HIGH COMMISSION OF INDIA
KIGALI
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NOTICE INVITING TENDER

Tender invitation for Annual Maintenance Contract for maintenance of swimming pool at the India House (House no. 5, KN 31 Street, Nyarugenge, Kiyovu, Kigali).

TENDER NO. KIG/ADM/866/01/2026

Important Schedule for tender Notice

Date of Publishing of Bids	13.02.2026
Date of Receiving of Bids (Start)	13.02.2026
Date of Clarification (Start)	13.02.2026
Date and Time for site visit	By Appointment only (14.02.2026 to 04.03.2026)
Date of Clarification (Ends)	05.03.2026
Bid Submission Closing Date & Time	09.03.2024 at 1400 hrs
Technical Bids Opening & Time	10.03.2026 at 1500 hrs
Financial Bids Opening & Time	Will be advised via email to technical qualified bidders

Terms & conditions, scope of work and proforma for submission of quotations are enclosed. The bidder shall sign on every page of the document and submit their quotation, complete in all respects, by post or by hand at the High Commission of India, Kigali. The tender documents can also be downloaded from www.hcikigali.gov.in

The right of acceptance of tender will rest with the Competent Authority in the High Commission. Also, the High Commission is not bound to accept the lowest offer and reserves the right to reject or partially accept any or all the tender received without assigning any reasons thereof.

High Commission of India , Villa No. 67, KG 9, Nayarutarama, Kigali, Rwanda
Web: www.hcikigali.gov.in Email: admn.kigali@mea.gov.in

HIGH COMMISSION OF INDIA
KIGALI
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Subject: Tender invitation for Annual Maintenance Contract for maintenance of swimming pool at the India House (House no. 5, KN 31 Street, Nyarugenge, Kiyovu, Kigali).

The High Commission of India, Kigali invites sealed tenders for Annual Maintenance Contract (AMC) for maintenance of swimming pool at India House at House no. 5, KN 31 Street, Nyarugenge, Kiyovu, Kigali.

2. The tenders are invited under two bid system viz. Technical Bid and Financial Bid from reputed and experienced firms having regular office preferably in Kigali, Rwanda for maintenance of swimming pool at India House.

3. Bidders are requested to go through the terms & conditions contained in the bid document.

4. The tender should be submitted in **two sealed envelopes** as below:

(a) The First cover superscripted as "**Technical Bid**" should contain details of technical capabilities of the firm (with documentary evidence) as per Section-IV.

(b) The Second envelope superscripted "**Financial Bid**" should contain rates only for AMC as per Section-V of the Tender Document.

(c) All two covers should be placed in the main sealed envelope superscripted "**Tender for Annual Maintenance Contract for maintenance of swimming pool**" addressed to the **Head of Chancery, High Commission of India, Villa No. 67, KG 9, Nayarutarama, Kigali, Rwanda,** and must reach on or before **09 March 2026 by 1400** hrs. Bids may be hand delivered or sent by post at the aforementioned address so as to reach on or before the prescribed date and time. Mission will not be responsible for any postal delay.

5. While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.

6. The bidder shall submit the copy of the authorization letter / Power of Attorney as the proof of authorization for signing on behalf of the Bidder.

7. The Tender shall be neatly arranged, plain and intelligible. Each page of the Tender should be signed. It should not contain any terms and conditions, printed or otherwise, which are not applicable to the Tender. The conditional tender will be summarily rejected. In any case, none of such conditions will be deemed to have been accepted unless specifically mentioned in the letter of acceptance of tender issued by the High Commission of India.

i. When the terms and conditions of the contract are breached.
ii. When the service provider fails to comply with minimum service levels agree upon.
iii. Failure of the service provider to comply with statutory requirements shall constitute sufficient ground for annulment of the award.

8. Any bid received by the High Commission of India after the deadline for submission of bids will be rejected and not be considered and may be returned unopened to the bidder.

9. Tender shall be valid for 90 days from the date of submission of tenders. A tender valid for a shorter period shall stand rejected. High Commission of India may ask for the bidder's consent to extend the period of validity. Such request and the response shall be made in writing only. A bidder agreeing to the request for extension will not be permitted to modify his tender.

10. High Commission of India, Kigali **reserves the right to accept any tender**, reject any tender without assigning any reasons and accept tender for all or anyone or more of the articles for which the bidder has submitted bid. The Mission reserves the right to exclude any of the jobs/items from the AMC during tendering process. The Service Provider will be decided on the basis of items/jobs agreed to be proposed to be carried out by the AMC Contractor.

11. If any dispute, difference or question at any time arises between the Mission and the Contractor in respect of the agreement signed, will be settled mutually. Failure to reach a common solution, the law of the Republic of Rwanda in this matter shall apply.

12. Prior to the expiration of the period of bid validity, High Commission of India, Kigali will issue a Letter of Intent by email to the successful bidder that it is proposed to accept the bid. The successful bidder, on award of contract, must send the contract/acceptance in writing, within 7 days of award of contract; otherwise, the Contract will be awarded to the other bidder.

13. The contract shall be valid for one year after signing of the contract subject to satisfactory performance of the service provider. The payment towards complete maintenance of the swimming pool at the India House will be made on monthly basis in the first week of the next month on submission of invoice by the company. The contract may be extended on annual basis for the next one year on mutual consent subject to satisfactory performance report by the users, and subject to no increase in the value of the Contract and no change in the existing terms and conditions.

14. No variation in or modification of the terms and conditions of the Contract shall be made except by written amendment signed by both the parties i.e. authorized representative of the selected service provider and the High Commission of India, Kigali.

15. The Service provider shall pay the expenses of applicable duties for execution of agreement.

16. The contractor shall not further sub-contract, the whole or any part of the contract, under any circumstances to a third party.

17. Non-Disclosure Agreement: The selected bidder shall submit a Non- Disclosure Agreement (NDA) after signing the agreement to the effect that the bidder and the personnel deployed by the bidder shall not disclose any information/data which they may obtain/acquire while providing services to the High Commission of India.

18. The Service Provider shall be responsible for coordinating with concerned local authorities and compliance of all local laws & rules in carrying out the contracted work.

19. No request for revision/increase of approved rates during the currency of the AMC will be entertained. No other charges like transportation fare etc. will be payable for providing the services.

20. All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, stipulated in the tender documents are liable to be rejected.

21. The Mission reserves the right to amend any of the terms and conditions contained in the Tender Document or reject any or all applications/offers without giving any notice or assigning any reason thereof. The decision of the High Commission of India in this regard will be final and binding upon the bidders.

22. For any tender related enquiry/clarification/site visit, please contact by E-mail admn.kigali@mea.gov.in or phone +250737310020.

23. All bidders are requested to read and understand the terms & conditions of the contract before submitting their bids. No change or violation of the aforementioned terms and conditions is permissible once the quotation is accepted by the Mission.

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SECTION - II

TERMS AND CONDITIONS

1. At any time prior to the deadline for submission of bids, High Commission of India, Kigali, may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective bidder, modify the tender document.

2. High Commission of India, Kigali shall award the contract to the eligible bidder whose Technical Bid has been accepted and determined as the lowest evaluated commercial tender. The lowest price criteria shall be applied on the total.

3. Interpretation of the clauses in the Tender Document/Contract Document: In case of any ambiguity/dispute in the interpretation of any of the clauses in this Tender Document, High Commission of India, Kigali's interpretation of the clauses shall be final and binding on all parties.

4. The successful bidder, on award of contract, must send the contract/acceptance in writing, within 7 days of award of contract; otherwise the Contract will be awarded to the next successful bidder i.e. L-2.

5. 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 Mission in this regard shall be final and binding upon the contractor.

6. No request for revision/increase of approved rates during the currency of the AMC will be entertained. No other charges like transportation fare etc will be payable for providing the services.

7. The Contractor shall be responsible for minimum wages payment to his employees as per local laws. Besides, workmen compensation policy shall be taken for all workers by the Contractor at his cost. The High Commission of India shall be kept immune from any mishappening at site.

8. All workers must wear uniform of the company at all times. The dresses should not be untidy. Workers should be given sufficient uniforms.

9. The workers should not be allowed to bring any of their personal belongings except mobile phones. They should deposit their personal belongings at Security Gate.

SECTION - III
SPECIAL CONDITIONS OF CONTRACT (SCC)

1. Prices

a. Price quoted by the Contractor and agreed to by High Commission of India, Kigali shall be considered final and no price escalation will be permitted thereafter.

b. Bidders must quote the price in the format given in Contract Price Schedule at **Section – V** of this document.

c. All prices are to be quoted only in Rwanda Franc.

d. The prices quoted should be all inclusive of taxes, transportation, insurance charges, etc.

2. Force Majeure:

High Commission of India, Kigali may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that, the delay in performance or other failure to perform its obligations under the contract is the result of Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of nature (like earthquakes, floods, storms etc.), acts of states, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at selected Bidder's premises. If a Force Majeure situation arises, the service provider shall promptly notify the authority in writing of such conditions and the cause thereof. Unless otherwise directed by the Hgih Commission of India in writing, the service provider shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means not provided by the Force Majeure event.

SECTION - IV

TECHNICAL SPECIFICATIONS/JOB DESCRIPTION/SCOPE OF WORK

The swimming pool, maintenance service should meet the required health and quality standards as defined by local law as per following details:

I. Contract maintenance work shall be carried out **once a week.** Work shall be carried out by professional personnel and in a professional manner using trained and competent personnel.

II. (a) Complete filter operation, cleaning of Main & Rehab pools.
(b) Cleaning & vacuuming, brushing of the pools including pool bottom. Removing of all debris.
(c) Supply of dosing of chemicals as under and keep the following parameters within recommended levels:

- Free Chlorine levels
- Chlorine levels
- Combined Chlorine levels
- potential Hydrogen levels
- Total Alkalinity
- Calcium Hardness
- Cyanuric Acid
- Total Dissolved Solids (TDS)
- Saturation index
- Temperature
- Unit of Opaqueness

(d) Maintenance of the pools water should be crystal clear & pool hygiene should be maintained.
(e) Water level and PH level checking.
(f) Backwashing of the filtration plant.
(g) Minor mechanical maintenance including foot valve rectification, pump gland packing and greasing, replacement of pools cleaner , brushes, rubber gasket etc and repair of suction pumps including:
(h) starter and motors
(i) Maintenance of Swimming Pool lights & bulbs
(j) Pools water parameters will be checked once **in a week**
(k) Pools bottom cleaner suction weeper unit will be operated once in a week for maintenance pools bottom in perform condition
(l) Sufficient operating staff for monitoring operations, maintenance of; swimming pool to keep pools water crystal clear and in hygienic condition.
(m) Equipment needed for cleaning and maintaining of swimming; pool will be provided by vendors.
(n) Toxicity check periodic certificate/report to be provided
(o) Names of all authorized personnel to be vetted by High Commission and access card are to be provided by the company. No unauthorized personnel is allowed.
(p) Supervisor should be there on 24X7 call.

III. Copy of the maintenance report for each and every visit shall be handed over to the Mission; after it has been counter signed confirming the job has been carried out satisfactorily. Water quality test shall be carried out regularly and the analysis duly attested by the companies representative should be submitted at the end of every month.

IV. Contractor shall ensure to maintain enough stock for one month of chemical and spares at

all time and or during the contractual period for the smooth operation of the swimming pool. Spare parts not covered in the routine contract will be charged separately after obtaining the approval of the Mission. Contractors will supply cleaning materials to maintain swimming pool as per client's requirement

V. **Regular site inspections will be conducted by the Service provider.**

In case of any major equipment failure that may be caused by natural disasters, Mission will notify Service Provider within 24hours of the problem. Service Provider shall complete repairs within 48 hours of complaint, depending on the availability of necessary parts needed to make the repairs or replacements. Contractors will provide Technician to perform maintenance or repairs, and as a result further work is required by Service Provider to restore the machine to operating condition

Contract Term

- This Service shall continue for a period of 12 months ("Term"), with option for renewing for one more year, if the two parties agree on that.
- The Mission may terminate the contract at any time by giving 30 (thirty) days notice in case the selected company fails to fulfill its contractual obligation and fundamental non-performance.
- The Bidder is requested to quote the unit rates in Rwandan Franc **(Inclusive of all taxes).**

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TECHNICAL INFORMATION
(Proforma to be submitted with Technical Bid)

1. Name of firm:
2. Address of the Registered Office:
3. Correspondence address:
4. Contact details:
   Telephone/Fax:
   E-mail:

S/no	Requirements	Response
1.	a. Brief introduction of the company.	
	b. Previous experience in the field (minimum of three years)	
	c. Total number of regular employees with the firm	
	d. Turnover of the firm for the last two years	
	e. Registration Certificate, license for the services, tax returns for last 3 years	
2.	Detail work plan and methodology for undertaking the job	
3.	Qualification and experience of the staff [including supervisory / managerial staff] proposed to be deployed for the job.	

SECTION – V

Format for submitting the Price Schedule for maintenance of swimming pool at India House at House no. 5, KN 31 Street, Nyarugenge, Kiyovu, Kigali.

High Commission of India, Kigali
Tender No. KIG/ADM/866/1/2026

Price Schedule (item-wise)

Sr. No.	Job/Item	Price quoted for each Month (in Rwandan Franc)
1.	Service charges for maintenance of swimming pool one time a week	
2.	Chemical/Cleaning material/equipment charges per month	
3.	All Taxes	
Total charges per month(1+2+3) (Inclusive of all taxes)		

Name of firm

Address for correspondence
Contact

Note: 1. The above quoted prices are complete in all respects as per technical specifications inclusive of packing, forwarding, transit insurance, loading & unloading, transportation.

2. Certified that rates quoted for the above items are as per specifications, terms & conditions mentioned in the tender document.

Yours faithfully,

(Signature of Authorized Signatory)
Name & Designation:
Company seal