

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 29/09/2026. The deadline for submission of applications is 13/10/2026 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 28/09/2026

BIMENYIMANA Désiré

Country Director

INADES-Formation Rwanda

