

INVITATION FOR TENDER

PROCURING ENTITY: RADISSON HOTEL & KIGALI CONVENTION CENTER LTD
INVITATION DATE: 12nd December 2025
TENDER NO: RHKCC/012/2025
TENDER NAME: PROVISION OF FUMIGATION AND PEST CONTROL SERVICES TO RADISSON BLU & KIGALI CONVENTION CENTER LTD (KCC) – Re-advert
DEADLINE FOR SUBMISSION: 19th December 2025
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 FUMIGATION AND PEST CONTROL SERVICES TO RADISSON BLU & KIGALI CONVENTION CENTER LTD (KCC) – Re-advert** 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

The service provider shall perform pest control and fumigation activities according to the periodical schedule outlined below. This ensures comprehensive coverage of all Hotel and Convention areas.

The successful service provider is expected to provide a service that manages and eradicates different types of pests, e.g.

- Rodents
- Cockroaches,
- Crawling insects,
- Fleas
- All other vermin.

Service Area	Service Description	Frequency / Interval
Guest Rooms & Suites	General fumigation against crawling/flying insects (cockroaches, ants, mosquitoes, bedbugs)	Monthly
Restaurants & Kitchens (Back of House & Front of House)	Targeted fumigation, drain treatment, rodent baiting, and fly control	Twice Monthly
Food Storage, Cold Rooms & Pantries	Rodent control (traps/baits), crawling insect fumigation, pheromone monitoring	Monthly

Convention Facilities (Meeting Rooms, Auditoriums, Foyer)	General fumigation and flying insect control	Monthly
Basements, Laundry, and Utility Areas	Rodent control, fumigation for termites/ants, mosquito fogging	Monthly
Outdoor Areas (Parking Bays, Garden, Pool Surroundings)	Mosquito fogging, termite treatment, rodent baiting	Quarterly (and emergency after rainfall)
Waste Storage & Disposal Areas	Rodent baiting, fly control, larvicide application	Weekly
Identification	Identify all the trouble spots and make proper intervention to resolve. Service reports to be handed to the client. Identification to be conducted within the acceptable environmental requirements and controls.	Twice a year (and emergency)
Emergency Call-outs (Any Area)	On-demand treatment for sudden infestations (bedbugs, termite attack, rodent surge)	24/7 within 4 hours
Annual Comprehensive Treatment	Deep fumigation across all hotel & convention premises (including furniture & fabrics)	Annually

3. DELIVERABLES & REQUIREMENTS

- Detailed Pest Control Plan including intervention schedule, methodology, equipment, chemicals, and safety measures.
- Proof that all chemicals used comply with RFDA, RSB, HACCP, ISO, WHO standards, etc.
- Provision of Material Safety Data Sheets (MSDS) for all chemicals used.
- Qualified and trained pest control staff with valid certifications and protective equipment.
- Eco-friendly, sustainable pest control practices prioritized (non-toxic, low environmental impact).
- Regular inspection reports, treatment records, and pest trend analysis submitted monthly.
- Ensure that the structure areas, such as the offices, including floorings, walls, office furniture and fixtures, etc., will have no stain marks or droplets of chemicals and or solutions used.
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- Warranty:** Service provider guarantees effective treatment and free re-treatment for recurring infestations within contract period.

4. EQUIPMENT, CHEMICALS & CONSUMABLES

- Supplier shall provide all necessary fumigation equipment, spraying machines, protective gear, and monitoring devices.
- List of chemicals and consumables with RFDA/RSB approval reference must be submitted.
- All consumables to be clearly labeled, safely stored, and disposed in compliance with health and safety requirements.
- Contractor shall replenish consumables as per usage and keep adequate stock during the contract duration.

5. SAFETY & MAINTENANCE

The Service provider must ensure fumigation and pest control services are carried out with strict adherence to local and international safety standards. Responsibility for any property damage, food contamination, or health risks caused by operations rests with the service provider.

Appropriate PPE's must always be used and warning signage placed during operations.

The service provider must ensure 24/7 emergency response capability.

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
- **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
- **Deadlines** (submissions received after these dates will not be considered):
 - Final bids must be submitted before **10:00 AM on 19th December 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 2023-24,
4. Valid Social Security certificate (RSSB)
5. Valid Certificate of non-bankruptcy delivered by RDB (**MANDATORY**)
6. Valid Pest Control License/Certification from a recognized authority RURA (**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. Provide list of properly trained technical team with their certificates

11. References from at least 3 reputable institutions/hotels within last 3 years with 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 - SERVICE

SN	Description	Quantity	Unit price/Month
1	PROVISION OF FUMIGATION AND PEST CONTROL SERVICES TO RADISSON BLU & KIGALI CONVENTION CENTER LTD (KCC)	1	
	TOTAL COST (RWF) – VAT Inclusive		

Price Schedule B – CHEMICALS LIST(CONSUMMABLES)

SN	Description – Chemicals description	Quantity per Month	Unit price
1.			
2.			
3.			
4.			
	TOTAL COST (RWF) – VAT Inclusive		

Bid Evaluation Criteria

Bids will be evaluated as follows:

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

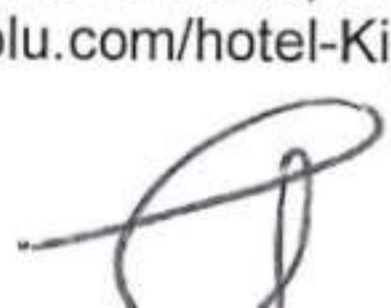
DETAILED EVALUATION AND QUALIFICATION CRITERIA

- 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 2023-24	
4	Valid Social Security certificate (RSSB)	
5	Valid Certificate of non-bankruptcy delivered by RDB (MANDATORY)	
6	Valid Pest Control License/Certification from a recognized authority RURA (MANDATORY)	
7	Company Profile	
8	Provide valid copy of insurance cover; (Personal Liability Insurance Cover (PLIC), (MANDATORY).	
9	Provide references of at least 3 reputable clients you have provided services of similar nature in the last three (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 Fumigation and Pest Control Services to Hotels, Restaurants or Hospitals & Company Profile	5 years and above (15 marks) Others prorated at: Number of year x 15 = 5 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: Number of reference x 20 = 3	20
3	Valid Pest Control License/Certification from a recognized authority RURA (MANDATORY)	Provide valid license = 10 Not provided= 0	10
3	Methodology & Compliance	1. Pest & Fumigation control plan Detailed/practical=10; average=7; basic=4; none=0	10
4	Profile of key staffs	Provide 1 CV's and certificate of licensed and trained PEST Controller. <ul style="list-style-type: none"> - 5 years' experience and above (20 marks) - 3-4 years' experience and above (15 marks) - 1-2 years' experience and above (10 marks) - None (0 marks) 	20
5	Provide valid copy of insurance covers	Personal Liability Insurance Cover (PLIC) & ensure that employees are health ensured and registered for social security	10
6	Financial Compliance	Corporate Income tax (CIT) assessments year 2023-24	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 12nd December 2025

At Radisson Blu & Kigali Convention Ltd,

Approved by:

ROB KUCERA
Complex General Manager

