



Zipline

Request for Proposal (RFP)

Service: Supply & Installation of CCTV System

For Zipline Facility in Karongi, RW3

2026-06-09

Issued by: FlyZipline Rwanda Ltd.

RFP Number: ZRW-RFP-2026-08

Issue Date: June 9th, 2026

Response Deadline: June 22nd, 2026

1. INTRODUCTION

FlyZipline Rwanda Ltd. ("Zipline") invites qualified local vendors to submit proposals for the supply, installation, commissioning, maintenance, repair, and support of a complete Closed-Circuit Television (CCTV) surveillance system for its new facility to be located in Karongi District, Rwanda.

This Request for Proposal (RFP) is intended primarily to assess supplier capability, technical expertise, proposed CCTV solutions, support capabilities, and indicative commercial pricing.

The selected supplier(s) may subsequently be invited to participate in a site survey and design validation exercise following completion of construction works before final contract award.

2. COMPANY BACKGROUND

Zipline operates the world's largest instant logistics and autonomous drone delivery network, enabling on-demand delivery of healthcare, commercial, consumer, and agricultural products.

The company operates mission-critical facilities requiring high levels of security, safety, operational monitoring, and asset protection.

To support these requirements, Zipline intends to deploy a modern CCTV surveillance system capable of providing:

- Continuous 24-hour surveillance
- Real-time monitoring
- Incident investigation capabilities
- Remote monitoring access
- Perimeter security monitoring
- Operational oversight of critical infrastructure
- Future scalability and expansion

The proposed CCTV infrastructure will support security operations across:

- Warehouse Operations
- Flight Operations Areas
- Launch Areas
- Recovery Areas
- Offices
- Control Rooms
- Vehicle Access Points
- Building Perimeter

3. PROJECT OVERVIEW & PROCUREMENT APPROACH

Zipline is currently constructing a new operational facility in Karongi District, Rwanda.

At the time of issuance of this RFP, construction activities remain ongoing. As a result, final building layouts, camera placement locations, cable routes, mounting positions, and infrastructure requirements cannot yet be fully confirmed.

Accordingly, this RFP seeks to:

Assess Vendor Capability

- Technical expertise
- CCTV system design capability
- Relevant project experience
- Local support capability
- Maintenance capacity

Assess Technical Solutions

- Proposed CCTV architecture
- Camera technologies
- Storage solutions
- Monitoring systems
- Cybersecurity approach
- Remote monitoring capabilities

Obtain Budgetary Pricing

- Preliminary equipment pricing
- Indicative installation costs
- Maintenance support pricing
- Total cost of ownership estimates

Construction completion is currently anticipated by **August 2026**.

Shortlisted vendors will be invited to participate in a mandatory site survey and design validation exercise following substantial completion of construction.

Following the site survey, vendors may be requested to submit:

- Final CCTV design
- Updated equipment schedules
- Camera placement plans
- Coverage drawings
- Final Bill of Quantities (BOQ)
- Final commercial proposal

Zipline reserves the right to revise quantities and technical requirements following completion of the site survey.

4. PRELIMINARY CCTV REQUIREMENTS

The quantities below are preliminary planning estimates only and may change following the final site survey.

CCTV Camera Systems

#	Equipment Description	Estimated Quantity
1	Outdoor PTZ Cameras (5MP minimum)	6 Units
2	Outdoor Bullet Cameras (5MP minimum)	7 Units
3	Indoor Dome Cameras (5MP minimum)	4 Units
4	Camera Mounting Brackets and Accessories	As Required
5	Junction Boxes and Weatherproof Enclosures	As Required

Minimum Camera Requirements

All proposed cameras should support:

- Minimum 5MP resolution
- Infrared Night Vision
- Wide Dynamic Range (WDR)
- Motion Detection
- H.265 Compression
- ONVIF Compatibility
- Weatherproof Rating IP66 or Higher (Outdoor Cameras)
- Power over Ethernet (PoE)

Preferred manufacturers include:

- Hikvision - Best preferred
- Axis Communications
- Hanwha Vision
- Bosch
- Uniview

Recording & Storage Infrastructure

#	Equipment Description	Estimated Quantity
1	32 Channel NVR with 4K Capability	1 Unit
2	CCTV Monitoring Workstation	1 Unit
3	CCTV Monitoring Display (32" or above)	1 Unit
4	Surveillance HDD (Minimum 8TB)	2 Units
5	Additional Storage Expansion	As Required

Storage Requirements

The proposed solution shall support:

- Minimum 30 Days Continuous Video Retention
- Continuous 24-Hour Recording
- Event-Based Recording
- Video Search Functionality
- Video Export Capability
- Evidence Preservation Capability

Network Infrastructure & Cabling

The vendor shall provide and install all required:

- CAT6 Network Cabling
- PoE Network Switches
- Patch Panels
- Network Cabinets
- RJ45 Connectors
- Fiber Infrastructure (if required)
- Cable Trunking
- Conduits
- Cable Management Accessories

All installations shall comply with structured cabling best practices.

Electrical & Protection Infrastructure

The vendor shall provide all necessary:

- Surge Protection Devices
- Outdoor Electrical Enclosures
- PVC Conduits
- Flexible Conduits
- Circuit Protection Devices
- Power Distribution Accessories
- Power Sockets and Switches
- Earthing and Grounding Components

Remote Monitoring Requirements

The proposed CCTV solution shall include:

- Secure Remote Access
- Mobile Application Access
- Web-Based Monitoring
- Role-Based User Access Control
- Audit Trail Functionality
- Alert and Notification Capability
- Remote Playback Functionality
- Multi-User Access

5. SCOPE OF WORK

The selected contractor shall provide an end-to-end CCTV solution including but not limited to:

5.1 Site Survey & Design Validation

Following completion of construction, the contractor shall:

- Conduct a comprehensive site survey
- Identify camera locations
- Develop CCTV coverage plans
- Produce system architecture drawings
- Submit final design documents

5.2 Supply

- Supply all CCTV equipment
- Supply software licenses
- Supply storage devices
- Supply cabling and accessories
- Supply mounting hardware

5.3 Installation

- Install all CCTV cameras
- Install recording equipment
- Install network infrastructure
- Install monitoring systems
- Install power infrastructure

5.4 Configuration

- Configure cameras
- Configure recording systems
- Configure user access permissions
- Configure remote monitoring

- Configure alert systems

5.5 Testing & Commissioning

- Functional Testing
- Recording Verification
- Storage Validation
- Network Testing
- Remote Access Testing
- User Acceptance Testing (UAT)

5.6 Training & Documentation

Provide:

- End User Training
- Administrator Training
- As-Built Drawings
- Asset Registers
- User Manuals
- System Documentation

5.7 Maintenance & Support

Provide:

- Preventive Maintenance
- Corrective Maintenance
- Equipment Repairs
- Equipment Replacement
- Technical Support

6. WARRANTY REQUIREMENTS

The contractor shall provide:

Equipment Warranty

Minimum 12 Months from commissioning.

Installation Warranty

Minimum 12 Months from project completion.

Support Requirements

During the warranty period the contractor shall:

- Repair defective equipment at no additional cost.
- Replace faulty equipment where necessary.
- Provide technical support services.

- Maintain agreed response times.

Vendors shall clearly define:

- Response Time
- Resolution Time
- Escalation Process
- Spare Parts Availability

7. TECHNICAL PROPOSAL REQUIREMENTS

Interested vendors shall submit a detailed technical proposal including:

CCTV System Design Approach

- Proposed architecture
- Proposed camera technology
- Storage architecture
- Monitoring architecture
- Cybersecurity approach
- Scalability approach

Proposed Equipment

Provide technical datasheets for:

- Cameras
- NVRs
- Storage Devices
- Switches
- Software Platforms
- Monitoring Equipment

Remote Monitoring Solution

Describe:

- Mobile Access
- Web Access
- User Management
- Security Controls
- Alert Management

Maintenance Strategy

Describe:

- Preventive Maintenance
- Corrective Maintenance
- Emergency Response
- Spare Parts Management

8. VENDOR ELIGIBILITY REQUIREMENTS

Interested bidders must submit:

Mandatory Documentation

- Company Registration Certificate
- Valid Tax Clearance Certificate
- Valid Tax Compliance Certificate
- Social Security Compliance Certificate
- Workmen's Compensation Compliance Evidence

Company Information

- Company Profile
- Years of Operation
- Office Locations
- Organization Structure

Experience & References

- Minimum Three Similar CCTV Projects
- Client References
- Experience in Rwanda
- Experience Supporting Critical Infrastructure

Personnel Qualifications

- Certified CCTV Technicians
- Certified Network Engineers
- Relevant Professional Certifications

Financial Capacity

- Audited Financial Statements (2025)
- Financial Capability Statement

9. COMMERCIAL REQUIREMENTS

The financial proposal should include:

- Equipment Pricing
- Installation Pricing
- Maintenance Pricing
- Annual Support Pricing
- Optional Extended Warranty Pricing

The pricing submitted at this stage shall be considered budgetary and subject to revision following the final site survey.

Quotation validity shall be a minimum of 90 days.

10. SITE SURVEY REQUIREMENTS

The Karongi facility is currently under construction.

No site visits shall be conducted during this initial RFP stage.

Shortlisted vendors will be invited to participate in a mandatory site survey following substantial completion of construction, currently anticipated for August 2026.

The purpose of the site survey will be to:

- Validate camera coverage requirements
- Confirm infrastructure requirements
- Verify cable routing paths
- Confirm equipment quantities
- Finalize CCTV design
- Submit final BOQ and commercial proposal

The final contract award may be subject to successful completion of this design validation process.

11. SUBMISSION INSTRUCTIONS

Submit proposals electronically in PDF format to:

- africa.procurement@flyzipline.com

Subject Line

RFP Response – "Design, Supply, Installation, Commissioning and Maintenance of CCTV Infrastructure – Karongi Site – Zipline Rwanda Ltd.

Submission Deadline

22nd June 2026

Late submissions shall not be considered.

12. EVALUATION CRITERIA

Evaluation Criteria	Weight
Technical Solution & Design Approach	30%
Relevant Experience & References	25%
Local Support & Maintenance Capability	15%
Proposed Equipment & Technology	15%
Budgetary Pricing	10%
Project Team Qualifications	5%

13. TERMS & CONDITIONS

- Zipline reserves the right to accept or reject any proposal.
 - Zipline reserves the right to amend, suspend, or cancel this RFP at any time.
 - Submission of a proposal does not guarantee contract award.
 - All proposal preparation costs shall be borne by the bidder.
 - All information shared by Zipline shall be treated as confidential.
 - Zipline may request clarifications from bidders during evaluation.
 - Zipline reserves the right to conduct due diligence and reference checks prior to award.
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We appreciate your interest in partnering with FlyZipline Rwanda Ltd. and look forward to receiving your proposal.