

KG 563 St, Kigali, Rwanda

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22nd January 2026

Terms of Reference (TOR)

Subject: Supply, Installation, and Commissioning of Vertiv RDU501 Environmental Monitoring Solution

1. Background and Context

RSwitch Ltd invites qualified and experienced contractors to submit proposals for the supply, installation, and commissioning of an environmental monitoring solution across its Data Centers and Disaster Recovery (DR) site. The objective of this project is to ensure real-time monitoring, alarms, and notifications to safeguard uptime and mitigate risks associated with environmental hazards in these critical facilities.

2. Objectives and Scope

The objective is to procure, install, and commission a complete environmental monitoring system across HQ and DR sites.

Scope includes:

- Delivery and installation of Vertiv RDU501 monitoring appliances, sensors, alarms, and communication gateways.
- Coverage of HQ and DR facilities.
- Provision of a Mandatory warranty, maintenance Services, and Sign a Service Level Agreement to ensure vendor accountability.
- Quality standard: All equipment must be certified (ISO, CE, UL) and suitable for mission-critical environments.
- The monitoring solution must include a web-based dashboard accessible via secure login, providing real-time visibility of environmental parameters (temperature, humidity, smoke, water leakage, door status, alarms) across HQ and DR sites. The dashboard must support configurable alerts, reporting, and historical data logs.

3. Detailed Requirements

The contractor must supply, install, test, and commission the Vertiv RDU501 Environmental Monitoring Solution for Data Centers, Power Rooms, Battery Rooms, and DR site, including sensors, alarms, accessories, installation, warranty, SLA, and support.

Key requirements include:

1. **Model: RDU501 Main Appliance:** Central monitoring units for HQ and DR. **Quantity: 2 Units**
2. **Model: EXP8DOAO Extension Card:** Digital output expansion. **Quantity: 1 Units**
3. **Model: EXP8DIAI Extension Card:** Digital input expansion. **Quantity: 2 Units**
4. **Model: RMS04DIF (IRM-S04DIF-RDU-A-4DI-RJ45):** Digital input modules. **Quantity: 3 Units**
5. **Model: IRMS02TH (IRM-S02TH-RDU-A-S02TH):** Temperature/humidity sensors. **Quantity: 16 Units**
6. **Model: Water Sensor (RDU-A-S01W, 10m):** 12V–24VDC water leakage sensors. **Quantity: 7 Units**
7. **Model: IRM-S01S-C Smoke Detector Sensor:** Smoke detection sensors. **Quantity: 12 Units**
8. **Model: Door Status Sensor:** Normal close RJ45 sensors for 10 critical room doors. **Quantity: 10 Units**
9. **Model: Sound and Flash LED Alarm:** 12VDC/70mA RJ45 alarms. **Quantity: 7 Units**
10. **Model: SMSEagle NXS-9700 4G Rev.4:** SMS alert gateways. **Quantity: 2 Units**
11. **Labour & Sundry:** Installation, cabling, commissioning. **Quantity: 1 lot**
12. **Accessories:** Any additional components required to ensure full functionality must be supplied and described by the vendor.
13. Submission of a detailed project implementation plan that showcase how the bidder intends to execute the project.

4. Deliverables and Timelines

- **Bid Submission Deadline:** 19th February 2026 at 11:00 AM
- **Bid Public Opening:** 20th February 2026 at 11:00 AM
- **Mandatory Site Visits:**
 - HQ: Thursday, 12th February 2026 at 10:00 AM
 - DR: Friday, 13th February 2026 at 11:00 AM (location announced during HQ visit)
- **Delivery & Installation:** Must be completed within 40 calendar days from contract award day.
 - Delay penalty: 0.1% of contract value per Month, up to 10%.
 - Beyond 60 Working days, RSwitch reserves the right to terminate the contract and recover costs.
- **Maintenance Period:** 1 years
- **Warranty:** Minimum 1 year

- **Contractual Clause:** The vendor must sign a formal Service Level Agreement (SLA) upon award of Contract.

5. Qualification, Eligibility, and Submission Requirements

Vendors must meet the following criteria:

- Copy of Trading License
- Social Security Certificate (original or certified copy)
- Tax Clearance Certificate (original or certified copy)
- Experience: Demonstrate at least three (3) successful installations of similar environmental monitoring solutions in comparable data center or power room or battery room
- Certification: Provide proof of authorization to supply and install Vertiv RDU501 equipment or equivalent certified components.
- Warranty: Offer a minimum 1 year warranty covering all supplied equipment and installation workmanship.
- Proven experience (minimum 5 years) in the system installation for data centers or similar environments
- Delivery & Installation: Clearly specify delivery lead time and installation period in the proposal.
- Technical Staff Training: Commit to providing training sessions for RSwitch technical staff on system operation, maintenance, and troubleshooting.
- Compliance: Adhere to RSwitch's safety and security policies during installation and commissioning.
- Regular Audits: Require regular audits of the installed systems to ensure they remain effective and up to date.
- Submission of a detailed project implementation plan that showcase how the bidder intends to execute the project.

6. Evaluation Criteria

Proposals will be evaluated based on:

- Compliance with all TOR requirements and specifications.
- Submission of mandatory documents and certifications.
- Demonstrated experience and past performance in similar installations (minimum 4 references).
- Methodology, implementation plan, and clarity of deliverables.
- Warranty, support provisions, and training commitments.
- Delivery and installation timelines.
- Cost competitiveness and overall value for money.

7. Payment Terms

- 40% of the contract value payable after the contract signing and submission of valid advance payment guarantee
- 30% payable upon completion of agreed milestones, supported by Progress report.
- 30% shall be made after the successful completion of the work, upon receipt of an invoice

8. Submission

Please Note all submission will be both via email and physical copies must be provided to the address below.

- All bidders are encouraged to submit their sealed and encrypted bid on the following email address: RSwitchTenderCommittee@rswitch.co.rw
- For Physical copies 2 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 similar to the online submission for public bid opening.

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