

**INVITATION FOR TENDER**

<b>PROCURING ENTITY: RADISSON HOTEL &amp; KIGALI CONVENTION CENTER LTD</b>
<b>INVITATION DATE: 20<sup>th</sup> August 2025</b>
<b>TENDER NO: RHKCC/011/2025</b>
<b>TENDER NAME: PROVISION OF GARBAGE COLLECTION, DISPOSAL SERVICES AND PROVISION OF SANITARY BINS &amp; RELATED SERVICES TO RADISSON BLU &amp; KIGALI CONVENTION CENTER LTD (KCC)</b>
<b>DEADLINE FOR SUBMISSION: 27<sup>th</sup> August 2025</b>
<b>PERIOD OF SERVICES: FRAMEWORK CONTRACT</b>

Radisson Blu & Kigali Convention Center Ltd (KCC) wishes to invite all interested and qualified bidders to submit their best proposals for **PROVISION OF GARBAGE COLLECTION, DISPOSAL SERVICES AND PROVISION OF SANITARY BINS & RELATED SERVICES TO RADISSON BLU & KIGALI CONVENTION CENTER LTD (KCC)** according to the Scope of Work (SoW) detailed below.

**BACKGROUND**

The Radisson Blu Hotel & Convention Center in Kigali is just 5 kilometers from the bustling city center and Kigali International Airport (KGL). Our contemporary hotel is situated in an office park with Kigali Convention Center. Our Kigali hotel's 291 rooms and suites offer private balconies and free high-speed Wi-Fi. 2 on-site restaurants, including one with all-day dining, serve up continental and Rwandan favorites as well as the Super Breakfast Buffet. For a light bite or a relaxing nightcap, visit the Lounge Bar. The hotel also offers fitness center and outdoor swimming pool and 650 parking bays.

The Kigali Convention Centre (KCC) is adjacent to the Radisson Blu Hotel & Convention Centre. KCC has a net floor area of 32,200 square meters, and the building contains facilities for business, leisure and events. Our meeting rooms are fully equipped with the latest technology and AV equipment for a successful event. There is a total of 18 versatile meeting spaces, including a state-of-the-art auditorium that can hold up to 2,600 guests for weddings or professional business meetings.

**SCOPE OF WORK**

The selected service provider shall be responsible for delivering comprehensive and compliant garbage collection, disposal, and sanitary bin services to ensure a safe, hygienic, and environmentally sustainable hotel operation.

**A. Garbage Collection & Disposal**

**The service provider shall:**

1. Perform daily collection of general waste (garden waste, broken glasses, food waste, plastics, boxes, etc.)
2. Ensure segregation of waste streams into:
  - General waste.
  - Recyclables.
  - Organic waste.
  - Hazardous/special waste (where applicable).
3. Provide and maintain appropriate waste bins, containers, and compactors that meet both hotel brand requirements and Rwanda regulatory standards.
4. Transport all collected waste exclusively to authorized disposal or recycling facilities, in strict compliance with RURA, REMA, and CoK regulations.



5. Maintain comprehensive documentation and records on:

- Waste volumes collected.
- Collection frequency.
- Disposal/recycling methods and facilities used.

**B. Sanitary Bins & Hygiene Services**

The service provider shall:

1. Supply and install sanitary disposal bins in all designated female washrooms across the hotel, including guest, staff, and public areas.
2. Ensure regular servicing of bins, including:
  - Collection and safe disposal of contents.
  - Replacement of sanitary bin liners.
  - Cleaning and maintenance of bins.
3. Provide bins that are:
  - Odor-controlled.
  - Discreet in design to protect guest privacy.
  - Hygienically sealed for safety and sanitation.
4. Issue certification reports confirming that all sanitary waste has been disposed of at authorized and compliant facilities.

**C. Related Services**

The service provider shall also:

1. Implement pest prevention support measures through proper waste handling and timely disposal.
2. Provide emergency response capacity to handle unscheduled or urgent waste collection needs, particularly during:
  - Banquets and events.
  - Periods of peak occupancy.
  - Special functions or unexpected waste surges.

Deliver training sessions for hotel staff on proper waste segregation, safe handling, and environmental compliance.

**Deliverables**

The service provider **MUST** guarantee:

1. Uninterrupted daily service, ensuring all waste is collected as per the agreed schedule.
2. A segregated waste management system fully compliant with RURA and REMA standards.
3. Clean, odor-free sanitary bins serviced discreetly and replaced regularly.
4. Accurate and detailed monthly reports on waste collection and disposal, including:
  - Waste volumes (by category).
  - Recycling percentages.





- Disposal/recycling sites utilized.
- 5. 24/7 emergency response availability for urgent and unscheduled waste needs.
- 6. Provision of valid compliance certificates from relevant Rwandan authorities and environmental regulators.
- 7. Professional, timely, and discreet service delivery that does not disrupt hotel operations or compromise the guest experience.

**D. Manpower**

- The service provider must assign a minimum of two staff members per shift at the airside to oversee garbage disposal in the dumping area.
- The service provider is required to provide proper uniforms and personal protective equipment for the staff

**E. Equipment needed**

- The service provider must provide proof of ownership or a valid hiring contract for one (1) year for a minimum of two self-loading and offloading trucks, each capable of carrying at least 10 tons.
- The service provider should provide vehicle identifications with the owner's names.
- The waste bins should always be cleaned and whenever necessary be painted or repaired.

**F. Frequency of collecting garbage**

- The service provider must collect garbage daily to prevent overflow in the designated waste bins.

**Bid' Requirements:**

All bids must comply with the below requirements:

- Must meet the required Terms and Conditions for the tender/bid.
- Payment terms: **7 days from invoices reception, verification & approval**

**Bidding Instructions:**

- **Contact details:** Requests for clarification and bids must be submitted in writing only to: [tenders.kigali@radissonblu.com](mailto:tenders.kigali@radissonblu.com)
- **Language:** only bids submitted in English will be accepted
- **Currency:** All bids must be in RWF
- **Bid Validity:** 120 days
- **Bid Submission:** **ONLY ACCEPT** Electronic bid documents and supporting documents shall be submit on this e-mail : [tenders.kigali@radissonblu.com](mailto:tenders.kigali@radissonblu.com)
- **Deadlines** (submissions received after these dates will not be considered):
  - **Final bids must be submitted before 04:00 PM on 27<sup>th</sup> August 2025**
- **Awarding of contract:** The most competitive bids will be shortlisted, and the respective suppliers will be invited to defend their proposals. Unsuccessful bidders will be informed of the outcome independently.



### Bid document:

Your bid must include the following documents:

1. Company Certificate of Incorporation or Chamber of Commerce registration proof.
2. Valid tax certificate from relevant local authority (not older than 6 months from the submission of this tender) demonstrating you comply with your tax obligations
3. Corporate Income tax (CIT) assessments year 2022-23-24,
4. Valid Social Security certificate (RSSB)
5. Valid Certificate of non-bankruptcy delivered by RDB (**MANDATORY**)
6. Valid RURA license for garbage collection (**MANDATORY**)
7. Company Profile
8. Provide valid copy of insurance cover; (Personal Liability Insurance Cover (PLIC), (**MANDATORY**).
9. The financial offer which indicates the detailed price structure is required.
10. Must provide proof of ownership or a valid hiring contract for one (1) year for a minimum of one (1) self-loading and offloading trucks, each capable of carrying at least 10 tons. The bidder should provide vehicle identifications with the owner's names.
11. Provide references of at least 3 reputable clients you have provided services of similar nature in the last five (5) years. This should be proven by good performance certificates.

**MANDATORY:** Please note the bid documents must be in PDF format, signed & stamped and should not exceed 15 mb in size to avoid rejection by our email server. Failure to abide to this requirement, your offer will not be accepted and be returned sealed to you.

### Price Schedule

SN	Description	Quantity	Unit price/Month
1	PROVISION OF GARBAGE COLLECTION, DISPOSAL SERVICES AND PROVISION OF SANITARY BINS & RELATED SERVICES TO RADISSON BLU & KIGALI CONVENTION CENTER LTD (KCC)	1	
	TOTAL COST (RWF) – VAT Inclusive		

 



### Bid Evaluation Criteria

Bids will be evaluated as follows:

<b>Technical Specifications</b>	The bidder demonstrates the ability to meet the requirements	<b>Pass/Fail</b>
<b>Price</b>	The price offered by the bidder is competitive versus the other offers	<b>Competitive/Non-competitive</b>
<b>Payment terms</b>	The bidder offers payment terms of at least 30 days or more. Offers with payment terms of 45 days or more will be favored.	<b>Competitive/Non-competitive</b>
<b>Supporting documents</b>	The bidder has provided the correct supporting documents	<b>Pass/Fail</b>

### DETAILED EVALUATION AND QUALIFICATION CRITERIA

- 1.1. This section contains the criteria that the Employer shall use to evaluate tender and qualify tenderers. No other factors, methods or criteria shall be used other than specified in this tender document. The Tenderer shall provide all the information requested.
- 1.2. The Procuring Entity shall use the criteria and methodologies listed in this Section to evaluate tenders and arrive at the Lowest Evaluated Tender. The tender that (a) meets the qualification criteria, (b) has been determined to be substantially responsive to the Tender Documents, and (c) is determined to have the Lowest Evaluated Tender price shall be selected for award of contract.
- 1.3. The Procuring Entity will start by examining all tenders to ensure they meet in all respects the eligibility criteria and other mandatory requirements in the bid document, and that the tender is complete in all aspects in meeting the requirements provided for in the preliminary evaluation criteria outlined below. Tenders that do not pass the Preliminary Examination will be considered non-responsive and will not be considered further.

### STAGE ONE: PRELIMINARY EVALUATION CRITERIA (MANDATORY REQUIREMENTS)

No.	PRELIMINARY EVALUATION - MANDATORY REQUIREMENT	Responsiveness (Yes/No)
1	Company Certificate of Incorporation or Chamber of Commerce registration proof.	
2	Valid tax certificate from relevant local authority (not older than 6 months from the submission of this tender) demonstrating you comply with your tax obligations	
3	Corporate Income tax (CIT) assessments year 2022-23-24	
4	Valid Social Security certificate (RSSB)	
5	Valid Certificate of non-bankruptcy delivered by RDB (MANDATORY)	
6	Valid RURA license for garbage collection (MANDATORY)	
7	Company Profile	
8	Provide valid copy of insurance cover; (Personal Liability Insurance Cover (PLIC), (MANDATORY).	
9	Must provide proof of ownership or a valid hiring contract for one (1) year for a minimum of one (1) self-loading and offloading trucks, each capable of carrying	

  

	at least 10 tons. The bidder should provide vehicle identifications with the owner's names.	
10	Provide references of at least 3 reputable clients you have provided services of similar nature in the last five (5) years. This should be proven by good performance certificates.	

**NOTE:** AT THIS STAGE, THE TENDERER'S SUBMISSION WILL EITHER BE RESPONSIVE OR NONRESPONSIVE. THE NON-RESPONSIVE SUBMISSIONS WILL BE ELIMINATED FROM THE ENTIRE EVALUATION PROCESS AND WILL NOT BE CONSIDERED FURTHER.

**STAGE TWO - TECHNICAL EVALUATION**

No.	Description of Criteria	Weighting Scores	Max Scores
1	Proven experience and reliability in providing garbage collection and sanitary bin services & Company Profile	5 years and above (15 marks) Others prorated at: <b>Number of year x 15 =</b> <b>5</b> Company profile: 5 marks	20
2	Proof of evidence of having undertaken similar contract in the last 5 years	Attach at least three (3) recent letters of recommendation. 3 references & above (20 marks) Others prorated at: <b>Number of reference x 20 =</b> <b>3</b>	20
3	Waste Management Methodology	1. Waste segregation plan (biodegradable, recyclable, hazardous, and general) in line with Rwanda regulations (5 points). 2. Collection and transportation plan, including frequency and disposal routes (5 points). 3. Disposal strategy, with proof of access to authorized landfill/recycling facilities (5 points). 4. Measures for odor control, pest prevention, and sanitary bin hygiene (5 points).	20
4	Health, Safety & Hygiene Standards	1. Established SOPs for staff health, safety, and hygiene (5 points). 2. Regular training and monitoring for safe handling of waste and sanitary materials (5 points).	10



5	Reporting & Traceability	1. Submission of monthly reports on waste volumes, disposal methods, and recycling rates (5 points). 2. Provision of traceable evidence of legal disposal (weighbridge slips, disposal certificates, etc.) (5 points).	10
6	Provide valid copy of insurance covers	Personal Liability Insurance Cover (PLIC)	10
7	Financial Compliance	Corporate Income tax (CIT) assessments year 2022-23-24	10
	<b>TOTAL SCORES</b>		<b>100</b>

**NOTE:** Pass mark for technical evaluation is 70%. The bidder who attains 70% and above in the Technical Evaluation shall proceed to financial evaluation and post qualification checks.

### **Financial Evaluation**

The financial evaluation shall be undertaken for bidders meeting the preliminary and technical requirements. Price schedule **Must be fully filled, signed and stamped.**

### **Terms and Conditions**

- Bids should be valid for at least 120 days from the final submission deadline.
- All bids will be treated strictly confidentially.
- All suppliers are expected to adhere to the Radisson Blu & KCC Ltd Supplier Code of Conduct
- The tender award is non-exclusive. Radisson Blu & KCC Ltd reserves the right to award service agreement to multiplesuppliers.
- Radisson Blu & KCC Ltd reserves the right to cancel the tender.
- Radisson Blu & KCC Ltd is not liable to disclose an explanation related to the outcome of the tender.
- Radisson Blu & KCC Ltd reserves the right to ask suppliers of proof of financial capabilities.
- Radisson Blu & KCC Ltd reserves the right to disqualify a service provider or cancel any subsequent contracts should it be found that information disclosed was factually inaccurate and/or that a misrepresentation of facts may have occurred.

Done, On 20<sup>th</sup> August 2025  
At Radisson Blu & Kigali Convention Ltd,

Approved by:

**ROB KUCERA**  
Complex General Manager



 