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Date: 27th October 2025

Dear Sir/Madam,

INVITATION LETTER TO QUOTE

VisionFund International is Financial Empowerment from World Vision, a Christian humanitarian, development and advocacy organization devoted to improving the lives of children, families and their communities around the world. VisionFund Rwanda (VFR) PLC is a subsidiary of VisionFund International and one of the largest deposit taking MFIs in Rwanda whose mission is to provide financial and non-financial services to underprivileged rural communities. For more information please visit us on: <https://www.visionfund.org>

VFR is therefore looking for a qualified and good reputation company to submit price quotations for Provision of Managed Printing services in a sealed envelope as follows:

No	DESCRIPTIONS-ESTIMATED MONTHLY	Quantities (11 Locations)
1	The Provision of Managed Printing /photocopying Services. 1.Black & White: 200,000 pages (across 9 B&W printers) 2.Color: 1,000 pages (on the single color printer)	1. Head Office in Nyarutarama and Kigali Branch at Muhima 2. Musanze, Kabuga, Kabarore, Nyamata, Muhanga,Gicumbi Huye branches and other two subbranches of Rubengera and Nyamasheke.

Interested and qualified companies are encouraged to submit their quotations and company other relevant documents in sealed envelope showing their company name by **10th November 2025 before 15:00** at VisionFund Rwanda Headquarter in Nyarutarama.

1. Bid Submission Requirements

Bidders must submit the following documents:

1. Application letter duly signed, dated, and stamped.
2. Copy of the trading license (Registre de Commerce) issued by RDB indicating printing or ICT services as the main activity.
3. A valid Tax Clearance Certificate from Rwanda Revenue Authority (RRA).
4. At least three (2) good completion certificates of similar supply from recognized financial institutions in Rwanda.

5. CVs of all full-time technicians who will be assigned to support VFR, including confirmation that at least one technician is based in each province for quick branch support.
6. **Manufacturer Authorization for the proposed Printers, Print Management Solution, and Device Management System.**

Failure to submit any of the above documents will result in disqualification.

2. Instructions to Bidders

2.1 Nature and Scope

VFR is seeking a qualified service provider to supply, install, and maintain high-speed multifunction printers under a Managed Printing Services contract. The service will include equipment leasing, consumables supply, preventive maintenance, and implementation of a print management and device monitoring system.

The service will cover 11 black & white multifunction printers and 1 color multifunction printer installed at the Headquarters, Kigali branches, upcountry branches, and credit outlets.

Estimated Monthly Print Volumes:

- Black & White: 200,000 pages (across 11 B&W printers)
- Color: 1,000 pages (on the single color printer)

2.2 Competition

Participation in this tender is open to legally established companies in Rwanda with demonstrated capacity to deliver the required services.

2.3 Contract Duration

The contract will be for **three (2) years**, renewable upon satisfactory performance and mutual agreement.

The proposal shall be based on a fixed monthly fee for all 11 printers currently in operation. Bidders must also indicate the unit monthly cost for any additional printers to be deployed in the future.

2.4 Delivery Period

The successful bidder shall deliver, install, and configure all equipment within **30 calendar days** from the date of contract signing or purchase order issuance.

3. Technical Requirements

3.1 Black & White Printer Specifications

The vendor shall supply and maintain **eleven (11)** high-speed monochrome multifunction printers (MFPs) meeting or exceeding the following minimum specifications:

- **Print Speed:** ≥ 37 ppm (A4), support for A3
- **Resolution:** 1200 x 1200 dpi
- **Paper Capacity:** Minimum 600 sheets, expandable to 2,000+
- **Functions:** Print, Copy, Scan, Fax
- **Connectivity:** USB, Ethernet, Wi-Fi, Mobile printing (AirPrint, Mopria)
- **Security:** User authentication, encryption, secure print release
- **Accessories:** All printers must have stands/cabinets

3.2 Color Printer Specifications

The vendor shall supply and maintain **one (1)** high-performance color multifunction printer meeting or exceeding the following minimum specifications (equivalent to or better than IM C401F without brand reference):

- **Print Speed:** Up to 42 ppm (A4) color and B&W
- **First Page Out Time:** ≤ 5 seconds (B&W), ≤ 6 seconds (color)
- **Resolution:** 1200 x 1200 dpi
- **Functions:** Print, Copy, Scan, Fax
- **Scan Speed:** Up to 80 images per minute (B&W/Color duplex)
- **Paper Capacity:** Minimum 650 sheets, expandable to 2,300+ sheets
- **Supported Sizes:** Up to A4, envelopes, labels
- **Display:** 10.1-inch color touchscreen control panel
- **Connectivity:** USB, Ethernet, Wi-Fi, Mobile printing (AirPrint, Mopria, NFC)
- **Security:** Data encryption, secure printing, user authentication
- **Accessories:** Integrated cabinet/stand

3.3 Installation & Setup

- Delivery and installation at VisionFund Rwanda (VFR) Headquarters, Kigali branches, upcountry branches, and credit outlets.
- Network configuration and user training. Imeka42
- Demonstration of all functionalities before acceptance.

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4. Maintenance & Support

- Preventive maintenance per manufacturer guidelines.
- On-site response time within 2 hours of fault reporting.
- Replacement of faulty units within 24 hours.
- Supply of genuine consumables included in the monthly fee.
- At least **one dedicated full-time technician stationed in each province** for rapid response to branch needs.

5. Print Management System

The vendor must provide an **on-premises print management solution** with the following capabilities:

- Secure authentication (PIN, card, or credentials)
- Find-Me Printing across branch locations
- Real-time print tracking and cost allocation
- Mobile/BYOD printing
- Automated driver deployment
- Sustainability features (duplex printing, toner save mode)

6. Device Management

The vendor must implement a **device monitoring and management system** with:

- Automated toner level monitoring and restocking alerts
- Customizable usage reports
- Downtime alerts and service notifications

7. Integrated Scanning

Secure, authenticated scanning to email, shared folders, or cloud storage with:

- OCR capabilities for searchable documents
 - Automated naming and routing workflows
 - Data security compliance (e.g., GDPR, HIPAA)
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8. Evaluation Criteria

Bids will be evaluated on:

1. Compliance with technical specifications
2. Relevant experience and completion certificates
3. CVs and availability of technicians in all provinces
4. Delivery and installation timelines
5. Service and maintenance capabilities
6. Financial proposal competitiveness (including monthly fee and per-unit cost for additional printers)

Odette Nirere
P&C and Administration Manager

