



**TITLE : TENDER FOR PROVISION OF VEHICLE REPAIR AND MAINTENANCE SERVICES (GARAGE) TO REMCO**

**TENDER REFERENCE NUMBER : REMCO/ADM/17/2025-2026**

**PROCURING ENTITY : RWANDA ENGINEERING AND MANUFACTURING CORPORATION (REMCO)**

**PROCUREMENT METHOD : OPEN COMPETITIVE BIDDING**

**DATE OF ISSUE : 16<sup>th</sup> FEBRUARY 2026**

**DEADLINE OF SUBMISSION : 09<sup>th</sup> March 2026**



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## SECTION 1. INTRODUCTION AND BACK GROUND

1. Rwanda Engineering and Manufacturing Corporation (REMCO) invites eligible, experienced, and reputable automotive service providers to submit bids for the provision of preventive maintenance, corrective maintenance, and repair services for REMCO vehicles under a framework service contract.
2. The objective of this tender is to establish a long-term service arrangement that ensures fleet availability, safety, reliability, cost control, and timely response.

## SECTION 2. SCOPE OF SERVICE

3. The successful bidder shall provide comprehensive vehicle maintenance and repair services including but not limited to:

### Preventive Maintenance

- Scheduled servicing per manufacturer recommendations
- Engine oil and filter replacement
- Brake system inspection and servicing
- General Suspension and steering inspection
- Cooling system servicing
- Fuel system
- Battery testing and replacement
- Wheel alignment and balancing

### Corrective Maintenance and Repairs

- General Engine mechanical repairs
- Transmission and driveline repairs
- Wiring, Electrical and electronic diagnostics
- Air-conditioning system repairs
- Exhaust system repairs
- Bodywork and painting (where required)

### Emergency Services

- Roadside assistance
- Vehicle recovery and towing



The contract shall cover but not limited to, the following vehicles:

No	Vehicle Category	Typical Use
1	Toyota Hiace Minivan	Staff & logistics transport
2	Suzuki Vitara	Utility / supervisory
3	Volkswagen Amarok	Utility / field operations
4	Mercedes-Benz 1017	Truck / logistics
5	Toyota Land Cruiser	Executive & field operations
6	Forklift	Production/Workshop

4. Exact chassis numbers, Engine numbers and model years shall be provided to the successful bidder after award.

### SECTION 3. CONTRACT DURATION

5. Initial period: 24 Months renewable subject to performance and mutual agreement

### SECTION 4. BIDDER ELIGIBILITY REQUIREMENTS

6. Bidders must submit:

- Valid Business registration certificate
- Valid tax clearance certificate
- VAT registration certificate
- Garage/Workshop license
- Evidence of similar assignments (at least 3 references)
- List of qualified technicians and certifications
- Proof of workshop facilities and diagnostic equipment

### SECTION 5. TECHNICAL PROPOSAL REQUIREMENTS

7. The bidder shall provide:

- Company profile
- Workshop location (s)
- Staff structure
- Equipment & tools available
- Turnaround time per service category
- Quality assurance procedures
- Warranty on labour and parts
- Health, safety and environmental practices



## SECTION 6. SERVICE LEVEL AGREEMENT REQUIREMENTS

8. Bidders shall submit to the following minimum standards:

Item	Requirement
Routine service turnaround	≤ 24 hours
Minor repair turnaround	≤ 48 hours
Major repair turnaround	≤ 5 working days
Emergency response time	≤ 2 hours
Warranty on labour	Minimum 3 months
Warranty on parts	Manufacturer/Supplier warranty

## SECTION 7. FINANCIAL PROPOSAL

9. Labor and service rates (Mandatory)

Service Category	Unit	Rate (RWF)
Routine service labour	Per vehicle	
Minor repair labour	Per hour	
Major repair labour	Per hour	
Electrical diagnostics	Per job	
Bodywork labour	Per hour	
Call-out service	Per incident	
Towing service	Per km	

10. Spare parts and consumables (Price agreement at time of use)

- Spare parts and consumables shall **not be pre-priced** in the tender.
- For each job, the service provider shall submit a **proforma** for required parts and consumables.
- Prices shall be bench-marked against **prevailing market prices**, using authorized dealers, OEM catalogs, or comparable supplier quotations.
- REMCO and the service provider shall **mutually agree on the price before procurement and installation**.
- Only approved prices shall be eligible for payment.
- No mark-up on parts or consumables shall be permitted unless expressly approved in writing by REMCO.
- REMCO reserves the right to supply parts directly if more economical.

11. Basis of financial competition

- Financial evaluation shall be based solely on labour and service rates.
- Spare parts and consumables shall be treated as pass-through costs.

12. REMCO shall issue a purchase order for:

- Labor services
- Approved spare parts and consumables

13. No work shall commence without an approved Purchase Order, except in emergency cases authorized in writing by REMCO.
14. Emergency works executed without prior PO must be regularized by issuance of a PO within twenty-four (24) hours.
15. Any service, repair, or supply performed without an approved Purchase Order shall be deemed unauthorized and shall not be payable by REMCO.

#### **SECTION 8. PAYMENT TERMS**

- All maintenance and repair works shall be executed only after issuance of an official Purchase Order (PO) by REMCO.
- The service provider shall submit invoices strictly against issued Purchase Orders.
- Each invoice must be supported by:
  - ✓ Copy of the relevant Purchase Order
  - ✓ Approved job card
  - ✓ Approved spare parts and consumables quotation (where applicable)
  - ✓ Delivery note for parts (where applicable)
  - ✓ Service Rendered note
- Payment shall be made within thirty (30) days after acceptance of invoice and supporting documents.
- REMCO shall not process any invoice for works or supplies executed without an approved Purchase Order.

#### **SECTION 9. PERFORMANCE SECURITY**

16. The successful bidder shall provide a performance security equivalent to 5% of the annual contract value, in the form of a bank guarantee or insurance bond.



## SECTION 10. EVALUATION CRITERIA

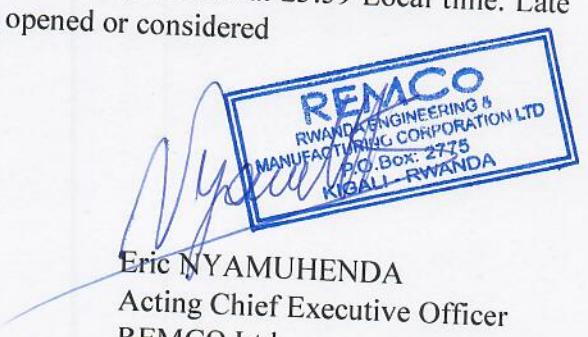
Criterion	Weight
Technical capacity and methodology	40%
Experience and references	20%
Financial offer (labour & service rates)	30%
Local presence and response time	10%
<b>Total</b>	<b>100%</b>

## SECTION 11. SUBMISSION INSTRUCTIONS

17. a. Bids shall be submitted in sealed envelopes clearly marked at REMCO Procurement Office or Email Through [procurement@remco.rw](mailto:procurement@remco.rw) any queries must be addressed to the CEO of REMCO and send the same email [info@remco.rw](mailto:info@remco.rw) in copy

b. Offers must be submitted not late than 9<sup>th</sup> March 2026 at 23:59 Local time. Late offer will be rejected and will not be opened or considered

18. Sincerely

  
**Eric NYAMUHENDA**  
 Acting Chief Executive Officer  
 REMCO Ltd



