



## **REQUEST FOR EXPRESSION OF INTEREST FOR REPAIR AND MAINTENANCE SERVICES FOR LIVING WATER INTERNATIONAL-OWNED VEHICLES (PREQUALIFICATION STAGE)**

### **1. Background**

Living Water International Rwanda (LWIR), an affiliate of Living Water International (LWI), is a Christian non-governmental organization that has been operating in Rwanda since 2007 to provide Water, Sanitation, and Hygiene (WASH) services. LWIR hereby invites legally registered, qualified, and experienced garages or automotive service providers to submit Expressions of Interest (EOIs) for comprehensive maintenance and repair services for its fleet of vehicles.

The submitted proposals will be evaluated based on the criteria outlined herein. All proposals received will undergo a thorough evaluation process to ensure that the selected service providers meet LWIR's requirements and offer the best value to the organization.

The successful bidders will be awarded one-year framework contracts. Contracts will be awarded to bidders who meet all minimum requirements and demonstrate a high level of experience, capability, and competence.

### **2. Categories of Vehicles to Be Repaired and Maintained**

#### **Light Vehicles**

- Toyota Land Cruiser Hardtops (Surambaya)
- Toyota RAV4, 2007 model
- Toyota RAV4, 2023 model
- Hyundai Tucson, 2013 model

#### **Heavy Trucks/Vehicles**

- Ashok Leyland Trucks
- Toyota Dyna

### **3. Service Requirements**

The anticipated routine maintenance services will include:

- Service A – Every 5,000 km
- Service B – Every 20,000 km
- Service C – Every 40,000 km

The details of repair services will be determined based on specific maintenance and repair needs as they arise.

The selected service providers should be capable of performing, but not limited to, the following:

- Preventive maintenance and scheduled servicing.
- Mechanical repairs.
- Electrical system repairs.

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- Suspension and steering system repairs.
- Brake system repairs.
- Engine diagnostics and repairs.
- Bodywork and accident repairs.
- Supply and replacement of genuine spare parts and accessories.
- Tire repair, replacement, balancing, and wheel alignment.

#### **4. Evaluation Process**

Evaluation will be conducted in three phases:

##### **Phase 1: Technical Evaluation**

Technical proposals will be evaluated to identify companies that best meet the technical requirements outlined in this invitation.

##### **Phase 2: Operational Assessment**

Companies that successfully pass the technical evaluation will be visited by the LWIR Procurement Team to assess their operational capacity, including location, equipment, facilities, spare parts availability, personnel, and overall ability to provide the required services.

A second evaluation will then be conducted to determine compliance with operational requirements.

##### **Phase 3: Financial Evaluation**

Companies that successfully meet both the technical and operational requirements will be invited to submit financial proposals based on specifications to be provided by LWIR.

The final evaluation will consider:

- Technical capacity.
- Operational capacity.
- Financial proposal.

Based on the overall assessment, the best three (3) to five (5) companies will be selected and awarded framework contracts.

#### **5. Evaluation Criteria**

The submitted Expressions of Interest will be evaluated based on, but not limited to, the following criteria:

- Relevance of the company's field of business and experience in vehicle repair and maintenance services.
- Number and quality of similar assignments successfully completed for organizations, companies, NGOs, government institutions, or development partners.
- Technical capacity, including the availability of qualified mechanics, technicians, engineers, and supervisory personnel.
- Availability and adequacy of workshop facilities, tools, equipment, diagnostic systems, and spare parts management systems.
- Operational capacity, including accessibility of the workshop location, service turnaround time, emergency response capability, and availability of branch networks where applicable.
- Compliance with legal and regulatory requirements, including valid registration, tax compliance, RSSB compliance, operating permits, and insurance coverage.
- References and performance history demonstrated with previous and current clients.

- Quality, completeness, and responsiveness of the submitted technical proposal.
- Financial proposal and cost competitiveness (to be evaluated during Phase 3 when shortlisted companies are invited to submit detailed financial quotations).

## 6. Proposal Submission Requirements

At this stage, interested companies are requested to submit only their technical proposals in a single PDF document. The proposal should include, but not be limited to, the following:

- Company Registration Certificate.
- Valid RSSB Clearance Certificate.
- Valid Tax Clearance Certificate and proof of the ability to issue VAT invoices.
- Evidence of at least five (5) years of experience in vehicle repair and maintenance services.
- Company Profile, including:
  - Email address.
  - Telephone number.
  - Physical address of the main office.
  - Branch locations (if any).
- At least five (5) references from former or current clients served within the last five years.
- Valid Occupational/Operating Permit.
- Proof of garage insurance coverage.
- List of key technical personnel and their qualifications.
- Description of workshop facilities, equipment, and diagnostic tools.
- Any other document that adds value to the technical proposal.

## 7. Submission Instructions

- Technical proposals should be submitted via email to [LWIRProcurement@water.cc](mailto:LWIRProcurement@water.cc)
- The subject line of the email should read: **“Expression of Interest for Repair and Maintenance of LWIR Vehicles.”**
- Submission deadline: **23 June 2026 at 17:00 Rwanda Time.**
- Late submissions will not be accepted.

## 8. Inquiries and Clarifications

For any inquiries or requests for clarification, please contact us by email at [LWIRProcurement@water.cc](mailto:LWIRProcurement@water.cc)

## 9. Important Notes

- This invitation constitutes a prequalification process only and does not oblige LWIR to award any contract.
- Only shortlisted and prequalified companies will be invited to participate in the financial evaluation stage.
- LWIR reserves the right to accept or reject any submission, in whole or in part, without assigning any reason.
- All costs associated with the preparation and submission of the Expression of Interest shall be borne by the applicant.
- Framework agreements awarded under this process shall be valid for one (1) year and may be renewed based on satisfactory performance and mutual agreement.

**Hastings Banda**  
Country Director  
Living Water International Rwanda

