

TERMS OF REFERENCE (TOR)

FOR THE PROVISION OF MAINTENANCE, REPAIR, AND SUPPLY OF SPARE PARTS SERVICES FOR VEHICLES AND MOTORCYCLES

1. Background

INADES-FORMATION Rwanda is a non-governmental organization operating in Rwanda with its head office located in Gasabo District, Kigali City. A member of the international INADES-Formation network, it has been working since 1975 to promote the social and economic advancement of communities through its mission “to foster the economic and social development of populations, with particular emphasis on their free and responsible participation in the transformation of their societies.”

In order to ensure the proper functioning, safety, and reliability of its fleet of vehicles and motorcycles, INADES-FORMATION Rwanda intends to engage a qualified and experienced service provider to provide maintenance, repair, and supply of spare parts services.

2. Objective of the Assignment

The objective of this Terms of Reference is **to recruit an honest and competent garage/service provider** capable of ensuring preventive maintenance, repair services, and timely supply of genuine spare parts for vehicles and motorcycles owned or managed by INADES-FORMATION Rwanda.

3. Scope of Services

The selected service provider shall provide the following services:

3.1 Preventive Maintenance

- Routine servicing of vehicles and motorcycles;
- Oil and filter changes;
- Lubrication and inspection services;
- Brake, suspension, and steering system checks;
- Battery and tyre inspection.

3.2 Repair Services

- Mechanical repairs;
- Electrical repairs;
- Diagnostic services;
- Body works and painting where necessary;
- Engine and transmission repairs.

3.3 Supply of Spare Parts

- Supply and replacement of genuine and certified spare parts;
- Supply of lubricants, tyres, batteries, and accessories approved by the Client.

3.4 Emergency Services

- Emergency repair services and roadside assistance whenever required.

3.5 Reporting

- Submission of detailed service reports after every maintenance or repair intervention.

4. Expected Deliverables

The Service Provider shall deliver:

- Well-maintained and roadworthy vehicles and motorcycles;
- Timely repair services;
- Genuine spare parts and accessories;
- Detailed maintenance and repair reports;
- Quotations before commencement of major repairs.

5. Service Standards and Requirements

The Service Provider shall:

- Ensure all services are performed by qualified and experienced technicians;
- Use genuine and certified spare parts unless otherwise authorized by the Client;
- Guarantee workmanship and supplied spare parts for a minimum period of three (3) months;
- Carry out repairs only after submission and approval of quotations;
- Maintain high standards of professionalism, safety, and environmental compliance;
- Ensure timely completion of maintenance and repair works.

6. Duration of the Assignment

The framework agreement resulting from this TOR shall be valid for a period of one (1) year, renewable based on satisfactory performance and mutual agreement between the parties.

7. Qualification Requirements

Interested service providers should meet the following requirements:

- Valid company registration certificate;
- Valid tax clearance certificate;
- Proven experience in vehicle and motorcycle maintenance and repair services;
- Availability of qualified technicians and equipped workshop facilities;
- Capacity to supply genuine spare parts;
- Good reputation and references from previous clients.

8. Submission Requirements

Interested bidders shall submit the following documents:

- Company profile;
- Copy of company registration certificate;
- Valid tax clearance certificate;
- List of similar assignments executed;
- Proposed price list/rate card for services and spare parts;
- References from at least three clients;
- Contact details of the company representative.



9. Evaluation Criteria

Applications shall be evaluated based on:

- Technical experience and capacity;
- Qualification of technical staff;
- Availability of workshop equipment and facilities;
- Ability to provide genuine spare parts;
- Competitive pricing;
- References and past performance;
- Responsiveness to emergency interventions.

10. Submission Deadline

Interested bidders may submit their applications starting from 21/05/2026. The deadline for submission of applications is 02/06/2026 at 3:00 PM Kigali time.

Late submissions shall not be considered.

11. Contact Information

Applications and correspondence related to this Terms of Reference shall be addressed to:
INADES-FORMATION Rwanda

Email: inadesformation.rwanda@inadesfo.net

Or physical documents may be submitted to the office of INADES-FORMATION Rwanda located in Gasabo District – Kigali, Rwanda, near Giporoso Taxi Park, P.O. Box 866 Kigali,
Tel: 0788481500.

Done at Kigali, on 20/05/2026


Mr. BIMENYIMANA Désiré
Country Director
INADES-FORMATION Rwanda

