

Terms of Reference (ToR)

Provision of Vehicle Washing and Cleaning Services

1. Background

CARE Rwanda operates a fleet of vehicles to support program implementation and organizational operations across the country. To ensure that all vehicles remain clean, presentable, safe, and in good operating condition, CARE seeks to engage a qualified service provider to deliver professional vehicle washing and cleaning services on a regular basis.

2. Objective

The objective of this assignment is to provide high-quality vehicle washing and cleaning services for CARE's fleet, ensuring that all vehicles are maintained in a clean, hygienic, and professional condition at all times.

3. Deliverables

The selected vendor/contractor shall provide comprehensive vehicle washing and cleaning services for a fleet of Five (5) vehicles. Services shall include, but not be limited to, the following:

- Thorough washing and drying of all exterior vehicle surfaces.
- Cleaning of tires, wheel rims, and wheel wells.
- Cleaning of all windows, windshields, mirrors, and window sills, both internally and externally.
- Vacuuming and cleaning of floor mats, carpets, and other upholstered areas.
- Removal of all dust, dirt, debris, and waste from vehicle interiors.
- Cleaning and wiping of steering wheels, dashboards, instrument panels, mirrors, seats, benches, doors, handrails, ceiling panels, and other interior surfaces.
- Cleaning of air conditioning/heating vents and other accessible interior fittings.
- Cleaning of vehicle Engine and general simonize
- Engine cleaning, where applicable and approved by CARE.

Upon completion of the service, all vehicle exteriors, including windows and windshields, shall be free from dirt, dust, residue, streaks, and water marks. All vehicle interiors shall be clean, organized, and free of trash and debris.

CARE reserves the right to inspect any vehicle upon completion of the service and to require corrective action where cleaning standards have not been met.

4. Supplies, Equipment, and Personnel

The contractor shall be fully responsible for providing qualified personnel, adequate supervision, and all tools, equipment, materials, and supplies necessary to perform the vehicle washing services to the required standard.

The contractor shall maintain sufficient staffing levels and operational capacity to ensure timely and efficient service delivery during normal working hours. All equipment and materials used shall be suitable for professional vehicle cleaning and shall comply with applicable health, safety, and environmental requirements.

Procurement Unit