

REQUEST FOR EXPRESSION OF INTEREST FOR PROVISION OF VEHICLE INSURANCE SERVICES FOR LWIR VEHICLES (Prequalification Stage)

1. Introduction

Living Water International Rwanda (LWIR), an affiliate of Living Water International (LWI), is a Christian non-governmental organization that has been operating in Rwanda since 2007 to provide Water, Sanitation, and Hygiene (WASH) services. LWIR hereby invites qualified and experienced vehicle insurance companies to submit Expressions of Interest (EOIs) for the provision of vehicle insurance services for its fleet of vehicles in Rwanda.

2. Scope of Services

The selected vehicle insurance provider will be expected to provide comprehensive coverage for LWIR vehicles, including but not limited to:

- Comprehensive motor insurance for LWIR vehicles against accidents, theft, fire, and natural disasters.
- Third-party liability coverage in compliance with Rwandan law.
- Roadside assistance and towing services.
- Claims processing and settlement support.
- Provision of a wide network of repair and service centers in Rwanda.
- 24/7 customer service support for emergencies and claims.

3. Eligibility Requirements

Interested insurance companies must meet the following minimum requirements:

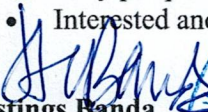
1. Valid registration and licensing to operate as a vehicle insurance provider in Rwanda.
2. Proven experience of at least **five (5) years** in providing vehicle insurance services.
3. Demonstrated capacity to manage insurance claims efficiently and provide high-quality customer support.
4. Ability to provide comprehensive coverage and access to a network of authorized garages and service centers in Rwanda.
5. Submission of relevant certifications, licenses, and references from previous clients.
6. Compliance with all tax policies in Rwanda.

4. Submission Instructions

- All submissions must include:
 - Technical proposal describing services offered, coverage options, and network of repair/service centers.
 - Financial proposal indicating premiums, deductibles, and applicable terms and conditions.
 - Supporting documents (licenses, certifications, company profile, references).
- All documents must be compiled into ONE PDF file.
- Submissions should be sent via email to: LWIRProcurement@water.cc
- Email subject line must read: "Expression of Interest for Vehicle Insurance for LWIR Vehicles"
- Deadline for submission: October 18th, 2025, at 17:00 (Rwanda time). Late submissions will not be accepted.

5. Important Notes

- Only prequalified companies will be contacted for the further evaluation process.
- Interested and qualified companies can request a list vehicle via email to LWIRProcurement@water.cc


Hastings Banda

Country Director

Living Water International Rwanda

