



**FRAMEWORK CONTRACT FOR HIRING 5 STAR HOTEL SERVICES ON BEHALF
OF THE GOVERNMENT INSTITUTIONS**

BETWEEN

**RWANDA DEVELOPMENT BOARD (RDB)
(The Client)**

AND

**HEAVEN HOLDINGS Ltd (THE RETREAT)
(The Service Provider)**

CONTRACT REF: 00-000028/NC/SS/2020/2021/RDB

May, 2021

THIS CONTRACT ("Contract") is entered into by and between Rwanda Development Board (RDB), ("the Client") on behalf of all Rwandan public entities, having its Head Office at Nyarutarama, Gishushu, P.O. Box 6239 Kigali, Rwanda, represented by Joseph Cedrick Nsengiyumva, Chief Financial Officer

And

HEAVEN HOLDINGS Ltd (THE RETREAT) (Hotel), having its Head Office at Kigali, Tel: 0788307247, E-mail: alissaruxin@gmail.com, represented by Ruxin Alissa, Chairman of Board.

Article One: Definitions

The following words and expressions shall have the meanings hereby assigned to them:

- a) "Contract" means the Contract Agreement entered into between RWANDA DEVELOPMENT BOARD (RDB) and HEAVEN HOLDINGS Ltd (THE RETREAT), together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
- b) "PUBLIC ENTITIES" or Public institutions (hereinafter referred to as "End user public institution"): organs of central government, local government, national commissions, public projects, public enterprises and public companies.
- c) "Contract Documents" means the documents listed in the Contract Agreement, including any amendments thereto.
- d) "Contract Price" means the price payable to the Supplier as specified in the Contract Agreement, subject to such additions and adjustments thereto or deductions therefrom, as may be made pursuant to the Contract.
- e) "Day" means calendar day.
- f) "Completion" means the fulfilment of the Related Services by the Supplier in accordance with the terms and conditions set forth in this Contract.
- g) "Procuring Entity" means Rwanda Development Board (RDB).
- h) "Subcontractor" means any natural person, private or government entity, or a combination of the above, to whom any part of the Goods to be supplied or execution of any part of the Related Services is subcontracted by the Supplier.
- i) "Hotel" means HEAVEN HOLDINGS Ltd (THE RETREAT).
- j) "Client" means Rwanda Development Board (RDB).
- k) "Services" means hotel services that the Hotel is required to serve to the Public Institutions under this contract.

Article 2: Contract Documents

Subject to the order of precedence set forth in the Contract Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory. The Contract Agreement shall be read as a whole.

The contractual documents are by the following set of priorities:

- (a) This Contract;
- (b) The Hotel's quotation;
- (c) The overall specifications applicable in the Republic of Rwanda.

Article 3: Language

The Contract as well as all correspondences and documents relating to the Contract exchanged between the Hotel and the Client shall be written in English.

Article 4: Notices

- a. Any notice given by one party to the other pursuant to the Contract shall be in writing between the supplier to the Chief budget manager or a designated representative of the end user public institution, delivered with a copy to RDB 's focal point (Emmanuel Werabe/ Licensing Specialist at RDB Tourism Regulation Department) to the following address: E-mail: emmanuel.werabe@rdb.rw, Phone number: 0788527900

(1) RWANDA DEVELOPMENT BOARD (RDB)

P.O. Box 6239 Kigali RWANDA

The End user public Institution's official address.

(2) HEAVEN HOLDINGS Ltd (THE RETREAT), Tel:0788307247

- b. The term "in writing" means communicated in written form with proof of receipt. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

Article 5: Coordinator

The Chief Budget Manager of the end user public institution shall nominate a coordinator. The coordinator will be responsible for the coordination of activities under this Contract, for issuance of a purchase order approved by the Chief Budget manager, acceptance and approval of the reports and other deliverables by the hotel, and for receiving and approving invoices for payments.

The coordinator shall also undertake to inform in writing the Department Tourism Regulation /RDB Support Division Manager on all correspondences made with the Service Provided by sending copies of all correspondences.

Article 6: Governing Law

The Contract shall be applied and interpreted in accordance with the laws of the Republic of Rwanda.

Article 7: Settlement of Disputes

Any dispute arising between the parties (end user public institution and service Provider) in respect to the interpretation and application of this agreement shall be resolved amicably through consultation and negotiations.

practicable after receipt of the Supplier's notice, RDB shall evaluate the situation and may at its discretion extend the Hotel time for performance, in which case the extension shall be ratified by the parties through amendment of the Contract.

- b. Except in case of Force Majeure, as provided under Clause 14, a delay by the Supplier in the performance of its delivery and completion obligations shall render the Supplier liable to the imposition of liquidated damages, unless an extension of time is agreed upon.

Article 17: Termination

The Client, without prejudice to any other remedy for breach of Contract, by fifteen (15) day written notice of default sent to the Service Provider, may terminate the Contract:

- (i) If the Hotel fails to deliver the services agreed within the period specified in this contract, or within any extension thereof granted by RDB;
- (ii) If the Service provider fails to comply with any final decision reached pursuant to Clause 7 hereof;
- (iii) If the Hotel, in the judgment of RDB has engaged in fraud and corruption, in competing for or in executing this Contract;
- (iv) If the Hotel becomes bankrupt or otherwise insolvent.

Article 18: Purchase Orders

The end user public institution shall undertake to submit the purchase orders when hotel services are needed. The Purchase Orders must be signed by the chief budget manager or an authorized representative.

The service provider must inform the end user public Institution in writing copying Department of Tourism Regulations /RDB, Email: emmanuel.werabe@rdb.rw, within (5 days) after the reception of a Purchase order, about presence of a mistake, inconsistencies or ambiguities on the execution of the purchaser order and that of the service Provider relative to the services ordered for.

Article 19: Assignment

Neither the Client nor the Service Provider shall assign, in whole or in part, their obligations under this Contract, except with prior written consent of the other party.

IN WITNESS WHEREOF, the parties hereto have executed this agreement on the date of its signature.

For the Service Provider





27/05/2021

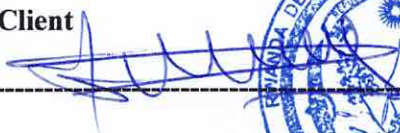
Kigali

Ruxin Alissa,
Chairman of Board
HEAVEN HOLDINGS Ltd (THE RETREAT)

Date

Place

For the Client





27/05/2021

Kigali

Joseph Cedrick Nsengiyumva
Chief Financial Officer
Rwanda Development Board

Date

Place



ANNEX A: TERMS OF REFERENCE

Hiring 5 Star Hotel services on behalf of the Government Institutions in a framework contract

BACKGROUND

Tourism Regulation Department is a Department of Rwanda Development Board with specific purpose of regulating the tourism industry. The tourism law N°12ter/2014 of 19/05/2014 gives RDB the mandate to regulate tourism industry so that the industry establishes consistent tourism sector standards for improved quality of service.

Following an official letter from Rwanda Public Procurement Authority dated 25/11/2020 requesting Rwanda Development Board to support Procuring Entities (Government Institutions) as a Central Purchasing Body for the procurement of Four & Five-star Hotel Services

RDB therefore, seeks to hire 4 and 5 Star Hotels to provide Hotel services in a framework contract. Reason why your hotel was invited to submit its quotations for its different hotel services.

The hotel is requested to quote prices Taxes Inclusive for the following services:

- Accommodations (single and double occupancy for all the different room types available in the Hotel. Examples of the room types are Single, Double, Twin, Executive Suites, Presidential Suites etc , and any other accommodation services that can be availed by the hotel...);
- Meals (breakfast, lunch, dinner) and Buffet Service
- Coffee breaks (snack and drinks)
- Beverages (Water and all types soft drinks and all available types of alcoholic drinks.)
- Conference Packages (All available different types of Function Rooms with Projector, Flip charts, Screen, Sound System, and other Audio visual aids and satellite link facilities and any other wireless services....)
- Outside catering services.
- Sports/ Health Club Facilities and Services
- Miscellaneous Services
- Any other related services provided by the Hotel.

You are requested to submit your quotation (total prices with taxes inclusive) with unit prices of each service. In addition to that, please provide the following information:

- ✓ Conference rooms capacity;
- ✓ Detailed menus for the items to be served;
- ✓ For meals, the hotel should propose different detailed menus types for the items to be served
- ✓ The list of all drinks (water, wines, fresh juices, beers, liquors....)

More details on the hotel services and their rates (prices) must clearly and comprehensively be provided by the hotel.

1. SCOPE OF WORK

The service provider will be committed to provide a comprehensive hotel services with their respective quotations. The Rwanda Development will **be paying upon service consumed**. The quotations must **be taxes inclusive**. You are now requested to provide the quotations for different hotel services (Accommodation, Meals, Coffee breaks, Beverages, Drinks, Conference Packages, Outside catering services, beverages, Sports/ Health Club Facilities and Services rates, miscellaneous services, any other related services provided by the Hotel etc...)

All possible arrangement for the hotel services delivery from the service provider are welcome for good implementation of each and every framework contract with RDB.

1. PRELIMINARY REQUIREMENTS

The company (Hotel) should provide in the system all the required documents as requested.

These include:

- Submission letter signed by the one supposed to engage the company
- Commitment letter/ Declaration of commitment
- Price and Completion Schedule - Related Services
- Registration certificate/certificate of incorporation (Company registration Certificate)
- VAT certificate.
- Financial offer in all its components as per different hotel services (Accommodation, Meals, Coffee breaks, Beverages, Drinks, Conference Packages, Outside catering services, beverages, Sports Health Club Facilities and Services rates, miscellaneous services, any other related services provided by the Hotel etc...

2. DURATION OF THE ASSIGNMENT

The duration of the assignment is one-year contract, which may be tacitly renewed upon satisfaction of both parties.

3. PAYMENT MODALITIES

The payment will be done upon consumption according to the Issued Local Purchase order by the Public Institution and submitted invoice after consumption of the services with evidence in support.

ANNEX B: HOTEL'S QUOTATION (UNIT PRICES)

Unit prices for all units Taxes Inclusive annexed to the contract Documents in the E-Procurement system.

ROOM RATE

Room Category	Corporate Rate (RWF)	
	Single Occupancy	Double Occupancy
THE RETREAT		
Deluxe King Room	150,000	250,000
Superior King Suite	250,000	350,000
Luxury Pool Villas	450,000	650,000

- The above rates are quoted in RWF and are inclusive of tax.
- Rates are inclusive of breakfast.
- Complimentary access to the gym, large salt water solar powered swimming pool, hot tub & sauna.
- Reservations are subject to availability at the time of booking.
- Rates are valid from 15th April 2021 to 15th April 2022

BLACK OUT DATE FOR BOOKING: 21st JUNE 2021 – 27th JUNE 2021

Airport Transfers

Airport Pick-Up: RWF 35,000

Airport Drop-Off: RWF 25,000

(Note: Maximum 3 persons in one vehicle)

Laundry Cost:

RWF 1,500 per piece

Or

RWF 20,000 per load (6kg)

Early Check-in / late check-out

Check in time is at 14hrs00	Check out time is before 11hrs00 am
Early check in as from 05:00 AM: 50% of room rate	Late check out until 17:00 PM: 50% of room rate
Early check in before 05:00 AM: 100% of room rate	Late check out after 17:00 PM: 100% of room rate

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FOOD & BEVERAGE

Breakfast at Fusion Restaurant – RWF 20,000 per person

Breakfast at Heaven Restaurant – RWF 12,000 per person

A LA CARTE MENU:

Lunch / Dinner at Heaven Restaurant – RWF 40,000 per person per meal (3 course meal excluding drinks)

Lunch / Dinner at Fusion Restaurant – RWF 55,000 per person per meal (3 course meal excluding drinks)

BEVERAGE MENU:

WATER/SODA/JUICE		COFFEE	
Heaven filtered water	1 500	French press Rwandan Question coffee	3 500
Filtered by reverse osmosis which provides the purest water and avoids plastic bottles		Espresso (single or double)	2 000 / 3 000
Soda	2 500	Cappuccino	4 000
Coke, citron, fiesta, sprite, orange, tonic, vitato, diet coke		Double espresso, hot milk and steamed milk foam	
Stoney tangawizi (ginger ale)	3 000	Cafe mocha	4 500
Inyange juice (orange, passion, mango, apple)	3 000	espresso, chocolate, steamed milk with whipped cream	
BEERS		Ginger Cafe Latte	5 000
Small bottle Mutzig, small Primus, Legend, Panache legend, small Skol, small skol larger, virunga, turbo	3 000	Espresso, steamed milk and ginger	
Large bottle Skol, large Mutzig, Amstel, Tuskier, Heineken	4 000	Cafe latte	6 000
Urugwa - local banana beer (glass)	3 000	espresso and steamed milk	
FRESH FRUIT JUICES		Espresso macchiato	5 500
Pineapple, passion, Japanese plum or mango (seasonal)	6 000	double espresso with foam	
Fruit punch	6 000	Decaf	6 000
Japanese plum, passion & lemon juice	6 000	Kenyan decaffeinated coffee	
Detox	6 000	Iced coffee	3 500
carrot, ginger, pineapple juice		Iced cappuccino / iced latte	3 500
OR		Cold Brew coffee	3 500
Spinach, cucumber, ginger & pineapple		TEA(Hot / Cold)	
OR		UBUZIMA Rwandan Organic Herbal Teas	4 500
Beetroot, Pineapple & Ginger		Residence Blend	
HEAVEN FREEZES		A blend of Tulsi (Holy Basil), Oat straw & Lemongrass	
Rosemary mandarin	6 000	OR	
mandarin, rosemary syrup, lemon juice		Love Blend	
Ginger lemonade	6 000	A blend of Tulsi (Holy Basil), Hibiscus & Lemongrass	
fresh ginger syrup, lemon juice, lemongrass syrup		Black, green, lemon, fresh ginger, fresh mint, fresh lemongrass	3 500
Mint lemonade	6 000	Green tea with fresh mint or ginger	3 500
fresh mint, lemon juice, lemongrass syrup		Lemongrass-ginger-mint infusion	3 500
Lemongrass breeze	6 000	African tea or coffee	4 500
lemongrass syrup, lemon juice		nutmeg, cinnamon, cardamom, ginger, clove milk	
Frozen Coconut Pineapple	6 000	SMOOTHIES	
Pineapple, lemon juice, coconut, lemongrass syrup		Heaven summer	5 500
Frozen Watermelon Spicy Citrus	6 000	pineapple, banana, Japanese plum, yogurt & ice	
Watermelon, lemon juice, green chili, lemongrass syrup		Virgin pina colada	5 500
Frozen Honey Hibiscus	6 000	fresh blended pineapple & ice, coconut milk, fresh milk	
Hibiscus, honey, lemon juice		Peanut butter & banana	5 500
Frozen Banana Cinnamon	6 000	peanut butter, banana, buttermilk, chocolate swirl	
Banana, honey, cinnamon		Passion tropicale	5 500
HOMEMADE ICE CREAM MILKSHAKES		fresh passion fruit, pineapple, banana, lemon juice & ice	
Vanilla, chocolate, strawberry, coffee	6 000	Strawberry sunrise	5 500
Chai masala		strawberry, pineapple, mandarin juice, yogurt & ice	



CONFERENCE PACKAGES:

Option 1:

Conference Room Rental Fee for Full Day (8 hours): RWF 600,000 per day inclusive of

- Conference set – 1 notepad, 1 Pen & 1 bottle of mineral water per person
- 1 flipchart
- 1 projector
- 1 Screen

Option 2:

Conference Room Rental Fee for Half Day (4 hours): RWF 400,000 per day inclusive of

- Conference set – 1 notepad, 1 Pen & 1 bottle of mineral water per person
- 1 flipchart
- 1 projector
- 1 Screen

Option 3:

Half Day Conference: RWF 40,000 per person per day inclusive of

- Rental of meeting room & set up
- Conference set – 1 notepad, 1 Pen & 1 bottle of mineral water per person
- 1 flipchart, 1 projector & 1 Screen
- 1 Morning coffee break & Lunch
- Internet access

Option 4:

Full Day Conference: RWF 60,000 per person per day inclusive of

- Rental of meeting room & set up
- Conference set – 1 notepad, 1 Pen & 1 bottle of mineral water per person
- 1 flipchart, 1 projector & 1 Screen
- 1 Morning coffee break, Lunch & 1 Afternoon coffee break
- Internet access



BUFFET PACKAGES:

Option 1:

Buffet Menu inclusive of soda & water: RWF 25,000 per person – (Available packed)

STARTER

Fresh Avocado salad, homemade tomato confits, feta, olive and macadamia salsa

HOT DISHES

Chicken stew in Swahili Spices "Kuku paka"
Goat meat kofta, spicy "Ethiopian Berbere" sauce

HOT ACCOMPANIMENT

Vegetable Pilau Rice
Roasted potato with paprika
Sautéed dodo and sukuma wiki (local spinach)

DESSERT

Fresh fruits

Option 2:

Buffet Menu inclusive of water & 1 soft drink: RWF 35,000 per person

STARTER

Fresh Avocado salad, homemade tomato confits, feta, olive and macadamia salsa

HOT DISHES

Coconut Curried Nile Perch "mchuzi wa samaki" with Swahili spices
Chicken & Mushroom in Ethiopian Berbere spicy sauce.

HOT ACCOMPANIMENT

Vegetable Pilau Rice
Roasted potato with paprika
Fried plantain mizuzu, bell peppers with curry spice and coriander
Sautéed dodo and sukuma wiki (local spinach)

DESSERT

Chocolate brownie cubes
Fresh Fruit Slices

The Above Buffet menu can be served as an outside catering menu; however, the following charges are applicable:

1. Transportation costs (with in Kigali) RWF 200,000
2. Catering costs RWF 200,000

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Option 3:

Buffet Menu inclusive of water & 1 soft drink: RWF 45,000 per person

Salads

Fresh Avocado salad with chopped greens, homemade ricotta.
Mixed garden salad, lemon and passion sauce.

Hot Dishes

Stewed chicken and potato "kukupaka" in Swahili spices
Baked Nile Perch with creole rougaille sauce
Eggplant, dodo, zucchini lasagna
Red beans and chickpeas in makhani sauce.

Hot accompaniment

Garlic roasted potatoes
Sautéed dodo and Sukuma wiki
Coconut flavored rice and herbs

Dessert

Cinnamon baked bread pudding with vanilla custard

Option 4:

Buffet Menu inclusive of water & 1 soft drink - RWF 55,000 per person

Salads

Chopped Salad with Kenya beans, Macadamia nuts
Avocado & Cucumber salad,
lemon and passion vinaigrette
Roasted Vegetable Salad

Hot Dishes

Stewed Chicken and Potato "kuku paka" in Swahili spices
Baked Nile Perch with Creole rougaille sauce
Braised Beef "ndole" with cassava leaves in ground nut sauce
Eggplant, dodo & zucchini lasagna (v)
Red beans and chickpeas in Makhani sauce

Hot Accompaniments

Garlic roasted potatoes
Sautéed dodo and Sukuma wiki (local spinach)
Coconut rice with herbs

Dessert






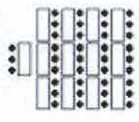
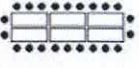
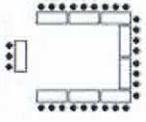
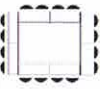
Mango and Lemongrass, chocolate mousse
Cinnamon Bread Pudding with vanilla custard

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ROOM DIMENSIONS & CAPACITIES

Event / Conference Space	Room Dimensions L x W x H	Square Meters	Banquet 	Cocktail Reception 	Theatre 	Classroom 	Boardroom 	U-Shape 	Hollow Square 
Heaven Restaurant	15*14.50	217.5	100 - 120	150	100	120	50	50	50
Fusion Lounge	11*6	66	30 - 40	50	30 - 40	40	25 - 30	25 - 30	35
The Retreat Wine Lounge + Lawn and Deck	13*14.20	184.6	120	200	60	N/A	30	N/A	N/A
Fusion Pool Area + Pergola + Stairwell	10.20*3.90 14*3.80	78.16	180	300	N/A	N/A	N/A	N/A	N/A
The Retreat - Horizon Conference Room	10*7.20*4*2.28	72	40 - 50	50 - 70	40 - 50	40	30 - 40	30	30



PRIVATE EVENT RENTAL FEES

Heaven Restaurant Space rental Fee – RWF 1,000,000

Fusion Restaurant Space rental Fee – RWF 1,200,000

Wine Lounge, Outdoor Deck & Retreat Garden Space rental Fee – RWF 1,500,000

Note:

All menus are subject to amendment without prior notice depending on availability of some products

All outdoor events are subject to weather conditions

ACTIVITIES OPTIONS

FASHION TOUR

Tour the vibrant African "kitenge" fabric markets and hand pick your favorite materials! Visit the best local Rwandan fashion boutiques. Enjoy a coffee or tea and snack en route to see artisans in action at their workshops. Return to Heaven & Retreat for visit to the onsite AZIZI Life Fair Trade Crafts Boutique!

PACKAGE	Price per Person (1 Person)	Price per Person (2 People up)
Tour Cost	RWF 70,000	RWF 58,200

ART & CULTURE TOUR

Come see Kigali's amazing art scene with visits to local art and photography galleries. Visitors will have the chance to meet with the contemporary artists of Kigali, engage with local artisans in a crafting workshop, appreciate public art and enjoy traditional dance and drumming with a stop for refreshments at a local cafe.

PACKAGE	Price per Person (1 Person)	Price per Person (2 People up)
Tour Cost	RWF 87,300	RWF 77,600



KIGALI CITY TOUR

Experience life in Kigali with a mix of Rwandan arts, history, and culture. Visit the Kigali Cultural Village, stop by a milk bar, tour a local market, taste Rwandan coffee, visit the Genocide Memorial and support local artisans.

***Also available in a half-day option.**

PACKAGE	Price per Person (1 Person)	Price per Person (2 People up)
Full Day Tour	RWF 97,000	RWF 87,300
Half Day Tour	RWF 70,000	RWF 58,200

NATURE IN KIGALI

Take an easy hike up on of the Thousand Hills of Kigali with our guides and enjoy tropical birdlife, flora, spectacular views and a picnic lunch provided at the top! Optional activities include horseback riding, zip line, archery, bocce ball, trampoline, badminton. (Additional charges for horseback riding, archery, and zip line.)

***Nature hiking and bird watching can be customized.**

PACKAGE	Price per Person (1 Person)	Price per Person (2 People up)
Tour Cost	RWF 73,000	RWF 68,000

CULINARY TOUR

Make your own Rwandan "urwagwa" banana beer, taste the local fruits at a farmer's market, and return to Fusion Restaurant for a private cooking class and lunch! ***Our bartenders will teach you how to make one of our innovative cocktails.. shush it's top secret!**

PACKAGE	Price per Person (1 Person)	Price per Person (2 People up)
Tour Cost	RWF 145,500	RWF 121,250

NYAMATA GENOCIDE SITE, RECONCILIATION EXPERIENCE & VILLAGE TOUR

This remarkable community visit covers the history and amazing progress achieved in Rwanda. Visit the very epicenter of the genocide - Nyamata Church Genocide Memorial - and hear directly from a survivor. Then move on to see the incredible progress and prosperity we today in Mayange village with a visit to a farmer's home, the local health center and a women's weaving cooperative.

Packed lunch included

PACKAGE	Price per Person (1 Person)	Price per Person (2 People up)
Tour Cost	RWF 145,500	RWF 121,250

OR



BANANA WINE "URWAGWA" EXPERIENCE

Make your own banana wine! Work with your hands and learn how to make our traditional banana wine, from ripe bananas to wine!

PACKAGE	Price per Person (1 Person)	Price per Person (2 People up)
Tour Cost	RWF 48,500	RWF 44,000

LOCAL LIFE WALKING TOUR

Spend the day on a walking tour of a lively, local neighborhood, visiting and interacting with the owners of hair salons, tailor shops, markets, and resto-bars. Enjoy lunch made by a local Rwandan family in their home!

PACKAGE	Price per Person (1 Person)	Price per Person (2 People up)
Tour Cost	RWF 60,000	RWF 48,500

COFFEE MASTER CLASS

You will be taken through a short coffee history lesson, learn how cherries are harvested, washed, and roasted, and taste coffee from all over Rwanda, and create your own custom blend!

***Each guest gets one gift bag to take home.**

PACKAGE	Price per Person (1 Person)	Price per Person (2 People up)
Tour Cost	RWF 58,200	RWF 48,500

RURAL LIFE EXPERIENCE

Designed and hosted by artisans and artists, it is a truly wonderful way to get a taste of the beauty and rigor of rural life and Rwandan culture. Enjoy being a part of a day in the lives of the ladies and their children

PACKAGE	Price per Person (1 Person)	Price per Person (2 People up)
Tour Cost	RWF 195,000	RWF 175,000

FARM & COFFEE WASHING STATION TOUR

Travel to a coffee farm. Meet coffee farmers and enjoy a live demonstration of each step of growing coffee cherries. Tour of a coffee washing station, with demonstration of each step of processing coffee.

PACKAGE	Price per Person (1 Person)	Price per Person (2 People up)
Tour Cost	RWF 218,500	RWF 194,000

BOOKING & PAYMENT TERMS

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All booking requests, Rooming lists and/or allocation reports must be sent via email to:

Reservations Department

Email: theretreat@heavenrwanda.com

Tel: +250 787 785 595

The Hotel Company require a signed and stamped company LPO (Purchase Order) from Wholesaler to secure the booking. Payments must be made via bank transfer to Heaven Holdings Limited.

Payment terms

Upon reservation	50% payment on the total amount of the stay to secure the booking (Non-refundable in case of cancellation)
30 days before arrival date	Balance 50% payment of the total amount of the stay

Heaven Holdings Limited shall be excused and shall not be deemed in default for any failure of performance, for any reasons beyond control. Such case shall be deemed to include, without limitation, war, warlike operations, armed aggression, insurrection, explosions, accidents, failure to obtain any governmental approvals, governmental acts or omission, regulations or orders, acts of the public enemy, epidemics, quarantine, restrictions or labor trouble.

HEAVEN HOLDINGS LIMITED ACCOUNTS

Account 1- USD

Bank: Equity Bank Rwanda

Account Name: Heaven Holdings Limited

Account No: 4014200529514

Currency: USD

Account 2- RWF

Bank: Equity Bank Rwanda

Account Name: Heaven Holdings Limited

Account No: 4014200529512

Currency: RWF

CANCELLATION POLICY

All cancellations must be in writing and will incur the following charges:

50% Down payment upon confirmation	Non-refundable in case of cancellation
30 days from the expected date of arrival	100% of total cost of confirmed booking

TERMS & CONFITIONS



- ❖ Rates and offers within this agreement are only valid for reservations made directly with the Hotel.
- ❖ The rates will apply for the period 15th April 2021 – 15th April 2022; please note we reserve the right to review our rates at any time.
- ❖ Stated rates include all trade taxes.
- ❖ The Corporate Company must provide advanced prepayment as per payment term.
- ❖ The Corporate Company must settle all invoices thirty (30) days as per the above agreed rates before service date.
- ❖ The Corporate Company must settle the invoices through Direct Bank transfer.
- ❖ All reservations should be sent to the Hotel in writing, indicating the guest name(s), the arrival/departure details, the type of accommodation required per guest and the billing instructions.
- ❖ All guests must present a valid passport or ID on check-in and a valid company identity card, as corporate rates are valid only for employees and business associates of above-mentioned company.
- ❖ The hotel reserves the right to charge one extra night's room rate, should the guest leave earlier than the originally booked length of stay.

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Final Amendment Contract

Approval information of the chief budget manager

Reported by	KARUTA SUDI	Date reported	27/05/2021 09:49:54
Decision	Approved		
Approval comment			
Approved by	JOSEPH CEDRICK NSENGIYUMVA	Date approved	27/05/2021 12:57:22

Amendment information

Amended by	KARUTA SUDI	Date amended	27/05/2021 09:49:47
Amendment content	<p>The process of hiring Retreat Hotel registered under HEAVEN HOLDINGS LTD as Four Star is at an advanced stage whereby the initial contract with the hotel is already signed.</p> <p>During the ceremony to award stars to the recently assessed hotels held on 21/05/2021, The Retreat Hotel registered under HEAVEN HOLDINGS LTD was awarded 5 Star Status Hotel.</p> <p>This contract is amended by considering the hotel as 5 star Hotel instead of being a 4 star hotel at the time of the submission of the offer.</p> <p>Prices quoted/rates by the hotel remain unchanged in this amendment to the contract</p> <p>Attached to this contract amendment is the Certificate of Classification as 5-star hotel issued by RDB</p>		

Contract information

contract number	000028/NC/SS/2020/2021/RDB	Tender method	Single Source
Title of the Contract	Hiring 4 Star Hotel services on behalf of the Government Institutions in a framework contract (HEAVEN HOLDINGS Ltd)		
Contract amount (Tax inclusive)	17,700,000	Currency	Rwanda Franc
Contract amount (Tax exclusive)	15,000,000	Taxes	2,700,000
Contract duration	1 years	Delevery Date	06/05/2022 (364 days)
Penalty for delays	0.1 %	Penalty limit	5 %
Defects liability period		Contract manager	Emmanuel Werabe
Contract signing date	27/05/2021	Position	Licensing Specialist
Contract start date	14/05/2021	Contract end date	14/05/2022
Contract Comment	<p>-This contract is a framework contract to provide hotel services on behalf of the government institutions</p> <p>-The contract is for a period of Twelve (12) Months renewable upon satisfaction and agreement by the parties, and shall come into effect from the date of signature and remain in force until both parties will have completely fulfilled their obligations.</p> <p>-List of prices for hotel services Taxes Inclusive are annexed to this contract</p> <p>-The contractual documents were submitted in the Administrative, Technical, and Financial requirements</p> <p>-The performance security may not be required depending on special nature of the tender whose</p>		



characteristics does not show any risk of poor performance, therefore, this contract does not require the performance guarantee.

Procuring Entity and Consultant information

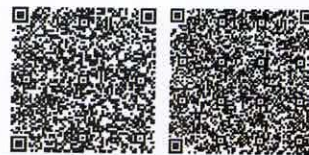
Procuring Entity			
Name of P.E.	RWANDA DEVELOPMENT BOARD (RDB)		
Represented by	Joseph Cedrick NSENGIYUMVA	Position	Chief Financial Officer
Address	Rwanda Development Board-RDB, KN 5 Rd, KG 9 Ave, Remera Sector; Gasabo	PO. Box	6239 KIGALI
Telephone number	0788312385	Cellphone number	0788312385
E-Mail address	cedrick.nsengiyumva@rdb.rw	Website	www.rdb.rw
Consultant			
Name of Consultant	HEAVEN HOLDINGS Ltd		
TIN	106353871	NID	488445648
Represented by	Ruxin Alissa	Position	Chairman of Board
Address	KN 29 ST Kiyovu	PO. Box	
Telephone number	788307247	Cellphone number	788307247
E-Mail address	alissaruxin@gmail.com <i>alissa@heavenrwanda.com</i>	Website	www.heavenrwanda.com
Account name	HEAVEN HOLDINGS LTD	Account number	4014200529512
Bank name	EQUITY BANK		

LOT information

LOT number	LOT name	Budget line	LOT Amount	Taxes
1	Hiring ⁵ 4 Star Hotel services on behalf of the Government Institutions in a framework		17,700,000	2,700,000

Delivery item(s) information

LOT	S/N	Classification ID	Classification name	Delivery item ID	Delivery item name	
		Total Amount tax inclusive	Taxes	Total Amount tax exclusive	Delivery date(days)	Delivery place



1	1	90111501	Hotels	10001020	Hotel services
		17,700,000	% (2,700,000)	15,000,000	// (0 days)
					At HEAVEN HOLDINGS Ltd or any other place chosen by the client in case of outside catering services

Payment information

Payment schedule	Scheduled date	Payment percentage(%)	Payment amount	Payment conditions
One instalment as per the purchase order	//	100	17,700,000	<p>The payment will be done based on the purchase order issued by the Public Institution (Client) upon submission of invoices by the Hotel.</p> <p>Unless otherwise agreed by the two parties, one hundred per cent (100 %) payment of each Purchase Order total price shall be paid to the Hotel.</p>

Contract Documents

S/N	Document name	File name
1	New Price Schedule	Price Schedule-The Retreat....xlsx
2	Technical Specifications	The Retreat - Fact Sheet (2021).pdf
3	Financial offer in all its components as per different hotel services listed in the tender document	RDB -All Prices .pdf
4	A valid Hotel Star Certificate issued by RDB	Four Star Certificate.pdf
5	Written confirmation authorizing the signatory of the bid to commit the bidder. Where Applicable	Submission Letter-RDB..pdf
6	RPPA Letter	Letter to RDB for 4 and 5 Star hotels signed.pdf
7	Certificate of Classification as 5-star hotel issued by RDB	Five Star Certificate.pdf
8	Contract	CONTRACT HEAVEN 07052021.doc

Approval information of the chief budget manager

Digitally approved by CBM	JOSEPH CEDRICK NSENGIYUMVA	Date approved	27/05/2021 12:57:22
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Chief Budget Manager(CBM): Is the Authorized administrative head of the public entity in charge of budget management as provided for in Article 18 of the organic law of state finance



RWANDA DEVELOPMENT BOARD (RDB)

Certificate of Classification

This is to certify that

THE RETREAT

Has been classified as

FIVE STAR



Kamanz
Clare Akamanzi
Chief Executive Officer

0003/5/2021

Serial No.

Terms and conditions apply

Issuing Authority

21st May 2021

Date



RWANDA PUBLIC PROCUREMENT AUTHORITY (RPPA)

Plot N° 2, KN 3 AV

10th FLOOR, GRAND PENSION PLAZA

P. O. Box: 4276 KIGALI/RWANDA

Tel: +250786582957

E-mail: info@rppa.gov.rw

Kigali, ku wa 25/11/2020

N° 010/2020/2021-0739/RPPA

**The Chief Budget Manager,
RDB**

Dear Sir,

Subject: Request to support Procuring entities as a Central Purchasing Body

Considering issues that different procuring entities have been facing to access hotel services or even to get a successful service provider when it comes to the hotel services provided by 4 and 5 Star hotels in Rwanda;

Reference is made to article 58 of the Law N° 62/2018 of 25/08/2018 governing public procurement which provides that: ***"A framework agreement may be concluded between a procuring entity and one or more bidders for its own interest or the interest of the procuring entity or other entities dealing with the procurement proceedings.;.....The procuring entity may purchase goods electronically through a framework agreement between a Government institution authorized to prepare for other public institutions a tender and the relevant contract and successful bidder."***

Noting that providing goods and services through framework agreement such as transport services through MININFRA and ICT related goods and services through RISA have contributed to the efficiency in Government operations;

Bearing in mind the mandate of Rwanda Development Board in line with the hospitality industry;

Henceforth, RPPA would like to request your good office to consider assisting Public Procuring Entities by acting as a central purchasing body for the procurement of **4&5** Star hotel services.

RPPA remains available in case consultations are greatly needed in this regard.

We also take this opportunity to remind you that the principle of value for money must govern the award of this framework contract and its contract Management.

Yours Sincerely,

Digitally signed by RPPA

(DG)1

Date: 2020.11.25

14:10:02 +02'00'

UWINGENEYE Joyeuse

Director General

Cc:

- Honorable Minister of Finance and Economic Planning
- CEO, Rwanda Development Board