



Date: 16th February 2026

TENDER INVITATION LETTER

Tender Reference No.: REF: ISN/RME/001/2026

Tender Title: Providing Repair and Maintenance Services

Icyerekezo Sacco Nyarugenge (ISN)

License Registration Number: RGDG012866

RRA TIN: 128561424

Icyerekezo Sacco Nyarugenge (ISN) is a licensed Savings and Credit Cooperative regulated by the **National Bank of Rwanda (BNR)** and the **Rwanda Cooperative Agency (RCA)**. The SACCO was established through the merger of all Umurenge SACCOs of Nyarugenge District.

Head Office Location:

Kigali City, Nyarugenge District,
Nyakabanda Sector, Nyakabanda Cell,
Green Corner Building.

1. Invitation to Bid

Icyerekezo Sacco Nyarugenge (ISN) is pleased to invite interested, qualified, and competent bidders to submit bids for providing **monthly preventive maintenance, IT support, repair, and maintenance services** in under the above-mentioned tender reference.

2. Objective of the Assignment

The objective of this tender is to ensure timely, efficient, and reliable maintenance, and repair of IT and office equipment to support smooth institutional and operational activities of ISN 10 branches and Head office.

3. Scope of Services

The successful bidder will be responsible for, but not limited to, the following services:

- ✓ Preventive maintenance of IT and office equipment
- ✓ Diagnosis and repair of faulty equipment
- ✓ Installation, configuration, and upgrading of hardware and software
- ✓ Replacement of defective parts (upon approval)
- ✓ Network troubleshooting and basic LAN maintenance
- ✓ Antivirus installation, updates, and system security support
- ✓ Data backup and recovery support
- ✓ On-call and emergency technical support
- ✓ Maintenance reporting and documentation



Equipment covered includes:

- Computers (desktops and laptops)
- Printers, teller printers, photocopiers, and scanners
- Projectors and cameras
- Counting machines
- Network equipment (routers, switches, access points)
- UPS and other ICT peripherals
- Strong room (coffre-fort)
- Generator and surveillance systems

4. Eligibility Criteria

Eligible firms must submit the following documents:

- I. Valid RDB registration certificate
- II. Official letter of interest addressed to the Managing Director of ISN
- III. Valid RRA and RSSB clearance certificates
- IV. Declaration of no conflict of interest with ISN
- V. Proof of at least three (3) years' experience (Certificate of good Completion).
- VI. Proof of payment of a non-refundable tender fee of FRW 20,000 deposited to:

-Bank: Bank of Kigali

-Account Number: 100202245719

-Account Name: Icyerekezo SACCO Nyarugenge

Failure to meet any of the above eligibility criteria shall result in automatic disqualification.

5. Financial Proposal

Bidders are required to submit a **detailed financial proposal**, quoting all items listed in the scope of work.

-Prices must be quoted on **monthly basis**.

-Prices must be **inclusive of all applicable taxes**.

-Partial quotations will not be accepted

Submission of Bids



Bidders shall submit **hard copies** of both **technical and financial proposals**

The outer envelope must clearly indicate:

- ❖ Company name
- ❖ Company email and telephone contact
- ❖ Name of official representative

All documents must be **sealed and stamped** with the company stamp Bids may also be submitted electronically via:

isnprocurement@gmail.com

7. Deadline and Opening of Bids

Submission Deadline:

On 24th February 2026 at 1:00 PM

ISN Head Office (address above)

Public Opening of Financial Proposals:

On 24th February 2026 at 1:45 PM sharp

Late submissions shall **not be accepted**.

Bidders or their representatives are welcome to attend the opening session.

Award of Tender

The tender shall be awarded to the bidder who:

- ✓ Meets all eligibility requirements
- ✓ Submits a responsive technical proposal
- ✓ Offers fair, competitive, and reasonable prices

Yours sincerely,

Cyprien Byaruhanga
Managing Director
Icyerekezo Sacco Nyarugenge

