

TERMS OF REFERENCE (ToRs)
SUPPLY OF DAIRY PROCESSING EQUIPMENT AND TRAINING MATERIALS
URUGO WOMEN'S OPPORTUNITY CENTER (WOC)
Kayonza District, Eastern Province, Rwanda

BACKGROUND

The Urugo Women's Opportunity Center (WOC) is a multi-purpose community center in the heart of Kayonza, which promotes the social and economic empowerment of women in Rwanda. The Center offers education and rights training, job-skills training, and economic and employment opportunities for women and the community at-large. With the goal of achieving self-sustainability, the Center also operates revenue-generating activities to finance its educational and training work, such as lodging facilities, restaurant and bar, coffee shop, handicraft gift shop, market stalls, food production unit, and rental of space for meetings and events. Urugo-WOC is managed and operated by a Limited Liability Company (LLC) fully owned by Women for Women International.

II. OBJECTIVE

The objective of this tender is to identify and contract a competent supplier for the provision, delivery, and installation of dairy processing equipment and training materials in accordance with outlined technical specifications.

III. SCOPE OF WORK

The selected supplier will be expected to:

- Supply equipment and training materials as per the technical specifications
- Ensure delivery and installation at WOC Kayonza
- Provide user manuals, training, and warranty documents
- Guarantee quality, certification, and safety standards
- Provide local after-sales service and technical support

IV. EQUIPMENT AND SPECIFICATIONS

No.	Item Description	Capacity / Size
1	Lactoscan for milk analysis	Suitable for medium-scale plant
2	Cold room compressor upgrade	5,000 liters room capacity
3	Milk reception tank	300 liters
4	Milk pasteurizer	500 liters
5	Working table (stainless steel)	1460 × 700 × 800 mm
6	Stainless steel shelves	Holds up to 5,000 liters
7	Cream separator	500 liters/hour
8	Yoghurt filling machine	1,500 pcs/hour
9	Cheese cold storage room	3,000 liters capacity
10	Mozzarella cheese vat	200 liters capacity
11	Ingredient weighing machine	50 kg capacity
12	Flip chart stand	1 unit
13	Flip charts	25 units
14	Notebooks / exercise books	50 units
15	Pens	50 units
16	Plastic/wooden chairs for training	20 units

V. DELIVERY & LOGISTICS

- Delivery location: Urugo WOC, Kayonza District
- Delivery timeline: Within 5 days after contract signing
- Supplier is responsible for transport, offloading, and installation
- WOC reserves the right to inspect goods upon delivery

VI. BIDDER RESPONSIBILITIES

- Provide a complete list of items with specifications and warranty

- Include certifications of origin and standards compliance
- Offer proof of experience in supplying similar equipment
- Ensure availability of local technical support

VII. REQUIRED DOCUMENTS

Administrative:

- Bid submission letter
- Valid RRA Tax Clearance Certificate
- Valid RDB License (equipment supply or related)
- At least 3 certificates of completion
- Proof of ability to commit (authorized signature letter)

Technical Proposal:

- List of offered equipment and their technical specifications
- Quality control and delivery plan
- Installation and after-sales support strategy

Financial Proposal:

- Detailed price list in Rwandan Francs (RWF)
- Prices inclusive of all taxes and installation
- Validity period of 90 days minimum

VIII. EVALUATION CRITERIA

- Completeness of administrative documents
- Technical compliance with specifications
- Local service availability and warranty terms
- Cost competitiveness

IX. CONTACT & SUBMISSION

Proposals must be sealed and submitted in three copies (1 original + 2 copies) to:

Urugo Women's Opportunity Center (WOC)

Address: NR4, Kayonza District



Email: info@urugowoc.com

Website: www.urugowoc.com

