Kepler College

Gasabo District, Kinyinya Sector, KG 29 No. 16, P.O. BOX: 5594 Kigali, Rwanda

REQUEST FOR PROPOSAL(RFP)

RFP Ref No: KC/KGL/RFP/06/2026

RFP TITLE: **PROVISION OF UNARMED SECURITY GUARD SERVICES**

Date of Issue: **November 25, 2026**

Submission Date and Time: **December 11, 2026, 2:30 PM, Kigali time**

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PART I – INSTRUCTIONS TO BIDDERS

1. INVITATION

Dear Sir/Madam,

Kepler College invites your esteemed company to submit a competitive proposal for the provision of unarmed security guard services at its campuses and affiliated centres (Kigali and Kiziba/Karongi), in accordance with the requirements set out in this RFP and its annexures. Kepler College has its principal offices in Kigali City, Gasabo District, Kinyinya Sector, Murama Cell, Rusenyi Village, KG 29 Ave No. 16.

This RFP provides information on Kepler College's requirements and the basis on which proposals will be evaluated. Bidders are expected to review the requirements carefully and submit complete Technical and Financial Proposals.

By participating in this procurement proceeding, you are indicating your acceptance to be bound by the guidelines set out in this letter and attachments. We provide below the key details of Kepler College requirements, which you should take into account in your response.

Please direct any questions regarding the RFP content or process to this email address: procurement@keplercollege.ac.rw You should not contact other Kepler College personnel unless directed to do so by a Kepler College representative.

Kepler College reserves the right to disqualify and reject proposals from bidders who do not comply with these guidelines.

As part of this tendering process Kepler College makes no obligations in any way to:

(i) pay any bidder for any RFP response; or

(ii) award the contract with the lowest or any bidder; or

(iii) accept any bid received from bidders; or

(iv) include bidder responding to this RFP, in any future invitation; or

(v) any other commitment to bidders whatsoever.

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2. SCOPE OF SERVICES

The successful bidder shall provide the following services:

2.1. Access control

2.1.1. Control entry and exit of students, employees, visitors, contractors and suppliers.
2.1.2. Verify visitor identities and maintain visitor registers.
2.1.3. Monitor the movement of vehicles and deliveries.
2.1.4. Prevent unauthorised access to restricted areas.
2.1.5. Conduct authorised searches in accordance with applicable laws, campus procedures and respect for individual dignity.

2.2. Patrols and surveillance

2.2.1. Conduct regular foot patrols across the campus.
2.2.2. Monitor buildings, perimeter fences, parking areas and other vulnerable locations.
2.2.3. Identify and report suspicious activities, safety hazards and security weaknesses.
2.2.4. Ensure that security posts are continuously manned.

2.3. Incident management

2.3.1. Respond promptly to security incidents, disturbances and suspicious activities.
2.3.2. Immediately report serious incidents to the Campus Management and relevant authorities.
2.3.3. Support emergency evacuation and coordination during fire, medical and other emergencies.
2.3.4. Maintain accurate incident records and submit reports.

2.4. Protection of property and assets

2.4.1. Prevent theft, vandalism, trespassing and unauthorised removal of campus property.
2.4.2. Report damage, losses and unusual occurrences.

2.5. Reporting and administration

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2.5.1. Maintain daily occurrence books and visitor registers.
2.5.2. Prepare shift handover reports.
2.5.3. Submit daily, weekly and monthly security reports as agreed with the Institution.
2.5.4. Immediately escalate serious incidents.

3. PREMISES LOCATION

3.1. **Location #1**: Kepler College Kigali Campus, Gasabo-Kinyinya, KG 29 Ave No. 16;

3.2. **Location #2**: Kepler Entrepreneurship Centre, Kibagabaga on KG 313 ST;

3.3. **Location #3**: Kepler College Campus, Karongi- Kiziba Refugee Camp;

4. EQUIPMENT, UNIFORMS AND ACCESSORIES

The successful bidder shall provide, at its own cost, all uniforms and equipment necessary for effective service delivery, including:

4.1. Complete and identifiable security uniforms.
4.2. Safety footwear and appropriate personal protective equipment.
4.3. Torches or rechargeable lights.
4.4. Communication equipment, such as radios or mobile phones.
4.5. Whistles and other basic security accessories.
4.6. Batons, only where legally permitted and authorised.
4.7. Raincoats and other appropriate protective clothing.
4.8. Any other basic equipment required for the agreed security duties.

5. SITE VISIT

5.1. Site visit is optional. However, bidders are strongly encouraged to visit the campus and familiarise themselves with the site, access points and security requirements. A maximum of two (2) representatives from each Bidder is permitted to attend the site visit. The site visit shall be conducted by appointment, **Monday to Friday,** from the date of publication **until December 9, 2026 between 9:00 AM and 4:00 PM.**

5.2. The costs of visiting the site shall be at the bidder's own expense.

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6. Tender submission methods and requirements

Well bound and sealed bids presented in 2 hard copies, one of them marked "Original" and another copy marked "Copy" of the bids must be submitted to Kepler College Reception Office not later than, **Friday, December 11th, 2026 at 2:30 PM** Kigali Time.

7. Late Bids

Bidders are responsible for submitting their Proposals by the submission deadline. There will be no allowance made by the Client for any delays in transmission of the Proposals from Bidders to Client. Any Proposal received by the Client later than the stated submission date and time shall be rejected and removed from further consideration by the Client.

8. Opening the bids

Proposals will be opened on **December 11th, 2026** at **3:00 PM** (Kigali time) at Kepler College's Office Boardroom located in Kinyinya Sector, Murama Cell, Rusenyi Village on KG 29 Ave No. 16.

On the day of opening the proposals, Kepler College Procurement Committee will read the price offer of each bidder in front of the bidders or their representatives. Thereafter, the bidders will be dismissed and Kepler College Procurement committee will conduct a thorough analysis of the Proposals.

PART II – MANDATORY COMPLIANCE CHECKLIST

Tender responses will be subject to an initial compliance check to confirm that a bidder has submitted:

S/N	Criteria	Importance of the document	Pass	Fail
1	A full business registration certificate issued by Rwanda Development Board (RDB);	**Compulsory**		
2	A valid licence authorising the provision of private security services issued by Rwanda National Police (RNP).	**Compulsory**		
3	A VAT registration certificate;	**Compulsory**		
4	A valid tax clearance certificate issued by Rwanda Revenue Authority (RRA);	**Compulsory**		
5	A valid Social Security Certificate issued by	**Compulsory**		

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6	At least 3 reference letters/successful completion certificates from reputable organisations highlighting similar services provided within the past 3 years;	**Compulsory**		

Table 1: Initial compliance check criteria

Bidders that do not meet the criteria 1-6 may be rejected at this stage.

PART IV – TECHNICAL AND QUALITY REQUIREMENTS

9. TECHNICAL PROPOSAL

Bidders will submit **one technical proposal document with the following indexed sections**:

Criterion	Requirement	Criterion mark	Remarks/Basis of assessment
Track record of relevant Experience in security guard services	Demonstrates relevant experience in providing professional security guard services, preferably to educational institutions, campuses, commercial premises or other comparable multi-site facilities. Provides details of at least three (3) relevant completed or ongoing contracts, including client names, scope of services, contract duration and contactable references. Submits a valid Rwanda National Police (RNP) licence or other applicable authorisation to provide private security services in Rwanda.	15	Assessment based on relevance, scale and duration of previous contracts; experience managing multiple locations; quality and verifiability of references; and validity of the required licence.
Security Methodology and Operational Approach	Provides a comprehensive, practical method statement explaining how the bidder will deliver the required unarmed security services. Addresses access control, visitor and vehicle registration, patrols, perimeter and building monitoring,	13	Assessment based on completeness, practicality and relevance of proposed security procedures; adequacy of access control and patrol

	prevention and reporting of theft, vandalism and unauthorised access, incident reporting, occurrence books, shift handovers and communication with Kepler College. Demonstrates an understanding of the security requirements and operating environment of an educational institution.		arrangements; incident reporting and escalation procedures; and effectiveness of the proposed approach across multiple campus locations.
Qualifications, Recruitment, Vetting and Training of Security Personnel	Demonstrates a structured process for recruiting, screening, vetting and deploying suitable security guards. Explains initial and refresher training arrangements, including access control, customer service, professional conduct, communication, conflict management, emergency response and incident reporting. Provides details of personnel management, discipline, attendance monitoring, staff welfare and replacement arrangements.	10	Assessment based on adequacy of recruitment and vetting procedures; relevance and frequency of training; suitability and professionalism of proposed personnel; and arrangements for maintaining reliable, disciplined and competent security teams.
Guard Deployment, Shift Arrangements and Supervision	Demonstrates the ability to provide the exact number of guards required by Kepler College at each campus and security post, in accordance with the Institution's deployment schedule. Explains implementation of the required 12-hour shifts, including shift handovers, breaks, weekly rest days, leave, sickness and absence cover, while maintaining continuous security coverage and complying with applicable Rwandan labour requirements. Provides details of supervisory arrangements, relief personnel, standby resources and communication between guards, supervisors and management.	10	Assessment based on compliance with the Institution's deployment requirements; practicality and legal compliance of proposed shift arrangements; adequacy of relief and standby coverage; supervisory structure; and ability to coordinate and monitor operations across all campus locations.

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Emergency Response and Incident Management	Provides clear procedures for responding to security incidents and emergencies, including theft, intrusion, trespassing, suspicious activities, disturbances, fire, medical emergencies and evacuation situations. Explains incident notification and escalation procedures, coordination with Kepler College management and relevant emergency services or authorities, incident documentation, investigation support and corrective action follow-up.	7	Assessment based on clarity and effectiveness of emergency response procedures; speed and reliability of incident notification; coordination arrangements; quality of incident documentation; and ability to manage and follow up incidents professionally.
Equipment, Uniforms and Operational Resources	Confirms the bidder's ability to provide all required uniforms, footwear, personal protective equipment and basic operational accessories for deployed guards. Identifies proposed torches, communication devices and other necessary equipment. Demonstrates adequate management, transport, logistical and operational resources to support security operations across all campus locations. Acknowledges that walk-through metal detectors, luggage/baggage scanners and under-vehicle inspection mirrors will be provided by Kepler College and are excluded from the contractor's supply obligations.	5	Assessment based on adequacy and suitability of proposed uniforms, equipment and accessories; availability of communication and logistical resources; and ability to support and maintain operations at all designated locations.
	TOTAL TECHNICAL SCORE	**60**	

Table 2: Technical Proposal and Quality Requirements

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PART III – FINANCIAL PROPOSAL / PRICE SCHEDULE

The proposal will be prepared in reference to the indicative deployment schedule outlined below:

Location/site	Security Officers Per Shift	Quantity	Unit Price (Rwf)	Amount(Rwf)
Kepler College Kigali Campus	Day	6		
	Night	8		
Kepler College Kiziba/Karongi Campus	Day	1		
	Night	2		
Entrepreneurship Centre/ Kibagabaga	Day	1		
	Night	1		
Other charges (if any)- please specify				
Sub-total				
Applicable taxes				
Grand total taxes inclusive				

PART IV – 100-POINT EVALUATION SHEET

10. Evaluation Structure

Stage / Criterion	Maximum Points	Method
A. Mandatory eligibility and regulatory compliance	Pass/Fail	All mandatory requirements must pass
B. Technical and quality evaluation	60	Scored; minimum 42/60 recommended
C. Financial evaluation	40	Formula-based
TOTAL	**100**	**Highest responsive combined score recommended**

Table 3: Evaluation Structure

11. Technical Minimum

Only proposals obtaining at least 42/60 and satisfying all mandatory requirements should proceed to financial evaluation, unless the approved procurement plan specifies a different threshold.

12. Financial Evaluation – 40 Points

The lowest evaluated responsive total cost receives 40 points. Other responsive bidders receive: Financial Score = (Lowest Evaluated Price / Bidder's Evaluated Price) × 40.

13. Combined Score

Final Score = Technical Score + Financial Score. The bidder with the highest combined score, subject to due diligence and all mandatory requirements, will be recommended for award.

14. Clarification of Bids

To assist in the examination, evaluation, and comparison of bids, Kepler College may, at its own discretion, ask any bidder to provide clarifications on his/her bid or on some specific elements of it, including breakdowns of unit rates. The request for clarification and the response shall be in writing, but no change in the price or substance of the bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Client in the evaluation of the bids in accordance with RFP Clause 15. At his/her own initiative, a bidder may provide clarifications on his/her Bid but which shall not change its price or substance.

15. Correction of Errors

Bids determined to be substantially responsive shall be checked by the evaluation committee for any arithmetic errors. Errors shall be corrected by the evaluation committee as follows:

a) where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and
b) where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted shall prevail, unless in the opinion of the Client there is an obviously gross misplacement of the decimal point in the unit rate, in which case the line-item total as quoted shall prevail, and the unit rate shall be corrected.

The amount stated in the bid shall be adjusted by the evaluation committee in accordance with the above procedure for the correction of errors and, with the concurrence of the

bidder, shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount, the bid shall be rejected.

PART VI – DATA SHEET (DS)

The following data set forth in the Data Sheet below shall complement/supplement the information in the Instructions to Bidders. In the case of any discrepancy between the Instructions to Bidders and the Data Sheet (DS), the information in the Data Sheet (DS) shall take precedence over the Instructions to Bidders.

Data	Specific Instruction
Project Location	Kepler College, located in Kinyinya Sector, Murama Cell, Rusenyi Village on KG 29 Ave No. 16.
Site visit	**Monday to Friday**, from the date of publication **until December 9, 2026, between 9:00 AM and 4:00 PM.**
Address to submit the bids	Kepler College, located in Kinyinya Sector, Murama Cell, Rusenyi Village on KG 29 Ave No. 16.
Submission deadline	**Friday, December 11, 2026 not later than 2:30 PM Kigali Time**
Opening Proposals	1. **Bids opening** will take place on Friday, **December 11, 2026 at 3:00 PM** Kigali at Kepler College 's Office Boardroom in Kinyinya 2. Bids opening participants may attend in person
Language requirement	All documentations must be written in English. Documents written in any other languages will be rejected.
Acceptable currency	Only in Rwandan Francs (proposals in any other currencies will be rejected)
Kepler College will award the tender to:	One (1) bidder
Next steps after the suppliers selection	**Contract signing:** A contract will be established between Kepler College and the selected contractor , stipulating

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	the terms of payment, specific key performance indicators, etc.;
Submission requirements	The quotation should be addressed to: **"Kepler College"** The proposal should contain the following information: ❖ Name of your company; ❖ Address and telephone number of your company; ❖ Name and signature of the person submitting the quote; ❖ Official company's stamp; ❖ Company's TIN; ❖ VAT (18%) should be calculated separately where applicable;
Validity period of the proposal	60 working days
Contacts For Clarifications	**Email:** procurement@keplercollege.ac.rw **Phone Number**: +250 788 840 308

At any time during the validity of the proposal, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by Kepler College after it has received the proposal.

At the time of award of Contract, Kepler College reserves the right to vary (increase or decrease) the quantity or scope of the works, by up to a maximum of twenty per cent (20%) of the total contract value, without any change in the unit price or other terms and conditions.

Kepler College Reserves the right to cancel this tender any time before a contract is signed without incurring any liability to the bidders.

Thank you and we look forward to receiving your bid.

Sincerely,

Christine Sesay, CFO and VP of Partnerships

Annexures

ANNEX 1: DETAILED RUBRIC FOR TECHNICAL EVALUATION

This detailed rubric will guide bidders in clearly understanding how Kepler College will evaluate the technical component of this specific tender.

Each scored criterion shall be assessed against the evidence submitted by the bidder. A bidder may receive partial points where the evidence demonstrates a credible but incomplete or less robust level of compliance/capability. The indicative scores below support consistent evaluation.

Criterion	Max.	Excellent	Good	Partial	Very weak / None
Track record of relevant Experience in security guard services	15	**15** – Demonstrates at least three (3) completed or ongoing comparable security guard service contracts, preferably with educational institutions, campuses or multi-site facilities. Provides credible supporting evidence, such as signed contracts, completion certificates or client reference letters, clearly indicating the scope, duration and value or scale of the services. Demonstrates proven experience managing security operations across multiple locations.	**10** – Demonstrates at least two (2) relevant security guard service contracts with credible supporting evidence and reasonable experience in managing comparable security operations.	**5** – Demonstrates only one (1) relevant security guard service contract, or provides limited supporting evidence and insufficient details on the scope, duration or scale of previous assignments.	**0** – No credible evidence of relevant security guard service contracts, or the experience submitted is unrelated to the required services.
Security Methodology and Operational Approach	13	**13** – Provides a comprehensive, practical and site-relevant security methodology addressing access control, visitor and	**10** – Provides a sound methodology covering the main security activities and	6 – Provides a basic or largely generic methodology with limited	0 – No acceptable security methodology is provided, or the proposed

		vehicle registration, patrols, perimeter and building monitoring, prevention of theft, vandalism and unauthorised access, incident reporting, occurrence books, shift handovers and communication with Kepler College. Clearly explains how security operations will be coordinated across all campus locations.	operational requirements, including access control, patrols, incident reporting and supervision, but with minor gaps in operational detail or coordination arrangements.	explanation of how the required security activities will be implemented. Several important operational areas are inadequately addressed.	approach is unsuitable for the required unarmed security services.
Qualifications, Recruitment, Vetting and Training of Security Personnel	10	**10** – Demonstrates a comprehensive recruitment and vetting process, including background screening and verification of personnel suitability. Provides a clear training programme covering access control, customer service, professional conduct, communication, conflict management, emergency response and incident reporting. Clearly explains personnel supervision, discipline, attendance monitoring, welfare and replacement arrangements.	**7** – Demonstrates reasonable recruitment, vetting and training arrangements, with relevant training topics and adequate personnel management procedures, but with minor gaps in supporting evidence or programme detail.	**4** – Provides basic recruitment and training arrangements, but gives limited evidence of systematic vetting, refresher training, personnel supervision or replacement procedures.	**0** – Recruitment, vetting and training arrangements are not adequately demonstrated, or the proposed approach does not establish the suitability and competence of security personnel.
Guard Deployment, Shift	10	**10** – Demonstrates a clear and practical deployment plan that	**7** – Provides a generally sound	**4** – Provides a basic deployment	0 – No credible deployment and supervision plan

Arrangements and Supervision		fully accommodates the exact number of guards required at each campus and security post. Provides a workable 12-hour shift arrangement addressing handovers, breaks, weekly rest days, leave and absence cover while maintaining continuous coverage and complying with applicable Rwandan labour requirements. Provides adequate relief personnel, standby arrangements, supervisory coverage and effective coordination across all campus locations.	deployment and supervision plan that addresses the required guard numbers and 12-hour shifts, with reasonable arrangements for relief coverage and supervision, but with minor gaps in staffing calculations, shift management or coordination.	plan but does not adequately explain shift arrangements, relief coverage, supervisory responsibilities or how continuous security coverage will be maintained across all locations.	is provided, or the proposed arrangements fail to demonstrate the ability to meet the Institution's staffing and coverage requirements.
Emergency Response and Incident Management	7	**7** – Provides comprehensive procedures for responding to security incidents and emergencies, including theft, intrusion, trespassing, suspicious activities, disturbances, fire, medical emergencies and evacuation situations. Clearly defines incident escalation, notification timelines, coordination with Kepler College and relevant authorities, incident documentation,	**5** – Provides appropriate emergency response and incident management procedures covering the main foreseeable incidents, with reasonable reporting and escalation arrangements but some gaps	**3** – Provides basic emergency response procedures but lacks sufficient detail on escalation, coordination with Kepler College, incident documentation or corrective	**0** – No credible emergency response or incident management procedures are provided, or the proposed arrangements are inadequate for the required services.

		investigation support and corrective action follow-up.	in detail or follow-up procedures.	action follow-up.	
Equipment, Uniforms and Operational Resources	5	**5** – Clearly identifies and commits to providing suitable uniforms, footwear, personal protective equipment, torches, communication devices and other necessary basic accessories for all deployed guards. Demonstrates adequate logistical, transport and management resources to support operations across all campus locations. Clearly acknowledges the equipment to be supplied by Kepler College.	**4** – Confirms the provision of the main required uniforms, equipment and accessories and demonstrates reasonable operational resources, with minor omissions or limited supporting detail.	**2** – Provides a basic list of uniforms and equipment but does not sufficiently demonstrate their suitability, availability or the logistical resources required to support all campus locations.	**0** – Fails to demonstrate the ability to provide the required uniforms, basic equipment and operational resources, or materially misunderstands the equipment supply responsibilities.

Table 4: Detailed Rubric for Technical Evaluation