

RSwitch Limited

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17th March 2026

Terms of Reference (TOR)

RS-T005/2026 – Supply and Installation of Load Balancer

1. Background and Context

RSwitch Ltd, Rwanda's national switch operator, invites qualified and experienced suppliers to submit proposals for the supply, installation, and commissioning of hardware load balancers to enhance resilience, scalability, and operational continuity across its Data Center and Disaster Recovery (DR) sites. This procurement is critical to ensuring uninterrupted financial transaction processing, high availability, and disaster recovery readiness.

2. Objectives and Scope

The objective is to procure enterprise-grade hardware load balancers with the following scope:

- Delivery of appliances with minimum 10G interfaces.
- Deployment in HQ site with full redundancy.
- Configuration for high availability (HA) and automatic failover.
- Integration with existing Cisco Catalyst switches and Lenovo SR650 V4 servers.
- Provision of warranty, SLA, and after sales support.

Scope includes:

- Delivery of the above hardware and warranty packages to HQ sites.
- Provision of manufacturer warranty and support.
- Compliance with international quality standards (ISO, CE, UL).
- Vendor accountability through SLA clauses.

3. Detailed Requirements

The supplier must provide load balancers that meet or exceed the following:

1. **Performance:** Minimum throughput capacity of 20 Gbps, scalable to higher speeds.

2. **Interfaces:** At least 4 × 10G ports (SFP+ or RJ45), with option for 40G/100G expansion.
3. **Redundancy:** Dual hot-swappable power supplies and fans.
4. **Load Balancing Features:** Layer 4 (TCP/UDP) and Layer 7 (HTTP/HTTPS) balancing, advanced algorithms.
5. **Security Functions:** SSL/TLS offloading, Web Application Firewall (WAF) integration, DDoS protection.
6. **Health Checks & Failover:** Automatic server health monitoring, seamless failover between nodes.
7. **Integration:** Compatibility with virtualization/cloud platforms (VMware, Hyper-V, Kubernetes).
8. **Management:** Centralized management console, API/automation support (REST, Ansible, Terraform).
9. **Warranty & SLA:** Minimum 3-year hardware warranty, vendor SLA for uptime and response times.
10. **Compliance:** ISO, CE, UL certifications.
11. **Tender Language:** All the tender documentations can be submitted in English, Kinyarwanda, or French. Should any documents be in another language, they must be accompanied by a certified translation in one of the accepted languages.

4. Deliverables and Timelines

- **Bid Submission Deadline:** 2nd April 2026 at 11:00 AM
- **Delivery and Installation Timeline:** Within 42 calendar days from contract award.
 - Delay penalty: 0.1% of contract value per day, up to 10%.
 - Beyond 42 days, RSwitch reserves the right to terminate the contract and recover costs.
- **Maintenance Period:** 2 years (extendable).
- **SLA Requirement:** Vendor must sign a formal Service Level Agreement (SLA) upon the successful completion of the installation. This SLA should cover warranty, support, and compensation for downtime caused by equipment failure.

5. Qualification, Eligibility, and Submission Requirements

Bidders must provide:

- Copy of Trading License.
- Tax clearance certificate (original or certified copy).
- Social Security certificate (original or certified copy).
- Manufacturer authorization letter.
- ISO Quality Management System certificate.
- CE and UL compliance certificates.
- Proven experience (minimum 10 years) in supplying and supporting load balancers in mission critical environments.
- At least three (3) certificates of good completion from projects involving load balancers in financial or data center environments.

- Certificates of professional qualification for at least two (2) engineers who will be assigned to provide support services under this contract. The certificates must be relevant to enterprise grade IT systems.

6. Evaluation Criteria

Proposals will be evaluated based on:

- Compliance with TOR requirements and specifications.
- Submission of mandatory documents and certifications.
- Demonstrated experience and past performance in similar projects.
- Warranty, support provisions, and SLA commitments.
- Delivery timelines.
- Cost competitiveness and overall value for money.

7. Payment Terms

50% of the contract value payable after the contract award

50% of the contract payable after the successful completion of the installation

8. Submission

Please Note: Bidders must submit their proposals in two formats: a digital copy via email and a physical copy delivered to the address(es) below:

- All Bidders are encouraged to submit their sealed and encrypted bid on the following email address: rswitchtendercommittee@rswitch.co.rw
- For physical copies – Two copies of the bid are mandatory to be submitted at office headquarters address below:
Working Hours: 9:00 am – 17:00 pm, Monday to Friday
KG 563 St, Plot 1200 – Kacyiru
P.O. Box: 615
Kigali, Rwanda

Please ensure the physical copies are like the online submission for public bid opening.

- **Bid Submission Deadline 2nd April 2026 at 11:00 am**
- **Bid Public Opening: 3rd April 2026 at 11:00 am**

NB: No Late submission will be allowed throughout the process, a strict respect to the deadlines will be observed. For any inquiry or question on the tender, please reach out the following email: rswitchtendercommittee@rswitch.co.rw