



TENDER DOCUMENTS FOR THE SUPPLY OF ICT SPARE PARTS AND PROVISION OF MAINTENANCE AND REPAIR OF RYAF ICT EQUIPMENTS

1. Background

Rwanda Youth in Agribusiness Forum (RYAF) is an organization that brings together young Rwandans engaged in agribusiness to promote entrepreneurship, innovation, and sustainable agricultural practices. To effectively deliver its mission, RYAF relies on a variety of ICT equipment including computers, printers, network devices, and other electronic equipments.

To ensure these tools function efficiently and continuously support RYAF operations, there is a need for regular maintenance and technical support services from a qualified service provider.

2. Purpose of the Assignment

The purpose of this assignment is to engage a competent ICT service provider/firm to carry out preventive and corrective maintenance of RYAF's ICT equipment and systems to ensure optimal functionality, minimize downtime and extend equipment lifespan.

3. Objectives

- To ensure all ICT equipment is in good working condition.
- To prevent unexpected breakdowns through regular preventive maintenance.
- To provide timely repair and technical support when issues occur.
- To improve system efficiency of RYAF ICT equipments
- To supply any spare-parts that can be needed during maintenance.

4. Scope of Work

The selected service provider/firm will be responsible for the following tasks:

a) Preventive Maintenance/ Monthly basis

- Conduct routine inspection and cleaning of ICT equipment.
- Perform diagnostic tests on ICT equipment
- Check software updates, antivirus protection, and system performance.
- Provide user support for troubleshooting and system optimization.





b) Corrective Maintenance/Based on request

- Diagnose and repair hardware and software issues.
- Replace or repair damaged parts (e.g., hard drives, RAM, power supplies, printer parts, etc..).
- Provide quick response (within 12 hours) to urgent technical problems.
- Reinstall or recover operating systems and software where needed.

C. SUPPLY OF Spare parts / Based on needs

Supply the spare parts when needed (Based on annexed list)

5. Deliverables

- Monthly preventive maintenance report (detailing activities, findings, and recommendations).
- Incident reports for each repair or intervention conducted.
- Quarterly summary report on ICT equipment status and recommendations.

6. Duration of the Assignment

The assignment will be valid for **one year**, renewable based on satisfactory performance and RYAF's needs.

7. Qualifications and Experience of the firm/service provider

The service provider/firm must:

- Be a registered with the provision of ICT Services;
- Have an experience in ICT equipment maintenance;
- Have a proven track record of similar services with reputable organizations.

8. Submission of Proposals

Interested and qualified service providers are invited to submit:

- RRA Tax clearance
- RSSB Clearance
- RDB Certificates of registration
- Company profile and completion certificates on similar services (At least three certificates with a contract of services)
- Technical proposal
- Financial proposal (with detailed cost breakdown):





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- ✚ For the spare parts; cost have to be detailed per Equipment's type following the annexed spare parts list
- ✚ Cost of monthly preventive and corrective maintenance services provided

9. Submission dates

The bid documents must be submitted to the office of RYAF not later than 06/03/2026 at 9:59 AM during working hours. The bid must be submitted in sealed in envelope with one original bid and two copies.

10. Opening time: 06/03/2026 at 10:00 AM.

Done at Kigali on 20th February, 2026

Jean Marie Vianney RWIRIRIZA

RYAF Chief Executive Officer



KG 569 Street, P.O.BOX 7202-Kigali-Rwanda
Kacyiru/Minagri (MINAGRI HEAD OFFICE)



+250785556981



info@ryaf.rw/inforyaf@gmail.com



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A.LIST OF ICT SPARE PART AND EQUIPMENTS FOR MAINTENANCE

Category	Type of ICT equipment for maintenance	Items/Spare parts	QTY	Unity price (VAT inclusive)
computers laptops	HP Probook 430 G8	Motherboards	1	
		Processors (CPUs)	1	
		RAM (Memory Modules)	1	
		Hard Drives (HDD/SSD)	1	
		Power Supply Units (PSUs)	1	
		Graphics Cards (GPUs)	1	
		Cooling Fans	1	
		Heat Sinks	1	
		Optical Drives (CD/DVD/Blu-ray)	1	
		Network Interface Cards (NICs)	1	
		Cables and Connectors (SATA, HDMI, USB, etc.)	1	
		Cases and Chassis	1	
		Sound Cards	1	
		BIOS Chips	1	
	Expansion Cards	1		
	HP elite book 840 G1	Motherboards	1	
		Processors (CPUs)	1	
		RAM (Memory Modules)	1	
		Hard Drives (HDD/SSD)	1	
		Power Supply Units (PSUs)	1	
Graphics Cards (GPUs)		1		
Cooling Fans		1		
Heat Sinks	1			





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	Optical Drives (CD/DVD/Blu-ray)	1	
	Network Interface Cards (NICs)	1	
	Cables and Connectors (SATA, HDMI, USB, etc.)	1	
	Cases and Chassis	1	
	Sound Cards	1	
	BIOS Chips	1	
	Expansion Cards	1	
HP elite book 640 G10	Motherboards	1	
	Processors (CPUs)	1	
	RAM (Memory Modules)	1	
	Hard Drives (HDD/SSD)	1	
	Power Supply Units (PSUs)	1	
	Graphics Cards (GPUs)	1	
	Cooling Fans	1	
	Heat Sinks	1	
	Optical Drives (CD/DVD/Blu-ray)	1	
	Network Interface Cards (NICs)	1	
	Cables and Connectors (SATA, HDMI, USB, etc.)	1	
	Cases and Chassis	1	
	Sound Cards	1	
	BIOS Chips	1	
	Expansion Cards	1	
HP Probook 430 G6	Motherboards	1	
	Processors (CPUs)	1	
	RAM (Memory Modules)	1	
	Hard Drives (HDD/SSD)	1	
	Power Supply Units (PSUs)	1	
	Graphics Cards (GPUs)	1	





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	Cooling Fans	1	
	Heat Sinks	1	
	Optical Drives (CD/DVD/Blu-ray)	1	
	Network Interface Cards (NICs)	1	
	Cables and Connectors (SATA, HDMI, USB, etc.)	1	
	Cases and Chassis	1	
	Sound Cards	1	
	BIOS Chips	1	
	Expansion Cards	1	
HP Elite book 630G9	Motherboards	1	
	Processors (CPUs)	1	
	RAM (Memory Modules)	1	
	Hard Drives (HDD/SSD)	1	
	Power Supply Units (PSUs)	1	
	Graphics Cards (GPUs)	1	
	Cooling Fans	1	
	Heat Sinks	1	
	Optical Drives (CD/DVD/Blu-ray)	1	
	Network Interface Cards (NICs)	1	
	Cables and Connectors (SATA, HDMI, USB, etc.)	1	
	Cases and Chassis	1	
	Sound Cards	1	
	BIOS Chips	1	
	Expansion Cards	1	
	Desktop HP 290 G4	Motherboards	1
Processors (CPUs)		1	
RAM (Memory Modules)		1	





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	Hard Drives (HDD/SSD)	1	
	Power Supply Units (PSUs)	1	
	Graphics Cards (GPUs)	1	
	Cooling Fans	1	
	Heat Sinks	1	
	Optical Drives (CD/DVD/Blu-ray)	1	
	Network Interface Cards (NICs)	1	
	Cables and Connectors (SATA, HDMI, USB, etc.)	1	
	Cases and Chassis	1	
	Sound Cards	1	
	BIOS Chips	1	
	Expansion Cards	1	
HP290 G1	Motherboards	1	
	Processors (CPUs)	1	
	RAM (Memory Modules)	1	
	Hard Drives (HDD/SSD)	1	
	Power Supply Units (PSUs)	1	
	Graphics Cards (GPUs)	1	
	Cooling Fans	1	
	Heat Sinks	1	
	Optical Drives (CD/DVD/Blu-ray)	1	
	Network Interface Cards (NICs)	1	





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		Cables and Connectors (SATA, HDMI, USB, etc.)	1	
		Cases and Chassis	1	
		Sound Cards	1	
		BIOS Chips	1	
		Expansion Cards	1	
Printers	KYOCERA ECosys M6230CidnKx	Pick-Up Rollers (Feed paper from trays)	1	
		Separation Pads / Retard Rollers (Help separate single sheets)	1	
		Transfer Roller (Transfers toner image to paper)	1	
		Fuser Unit / Fusing Assembly (Heats and bonds toner to paper)	1	
		Pick-up / Feed Rollers & Kits (Paper feed and separation)	1	
		Retard Rollers / Separation Claws (Avoid multiple feeds)	1	
		Feed Holder / Guide Parts (Support tray/timing)	1	
		Bypass Roller (For manual feed paths)	1	
		Transfer Unit/Moves toner image to paper	1	
		Transfer Roller (part of the transfer unit)	1	
		Drum Unit which Carries the latent image before toner is applied	1	
		Fuser Unit (Heats toner onto media)	1	
		Heat Rollers / Sleeved Rollers (Inside the fuser)	1	
		Gears / Shafts (Drive assemblies)	1	
		Sensors (Internal parts)	1	
		Belts (Internal parts)	1	





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	Electrical Boards (Internal Parts)	1	
CANON IR 1020	Drum Unit / OPC Drum	1	
	Wiper Blade / Drum Cleaning Blade	1	
	PCR (Primary Charge Roller)	1	
	Main Drive	1	
	Reverse Drive	1	
	Control Panel Assembly	1	
	Paper Feed & Cassette Assemblies	1	
	Automatic Document Feeder Assembly for scanning and multiple copying	1	
	External Covers / Panels	1	
	Fuser / Heat Fixing Assembly	1	
	Pickup Rollers	1	
	Separation Rollers	1	
	Transfer Roller	1	
	Various Gears	1	
	Sensors	1	
	Belts	1	
	electrical boards	1	
HP LJ Pro MFPM 477 Fdn	Pickup roller (Tray 2 / Tray 1)/pulls paper into the printer	1	
	Separation roller (prevents multiple sheets feeding at once)	1	



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	Paper Separation Pads/Pads that help separate individual sheets as they feed.	1	
	Tray Assemblies/adds higher capacity input tray	1	
	Fuser assembly / fixing unit	1	
	Intermediate Transfer Belt (ITB)/essential for proper transfer of toner images before fusing.	1	
	Secondary Transfer Roller /assists transfer of toner from ITB to paper	1	
	Sensor assemblies /for paper detection and print quality	1	
	Control panel / display assembly /Userinterface	1	
	Cables & connectors /internal flexible flat cables and switch cabling between assemblies.	1	
	Covers & chassis components /external and internal plastic panels	1	
	Fuser assembly	1	
	Tray pickup roller(s)	1	
	Tray separation roller(s)	1	
	Feed roller components	1	
HP LaserJet 1020	Pickup roller	1	
	separation pad	1	
	paper pickup assembly	1	
	Fuser unit / fixing assembly	1	
	fuser film	1	
	Engine control assembly	1	
	Transfer roller assembly	1	





	Main motor	1	
	gears	1	
	trays	1	
	covers	1	
HP Epson L382	Epson T664 ink bottles	1	
	Printhead	1	
	Ink maintenance box	1	
	Paper pickup roller	1	
	Paper separation pad	1	
	Main logic board /	1	
	formatter board	1	
	Printhead cable	1	
	Control button/screen assembly	1	
	ADF hinges or assembly parts	1	
	Sponge pads	1	
	waste ink pads	1	
	Gears	1	
	drive belts	1	
	Sensors	1	
	Ink dampers	1	
	ink tubes	1	





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Laserjet Pro p 1102W	Paper Pickup Roller	1		
	Printer Separation Pad Assembly	1		
	Pickup Tray / Paper Tray Components	1		
	Paper Delivery Tray Assembly	1		
	Fuser Assembly / Fixing Unit	1		
	fuser film / sleeve	1		
	pressure/heat rollers	1		
	Formatter Board	1		
	Logic Main Board	1		
	Power Supply / DC Board	1		
	Engine Control PCB / Motor PCB	1		
	Laser Scanner Assembly	1		
	Transfer Roller	1		
	Gears	1		
	belts	1		
	sensors	1		
cables	1			
Covers & structural parts	1			
Internet Looter devise	HUAWEI-B310	Power Adapter	1	
Projector	EPSON	Power adaptor	1	
		HDMI cable	1	



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Somatic cell count lactoscan	Lactoscan :SCCMB-CB-022219 &SCCMB-CB-022222	Lactoscan filters	1	
Beelink Mini PC: 8500H0AH60144		Cooling fan / CPU fan module	1	
		Internal heat sink assembly	1	
		Motherboard / main logic board	1	
		Wi-Fi / Bluetooth module	1	
		RAM module	1	
		Somatic cell count set up	1	
Beelink Mini PC: 8500H0AH60126		Cooling fan / CPU fan module	1	
		Internal heat sink assembly	1	
		Motherboard / main logic board	1	
		Wi-Fi / Bluetooth module	1	
		RAM module	1	
		Somatic cell count set up	1	
NETWORKING EQUIPMENT SPARE PARTS		Modems	1	
		Network Cables (Ethernet, Fiber Optic)	1	
		Patch Panels	1	
		Transceivers	1	
		Wireless Cards	1	
		Firewalls	1	
		Power over Ethernet (PoE) Adapters	1	
PERIPHERAL DEVICES		Monitors	1	
		Keyboards	1	
		Mice	1	
		Printers	1	
		Scanners	1	
		Speakers	1	
		Webcams	1	
		Docking Stations	1	
		USB Hubs	1	
MISCELLANEOUS		Batteries (for laptops and other devices)	1	
		Thermal Pastes	1	





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	Cleaning Kits	1	
	Cable Management Accessories	1	
	Antivirus Kaspersky internet security	1	
Total			

B. Preventive, Maintenance and correction services on monthly

S/N	Type of services	Monthly	Quantity	Unity price (VAT inclusive)
1	Prevention			
2	maintenance			
3	correction			
	Overall			

