



**Terms of References (ToRs): Vehicles and Motor-Cycles maintenance services to
the Center for Community Based Sociotherapy
(CBS) Rwanda**

CBS Rwanda is a non-governmental organization (NGO) legally established in 2016, originating from the implementation of the Community Based Sociotherapy approach in Rwanda since 2005. Community Based Sociotherapy is an approach that uses the group as a therapeutic medium in the establishment of trust, the creation of an open environment for discussion and the formation of peer-support structures.

To implement the program mandate, CBS Rwanda needs to hire an eligible garage that will provide maintenance and repair services to its all risks insured vehicles and motorcycles including sourcing of spare parts, when necessary. CBS Rwanda currently has two vehicles (Toyota hilux DC of 2011 and Toyota LC Hardtop of 2008) and Four motorcycles (Yamaha/AG 100 of 2013).

Interested garages will submit their bids (technical and financial offers for cars and motorcycles), indicating details on intermediate maintenance, preventive maintenance (performance of regularly scheduled maintenance procedures of a vehicle to prevent the possibility of malfunctions) and (or) any scheduled (regular) vehicle inspection (test), repair, tests, replacement or any modifications needed to CBS Rwanda vehicles and motor-cycles; and their respective bids.

Below are some requirements that bidders should take as guidelines for the bid:

- ✓ Bid submission letter, addressed to the Executive Director, CBS Rwanda
- ✓ Certificate of Full Company Registration (RDB Certificate)
- ✓ Clear physical address of the garage, including the Google map.
- ✓ Valid RRA Tax Clearance Certificate;
- ✓ A proof of similar current or performed services (at least 3 Company or organizations recommendation letters);
- ✓ Technical and Financial Proposals (estimated costs); **see attached a list of services**
- ✓ Ready to provide warranties for service performed (*Clearly indicate this in your bid*)

- ✓ The bidder(s) should have expertise(s) in repair and maintenance of TOYOTA products (Vehicles and Motorcycles);
- ✓ Normal hours shall be from 08:00 AM to 05:30 PM daily, but the service provider should be capable to provide 24/7 rescue/emmergency services and supports;
- ✓ Ready to provide the same maintenance services to CBS Rwanda as a priority;
- ✓ The bid evaluation will also consider the satisfaction on previous related services rendered by the garage; if any.

Evaluation Criteria

Bids will be evaluated in two parts: The technical proposal shall be awarded 40% of the total marks while the financial proposal shall bear 60% of the total marks.

- ✓ The bid should be clear about the relevant skills, experience and capacity in respect of this ToR.
- ✓ The bid must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the ToR.
- ✓ The bid should clearly indicate whether bid participants have the capacity to meet the requirements of the ToR.
- ✓ The evaluation will consider individual service cost (intermediate maintenance, preventive maintenance and (or) any scheduled (regular) vehicle inspection (test), repair, tests, replacement or any modifications needed) and the total bid as a whole

FUNCTIONALITY EVALUATION CRITERIA

S/N	Description	Weight
Technical Proposal		
1	Experience, Skills and Ability of Service Provider	15%
	Past experience in similar work of this nature	
	Team member experience (accompanied by brief CV's)	
	Bidders 'track record	
	Ability of the bidder to fulfill the CBS RWANDA's requirements	
2	Technical Approach and Execution Plan	10%
	Proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the TOR	



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3	References: Did the bidder submit at least three relevant and contactable clients that were serviced in the past 12 months	5%
4	Capacity	10%
	Proposals should clearly indicate whether bid participants have the capacity to meet the requirements of the TOR	
Sub-Total		40%
Financial Proposal		
	Motorcycle	20%
1	Service	3%
2	SPARE PARTS	17%
Sub-Total		
	Vehicles	40%
1	Simple service a (5,000km)	10%
2	Simple service b (10,000km)	10%
3	General service c (at 15, 000km)	7%
4	Brake system and suspension	5%
5	Cluch system/ system d'embrayage	5%
6	Engine repair	3%
Sub-Total		60%
General-Total		100%

DETAILED - FINANCIAL PROPOSAL

1. MOTORCYCLES (YAMAHA AG -100)

SERVICE				
S/N	Quantity	Items	Unit Price (RWF)	Total price (RWF)
1	Huile moteur	1		
2	Huile à 2 temps	1		
3	Main d'oeuvre	1		
Sub-Total				



SPARE PARTS				
S/N	Quantity	Items	Unit Price (RWF)	Total price (RWF)
1	1	Ammortisseur arrière		
2	1	Ammortisseur avant		
3	1	Ampoule avant et arrière		
4	1	Arbre à came		
5	1	Arbre secondaire et primaire		
6	1	Bande frein avant		
7	1	Bande frein arrière		
8	1	Batterie		
9	1	Bielle de piston		
10	1	Bobine bas et haut		
11	1	Boite clignotante		
12	1	Bouchon moteur		
13	1	Bougie d'allumage		
14	1	Bouillage de soupape		
15	1	Bouillage		
16	1	Butée d'embrayage		
17	1	Cable de kilometrage		
18	1	Cable de frein		
19	1	Cable d'embrayage		
20	1	Cable d'accélérateur		
21	1	Cable de kilométrage		
22	1	Cales de pignon		
23	1	Casque du chauffeur		
24	1	Chaine de transmission		
25	1	Chambre à air		
26	1	Chassis		
27	1	Clignon		
28	1	Commande vitesse		



29	Commutateur	1	
30	Contacteur	1	
31	Couvercle commande vitesse	1	
32	Couvercle magneton	1	
33	CTC d'échappement (grand)	1	
34	CTC d'échappement (petit)	1	
35	Culbuteur	1	
36	Culasse	1	
37	Cylindre ou alésage	1	
38	Disque d'embrayage	1	
39	Fermeture de pignon d'avant et arrière	1	
40	Feu arrière	1	
41	Feu clignotant	1	
42	Filetage d'arbre primaire	1	
43	Flacheur	1	
44	Frasque	1	
45	Garde boue	1	
46	Garde chaîne	1	
47	Guidon (Amahembe)	1	
48	Housing de phare	1	
49	Huile moteur SAE 40	1	
50	Jante de pneu arrière	1	
51	Jante de pneu avant	1	
52	Kit bourrage	1	
53	Kit joint	1	
54	Levier de vitesse	1	
55	Machine de kilométrage	1	
56	Moyeu	1	
57	Petit échappement	1	
58	Phare avant complet	1	
59	Pignon arbre à came	1	



60	Pignon avant ou arrière	1		
61	Pignon de boîte vitesse	1		
62	Piston	1		
63	Segment	1		
64	Pneu arrière	1		
65	Pneu avant	1		
66	Poignet	1		
67	Porte outillage	1		
68	Porte couvercle d'outillage	1		
69	Porte disque	1		
70	Porte retroviseur	1		
71	Pose à pied chauffeur	1		
72	Pressage de bielle	1		
73	Rayon	1		
74	Reglage de frein	1		
75	Regulateur	1		
76	Remplacement huile	1		
77	Réparation ampoule	1		
78	Réparation chaîne	1		
79	Réparation pneu	1		
	Réparation siège	1		
81	Retroviseur	1		
82	Revier de vitesse	1		
83	Robine à essence	1		
84	Rondelle de bielle	1		
85	Roulement	1		
86	Roulement avant et arrière	1		
87	Sedei	1		
88	Silencieux	1		
89	Soudage d'échappement	1		
90	Soufflet d'amortisseur	1		



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91	Suppapes	1		
92	Support de rétroviseur	1		
93	Tambour arrière	1		
94	Tambour avant	1		
95	Tête de bougie	1		
96	Vilbrequin	1		
97	Vis relenti	1		
Sub-Total				
General-Total				

2. VEHICLES

SIMPLE SERVICE A (5,000KM)				
S/N	Quantity	Items	Unit Price (RWF)	Total price (RWF)
1	1L	Engine oil/Huile de moteur		
2	1L	Distilled water /Eau distillée		
3	1/4L	Brake fluid /Huile de frein		
4	1	Labor / Main d'oeuvre		
Sub-Total				

SIMPLE SERVICE B (10,000KM)				
S/N	Quantity	Items	Unit Price (RWF)	Total price (RWF)
1	1L	Engine oil/Huile de moteur		
2	1L	Distilled water /Eau distillée		
3	1L	Brake fluid /Huile de frein		
4	1	Oil filter / Filter à huile		
5	1	Cleaning air filter		



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6	1	Greasing/Graissage		
7	1	Labor/Main d'oeuvre		
Sub-Total				

GENERAL SERVICE C (at 15, 000KM)

S/N	Quantity	Items	Unit Price (RWF)	Total price (RWF)
1	1L	Engine oil/Huile de moteur		
2	1L	Distilled water /Eau distillée		
3	1L	Brake fluid /Huile de frein		
4	1	Oil filter / Filter à huile		
5	1	Gear box oil/Huile de boîte de vitesse		
6	1	Cleaning air filter		
7	1	Greasing/Graissage		
8	1	Huile hydraulique		
9	1	Diesel filter /Filter à mazout		
10	1	Air filter/ Filter à air		
11	1	Bougie de prechauffage/Preheating plug		
12	1	Ampoule special à iode		
13	1	Ampoule ordinaire		
14	1	Ampoule de clignotant		
15	1	CTC de ressort		
16	1	CTC de triangle		
17	1	CTC de barrestabilisateur		
18	1	Altenator belt/ Courroie d'alternateur		
19	1	Courroie de climatiseur		
20	1	Courroie de pompehydraulique		
21	1	Courroie de distribution		
22	1	Labor/Main d'oeuvre		



Sub-Total

BRAKE SYSTEM AND SUSPENSION

S/N	Quantity	Items	Unit Price (RWF)	Total price (RWF)
1	1	Brake band/ Bandefrein		
2	1	Brake pad/ Plaquette de frein		
3	1	Front shock absorber/ Amortissement avant		
4	1	Rear shock absorber/Amortissement arrière		
5	1	Disque de frein		
6	1	Tambour de frein		
7	1	Buserule de barre tirant		
8	1	Buserule de barre stabilisateur		
9	1	Buserule de barre de torsion		
10	1	Tige stabilisateur avant		
11	1	Tige stabilisateur arrière		
12	1	Roture de triangle		
13	1	CTC d'amortissement avant		
14	1	CTC d'amortissement arrière		
15	1	Roture de suspension		
16	1	Couppelle de frein		
17	1	Roulement de cardan		
18	1	Buserule de barre avant		
19	1	Roture de direction		
20	1	Kit moyen		
21	1	Maitre Cylindre de frein		
22	1	Cylindre Recepteur de frein		
23	1	Cable – frein a main		
24	1	Cale de plaquette		



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25	1	Roulement de moyen Avant		
26	1	Roulement de moyen Arriere		
27	1	Bourrage de moyen Avant		
28	1	Bourrage de moyen Arriere		
29	1	Bourrage de Boite vitesse		
30	1	Bourrage de Diff		
31	1	Ressort a Lame		
32	1	Croisillon de Cardan		
33	1	Klaxon		
34	1	ABS		
35	1	Etrier dr freinage		
36	1	Cremallere de direction		
Sub-Total				

CLUCH SYSTEM (SYSTEM D'EMBRAYAGE)

S/N	Quantity	Items	Unit Price (RWF)	Total price (RWF)
1	1	Disque d'embrayage		
2	1	Plateau d'embrayage		
3	1	Butee d'embrayage		
4	1	Couppelle d'embrayage		
5	1	Maitre Cylindre d'embrayage		
6	1	Cylindre Recepteur d'embrayage		
Sub-Total				

ENGINE REPAIR (Spare Parts & Service)

S/N	Quantity	Items	Unit Price (RWF)	Total price (RWF)
1	1	Croix d' admission		
2	1	Piston		



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3	1	Segment bloc moteur		
4	1	Segment piston		
5	1	Culasse		
6	1	Soupape		
7	1	Coussinet		
8	1	Parier		
9	1	Bielle		
10	1	Vilebrequin		
11	1	Pompe injecteur		
12	1	Pompe a eau		
13	1	Bougie de profecharge		
14	1	Filtre a air		
15	1	Filtre a huile		
16	1	Filtre de mazout		
17	1	Kit Joint Moteur		
18	1	Joint de Culasse		
19	1	Nez Injecteur		
20	1	Tete hydraulique Pompe Injecteur		
21	1	Pompe a Huile		
22	1	Demarreur		
23	1	Alternateur		
24	1	Charbon de Demarreur		
25	1	Turbon		
Sub-Total				

BREAKDOWN SERVICE

S/N	Quantity	Items	Unit Price (RWF)	Total price (RWF)
1	1	Round - Kigali		
2	1	Eastern Province		
3	1	Western Province		



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4	1	Southern Province		
5	1	Northern Province		
Sub-Total				
General - Total				

Interested Garages will send their offers no later than 31st October 2024 @ 04:00PM, Kigali time; in a sealed envelope, to CBS Rwanda Head office at the address in the letterhead. Once selected, the garage will be contacted for site visit to review service performance.

Done at Kigali; 04th October 2024




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