
Enhancement of ICT Infrastructure

ToR - SUPPLY OF HARDWARE EQUIPMENTS TO RWANDA CHAMBER OF TOURISM

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1. Background

The Rwanda Chamber of Tourism (RCOT) is embarking on a project to enhance its Information and Communication Technology (ICT) infrastructure. This project is vital to modernize RCOT's technology capabilities and improve operational efficiency, communication, digital marketing, and service delivery in line with the institution's strategic objectives. The Enhancement of the ICT Infrastructure project includes the procurement of modern hardware, upgrading network infrastructure, implementing secure data hosting, and deploying standardized software tools like ERP and CRM solutions.

Trademark Africa aims to partner with the Rwanda Chamber of Tourism in the implementation of digital solutions to improve market access in the tourism and hospitality sector which will employ parallel initiatives, notably; enhancing ICT infrastructure by upgrading network connectivity, Digital literacy training of members, support with a study of existing e-tourism platforms and data hub that will be integrated with various internal and external systems to allow it to collect relevant statistics about the activities and performance of the tourism sector.

The digital intervention aims to increase the capacity of Rwandan MSMEs in tourism and hospitality value chains as constituted by its member associations; Rwanda Safari Guides Association (RSGA), Rwanda Hospitality Association (RHA), Rwanda Tour and Travel Agencies Association (RTTA), Rwanda Association of Tour Agencies (RATA), and Rwanda Tourism and Hospitality Educators Association (RTHEA) and the Rwanda Community Tourism Association, and so empowering the COT with digital systems will improve market access both local, regional, and international markets while creating jobs for women and youth.

2. Objectives

Objective 1: Supply ICT Equipment and Setup

To supply, install, and configure ICT equipment as specified in the annex. The vendor will be responsible for:

- Supplying and installing modern laptops, iPads, and multimedia equipment (as specified in the Bill of Equipment).
- Configuring network infrastructure, multimedia devices, and software applications to meet the operational requirements of RCOT.

- Ensuring seamless integration of the supplied equipment with existing systems, such as ERP, CRM, and productivity tools.

Objective 2: Equipment Handover and Training

- Provide a full handover of all supplied equipment to RCOT, including documentation.
- Conduct comprehensive training for RCOT staff on the usage and management of the new ICT systems.
- Ensure knowledge transfer on the maintenance of the hardware and software solutions.

Objective 3: Warranty and Maintenance Support

- Ensure that all supplied equipment is covered by a manufacturer's warranty for a period of at least three years.
- Provide on-site and on-call technical support for maintenance, software updates, and troubleshooting for a period of three years.
- Ensure backup and recovery systems are in place to safeguard data.

3. Deliverable

The vendor shall deliver the following items to the Rwanda Chamber of Tourism (RCOT) office in Kigali, along with installation and setup services. These materials are crucial for upgrading RCOT's ICT infrastructure and will significantly enhance productivity, collaboration, and data management capabilities:

1. **Laptops:** 6 units
2. **Monitors:** 2 units
3. **iPads:** 4 units
4. **Samsung Smart TV:** 2 units
5. **Meeting Microphones:** 1 unit
6. **High-Definition Camera for meeting:** 1 unit.
7. **Meeting Speakers:** 1 unit.
8. **Cloud VPS Servers:** 9
9. **Professional Camera (Canon EOS R5/Sony Alpha a7 III):** 1 unit.
10. **Rode Wireless GO II Microphones:** 4 units.
11. **Noise-cancelling headphones:** 2 units.

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12. **Tripod:** 1 unit.
 13. **Lighting Kits:** 2 units.

4. Methodology

The contractor shall propose an implementation methodology before the commencement of the assignment.

6. Reporting

The contractor will be required to submit the following reports:

- **Inception Report:** Within 10 working days from the start of the contract, detailing the plan for achieving the project objectives, timelines, and milestones.
- **Progress Reports:** Regular reports on completed activities, upcoming tasks, delays, challenges, and any required actions from RCOT or TMA.
- **Final Handover Report:** A comprehensive report detailing the completion of all project deliverables, equipment handover, and training outcomes.

7. Timeframe

The exercise is expected to take a maximum of 3 months, with specific deliverables expected as indicated above.

8. Qualifications

- Must have previously executed projects of similar scale or larger.
- The firm undertaking this assignment must designate at least a Project Leader/Liaisons Officer and at least two technicians. The project leader/manager should have at least 5 years' experience in carrying out similar assignments. The technicians should have relevant certifications and trainings for managing computers and printers.
- Accredited vendors/suppliers of genuine hardware and software.
- Accredited providers of maintenance services by equipment appointed distributors or the manufacturers themselves.
- The firm should have offices or partners or staff who are based in Rwanda to provide on-site support whenever it is required.

ANNEX

Laptop Specifications

| Item | Feature | Description |
|---------------------|------------------|---------------------------------------------------|
| Laptop | Preferred Brand | HP Envy x360 15 |
| | Processor | Intel Core i7-1365U |
| | RAM | 8GB |
| | Storage | 512GB SSD |
| | Display | 15.6-inch FHD OLED touchscreen |
| | Graphics | Integrated Intel Iris Xe Graphics |
| | Operating System | Windows 11 |
| | Ports | USB Type-C, USB Type-A, HDMI port, headphone jack |
| Battery Life | | 9 hours |
| Accessories | Backlit keyboard | |

MacBook Air Specifications

| Item | Feature | Description |
|-------------|------------------|---------------------------------------|
| MacBook Air | Preferred Brand | MacBook Air |
| | Processor | 8-Core CPU, 10-Core GPU |
| | RAM | 16GB Unified Memory |
| | Storage | 512GB SSD |
| | Display | 13-inch display |
| | Operating System | macOS 15 - Sequoia |
| | Ports | USB Type-C, HDMI port, headphone jack |

MacBook Pro Specifications

| Item | Feature | Description |
|-------------|-----------------|--------------------------|
| MacBook Pro | Preferred Brand | MacBook Pro |
| | Processor | 11-Core CPU, 14-Core GPU |
| | RAM | 18GB Unified Memory |
| | Storage | 512GB SSD |

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|--|------------------|---------------------------------------|
| | Display | 14-inch display |
| | Operating System | macOS 15 - Sequoia |
| | Ports | USB Type-C, HDMI port, headphone jack |

Monitor Specifications

| Item | Feature | Description |
|---------|-----------------|------------------------------------------------|
| Monitor | Preferred Brand | Samsung |
| | Size | 34-Inch |
| | Resolution | Ultra-WQHD 1000R Curved, HDR10 |
| | Refresh Rate | 100 Hz |
| | Technology | AMD FreeSync, Thunderbolt 4, Built-in Speakers |

iPad Specifications

| Item | Feature | Description |
|--------|-----------------|-------------|
| Tablet | Preferred Brand | iPad Air |

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|--|--------------|-------------------------------------------|
| | RAM | 8 GB |
| | Storage | 256 GB |
| | Connectivity | Wi-Fi, USB-C |
| | Accessories | Apple Pencil, Magic Keyboard for iPad Air |

Smart TV Specifications

| Item | Feature | Description |
|--------|-----------------|------------------------------------------------------|
| Tablet | Preferred Brand | Samsung |
| | Size | 55 Inch |
| | Model | DU7000 |
| | Technology | Crystal UHD, PurColor, 4K Upscaling, Samsung TV Plus |

High-definition Camera Specifications

| Item | Feature | Description |
|--------|------------|-----------------------------------|
| Camera | Brand | Canon EOS R5 or Sony Alpha a7 III |
| | Technology | DSLR or mirrorless camera, |

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| | | 4K video capability, interchangeable lenses |
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Microphone Specifications

| Item | Feature | Description |
|------------|---------|---------------------|
| Microphone | Brand | Rode Wireless GO II |

Cloud VPS Server Specifications

| Item | Feature | Description |
|--------|----------------|-------------------------------------------------------|
| Server | Specifications | 4 vCPUs at 2.5 GHz, 8GB RAM, 500GB SSD, 1TB bandwidth |
| OS | | Linux or Windows |

Accessories

| Item | Feature | Description |
|--------------|----------------|--------------------------------------------|
| Tripod | Specifications | For stable video recording |
| Lighting Kit | | Provides optimal lighting for video shoots |

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| Headphones | Preferred Brand | Sony WH-1000XM5 or Bose QuietComfort 45 |
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Evaluation Criteria

Firm and Personnel Experience

| No | Criteria | Complied/Not Complied (C/NC) |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| 1 | Must have previously executed projects of similar scale or larger in Rwanda | C/NC |
| 2 | The firm undertaking this assignment must designate at least a Project Leader/Liaisons Officer and at least two technicians. The project leader/manager should have at least 5 years' experience in handling similar assignments. | C/NC |
| 3 | Accredited vendors/suppliers of genuine hardware and software. | C/NC |
| 4 | Engineers/Technicians assigned to undertake the assignment should be certified or trained on the equipment they set up. Relevant certifications/trainings in computer and printer management shall be required (demonstrate in the CVs). | C/NC |
| 5 | The firm should have an office, partner, or staff who are based in Kigali to provide on-site support whenever it is required. | C/NC |