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**REF:1048/05/ICT/CEO/2026
2026**

May 26th,

To: All qualified bidders

Dear Sir/ Madam,

Re: Invitation to Bid

PRIME Insurance Ltd invites all qualified bidders to submit their bids for the provision of managed printing services.

Participation is open to all qualified bidders who fulfil the requirements as per the terms of reference.

All inquiries and requests for clarification regarding this invitation should be addressed via email to: daniel.muhizi@prime.rw before June 08th, 2026, whereas, the Technical and Financial proposals should be submitted physically at Prime Insurance Ltd Head Office located in MIC Building KN2 AV. Nyarugenge in a sealed envelope with one original and one copy no later than **Wednesday June 10th, 2026 at 05:00 Kigali time**. Late bids will not be accepted.

The bids shall remain valid for a period of 120 days starting from the submission deadline mentioned in this letter.

Responding bidders are advised that this solicitation does not in any way obligate Prime Insurance Ltd to make a contract award or compensate the responding firms for any costs associated with the preparation and submission of their proposals.

Yours faithfully,

**Col (Rtd) Eugene M. HAGUMA
Chief Executive Officer**

Terms of Reference

1. Scope of Work

- Supply, install, and maintain brand-new multifunction printers (A3 Black & White and A4 Color).
- Provide and manage genuine toners and consumables under a fixed monthly fee.
- Implement a print management solution for monitoring, authentication, and cost control.
- Provide regular preventive maintenance and prompt technical support across all locations.

Prime Insurance Ltd will verify the authenticity of all printers and toners, and only genuine ones will be accepted throughout the contract period.

2. Technical Specifications

2.1 A3 Black & White Multifunction Printers (14 Printers)

- Print Speed: **Minimum 35 ppm (A3)**
- Paper Size: Up to A3
- Resolution: 1200 x 1200 dpi
- Paper Capacity: Minimum 600 sheets, expandable to **minimum 2,000 sheets**
- Monthly Duty Cycle: **Minimum 50,000 pages per month**
- Functions: Print, Copy, Scan
- Connectivity: USB, Ethernet, Wi-Fi, Mobile printing (AirPrint, Mopria)
- Security: User authentication, encryption, secure print release
- Energy Efficiency: **ENERGY STAR certified or equivalent**
- Accessories: Must include stands or cabinets

2.2 Color Multifunction Printers (3 Printers)

- Print Speed: **Minimum 40 ppm (A4)** in color and B&W
- First Page Out Time: ≤ 5 seconds (B&W), ≤ 6 seconds (color)
- Resolution: 1200 x 1200 dpi
- Functions: Print, Copy, Scan
- Scan Speed: **Minimum 80 images per minute** (B&W/Color duplex)

- Paper Capacity: Minimum 650 sheets, expandable to **minimum 2,300 sheets**
- Supported Sizes: **Up to A3**, envelopes, labels
- Monthly Duty Cycle: **Minimum 30,000 pages per month**
- Display: 10.1-inch color touchscreen
- Connectivity: USB, Ethernet, Wi-Fi, Mobile printing (AirPrint, Mopria, NFC)
- Security: Data encryption, secure printing, user authentication
- Energy Efficiency: **ENERGY STAR certified or equivalent**
- Accessories: Integrated cabinet/stand

3. Print Management System

The proposed print management solution must include:

- Secure Print Release (allowing users to release print jobs securely from any networked printer after authentication)
- Secure user authentication (PIN, card, or credentials)
- Real-time tracking and cost allocation
- Mobile/BYOD printing support
- Automated print driver deployment
- Sustainability options such as duplex printing and toner save mode

4. Device Management

The device management platform should allow:

- Automated toner monitoring and restock alerts
- Usage and cost reports per device
- Downtime alerts and service notifications

5. Maintenance and Support

- Preventive maintenance as per manufacturer standards
- On-site response within 2 hours of fault reporting
- Replacement of faulty units within 24 hours
- At least one dedicated full-time technician available for quick branch support
- Only genuine consumables to be used under this service agreement

Technical Specifications Summary

Specification	2.1 — A3 B&W MFP (×14)	2.2 — Color MFP (×3)
Print Speed	Minimum 35 ppm (A3)	Minimum 40 ppm (A4)
Resolution	1200 × 1200 dpi	1200 × 1200 dpi
Paper Size	Up to A3	Up to A3

Paper Capacity	Min 600 sheets / exp. to 2,000	Min 650 sheets / exp. to 2,300
Monthly Duty Cycle	Minimum 50,000 pages/month	Minimum 30,000 pages/month
Scan Speed	Standard	Minimum 80 ipm (duplex)
First Page Out	—	≤ 5s (B&W) / ≤ 6s (color)
Display	—	10.1-inch color touchscreen
Functions	Print, Copy, Scan	Print, Copy, Scan
Connectivity	USB, Ethernet, Wi-Fi, AirPrint, Mopria	USB, Ethernet, Wi-Fi, AirPrint, Mopria, NFC
Security	Authentication, encryption, secure release	Encryption, secure print, authentication
Energy	ENERGY STAR certified or equivalent	ENERGY STAR certified or equivalent
Accessories	Stands or cabinets	Integrated cabinet/stand

5. Administrative specifications

For submission of the bid, all bidders must comply with the following terms:

1. Bid submission form duly signed by the Managing Director as designated on the Trade Certificate License (In addition if different Managing Director, Board minutes and power of attorney to confirm the names of the new Managing Director) well printed and properly organized;
2. Bid security from bank/ insurance company other than Prime Insurance Ltd equivalent to one million (1,000,000Rwf) Rwanda francs;
3. Copy of Trading license in the names of the bidding company from Rwanda Development Board “RDB”;
4. Experience of at least five (5) years in the domain;
5. Original or a certified copy of Rwanda Social Security Board “RSSB” Certificate in the names of the bidding company;
6. Copy of the tax clearance certificate or a statement of arrears from Rwanda Revenue Authority in the names of the bidding company;
7. Pay non-refundable fee of fifty thousand (50,000) Rwandan francs to the Prime Insurance Ltd account opened at EQUITY bank 4003200206408;
8. The contract is of one-year with a possibility of renewal upon client satisfaction.