COPCOM

REQUEST FOR PROPOSALS (RFP)

TENDER FOR THE MANAGEMENT, OPERATION AND MAINTENANCE OF COPCOM'S PUBLIC TOILET FACILITY



Contents

PART I: INVITATION TO TENDER AND INSTRUCTIONS TO BIDDERS 4

1. Invitation to Tender 4
2. Background of COPCOM 4
3. Objectives of the Tender 4
4. Scope of the Assignment 5
5. Eligibility and Qualification Requirements 5
6. Preparation of Bids 6
7. Submission of Bids.....6
8. Clarifications and Communication 7
9. Validity of Bids.....8
10. Inspection of the Facility 8

PART II: SCOPE OF SERVICES AND OPERATIONAL RESPONSIBILITIES 8

11. General Management Responsibilities.....8
12. Opening Hours and Access Management 9
13. Cleaning and Disinfection 9
    - 13.1. Routine Cleaning 9
    - 13.2. Cleaning Frequency 9
    - 13.3. Cleaning Materials and Chemicals 10
14. Hygiene, Sanitation and Public Health 10
15. Customer Service and User Conduct..... 11
16. Accessibility and Non-Discrimination..... 11

PART III: STAFFING, CONSUMABLES, EQUIPMENT AND MAINTENANCE 11

17. Staffing Requirements 11

COOPERATIVE POUR LA PROMOTION DES COMMERCANTS DE MATERIELS DE CONSTRUCTION COPCOM COPCOM

18. Staff Health, Safety and Conduct 12

19. Consumables and Operating Supplies 12

20. Equipment and Inventory 13

21. Routine Maintenance and Repairs 13

22. Allocation of Maintenance and Utility Costs 14

23. Reporting of Defects and Emergencies 14

PART IV: REVENUE COLLECTION AND FINANCIAL ACCOUNTABILITY..... 14

24. Approved User Charges 14

25. Revenue Collection Procedures 14

26. Financial Records and Reporting 14

27. Remittance and Payment Obligations 15

28. Inspection and Audit Rights 16

PART V: PERFORMANCE STANDARDS, MONITORING AND REPORTING..... 17

29. Minimum Performance Standards..... 17

30. Performance Monitoring by COPCOM..... 18

31. Operational and Financial Reports 18

31.1. Daily Operational Log 18

31.2. Monthly Performance Report 18

32. Complaints and Corrective Action 18

33. Service Failure and Contractual Remedies..... 19

PART VI: FINA NCIAL PROPOSAL 19

34. Financial Proposal Requirements 19

35. Contract Duration 20

PART VII: EVALUATION CRITERIA AND SELECTION METHODOLOGY..... 20

COOPERATIVE POUR LA PROMOTION DES MATERIELS DE CONSTRUCTION ET COMMERCIAUX
OPCOM
COPCOM

36. Evaluation Process 20

37. Preliminary and Administrative Examination..... 20

38. Technical Evaluation 20

38.1. Technical Scoring Guidance..... 21

38.2. Minimum Technical Score 21

39. Financial Evaluation 21

40. Combined Technical and Financial Evaluation 21

41. Final Ranking and Award Recommendation 22

42. Clarification and Verification 22

43. Rejection or Cancellation 23

PART I: INVITATION TO TENDER AND INSTRUCTIONS TO BIDDERS

1. Invitation to Tender

COPCOM invites eligible and qualified service providers to submit bids for the management, operation and maintenance of its public toilet facility.

The objective of this tender is to select a competent, reliable and financially responsible service provider capable of maintaining high standards of cleanliness, hygiene, sanitation, customer service, infrastructure care and financial accountability.

The selected service provider shall operate the facility in accordance with the requirements of this tender document, applicable laws and regulations of Rwanda, and the service management agreement to be signed with COPCOM.

Interested bidders are invited to obtain, prepare and submit their bids in accordance with the instructions, eligibility requirements and evaluation criteria specified in this document.

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2. Background of COPCOM

COPCOM (Coopérative pour la Promotion des Commerçants de Matériels de Construction) is a cooperative operating in Rwanda and serving the interests of traders in construction and building materials.

As part of managing its premises and providing essential amenities to cooperative members, tenants, customers, visitors and the general public, COPCOM seeks to engage a service provider to manage and operate its public toilet facility professionally.

The facility must be maintained in a clean, safe, accessible and functional condition to protect public health, provide satisfactory services to users and preserve COPCOM's infrastructure and reputation.

3. Objectives of the Tender

The main objective is to engage a qualified service provider to manage, operate and maintain COPCOM's public toilet facility efficiently and sustainably.

The specific objectives are to:

1. Maintain high standards of hygiene, cleanliness and sanitation throughout the facility.
2. Ensure that toilets, urinals, washbasins, taps, flushing systems, drainage and related installations remain clean and functional.
3. Ensure the regular availability of water, soap, toilet paper and other required consumables, as applicable to the agreed service arrangement.
4. Provide professional, respectful and non-discriminatory services to all users.
5. Establish transparent and verifiable systems for collecting user fees, maintaining financial records and remitting amounts due to COPCOM.
6. Protect the facility against misuse, avoidable damage, negligence and deterioration.
7. Establish clear maintenance, monitoring, reporting and accountability procedures.
8. Ensure compliance with applicable public health, occupational safety, environmental and labour requirements.

4. Scope of the Assignment

The selected service provider shall be responsible for the day-to-day management and operation of the public toilet facility. The assignment shall include the following activities:

- Opening, operating and closing the facility according to the schedule approved by COPCOM.
- Cleaning and disinfecting all toilets, urinals, washbasins, floors, walls, doors, handles and other surfaces.
- Maintaining an adequate supply of approved cleaning materials, sanitary consumables and protective equipment.
- Managing solid waste and ensuring proper disposal at designated collection points.
- Monitoring water supply, lighting, ventilation, drainage, plumbing fixtures, locks and other installations.
- Conducting routine inspections and carrying out agreed minor maintenance.
- Providing customer assistance and managing complaints professionally.
- Collecting approved user fees, where applicable, and maintaining complete financial records.
- Submitting daily operational records and periodic performance reports.
- Reporting incidents, breakdowns, security concerns and major maintenance requirements to COPCOM.

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- Complying with all other reasonable operational instructions issued by COPCOM in relation to the facility.

5. Eligibility and Qualification Requirements

Bidders must demonstrate that they possess the legal, technical, operational and financial capacity required to perform the assignment.

Each bidder shall submit:

1. RDB Certificate or certificate of Incorporation
2. A valid Tax Clearance
3. A company or business profile describing its principal activities and organizational structure.
4. Evidence of at least two (2) years of relevant experience in cleaning, sanitation, facility management, public toilet management or similar services.
5. At least two (2) references from clients for whom comparable services have been provided, where available.
6. A technical proposal explaining how the facility will be managed, cleaned, maintained and supervised.
7. A staffing plan identifying the proposed personnel, their duties and their supervision arrangements.
8. A financial proposal prepared in accordance with Part VI of this tender document.
9. A declaration confirming that the bidder has the capacity to perform the assignment and accepts the requirements of this tender.
10. Any additional documents expressly required in the tender notice or applicable procurement rules.

COPCOM may verify the authenticity of submitted documents and contact the references provided. Material misrepresentation may result in disqualification, subject to applicable procurement requirements.

6. Preparation of Bids

Bids shall be prepared in English or another language expressly authorized in the tender notice.

Each bid shall contain the following sections:

A. Administrative and Eligibility Documents

- RDB Certificate
- Valid Tax Clearance □ Company profile.
- Relevant experience and references. □ Signed bidder declaration.

B. Technical Proposal

- Understanding of the assignment.
- Proposed management and operational approach.
- Cleaning and sanitation plan.
- Staffing and supervision arrangements.
- Consumables and equipment plan.
- Maintenance and incident-reporting procedures.

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- Financial accountability and recordkeeping arrangements. □ Proposed service improvements, where applicable.

C. Financial Proposal

- Proposed monthly concession fee payable to COPCOM, or the alternative financial arrangement expressly specified in the tender notice.
- Proposed user charges, only if bidders are expressly invited to propose them.
- Any other financial information required by COPCOM.
- Applicable taxes and other charges, clearly identified.

Bidders shall ensure that all sections are complete, consistent and signed by an authorized representative.

7. Submission of Bids

Bids shall be submitted using the method specified in the tender notice.

Item	Details
Tender reference	COPCOM002/10/26
Submission method	Online Via the company email
Submission address or email	copcom2050@gmail.com
Application deadline	05/11/2026
Contact person	UFITEYEZU Marie Rose
Contact telephone number	(+250) 788 849 163
Deadline for Clarification	02/11/2026
Proposal Opening Date & Time & Location	06/11/2026 at 10;00 am at COPCOM Office

Late proposals shall be handled in accordance with the applicable procurement rules and the conditions published by COPCOM.

All proposals shall be submitted electronically to the official COPCOM email address specified in this tender document. Physical submissions shall not be accepted unless otherwise expressly stated by COPCOM.

Bidders shall submit their proposals as two separate PDF files attached to the same email, as follows:

Technical Proposal: The PDF file shall be clearly named "Technical Proposal – [Tender Title] – [Bidder's Name]" and shall contain all administrative documents, eligibility documents, technical information, and supporting documents required under this tender document.

Financial Proposal: The PDF file shall be clearly named "Financial Proposal – [Tender Title] – [Bidder's Name]". The financial proposal PDF shall be protected with a password to prevent access to its contents during the technical evaluation stage.

The subject line of the email shall clearly state: "[Tender Title] – [Tender Reference Number] – [Bidder's Name]".

Bidders shall ensure that both PDF files are properly prepared, clearly labelled, complete, readable, and submitted before the specified deadline. The password for the financial proposal shall not be included in the submission email or otherwise disclosed during the technical evaluation stage.

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After completion of the technical evaluation, only bidders who meet the minimum technical requirements and qualify for financial evaluation shall be contacted by COPCOM and requested to provide the password for their financial proposals. The passwords shall be requested through an official communication from COPCOM, and the financial proposals shall be opened and evaluated in accordance with the evaluation procedures set out in this tender document.

Financial proposals submitted by bidders who do not qualify at the technical evaluation stage shall remain unopened and shall not be considered for financial evaluation.

Bidders are responsible for ensuring that the financial proposal password is correct and that the submitted file can be opened using that password. Failure to provide a valid password when officially requested may result in the financial proposal being treated in accordance with the applicable procurement requirements. COPCOM shall maintain the confidentiality and integrity of the financial proposals until the appropriate stage of the evaluation process.

8. Clarifications and Communication

Requests for clarification shall be submitted in writing to the contact office indicated in the tender notice before 02/11/2026.

COPCOM may issue written clarifications or amendments where necessary. Any such communication shall be made available to the relevant bidders through the same official communication channel. Bidders shall not rely on verbal statements that have not been formally confirmed by COPCOM.

9. Validity of Bids

Bids shall remain valid for the period of 90 days. During this period, bidders shall maintain their submitted technical and financial offers unless an amendment is formally authorized under the applicable procurement procedures.

10. Inspection of the Facility

Interested bidders are encouraged to inspect the facility before submitting their bids, where a site visit is arranged or permitted by COPCOM. The purpose of the inspection is to understand the facility's layout, approximate user traffic, existing sanitary installations, water and electricity arrangements, access conditions and operational requirements.

The date, time and meeting point for any official site visit shall be communicated to COPCOM. Bidders shall be responsible for making reasonable enquiries necessary to prepare realistic and complete proposals.

PART II: SCOPE OF SERVICES AND OPERATIONAL RESPONSIBILITIES

11. General Management Responsibilities

The selected service provider shall assume responsibility for the daily management and operation of the facility for the duration of the contract.

The service provider shall:

1. Maintain the facility in a clean, safe, orderly and functional condition.
2. Ensure that the facility is staffed during the approved operating hours.
3. Provide appropriate supervision and ensure that personnel perform their duties professionally.

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4. Implement a documented cleaning and inspection schedule.
5. Maintain adequate stocks of consumables and cleaning materials.
6. Prevent unauthorized use, misuse or avoidable damage to the facility.
7. Maintain records of cleaning, maintenance, incidents, user complaints and financial transactions.
8. Report material operational problems to COPCOM promptly.
9. Ensure that no unauthorized alterations, construction or installation are made to the facility.
10. Comply with all applicable laws, regulations, safety requirements and lawful instructions issued by COPCOM.

The service provider shall not use the premises for purposes other than those authorized under the contract.

12. Opening Hours and Access Management

The service provider shall operate the facility during the opening hours discussed with COPCOM.

The service provider shall:

- Open the facility on time and ensure that it is ready for use.
- Conduct an opening inspection to verify cleanliness, water availability, lighting and functionality.
- Keep the facility accessible to authorized users during operating hours, subject to safety and maintenance requirements.
- Avoid closing the facility without prior authorization, except where an emergency or serious safety concern makes closure necessary.
- Inform COPCOM immediately of any condition preventing normal operation.
- Maintain an orderly entrance and prevent obstruction of access routes.
- Secure the facility after closing and follow the agreed procedures for safeguarding keys and equipment.

Any temporary closure for cleaning, repair or an emergency shall be managed to minimize inconvenience to users.

13. Cleaning and Disinfection

The service provider shall implement a cleaning programme covering all parts of the facility.

13.1. Routine Cleaning

Routine cleaning shall include:

- Sweeping and mopping floors.
- Washing and disinfecting toilet bowls, urinals and related fixtures.
- Cleaning washbasins, taps, mirrors and other sanitary fittings.
- Wiping doors, handles, partitions and frequently touched surfaces.
- Cleaning the entrance and any immediate surrounding area included in the contract.
- Emptying waste bins and replacing bin liners where required.
- Removing visible dirt, stains and spills promptly.
- Replenishing consumables and checking their condition.
- Maintaining adequate ventilation and controlling unpleasant odours.

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13.2. Cleaning Frequency

As a minimum, the following schedule shall apply unless COPCOM approves a more appropriate schedule based on actual usage:

Activity	Minimum Frequency
General inspection of the facility	At opening, periodically during operation and at closing
Cleaning of toilets, urinals and washbasins	At least every two hours and whenever necessary
Sweeping and mopping floors	At least every two hours and immediately following spills
Cleaning frequently touched surfaces	At least every two hours and when visibly dirty
Emptying waste bins	Whenever bins approach capacity and at closing
Replenishing soap and toilet paper	At each inspection and whenever supplies are low
Deep cleaning and descaling	At least weekly, or more frequently where necessary
Cleaning surrounding areas included in the contract	Daily and whenever required

The service provider shall maintain a cleaning checklist showing the date, time, tasks completed and staff member responsible.

13.3. Cleaning Materials and Chemicals

All cleaning materials shall be suitable for sanitary facilities and used according to manufacturers' instructions.

The service provider shall:

- Use appropriate disinfectants and cleaning agents.
- Store chemicals safely and away from users.
- Avoid mixing chemicals in ways that may create harmful fumes or reactions.
- Keep safety instructions and product labels available.
- Ensure that cleaning equipment is clean and fit for use.
- Prevent contamination of handwashing areas and sanitary fixtures during cleaning.

14. Hygiene, Sanitation and Public Health

The service provider shall maintain hygiene standards that protect the health and safety of users and workers.

The facility shall be kept free from excessive dirt, standing wastewater, avoidable foul odours, overflowing waste bins and conditions that may encourage pests.

The service provider shall:

1. Ensure that toilets and urinals are properly flushed and cleaned.
2. Monitor drainage and report blockages or wastewater overflows immediately.
3. Maintain hygienic handwashing facilities.

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4. Take reasonable measures to prevent insects, rodents and other pests.
5. Ensure that waste is handled and disposed of at designated locations.
6. Use appropriate protective equipment when handling waste or cleaning sanitary fixtures.
7. Report suspected public health hazards to COPCOM immediately.
8. Cooperate with lawful inspections by competent authorities.

Where the facility becomes unsafe or unhygienic for use, the service provider shall notify COPCOM and take immediate reasonable measures to protect users.

15. Customer Service and User Conduct

The service provider shall ensure that all users receive courteous and respectful service.

Personnel shall:

- Treat users fairly and without unlawful discrimination.
- Communicate approved user charges clearly.
- Avoid abusive, threatening or inappropriate conduct.
- Protect users' privacy and dignity.
- Assist users who require reasonable support, within the limits of the facility and staff responsibilities.
- Direct complaints to the appropriate person and record them for follow-up.
- Refrain from charging unauthorized fees or imposing unapproved conditions of access.

The service provider shall display approved user charges, operating hours and any relevant usage instructions in a visible location.

16. Accessibility and Non-Discrimination

Where the facility includes toilets or access arrangements designated for persons with disabilities, the service provider shall ensure that these are kept clean, accessible and functional.

The service provider shall not obstruct ramps, accessible entrances or other designated access routes. Any accessibility barrier, damaged support fixture or condition preventing safe use shall be reported to COPCOM promptly.

PART III: STAFFING, CONSUMABLES, EQUIPMENT AND MAINTENANCE

17. Staffing Requirements

The service provider shall deploy sufficient personnel to operate the facility safely and maintain the required cleaning standards. The proposed staffing arrangements shall be appropriate to the facility's size, operating hours and expected number of users.

At a minimum, the service provider shall:

1. Designate a person responsible for day-to-day supervision.
2. Assign attendants or cleaners to cover the approved operating hours.
3. Arrange replacement personnel when scheduled staff are absent.
4. Train personnel in cleaning procedures, chemical handling, occupational safety, customer care and incident reporting.

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5. Ensure that staff wear clean uniforms or protective clothing and visible identification while on duty.
6. Maintain staff attendance records and duty rosters.
7. Ensure that personnel behave professionally and comply with COPCOM's reasonable site rules.

The service provider shall remain responsible for its employees, including their recruitment, remuneration, supervision, statutory employment obligations and occupational safety.

No employment relationship shall be created between COPCOM and the service provider's personnel solely by reason of this contract.

18. Staff Health, Safety and Conduct

The service provider shall ensure that personnel are equipped with suitable gloves, boots, aprons, masks or other protective equipment appropriate to their duties.

Personnel shall be instructed on safe handling of waste, cleaning chemicals and potentially contaminated materials.

The service provider shall:

- Provide appropriate protective equipment at its own cost.
- Ensure that staff observe hygiene and safety procedures.
- Keep first-aid arrangements available as appropriate to the operation.
- Prevent unauthorized persons from entering restricted operational areas.
- Report workplace accidents, injuries and hazardous incidents to COPCOM promptly.
- Replace personnel whose conduct or performance is reasonably found to compromise safety, service quality or contractual compliance, subject to applicable law.

19. Consumables and Operating Supplies

Unless expressly stated otherwise in the contract, the service provider shall provide the consumables and materials required for daily operations.

These shall include, as applicable:

- Toilet paper.
- Liquid hand soap.
- Disinfectants and cleaning detergents.
- Floor-cleaning materials.
- Waste-bin liners.
- Deodorizers, where appropriate.
- Hand towels or other approved hand-drying supplies, where applicable.
- Brushes, mops, buckets and other cleaning tools.
- Protective clothing and personal protective equipment.
- Other materials reasonably required to maintain the agreed service standards.

The service provider shall maintain sufficient stock to prevent avoidable shortages.

All supplies shall be suitable for their intended use, safely stored and replenished before they run out.

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Where water, electricity or other utilities are supplied by COPCOM, the contract shall specify the applicable arrangements. The service provider shall use these resources responsibly and promptly report interruptions, leaks or unusual consumption.

20. Equipment and Inventory

Before operations commence, COPCOM and the selected service provider shall jointly inspect the facility and prepare an inventory of existing fixtures, fittings, keys, equipment and other assets provided for the assignment.

The inventory shall record the condition of the items and any pre-existing defects identified during inspection.

The service provider shall:

- Use COPCOM's assets only for the authorized purpose.
- Take reasonable precautions to prevent loss, theft, misuse or damage.
- Keep equipment clean and in good working order.
- Report damaged or missing items immediately.
- Obtain written approval before removing COPCOM property from the premises. □ Return all keys, equipment and other property at the end of the contract.

Damage caused by the service provider's negligence, misconduct or failure to observe contractual requirements shall be handled in accordance with the contract and applicable law.

21. Routine Maintenance and Repairs

The service provider shall conduct routine checks of the facility and report defects promptly.

Routine checks shall cover:

- Toilet bowls, urinals and flushing systems.
- Washbasins, taps and visible water pipes.
- Drainage outlets and floor drains.
- Doors, locks, handles and partitions.
- Lighting and ventilation.
- Waste bins and other operational equipment.
- Visible leaks, cracks or other defects that may affect hygiene or safety.

Minor repairs shall be undertaken only where expressly included in the agreed contract and where the service provider has the necessary competence and authorization.

The service provider shall not undertake major plumbing, electrical, structural or construction works without written approval from COPCOM.

22. Allocation of Maintenance and Utility Costs

Bidders shall prepare their financial proposals based on the cost allocation stated in the tender notice. No bidder shall assume that COPCOM will reimburse additional costs unless such reimbursement is expressly provided for in the contract.

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23. Reporting of Defects and Emergencies

The service provider shall immediately notify COPCOM of any serious defect, major water leak, electrical hazard, blocked drainage system, structural damage, fire, security incident or other emergency affecting the facility.

Reports shall state the nature of the problem, the time it was identified, immediate measures taken and any assistance required.

Where a defect creates a risk to users, the service provider shall take reasonable immediate precautions, including restricting access to the affected area where necessary, pending further instructions or repairs.

PART IV: REVENUE COLLECTION AND FINANCIAL ACCOUNTABILITY

24. Approved User Charges

User charges applicable to the parking facility shall be established or approved by COPCOM and communicated to the selected service provider in writing.

The service provider shall collect only the charges approved by COPCOM and shall not introduce, increase, reduce, or otherwise vary any user charge without prior written approval from COPCOM.

The approved user charges shall be displayed prominently at the facility entrance and at other appropriate locations to ensure that users are adequately informed.

The service provider shall comply with all instructions issued by COPCOM concerning the application, communication, and enforcement of approved user charges. Any unauthorized charges imposed on users shall constitute a breach of the contract and may result in appropriate contractual remedies.

25. Revenue Collection Procedures

The service provider shall be responsible for collecting parking fees and other approved user charges in accordance with the procedures established or approved by COPCOM.

The service provider shall implement and maintain a transparent, secure, and verifiable collection system. The system may include sequentially numbered receipts, controlled parking tickets, electronic payment records, or any other collection method approved by COPCOM.

The service provider shall:

1. Collect only the user charges approved by COPCOM.
2. Issue receipts, tickets, or other evidence of payment in accordance with the approved collection system.
3. Maintain accurate and complete records of all daily transactions and collections.
4. Safeguard cash, payment devices, receipts, tickets, and other collection records against loss, theft, misuse, or unauthorized access.
5. Reconcile daily collections against issued receipts, tickets, electronic payment records, and the number of recorded transactions.
6. Ensure that all collections are properly recorded and that no transaction is omitted, falsified, or duplicated.
7. Prevent unauthorized access to or use of collection records, receipt books, ticketing systems, and payment devices.
8. Report immediately to COPCOM any suspected fraud, theft, unexplained shortage, irregular transaction, or other financial misconduct.

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9. Provide COPCOM with access to collection records and supporting documents whenever required for monitoring, verification, inspection, or audit purposes.

The service provider shall comply with all financial control procedures and reporting requirements prescribed by COPCOM. The provider's obligation to pay the fixed monthly concession fee shall remain separate from its responsibility to collect, record, and account for user charges.

26. Financial Records and Reporting

The service provider shall maintain complete, accurate, and up-to-date financial records relating to the management and operation of the parking facility.

Daily records shall include, as applicable:

1. Opening and closing receipt, ticket, or transaction numbers.
2. Number of vehicles, users, or transactions recorded.
3. Total parking fees and other approved user charges collected.
4. Electronic payments received.
5. Cash received.
6. Refunds or adjustments authorized by COPCOM.
7. Daily reconciliation of collections against recorded transactions.
8. Discrepancies identified and explanations provided.
9. Any incidents involving suspected fraud, theft, loss, or irregular collections.

The service provider shall submit a monthly operational and financial report to COPCOM within the deadline specified in the contract. The report shall summarize the number of recorded transactions, total collections, payment methods used, reconciliation results, discrepancies, corrective actions taken, and any other information required by COPCOM.

The report shall also confirm payment of the fixed monthly concession fee and provide proof of payment where applicable.

The service provider shall retain all financial records, receipts, tickets, reconciliations, reports, and supporting documents for the period specified in the contract and applicable law. COPCOM shall have the right to inspect and verify these records upon reasonable notice or immediately where circumstances require urgent verification.

27. Remittance and Payment Obligations

The selected service provider shall pay COPCOM a fixed monthly concession fee for the right to manage and operate the parking facility. The amount of the monthly concession fee shall be determined through the tender process and specified in the signed contract.

The service provider shall comply with the following requirements:

1. **Fixed monthly payment:** The service provider shall pay COPCOM the agreed fixed monthly concession fee, irrespective of the number of vehicles using the facility or the amount of revenue collected, unless the contract expressly provides otherwise.
2. **Payment deadline:** The concession fee shall be paid monthly, in advance or in arrears, as specified in the tender document and contract. The applicable due date shall be clearly stated in the contract.
3. **Payment method:** Payments shall be made through the bank account or other official payment method designated by COPCOM. The service provider shall submit proof of payment within the period specified by COPCOM.

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4. **No deduction or set-off:** The service provider shall not deduct operating expenses, staff costs, maintenance costs, or any other expenses from the monthly concession fee payable to COPCOM unless COPCOM has expressly authorized such deductions in writing.
5. **Responsibility for operating expenses:** The service provider shall be responsible for the operating expenses allocated to it under the contract. Such expenses shall not reduce the agreed monthly concession fee payable to COPCOM.
6. **Financial reporting:** The service provider shall maintain records of all payments made to COPCOM and provide supporting documentation upon request.
7. **Late payment or default:** Failure to pay the concession fee by the agreed deadline shall constitute a contractual default and shall be addressed in accordance with the contract's provisions on late payment, remedies, and termination.
8. **Verification and enforcement:** COPCOM shall have the right to verify payment records and take appropriate contractual action where the service provider fails to meet its payment obligations.

The fixed monthly concession fee shall be stated clearly in the contract, together with the payment schedule, payment method, treatment of taxes where applicable, and consequences of late or nonpayment. Any change to the agreed fee shall require a written amendment approved by both parties in accordance with the contract.

The tender evaluation shall be conducted in accordance with the financial evaluation method stated in the tender document, taking into account the fixed monthly concession fee offered by each technically qualified bidder.

28. Inspection and Audit Rights

COPCOM and its authorized representatives shall have the right, subject to reasonable operational and legal safeguards, to inspect the facility and review records relevant to the contract.

Such inspections may include:

- Cleaning and maintenance records.
- Receipt books, ticket records and electronic payment logs.
- Daily cash reconciliations and remittance evidence.
- Consumables and inventory records.
- Staff attendance and duty rosters.
- Complaint and incident registers.
- Other records reasonably required to verify contractual performance.

Inspections may be scheduled or unannounced, subject to applicable law and the contract. The service provider shall cooperate with authorized inspections and provide accurate information. Material irregularities shall be documented and addressed through the contractual procedures.

PART V: PERFORMANCE STANDARDS, MONITORING AND REPORTING

29. Minimum Performance Standards

The service provider shall maintain the following minimum standards throughout the contract period:

Performance area	Minimum requirement
Cleanliness	The facility shall be visibly clean and free from avoidable dirt, spills and excessive odours.

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PART V: PERFORMANCE STANDARDS, MONITORING AND REPORTING

29. Minimum Performance Standards

The service provider shall maintain the following minimum standards throughout the contract period:

Performance area	Minimum requirement
Cleanliness	The facility shall be visibly clean and free from avoidable dirt, spills and excessive odours.

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COPCOM
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Cleaning frequency	The approved cleaning schedule shall be followed and documented.
Water availability	Interruptions shall be reported immediately and addressed according to the agreed responsibilities.
Consumables	Required supplies shall be replenished before they are exhausted.
Sanitary fixtures	Defects and blockages shall be reported promptly and addressed within the agreed timeframe.
Staffing	Sufficient personnel shall be available during approved operating hours.
Customer service	Users shall be treated respectfully and complaints handled professionally.
Financial records	Complete daily records shall be maintained and reconciled.
Remittances	All payments due to COPCOM shall be made within the contractual deadlines.
Reporting	Required operational and financial reports shall be submitted on time.
Safety	Hazards and serious incidents shall be reported immediately and reasonable protective action taken.

30. Performance Monitoring by COPCOM

COPCOM shall designate an authorized representative to monitor the service provider's performance. Monitoring may include routine site visits, unannounced inspections, review of operational records, examination of financial records and consideration of complaints received from users.

COPCOM may use inspection checklists and written performance assessments to determine whether the service provider is complying with the contract. The service provider shall cooperate with the monitoring process and implement reasonable corrective actions.

31. Operational and Financial Reports

The service provider shall submit the following reports:

31.1. Daily Operational Log

The daily log shall record:

- Staff on duty.
- Opening and closing inspections.
- Cleaning activities completed.
- Consumables replenished.
- Water, electricity or drainage interruptions.
- Maintenance issues identified.
- User complaints and incidents.
- Actions taken and issues requiring COPCOM's attention. **31.2. Monthly Performance**

Report The monthly report shall include:

- Summary of operations and service performance.

COOPERATIVE POUR LA PROMOTION DES COMMERCANTS DE MATERIELS DE CONSTRUCTION COPCOM COPCOM

- Cleaning and maintenance records.
- Consumables usage and stock information.
- Summary of complaints and incidents.
- Financial collection and reconciliation records, where applicable.
- Payments or revenue shares remitted to COPCOM.
- Outstanding defects and corrective actions.
- Recommendations for improving service delivery.

Reports shall be submitted to the COPCOM representative by the agreed deadline.

32. Complaints and Corrective Action

The service provider shall maintain a complaints register recording the date, nature of the complaint, action taken and resolution status. Complaints concerning serious hygiene failures, unauthorized charges, staff misconduct, safety hazards or suspected financial irregularities shall be reported to COPCOM promptly.

Where COPCOM identifies deficiencies, it may issue a written notice requiring corrective action within a reasonable period specified in the notice. Failure to address deficiencies may result in contractual remedies, including penalties where expressly provided for in the contract, suspension of services or termination in accordance with the applicable terms.

33. Service Failure and Contractual Remedies

The contract shall establish proportionate remedies for service failures.

Depending on the seriousness and frequency of the failure, COPCOM may:

1. Issue a verbal instruction followed by written documentation, where appropriate.
2. Issue a written notice of non-compliance.
3. Require a corrective action plan with a specified completion date.
4. Require replacement of unsuitable personnel, subject to applicable law.
5. Apply contractual penalties or deductions where expressly provided for in the signed contract.
6. Recover documented losses attributable to the service provider, where legally and contractually justified.
7. Suspend or terminate the contract in accordance with its terms and applicable law.

Serious misconduct, fraud, unauthorized collection of fees, abandonment of the facility or repeated failure to maintain minimum hygiene standards may constitute grounds for termination, subject to the applicable contractual and legal procedures.

PART VI: FINANCIAL PROPOSAL

34. Financial Proposal Requirements

Bidders shall submit a financial proposal based on the commercial arrangement specified by COPCOM in the tender notice. The arrangement requires a fixed monthly concession fee, bidders shall state the amount they propose to pay COPCOM for the right to operate the facility.

The financial proposal shall clearly indicate:

COOPERATIVE POUR LA PROMOTION DES COMMERCANTS DE MATERIELS DE CONSTRUCTION COPCOM COPCOM

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- Proposed monthly concession fee.
- Applicable taxes and charges.
- Any other cost or payment expressly requested in the tender notice.

All amounts shall be expressed in Rwandan francs (RWF), unless the tender notice states otherwise. Bidders shall provide a clear and realistic offer that takes account of the operational responsibilities assigned to them.

35. Contract Duration

The contract shall be valid for the period stated in the tender notice, commencing on the date specified in the signed agreement or the date of commencement formally communicated by COPCOM.

The contract may be renewed or extended only where permitted by the agreement, justified by satisfactory performance and approved in accordance with applicable procedures. No bidder shall assume an automatic right to renewal.

PART VII: EVALUATION CRITERIA AND SELECTION METHODOLOGY

36. Evaluation Process

Bids shall be evaluated through the following stages:

1. Preliminary and administrative examination.
2. Technical evaluation.
3. Financial evaluation of technically qualified bidders.
4. Final ranking and recommendation for award.
5. Approval and contract signing.

The evaluation shall be conducted fairly, consistently and in accordance with the criteria published in this tender document.

37. Preliminary and Administrative Examination

The evaluation committee shall verify whether each bid:

- Was submitted before the deadline through the prescribed channel.
- Contains the required administrative and eligibility documents.
- Is signed by an authorized representative.
- Meets the mandatory requirements of the tender.
- Contains the required technical and financial proposals. □ Complies with other applicable submission conditions.

Material non-compliance shall be handled in accordance with the published tender conditions and applicable procurement rules.

38. Technical Evaluation

The technical proposal shall be evaluated out of 100 points using the following criteria:

No.	Technical evaluation criterion	Maximum score

COOPERATIVE POUR LA PROMOTION DES COMMERÇANTS DE MATERIELS DE CONSTRUCTION COPCOM COPCOM

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1	Relevant experience in public toilet management, sanitation, cleaning or similar facility-management services	20
2	Understanding of the assignment and proposed operational approach	10
3	Cleaning, disinfection, hygiene, waste management and odour-control plan	25
4	Staffing, supervision, staff training and occupational health and safety arrangements	15
5	Consumables, equipment, routine maintenance and incident-response arrangements	10
6	Revenue collection controls, recordkeeping, reporting and accountability arrangements	10
7	Performance monitoring, complaints management and service improvement measures	10
	Total technical score	**100**

38.1. Technical Scoring Guidance

The committee shall assess the quality, completeness, practicality and suitability of the proposed arrangements.

Higher scores shall be awarded to proposals that demonstrate clear procedures, realistic staffing, appropriate cleaning frequencies, reliable consumable supplies, effective controls and credible evidence of relevant experience. Generic proposals that do not explain how the requirements will be met may receive lower scores.

38.2. Minimum Technical Score

Only bidders achieving at least **70 points out of 100** in the technical evaluation shall proceed to financial evaluation.

A bidder who fails to achieve the minimum technical score shall not proceed to the financial evaluation, subject to the published procurement procedures.

39. Financial Evaluation

Financial proposals of technically qualified bidders shall be examined for completeness, arithmetic accuracy, and consistency. Since a fixed monthly concession fee payable to COPCOM is used, the evaluation shall consider the financial benefit offered to COPCOM, taking account of the required service standards and contractual obligations.

The committee shall verify that the proposed amount is realistic and that the bidder has accounted for the costs assigned to the service provider. Any arithmetic corrections, clarifications or adjustments shall be handled in accordance with the tender conditions and applicable procurement rules.

40. Combined Technical and Financial Evaluation

The final evaluation shall use the following weighting:

Technical proposal: 70%.
Financial proposal: 30%.

The combined score shall be calculated as follows:

COOPERATIVE POUR LA PROMOTION DES COMMERCANTS DE MATERIELS DE CONSTRUCTION
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Technical score:

Technical points obtained by the bidder ÷ 100 × 70.

Financial score:

Since the service provider is required to pay COPCOM a fixed monthly concession fee for the operation and management of the parking facility, the financial score shall be calculated as follows:

Financial Score = (Bidder's Evaluated Monthly Concession Fee ÷ Highest Evaluated Compliant Monthly Concession Fee) × 30

Combined score:

The combined score shall be calculated by adding the weighted technical score and the weighted financial score, as follows:

Combined Score = Weighted Technical Score + Weighted Financial Score

The financial evaluation shall consider the fixed monthly concession fee proposed by each technically compliant bidder for the operation and management of the parking facility. The evaluation shall be based on the concession fee payable to COPCOM, taking into account applicable taxes and other relevant financial considerations as specified in the tender document.

All financial proposals shall be evaluated on a consistent and comparable basis and against the same scope of services, contractual conditions, and payment requirements.

Under this evaluation method, the bidder offering the highest evaluated compliant monthly concession fee shall receive the maximum financial score, while other bidders shall receive proportionate scores in accordance with the financial evaluation formula.

The final ranking of bidders shall be determined by their combined technical and financial scores, subject to compliance with all mandatory requirements and the applicable provisions of this tender document. The bidder achieving the highest combined score shall be recommended for contract award, subject to COPCOM's verification of the bidder's eligibility, qualifications, and compliance with the tender requirements.

41. Final Ranking and Award Recommendation

Bidders shall be ranked according to their combined scores, subject to eligibility, responsiveness and the published evaluation requirements. The evaluation committee shall prepare an evaluation report documenting the process, scores, material clarifications and recommendation for award.

The report shall be submitted to COPCOM's authorized approving body for consideration and approval in accordance with applicable procedures. COPCOM shall communicate the outcome to bidders through the official channel specified in the tender notice.

42. Clarification and Verification

COPCOM may request clarification or verification of information contained in a bid where permitted by the tender conditions and applicable procurement rules. Clarification shall not be used to permit a bidder to materially alter its offer, obtain an unfair advantage or cure a material deficiency contrary to the applicable rules.

COOPERATIVE POUR LA PROMOTION DES COMMERCANTS DE MATERIELS DE CONSTRUCTION
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COPCOM may request clarification or verification of information contained in a bid where permitted by the tender conditions and applicable procurement rules. Clarification shall not be used to permit a bidder to materially alter its offer, obtain an unfair advantage or cure a material deficiency contrary to the applicable rules.

43. Rejection or Cancellation

COPCOM may reject a bid or cancel the procurement process only in accordance with the applicable procurement rules and the conditions stated in the tender notice. Any such decision shall be handled through the prescribed procedures.

Approved by the COPCOM CHAIRPERSON

MUHOZA Celestin



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