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**Terms of Reference (TOR) for hiring a service provider for
QuickBooks advanced Maintenance services.**

July, 2026

1. Brief description of DUHAMIC-ADRI

DUHAMIC -ADRI is a non-profit organization located in Kigali, the capital city of Rwanda, in Kicukiro District, Niboye Sector. Officially operating in Rwanda since 12th July 1985.

Mission: Supporting integrated initiatives for Holistic Development of Rural Population in their struggle for self-reliance'

Vision: A rural world responsible for its self-socio-economic development

Core Values: Integrity, Professionalism, Transparency.

2. Objective of this assignment

The objective of this tender is to procure the services of a qualified and authorized service provider for the QuickBooks advanced Maintenance services for a period of 12 months.

The selected service provider will additionally be responsible for providing technical support as and when required throughout the contract period.

3. The scope of work

Maintenance and renewal of QuickBooks Online Advanced accounting software annual subscription:

- Annual License Renewal
- Data Management and Security
- Technical Support
- Provide appropriate training following the QuickBooks system upgrade.

4. Expected deliverables

- Regular maintenance and system checks reports.
- Data backup confirmation records.
- Technical support logs documenting issues raised and resolved.

5. Duration of the assignment

The successful bidder shall be engaged under a one (1) year trial subscription contract. Subject to satisfactory performance during the trial period, DUHAMIC-ADRI may enter into a subsequent contract with the service provider. The duration of the subsequent contract shall be determined at that time and may be renewed based on satisfactory performance.

6. Bid data Sheet

Client	DUHAMIC-ADRI
Tender title	Hiring a service provider for QuickBooks advanced Maintenance services.
Timeline	1 year
Administrative Compliance	Administrative Documents (Mandatory) • Certificate of Company Registration • Proof of authorization/certification to provide QuickBooks services • Valid Tax Clearance Certificate (issued by RRA) • VAT Registration Certificate • Social Security Fund Clearance Certificate (issued by RSSB) • Data Protection Certificate (Data Controller) • A proof of issuing EBM invoices
Language of bid	English
Company experience	The service provider must demonstrate a minimum of three (3) years of proven professional experience in providing similar experience. The firm must provide at least three (3) certificates of good completion for similar assignment conducted supported by their corresponding contracts.
Qualification and experience of proposed 1 Key personnel	At least 1 professional key staff With a Bachelor's degree in Information Technology, Computer Science, Accounting, Finance, or a closely related field. A minimum of 2 years of proven hands-on experience working with QuickBooks software, including license management and technical troubleshooting. Strong communication skills and ability to provide timely and responsive support. Availability to respond to technical support requests within an agreed response time throughout the contract period.

Note: Only bidders with a physical address in Rwanda are eligible to participate.

7. Proposal evaluation stages

Evaluation	The evaluation of bids will take place in two stages as follows: Stage 1: Technical proposal evaluation The technical evaluation will be conducted in two steps: Step A. Preliminary analysis (Administrative compliance) The Procurement committee will first review the technical envelope to determine whether all required administrative documents have been submitted, are consistent, valid, and duly signed. The absence, non-compliance, or invalidity of any document classified as an administrative threshold requirement will automatically result in the rejection of the offer. Any bid rejected at this step will be excluded from further evaluation. Step B. Technical assessment Bids that pass the administrative compliance check will proceed to technical assessment. To be considered eligible for the financial evaluation, a technical proposal must achieve a minimum score of 70%. The technical proposal will be evaluated out of 70 marks and only financial proposals from bidders whose technical proposals meet this minimum threshold will be opened. The financial proposals of all other bidders will be returned unopened. Stage 2: Financial proposal evaluation The financial proposal will be evaluated out of 30 marks, bidders whose technical proposals meet the minimum eligibility threshold will be invited to the opening and evaluation of financial proposals. The financial proposals of non-eligible bidders will remain unopened and returned to the respective firms. Both stages give a total combined score of 100 marks.
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8. Scoring computation

Criteria	Criteria description	Weight / 100
Administrative documents	• Certificate of Company Registration • Proof of authorization/certification to provide QuickBooks services • Valid Tax Clearance Certificate (issued by RRA) • VAT Registration Certificate • Social Security Fund Clearance Certificate (issued by RSSB) • Data Protection Certificate (Data Controller) • A proof of issuing EBM invoices	Eliminatory

Criteria	Criteria description	Weight / 100
Company profile	A detailed company profile including the following points: • Company registration, background and specialization • Organizational structure • Physical address and contact details	10 marks
Proposed key personnel	Qualifications and experience of 1 key personnel Scoring: CV: 5marks, Degree:5marks. Commitment of availability during the assignment (5 marks)	15 marks
Company experience	Three (3) references (certificate of good completion) for conducting similar assignments supported by their corresponding contracts. Scoring: Each similar assignment will be awarded 10 marks, allocated as follows: • Good completion certificate: 10 marks • Contract: 5 marks	45 marks
Total technical evaluation marks		70 marks
Financial Proposal	A detailed financial proposal	30 marks
TOTAL		100 marks

9. Submission Requirements

Interested companies should submit:

1. **Administrative documents**
2. **Technical Proposal** detailing:
 - Company profile
 - Proposed key personnel
 - Company experience

3. Financial proposal

Bidders are required to present their financial proposal in the format outlined in the table below:

No.	Item Description	Amount (Rwf)
1	Maintenance and renewal of QuickBooks Online Advanced accounting software annual subscription.	
Grand Total (All taxes)		

All prices must be inclusive of applicable taxes in Rwanda and quoted in Rwandan Francs (Rwf).

10. Proposal Submission

All interested service providers shall submit their proposals (**Technical and Financial**) in **one sealed outer envelope**, which must contain **two separate inner envelopes**:

- One marked **“Technical Proposal”**
- One marked **“Financial Proposal”**

Both envelopes must be clearly titled: **“Hiring a service provider for the renewal of QuickBooks advanced annual license and Technical support services DUHAMIC-ADRI and the company name”**.

- Submissions shall be made in hard copy only and must be delivered no later than the deadline specified in the tender notice.
- On the submission date, there will be no public opening of the technical proposals. DUHAMIC-ADRI will receive submissions for analysis.
- Results of the technical evaluation will be communicated via email. Only bidders who score at least **70%** in the technical evaluation will be shortlisted and invited to the financial proposal opening session.
- The financial proposals of non-shortlisted bidders will remain unopened. Such bidders will be invited to collect their financial proposals.
- The date and time of the financial proposal opening will be communicated by email to the shortlisted bidders.

13.Safeguarding clause

Safeguarding and protection from Sexual Exploitation and Abuse (PSEA) is everyone's responsibility who works directly or indirectly with DUHAMIC-ADRI services delivery and operations. All DUHAMIC-ADRI staff and affiliates, including volunteers and Suppliers; sub-Suppliers' staff and implementing partners are required to adhere to DUHAMIC-ADRI's full safeguarding and protection policy procedures and the separate Code of Conduct that always values principles of PSEA.

DUHAMIC-ADRI has a zero tolerance to Sexual Exploitation and any other form of abuse. Child and vulnerable abuse, exploitation, harassment, discrimination, and human trafficking are strongly prohibited behaviours. All implementing partners/suppliers who are contracting with DUHAMIC-ADRI must adhere to DUHAMIC-ADRI's full safeguarding and protection policy in addition to the code of conduct.

By applying to this tender, the supplier, is committed to denounce and to report any safeguarding issues or fraud face to face or at the reporting email for safeguarding issues at” feedback@duhamic.org.rw”, Toll Free: 8470 and telephone number: 0788305329 without delays.

By Applying to this tender as a consultancy company, I understand that DUHAMIC-ADRI has the rights to ensure 100% compliance with safeguarding and protection policies via spot checks or any other form of control mechanisms. If my business isn't compliant, DUHAMIC-ADRI will take appropriate measures or immediately stop the contract of financial support depending on the nature and severity of the safeguarding incident detected.

14. Data protection and confidentiality

The successful bidder shall comply with all applicable data protection and privacy laws in force in the Republic of Rwanda, including Law No. 058/2021 relating to the protection of personal data and privacy. Any personal data, confidential information, or organizational records accessed during contract execution shall be used solely for the purposes of performing the contract, kept strictly confidential, and protected against unauthorized access, disclosure, loss, or misuse. Such data shall not be shared with third parties without prior written authorization from DUHAMIC-ADRI, and any actual or suspected data breach shall be reported immediately.

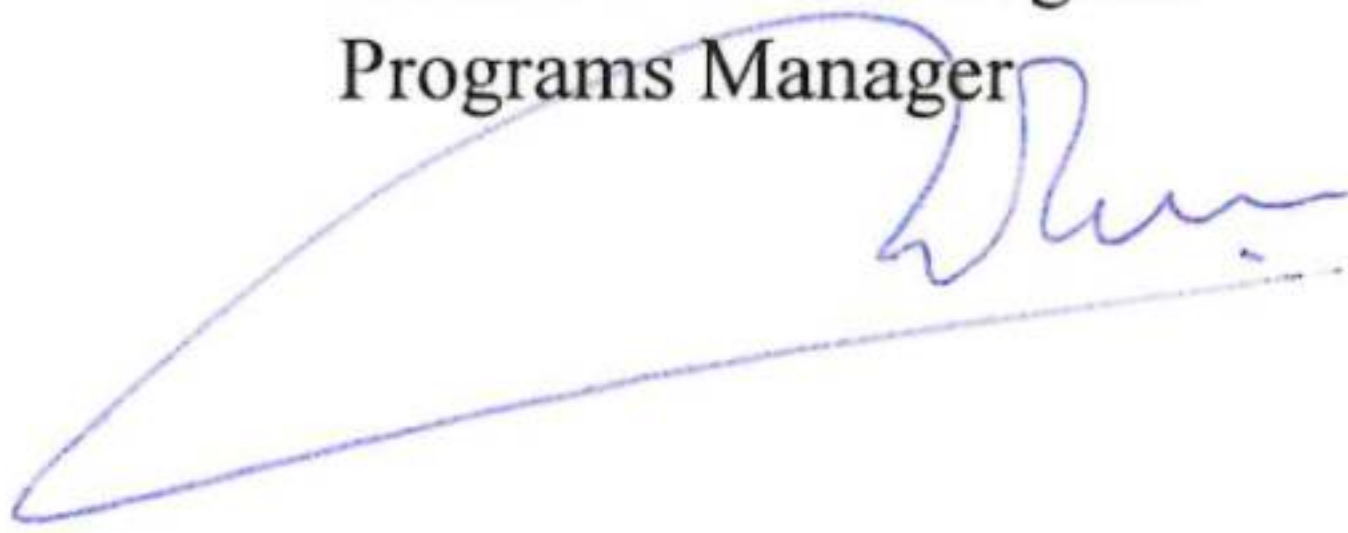
Note:

- Prior to contracting, DUHAMIC-ADRI reserves the right to conduct a vetting process to the successful bidders to ensure compliance with anti-terrorism and other regulatory requirements.
- DUHAMIC-ADRI reserves the right to conduct due diligence on all references (Certificates of good completion) submitted by the bidder. If any reference is found to be unauthentic, the bidder shall be immediately disqualified. The same applies to all administrative documents, including but not limited to valid Tax Clearance and RSSB Clearance certificates.
- Bidders who are blacklisted by RPPA are not eligible to participate in this tender. DUHAMIC-ADRI reserves the right to reject such bids.
- Women, youth and persons-with-disabilities-led companies that meet the required conditions and qualifications are encouraged to apply.

Done at Kigali on July 21, 2026

Prepared by:

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Programs Manager



Reviewed by:

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DAF



Approved by :

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Executive Secretary

