6.	Technical ability and requirement of persons employed by the contractor.	The technicians should have good knowledge of maintenance & repairs of IT equipment and be hands on with WINDOWS and FEDORA LINUX OS and must have solid knowledge and ability to work on LINUX command lines, installation of LINUX in COMPUTER SYSTEM etc.	
7.	The resource person's ability to communicate in English Language.	Apart from technical ability, the resource person should be able to communicate in English Language.	
8.	Availability of resource persons	Two resource persons should be nominated and should be available on call.	

Bidder should attach registration and incorporation particulars of the Agency /Company (Please provide certificates of technical ability of resource persons and translation of attached documents in English, if required).

Attachment:

- (1)
- (2)
- (3)
- (4)

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

(Signature of the authorize signatory)

Dated

Name and Address of the Agency/Company

Seal of the firm