



**INVITATION FOR BIDS (IFB)**  
**Reference Number: TN 024/Jhpiego-RW/FY26**

**INTRODUCTION**

***Jhpiego's Mission***

Jhpiego enhances the health and saves the lives of women and families in limited-resource settings. For nearly four decades, we have put evidence-based health innovations into everyday practice to overcome barriers to high-quality health care services for the world's most vulnerable populations. From our origins as technical experts in reproductive, maternal and child health, Jhpiego has grown to embrace new challenges, including HIV/AIDS, malaria and cervical cancer prevention reflecting the increasing interconnectedness of global health.

***Jhpiego's Values***

At Jhpiego, we value our customers who have our respect, responsiveness, and commitment to excellence; our staff and global network of colleagues who bring cultural diversity, innovation, and a wealth of world experience; and our work culture, which is reflected in our team spirit, transparent communication, mutual respect, flexibility, and dedication.

Jhpiego hereby invites eligible national and international bidders to submit proposals for the provision of comprehensive maintenance services for the Applied Biosystems SeqStudio Flex Series Genetic Analyzer and the Applied Biosystems 3500xL Genetic Analyzer. Participation in this tender is open, on equal terms, to all qualified firms with demonstrated expertise and experience in the provision of maintenance services for the specified equipment.

**1. Background**

Rwanda Biomedical Centre / National Reference Laboratory operates Applied Biosystems SeqStudio Flex Series Genetic Analyzer and Applied Biosystems 3500xL Genetic Analyzer instruments for the RISE Malaria project: *Molecular Surveillance for Operationally Relevant Genetic Polymorphisms of Plasmodium falciparum*.

To ensure optimal performance, accuracy, reliability, and uninterrupted laboratory operations, the laboratory seeks to engage a qualified service provider to deliver comprehensive maintenance services for these instruments, as well as refresher training for end users.

**2. Objective**

The objective of this tender is to procure comprehensive maintenance services for the **Applied Biosystems SeqStudio Flex Series Genetic Analyzer and Applied Biosystems 3500xL Genetic Analyzer** including annual preventive maintenance, corrective maintenance, technical support, replacement of defective parts as required and refresher training of end users.

**3. Scope of Work**

■ **Annual preventive maintenance**

Conduct scheduled preventive maintenance visits in accordance with the manufacturer's recommendations (once a year).

Inspect, clean, adjust, and optimize instrument performance.  
Verify instrument functionality and operational parameters.  
Perform software and firmware updates where applicable.  
Provide preventive maintenance reports after each visit.

■ **Corrective Maintenance**

Diagnose and repair equipment failures and malfunctions.  
Provide emergency breakdown support upon notification by the laboratory.  
Restore equipment to full operational status within agreed response times.  
Submit service reports detailing the root cause of failures and corrective actions taken.

■ **Replacement spare parts**

Supply and install genuine manufacturer-approved replacement parts.  
Replace defective components identified during preventive or corrective maintenance.

■ **Technical Support**

Provide remote technical support during normal working hours.  
Offer telephone, email, and online troubleshooting support.  
Escalate unresolved technical issues to manufacturer support when necessary

■ **Refresher Training for End Users**

Strengthen end users' knowledge and skills, ensuring correct and efficient use of the equipment

**INSTRUCTIONS TO BID (Mandatory Requirements)**

For Rwandan companies, bidders must provide copies of the following valid documents:

1. RDB Registration Certificate corresponding to the relevant field of business;
2. VAT Registration Certificate;
3. Tax Clearance Certificate;
4. RSSB Clearance Certificate; and
5. Evidence of at least two (2) successfully completed contracts for similar maintenance services.
6. The vendor must possess a valid license or certification from the manufacturer or an authorized distributor authorizing them to provide maintenance and support services for Applied Biosystems genetic analyzers.

**Note: Non-Rwandan Companies Shall Provide Equivalent Statutory and Regulatory Documents Applicable in Their Respective Countries of Registration.**

**Bid Submission Requirements**

Bidders shall submit their proposals in two separate files:



## **A. Technical Proposal**

The Technical Proposal shall include, but not be limited to, the following:

1. All mandatory eligibility documents as specified under the Instructions to Bid.
2. Company profile.
3. Evidence of at least two (2) successfully completed contracts for similar maintenance services.
4. Authorization or certification from the manufacturer or an authorized distributor permitting the bidder to service Applied Biosystems genetic analyzers.
5. Detailed technical approach and methodology for delivering the required services.
6. Proposed preventive maintenance plan and schedule.
7. Description of corrective maintenance and emergency support services.
8. Details of technical support arrangements, including remote support capabilities.
9. Information on the availability and sourcing of genuine manufacturer-approved spare parts.
10. Proposed refresher training plan for end users.

## **B. Financial Proposal**

The Financial Proposal shall include:

1. A detailed price quotation for the comprehensive maintenance services.
2. Cost breakdown for:
  - o Annual preventive maintenance;
  - o Corrective maintenance services;
  - o Technical support services;
  - o Refresher training for end users; and
  - o Replacement spare parts (where applicable).
3. Proposed response and service delivery timelines.
4. Quotation validity period.

## **Pricing**

- Prices shall be quoted in Rwandan Francs (RWF) for Rwandan company or United States Dollars for non-Rwandese company (USD).
- All applicable taxes and charges shall be clearly indicated.
- For Bidders Registered with the Rwanda Tax Administration: If selected for this procurement, it is mandatory to issue an Electronic Billing Machine (EBM) invoice in accordance with Rwandan tax regulations.
- For Non-Rwandan Bidders or Bidders Not Registered with the Rwanda Tax Administration: In compliance with Rwanda Tax Law, Jhpiego will withhold 15% of the total invoice amount as a withholding tax.

## **NB:**

1. The bidder shall provide a clear physical address for its company. Bidders operating in Rwanda must provide address of their company in Rwanda. Bidders not registered in Rwanda must clearly indicate their country of registration and principal address of business.

## **Submission Method and Deadline**



All proposals (Technical Proposal and Financial Proposal) must be submitted as separate signed and stamped PDF files via email to:

**Rwanda.Procurement2026@jhpiego.org**

Subject Line: **Tender for Comprehensive Maintenance Services for Applied Biosystems SeqStudio Flex Series Genetic Analyzer and Applied Biosystems 3500xL Genetic Analyzer**

The deadline for submission is **Thursday, 9<sup>th</sup> July 2026 at 11:00 AM Kigali Time.**

Late submissions will not be considered.

**Submission Address:**

To: Senior Finance & Operations Manager  
Jhpiego Rwanda Country Office  
Gasabo, Kacyiru, KG 5 St Road, House Number 48  
P.O. Box 6952, Kigali, Rwanda  
Tel: (+250) 788 381 188

All inquiries must be submitted in writing to [Rwanda.Procurement@jhpiego.org](mailto:Rwanda.Procurement@jhpiego.org) at least two (3) business days before the submission deadline.

**Note:** Jhpiego reserves the right to accept or reject any quotation, to annul the bidding process, and to reject all proposals at any time prior to contract award, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for Jhpiego's action.

Done on 24<sup>th</sup> June 2026


**Valens Ndonkeye**

*Valens Ndonkeye*

Sr. Finance and Operations Manager  
Jhpiego Rwanda Country Office



## Document Details

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