

**INVITATION FOR TENDER**

PROCURING ENTITY: RADISSON HOTEL & KIGALI CONVENTION CENTER LTD
INVITATION DATE: 23 <sup>rd</sup> January 2026
TENDER NO: RHKCC/S/001/2026
TENDER NAME: PROVISION OF SECURITY SERVICES TO RADISSON BLU & KIGALI CONVENTION CENTER LTD (KCC)
DEADLINE FOR SUBMISSION: 6 <sup>th</sup> February 2026
PERIOD OF SERVICES: 1 year renewable

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

**1. 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.

**2. SCOPE OF WORK**

**GENERAL**

The Services shall include everything necessary to carry out the Security Guard scope through the deployment of suitably qualified Security Guards including the provision of equipment and other resources which are required to carry out Security Guard Services at KCC premises.

**SCOPE OF SERVICES AND DUTIES**

- I. The Service Provider shall render the Security Services by deploying qualified security Guards,
- II. The Security Guards assigned to provide the security services at the specified premises shall perform a wide range of security duties which shall include but not necessarily be limited to:
  - Operation of manual and electronic access control systems
  - Pedestrian and vehicular access control
  - Visitor reception
  - Inspection and verification of Identity Cards
  - Inspection and verification of Material Exit Passes
  - Vehicle and personal searches
  - Security patrols
  - Prevention of the theft or vandalism of KCC assets
  - Response to emergency incidents (fire, intruder, accident, etc.)
  - Gatehouse administration
  - Incident Reporting

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- III. The Service provider shall ensure that all Security Guards assigned to provide the security services are fully trained and competent to perform all the duties listed above.
- IV. On commencement of the Contract, the KCC shall issue the Service provider with an 'Assignment Instructions Schedule' which will outline in more detail the specific duties required for each location.
- V. Part of the Security Guard Supervisor's duties and functions shall include but not be limited to:
  - Supervise the performance of the Security Guards to maintain the standard of the services in accordance with the Contract.
  - Shall be responsible for checking and reporting the daily attendance as well as organizing a timely replacement for any absenteeism or sick leave.
  - Solve day-to-day problems at all locations to ensure smooth operations of all services.
  - Be available at all times during the 'Morning Shift' and must be at least "on-call" at all times during the other shifts.
- VI. The Service provider shall provide all manpower, staff, expertise, or other personnel resources which may be required for the full compliance of its duties, obligations and liabilities in terms of the Client's Requirements and Contract.
- VII. The Service provider shall provide a stable workforce including relief guards without intermittent changes so that the Supervisors and Security Guards will become familiar, experienced and well versed in the Security Guard service requirements of the various building and office premises. No supervisor and Security Guard staff shall be removed or replaced from the facilities without the express permission of the KCC representative.

#### **DELIVERABLES**

- I. The effective and efficient provision of twenty-four (24) hours, seven (7) days a week security services to KCC,
- II. Patrolling the premises, recording and report security breaches /incidents,
- III. The service provider is required to provide a report monthly or as and when required to the internal security team office in writing,
- IV. The service provider will be required to conduct monthly meetings with the Internal Security team,
- V. The supervisor must conduct a physical site visits to monitor the security guards at least 3 times a week and reporting of any findings,

#### **QUALIFICATIONS OF GUARDS**

- Must have at least two (2) years of experience in Security Services.
- Must speak Kinyarwanda, English or French
- Must have completed secondary school.
- Must be physically and mentally fit for the role.
- Must have a clean police record (criminal record)
- Must be properly screened and cleared.

#### **SUPERVISION AND CONTROL**

- The security company shall exercise supervision, control, and administration over its guards in accordance with the country rules and regulations as well as Radisson Hotels procedures.
- Must have a clean (criminal) record.
- Must be able to speak, read and write English/French and Kinyarwanda





- Must have at least 3-4 years' experience as a fully trained security Guard
- Must have completed an approved supervisory course and must have been in a supervisory position for at least two years

**DRESS CODES/STAFF UNIFORMS:**

- I. Standard corporate uniform will be required from the service provider.
- II. Security Guards to be groomed at all times,
- III. Full corporate uniform (*trousers, shirts, tie, blazers/jacket, socks, black shoes, name badges, etc.*)
- IV. Rain clothes to be provided to all the guards, long coats, windbreaker and long sleeve
- V. All PPE's to be provided by the Service Provider to the guards.

**Bid' Requirements:**

All bids must comply with the below requirements:

- Must meet the required Terms and Conditions for the tender/bid.
- Payment terms: **30 - 45 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 **10:00 AM on 6<sup>th</sup> February 2026**
- **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. Copy of the Operational license issued by the competent authority in Rwanda;
7. Copy of the Certificate of carrying and possessing of fire arms issued by the competent authority in Rwanda,
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. At least three (3) references of similar service provision (*Provision of Security Services*) in the past 3 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 A -**

SN	Description	Quantity	Unit price/Month
1	PROVISION OF SECURITY SERVICES	59	
2	VAT 18%		
	<b>TOTAL Price VAT Incl. (Rwf)</b>		

Shifts	Nr. of guards	Comments
Day Shift	21	Unarmed
Evening shift	21	Unarmed
Night shift	17	Unarmed
<b>Total</b>	<b>59</b>	

**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.





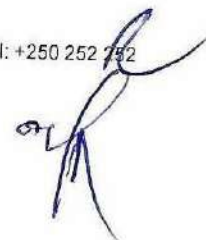
- 1.3. The Procuring Entity will start by examining all tenders to ensure they meet in all respects the eligibility criteria and other mandatory requirements in the bid document, and that the tender is complete in all aspects in meeting the requirements provided for in the preliminary evaluation criteria 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 ( <b>MANDATORY</b> )	
6	Valid Operational license issued by the competent authority in Rwanda ( <b>MANDATORY</b> )	
7	Valid Certificate of carrying and possessing of fire arms issued by the competent authority in Rwanda,	
8	Company Profile	
9	Provide valid copy of insurance cover; (Personal Liability Insurance Cover (PLIC), ( <b>MANDATORY</b> ).	
10	At least three (3) references of similar service provision ( <b>Provision of Security Services</b> ) in the past 3 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 Experience in provision of Security services & Company Profile	5 years and above (15 marks) Others prorated at: <b>Number of year x 15 =</b> 5 Company profile: 5 marks	20
2	Proof of evidence of having undertaken similar contract in the last 3 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> 3	20
3	Valid Operational license issued by the competent authority in Rwanda (MANDATORY)	Provide valid license = 10 Not provided= 0	10
4	Valid Certificate of carrying and possessing of fire arms issued by the competent authority in Rwanda	Provide valid license = 5 Not provided= 0	5
3	Methodology & Compliance	The proposed methodology; to handle the assignment (Technical Proposal). Attach a detailed technical proposal on how you plan to implement the contract including supervisory methodology  <b>Detailed/practical=10; average=7; basic=4; none=0</b>	10
4	Team Experience	Attach CV and Certified Security Certificates/trainings;  <ul style="list-style-type: none"> <li>- <b>Area/ Operations Manager</b> (5 years' experience and above) - 5 marks</li> <li>- <b>Senior Supervisor</b> (3-4 years' experience and above) - 5 marks</li> <li>- <b>Security Guards</b> (2 years' experience and above) - 5 marks</li> </ul>	15

*Signature*



5	Provide valid copy of insurance covers	Personal Liability Insurance Cover (PLIC) & ensure that employees are health insured and registered for social security	10
6	Financial Compliance	Corporate Income tax (CIT) assessments year 2022-23-24	10
TOTAL SCORES			100

**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

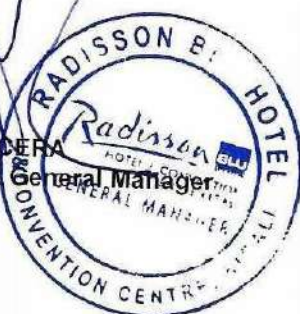
- Bids should be valid for at least 120 days from the final submission deadline.
- All bids will be treated strictly confidentially.
- All suppliers are expected to adhere to the Radisson Blu & KCC Ltd Supplier Code of Conduct
- The tender award is non-exclusive. Radisson Blu & KCC Ltd reserves the right 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 23<sup>rd</sup> January 2026

At Radisson Blu & Kigali Convention Ltd,

Approved by:

ROB KUCERA  
Complex General Manager



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