



REQUEST FOR QUOTATION

No. HPI20260102RW

PROVISION OF VEHICLE MAINTENANCE AND REPAIR SERVICES

RFQ Release Date:	20 th January 2026
Question/ Inquiry Submission Deadline:	23 rd January 2026
Proposal Submission Deadline:	30 th January 2026
Selection Committee review	06 th February 2026
Notification of award	13 th February 2025
Award agreement negotiation and signing	23 rd February 2026
Electronic submission to the attention of:	Heifer International Rwanda
Electronic submission:	procurement-rw@heifer.org
Contact information for inquiries about this RFP:	procurement-rw@heifer.org

1. BACKGROUND

1.1. Context and background

Heifer International Rwanda (HIR) is a Nonprofit and International Non-governmental Organization with the mission to alleviate hunger and poverty, while caring for the environment through sustainable agricultural practices. In collaboration with the Government of Rwanda and other relevant partners, this project has now grown to cover the whole country to become the flagship program known as “one cow per poor family”.

Heifer International Rwanda projects focus on improving income and nutritional status, mobilizing farmers, and promoting local capacity through training of project participants, promoting market linkages for dairy value chain actors, improving the quality of livestock through artificial insemination services, empowering rural women, building resilience through sustainable agricultural practices, and connecting local communities to business development services.

Heifer International Rwanda partners with smallholder farmers to build sustainable livelihoods by empowering them to use their own energy, ingenuity, and dreams to fuel their success out of hunger and poverty. Heifer programs mobilize communities and foster the organization of associations, cooperatives and social networks while strengthening their capacity to address development challenges.

2. SCOPE OF SERVICES – VEHICLE MAINTENANCE & REPAIR.

The service provider shall deliver comprehensive vehicle maintenance and repair services to ensure the organization’s fleet remains in optimal operational condition, compliant with all safety and regulatory requirements. The scope shall include, but not be limited to, the following:

2.1. Routine Servicing & Preventive Maintenance

- Replace oil, fuel, air, and cabin filters as required.
- Conduct engine tune-ups and performance checks.
- Inspect, adjust, and replace brake components as necessary.
- Rotate, balance, and align tires.
- Check and replenish all fluids, including coolant, brake fluid, transmission fluid, and windshield washer fluid.
- Test, service, and replace vehicle batteries when needed.

2.2. Mechanical Repairs

- Repair or overhaul engines and related components.
- Service and repair manual and automatic transmissions.
- Repair suspension systems, including shock absorbers, springs, and bushings.
- Service steering systems.
- Repair or replace exhaust system components.

2.3. Electrical System Services

- Diagnose and repair electrical faults.
- Service alternators, starter motors, wiring, and lighting systems.
- Repair or replace headlights, indicators, and brake lights.
- Conduct diagnostics and repairs on electronic control modules (ECMs).

2.4. Air Conditioning & Climate Control

- Perform diagnostics and repairs for vehicle air conditioning systems.
- Recharge refrigerant to recommended levels.
- Service heating and ventilation systems.

2.5. Bodywork & Paint

- Repair dents, scratches, and damaged panels.
- Replace body panels where necessary.
- Provide repainting and touch-up services.
- Treat and prevent rust on bodywork.

2.6. Specialized Diagnostics

- Conduct computerized fault scanning and troubleshooting.
- Perform emissions testing and adjustments to meet regulatory standards.
- Prepare vehicles for roadworthiness inspections.

2.7. Emergency & On-Site Support

- Provide roadside breakdown assistance.
- Arrange vehicle towing to the workshop when required.
- Perform minor on-site repairs when feasible.

2.8. Documentation & Reporting

- Maintain detailed records for all maintenance and repairs performed.
- Provide a report for each service, including findings, actions taken, and recommendations.
- Update the service history for each vehicle.
- Advise on preventive measures to extend vehicle lifespan and reduce downtime.

3. Types of Vehicles to be Serviced:

The contract shall cover maintenance and repair services for the following categories of vehicles in the organization's fleet:

3.1. 4x4 Utility Vehicles.

- Off-road vehicles (7 Toyota DC) are used for field operations.
- Land Cruisers V8

3.2. Motorcycles

- Off-road motorcycles (30) for rural/remote terrain.

Note:

- Off-road vehicles and motorcycles that are located in the districts, and service will be provided within their respective districts.
- The service provider must be able to handle all make and models within these categories.

4. Deliverables:

The service provider shall ensure that all work is carried out using manufacturer-approved methods and Original Equipment Manufacturer (OEM) parts unless otherwise authorized. All services shall be completed within the agreed turnaround time to minimize vehicle downtime.

5. QUOTATION SUBMISSION CHECKLIST – VEHICLE MAINTENANCE & REPAIR SERVICES

All bidders must submit the following documents and information. Quotations that fail to include the required items may be rejected as non-responsive.

5.1. Technical Capacity requirements

- List of at least 3 qualified mechanics/technicians with certifications
- Updated CVs of at least 3 key technical staff who will be directly involved in this contract.
- List of workshop facilities, equipment and tools (including diagnostic machines and lifts).
- Bidders must submit a list of garages proposed as subcontractors, with coverage in at least all districts in all provinces in Rwanda.
- Proof of capacity to provide emergency roadside assistance and towing services.
- Garage must have a minimum of 1,000 square meters of space including offices and other facilities of the garage shall be proven by land title or other genuine document
- Warranty letter signed by the owner of the company certifying the genuine availability of spare parts.
- Copy of the contract of insurance for the garage

5.2. Relevant Experience

- At least One (1) reference from client with maintenance contracts.

5.3. Service Delivery Approach

- Proposed methodology for routine servicing, preventive maintenance, and repairs.
- Proposed response time for breakdowns and emergency calls.
- Sample maintenance schedule and reporting template.

5.4 THE MAINTENANCE SERVICE'S SPECIFICATIONS

Designation of service of maintenance:

➤ SIMPLE MAINTENANCE SERVICE

Maintenance service for All vehicles will be completed as noted below:

- * Service A (after 5,000 kilometers): Engine oil change.
- * Service B (after 10,000 kilometers): Engine oil change, oil filter change.
- * Service C (after 15,000 kilometers): Engine oil change, oil filter change, air filter change, fuel, filter change, and grease application.

After 20,000 kilometers, the services shall revert to Service A and continue through the service packages in 5,000-kilometer increments for the life of the vehicle or until the end of the Term, whichever comes first.

All prices listed below include cost of labor.

Description	Qty	Total Price all taxes included		
Vehicles and Motorcycles	1	VIGO	LAND CRUISER V8	MOTOCYCLE
Service A				
Parts	1			
Labor	1			
Service B				
Parts	1			
Labor	1			
Service C				
Parts	1			
Labor	1			

LISTE OF SPARE PARTS FOR ALL VEHICLES AND MOTOCYCLES

1.TOYOTA HILUX MODEL: VIGO

No	DESCRIPTION OF SPARE PARTS	QTY	UNIT PRICE	ALL PRICES INCLUSIVE
1	Engine oil/per liter(using premium quality oil)	1lt		
2	Oil filter	1pc		
3	Fuel filter	1pc		
4	Air filter	1pc		
5	Grease/kg	1kg		
6	Brake pads	1pc		
7	Brake shoes	1pc		
9	CTC shock absorber	1pc		
10	CTC springs	1pc		
11	Distilled water	1lt		
12	Brake fluid	1lt		
13	Plugs wires	1pc		
14	Clutch plate	1pc		
15	Clutch disc	1pc		
16	Release bearing clutch	1pc		
17	Shock absorber front	1pc		
18	Shock absorber rear	1pc		
19	Brake disc	1pc		
20	A/C Belt	1pc		
21	Alternator belt	1pc		
22	Battery	1pc		
23	Bloom wipers	1pc		
24	Steering bar	1pc		
25	Stabilizer bar	1pc		
26	Bush tension bar	1pc		
27	Door dust boots	1pc		

2. Toyota Land Cruiser V8

DESCRIPTION OF SPARE PARTS	QTY	UNIT PRICE ALL TAXES INCLUDED
Engine oil/ltr	1	
Oil filter	1	
Fuel filter	1	
Air filter	1	
Grease/kg	1	
Brake pads front	1	
Brake pads rear	1	
Brake shoes	1	
CTC shock absorber	1	
CTC splings	1	
Distilled water	1	
Brake fluid	1	
Plugs wires	1	
Clutch plate	1	
Clutch disc	1	
Release bearing clutch	1	
Shock absorber front	1	
Shock absorber rear	1	
Brake disc	1	
Timing belt	1	
Mono belt	1	
Battery	1	
Hydraulic oil	1	
Painting products by sq. meter	1	
Bloom wipers	1	
Steering bar	1	
Tension bar	1	
Stabilizer bar	1	
Cross bar	1	
Bush tension bar	1	
Bar bush pulling	1	
Door dust boots	1	
Rear door dust boots	1	
Spring dust boots	1	
Dust boots stabilizer	1	
Triangle dust boots	1	
Clutch cylinder	1	

DESCRIPTION OF SPARE PARTS	QTY	UNIT PRICE ALL TAXES INCLUDED
Brake cylinder receiver	1	
Wheel nut	1	
Headlamp adjustment	1	
Kneecap of suspension	1	
Low triangle ball joint	1	
Upper triangle ball joint	1	
Bearing	1	
Horn	1	
Wheel repair	1	
Rear light bulb	1	
Dashboard light bulb	1	
Brake light bulb	1	
Head lamp bulb	1	
Ordinary bulb	1	
Special bulb	1	
Labor Cost	1	

3. Motorcycle

DESCRIPTION	QTY	UNIT PRICE ALL TAXES INCLUSIVE
Supply and replacement - Vane	1	
Supply and replacement - Inner tube	1	
Supply and replacement - Rear absorber	1	
Supply and replacement - Rear absorber	1	
Supply and replacement - Special bulb	1	
Supply and replacement - Ordinary bulb	1	
Supply and replacement - Brake shoes	1	
Supply and replacement - Battery	1	

DESCRIPTION	QTY	UNIT PRICE ALL TAXES INCLUSIVE
Supply and replacement - Mud guard	1	
Supply and replacement - Engine oil	1	
General services – Labor	1	
Supply and replacement - Rear tire	1	
Supply and replacement - Front tire	1	
Motorcycle washing	1	
Supply and replacement - Horn	1	
Supply and replacement - Heater/sparkplugs	1	
Supply and replacement - Clutch cable	1	
Supply and replacement - Accelerator cable	1	
Supply and replacement - Side Mirror (right/left)	1	
Supply and replacement - Cylinder	1	
Supply and replacement - Switch	1	

Please note:

Before awarding the tender with the successful Bidder, Heifer team will organize a site visit to the service providers who reach the technical stage to check the followings:

- Technical materials and equipment to be used;
- Any other component judged important by the Client.

6.: Deadline for submission

Quotation must be submitted electronically in PDF format to email: procurement-rw@heifer.org with clear subject line: **“(Provision of Vehicle Maintenance and Repair Services)”** and submitted by **30th January 2026 at 5:00pm** Kigali time.

6.1. Administrative Requirements

The bid documents **must** include the following administrative documents at a minimum.

- Company Registration Documents. Certificates/licenses issued by RDB.
- Valid Tax Clearance Certificate issued by RRA.
- Valid Corporate Income Tax Declaration issued by RRA
- Valid Certificate of good standing/non-Bankruptcy certificate issued by RDB.
- Valid RSSB Clearance Certificate.

7. Selection Criteria

Bids will be evaluated on the basis of responsiveness to the requirements and the lowest evaluated Bid.

8. Late submissions and verification

Offers received after the submission deadline will not be considered. Bidders are responsible for ensuring their offers are submitted according to the instructions stated herein.

Heifer retains the right to terminate this RFP or modify the requirements upon notification to the bidders.

9. TIME OF DELIVERY

The successful bidders shall be required to deliver the comprehensive vehicle maintenance and repair services to Heifer upon receiving the official purchase order specifying the quantities to be delivered.

10. Validity of Bid

Bids submitted shall remain open for acceptance for 90 days from the last date specified for receipt of the proposal. This includes, but is not limited to pricing, terms and conditions, service levels, and all other information. If your organization is selected, all information in this document and the negotiation process are contractually binding.

11. Limitations

This RFP does not represent a commitment to award a contract, to pay any costs incurred in the preparation of a response to this RFP, or to procure or to contract for services or supplies. Heifer reserves the right to fund any or none of the applications submitted and reserves the right to accept or reject in its entirety and absolute discretion any proposal received as a result of the RFQ.

12. Intellectual Property

Section 1. Ownership Generally. Subject to Section 8.2 below, any intellectual property (including but not limited to copyrights, trademarks, service marks, and patents), intellectual property rights, deliverables, manuals, works, ideas, discoveries, inventions, products, writings, photographs, videos, drawings, lists, data, strategies, materials, processes, procedures, systems, programs, devices, operations, or information

developed in whole or in part by or on behalf of Contractor or its employees or agents in connection with the Services and/or Goods (collectively, the “Work Product”) shall be the exclusive property of HPI. Upon request, Contractor shall sign all documents and take any and all actions necessary to confirm or perfect HPI’s exclusive ownership of the Work Product.

Section 2. Prior-Owned Intellectual Property. Any intellectual property owned by a Party prior to the Effective Date (“Prior-Owned IP”) shall remain that Party’s sole and exclusive property. Regarding any of Contractor’s Prior-Owned IP included in the Work Product, Contractor shall retain ownership, and hereby grants HPI a permanent, non-exclusive, royalty-free, worldwide, irrevocable right and license to use, copy, reproduce, publicly display, edit, revise, perform, and distribute said intellectual property, in any format or any medium, as part of the Work Product.

Section 3. Work Made for Hire. To the extent copyright laws apply to the Work Product, the Parties agree that (a) HPI specially ordered or commissioned the Work Product, (b) the Work Product is a “work made for hire” under United States copyright laws, and (c) HPI shall be deemed the author thereof and shall own all right, title, and interest therein. To the extent such rights, in whole or in part, do not vest in HPI as a “work made for hire”, Contractor hereby irrevocably grants, assigns, and transfers to HPI, exclusively and in perpetuity, all of Contractor’s rights of any kind or nature, now known or hereafter devised, in, to, and in connection with the Work Product, and HPI shall solely and exclusively own any and all rights therein, and in the elements thereof, including but not limited to any and all allied, ancillary, subsidiary, incidental, and adaptation rights. Contractor hereby waives any and all rights known as “moral rights”, and any similar rights, which Contractor may have in connection with the Work Product. The description of Services and/or Goods provided in this Agreement shall in no way limit the manner in which HPI may use the Work Product.

Done on Tuesday, January 20th, 2026.
Heifer International Rwanda.