

OPEN TENDER NOTICE

FOR: PROVISION OF MAINTENANCE SERVICES

TERM OF REFERENCE (ToR) - MAINTENANCE SERVICES

Ref: ECF-MNT-SVC-TND-2025-001

1. Introduction and Objective

Ecofleet Solutions Ltd is responsible for modernizing and improving public transport services in the City of Kigali. Its mission focuses on enhancing efficiency, reliability, and accessibility through fleet management. The company sets and enforces service standards to ensure safe, reliable, and commuter-friendly transport for Kigali's growing population. To sustain optimal fleet performance, Ecofleet seeks to engage qualified service providers to maintain its fleet of 190 **ZK6106HG Yutong** buses.

The objective of these ToR is to select qualified and experienced service providers who will:
Provide comprehensive maintenance services (preventive and corrective) to ensure the fleet operates efficiently and safely.

I. Scope of Services

The selected service provider will be responsible for providing comprehensive maintenance services for Ecofleet's fleet of 190 buses. This is strictly a **service contract** focusing on labor, expertise, and service delivery.

Services to be Provided:

1. Preventive Maintenance

- Scheduled servicing according to manufacturer recommendations and industry best practices
- Regular inspections (daily, weekly, monthly, quarterly, annual)
- Lubrication services
- Adjustment and calibration of systems
- Cleaning and maintenance of engine components



- Brake system inspection and adjustment
- Suspension system checks
- Electrical system diagnostics
- Tire inspection and rotation
- Fluid level checks and top-ups (fluids supplied separately under Tender B)

2. Corrective Maintenance

- Emergency breakdown repairs
- Diagnosis and troubleshooting
- Component replacement (parts supplied separately under Tender B)
- System repairs and restoration
- On-site and workshop-based repairs
- 24/7 emergency response capability

3. Diagnostics and Inspection

- Use of diagnostic equipment and tools
- Computerized diagnostics for engine, transmission, and electronic systems
- Pre-trip and post-trip inspections
- Road worthiness inspections
- Compliance inspections for regulatory requirements

4. Documentation and Reporting

- Maintenance logs for each vehicle
- Service history documentation
- Diagnostic reports
- Monthly maintenance reports
- Performance metrics and KPI tracking
- Warranty claim documentation support

II. Service Locations

Services shall be provided at:

- Ecofleet's designated depots within the City of Kigali
- On-site locations for emergency breakdowns
- Service provider's workshop (if approved and accessible)

III. Technical Requirements

1. Workshop Facilities

Address: KG I Roundabout, Kigali, Rwanda,
Email: info@ecofleet.rw | Website: www.ecofleet.rw | Tel: (+250) 792 871 696
TIN: 128468136 | P.O.Box : 24 Kigali | Follow us: www.linkedin.com/company/ecofleet-solutions-ltd

- Adequate workshop space for simultaneous servicing of multiple buses
- Proper ventilation, lighting, and safety equipment
- Hydraulic lifts or inspection pits
- Wheel alignment and balancing equipment
- Diagnostic equipment compatible with bus models in the fleet
- Proper waste management and disposal systems

2. Tools and Equipment

- Complete set of mechanical tools
- Specialized tools for bus maintenance
- Diagnostic scanners and computers
- Testing equipment (electrical, hydraulic, pneumatic)
- Safety equipment and PPE
- Mobile repair units for on-site emergencies

3. Technical Staff

- Qualified mechanics with bus maintenance experience
- Electrical and electronic systems technicians
- Diagnostic specialists
- Service supervisors with relevant certifications
- Minimum staff-to-bus ratio: 1 technician per 30 buses

4. Quality Standards

- Compliance with manufacturer service guidelines and industry standard
- Adherence to Rwanda Standards Board (RSB) requirements
- Environmental compliance (waste disposal, emissions)

IV. Service Level Agreement (SLA) Requirements

1. Response Times

- Emergency breakdown response: Within 2 hours
- Scheduled maintenance: As per agreed calendar
- Diagnostic service: Within 24 hours of request

2. Service Completion Times

- Routine preventive maintenance: Within agreed timeframe per service type
- Minor repairs: Same day or next day
- Major repairs: Within 3-5 working days



- Emergency repairs: Temporary fix within 4 hours, permanent repair within 48 hours

3. Fleet Availability Targets

- Minimum fleet availability: 95% operational at any given time
- Maximum downtime per bus: Not to exceed 5% of total available hours per month
- Emergency response availability: 24/7/365

4. Performance Indicators

- On-time completion of scheduled maintenance
- First-time fix rate for breakdowns
- Mean time between failures (MTBF)
- Mean time to repair (MTTR)
- Customer satisfaction scores

V. Financial and Commercial Terms

1. Pricing Structure

- Hourly labor rates by technician category (master mechanic, technician, assistant)
- Fixed monthly retainer fee for scheduled maintenance (if applicable)
- Emergency call-out fees
- Overtime rates
- Weekend and public holiday rates

2. Payment Terms

- Payment period: 30 days from date of invoice
- Monthly invoicing for scheduled services
- Separate invoicing for corrective maintenance
- Invoices must be supported by service reports and signed job cards

3. Contract Value

- Bidders to indicate total estimated monthly and annual contract value based on projected service volumes

VI. Experience and Qualifications

1. Company Requirements

- Minimum 5 years' experience in bus/heavy vehicle maintenance

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- Legal registration with RDB
- Valid tax clearance certificate
- RSB certification or compliance
- Technical capacity certification from relevant authorities

2. Technical Expertise

- Proven track record in maintaining bus fleets
- Experience with modern bus technologies
- Experience with diagnostic systems and computerized maintenance management

3. References

- At least three references from bus operators, transport companies, or government institutions
- Contact details of reference organizations
- Details of similar contracts executed

4. Financial Capacity

- Evidence of financial stability
- Bank reference letter
- Insurance coverage (professional indemnity, public liability)

VII. Deliverables

1. Regular Deliverables

- Executed maintenance schedules
- Daily service reports
- Monthly performance reports
- Quarterly fleet health assessments
- Annual comprehensive maintenance review

2. Documentation

- Updated maintenance logs for each vehicle
- Service history records
- Diagnostic reports and recommendations
- Parts replacement records
- Compliance certificates

VIII. Duration of Contract



The contract will be for an initial period of **12 months**, renewable based on satisfactory performance for additional periods of 12 months each, subject to a maximum total contract period of 48 months.

IX. Evaluation Criteria

Proposals will be evaluated based on the following weighted criteria:

Technical Evaluation (70%)

- 1. Company Experience and Track Record (15%)**
 - Years of experience in bus maintenance
 - Size and type of fleets previously maintained
 - Quality of references
- 2. Technical Capacity and Resources (20%)**
 - Workshop facilities and equipment
 - Tools and diagnostic equipment
 - Mobile repair capabilities
 - Quality management systems
- 3. Human Resources (15%)**
 - Qualifications and experience of technical staff
 - Staff-to-vehicle ratio
 - Training and development programs
 - Staff retention rates
- 4. Service Delivery Plan (10%)**
 - Proposed maintenance schedules
 - Emergency response procedures
 - Quality assurance measures
 - Safety protocols
- 5. Understanding of Requirements (10%)**
 - Demonstration of understanding of Ecofleet's needs
 - Proposed solutions and innovations
 - Risk mitigation strategies

Financial Evaluation (30%)

- 1. Price Competitiveness (20%)**
 - Hourly labor rates
 - Monthly retainer fees (if applicable)
 - Emergency call-out rates
 - Overall value for money
- 2. Payment Terms and Commercial Conditions (10%)**
 - Flexibility of payment terms

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- Price stability mechanisms
- Additional benefits or incentives

X. Submission Requirements

Interested service providers are invited to submit:

1. Administrative Documents

- Company profile and organizational structure
- RDB registration certificate
- Tax clearance certificate
- VAT registration certificate (if applicable)

2. Technical Proposal

- Detailed service delivery plan
- Workshop facilities description (photos, layout, equipment list)
- Tools and equipment inventory
- Staff CVs and certifications
- Proposed maintenance schedules
- Emergency response procedures
- Quality assurance plan
- Safety and environmental management plan

3. Financial Proposal

- Detailed pricing structure
- Hourly labor rates by category
- Monthly retainer fee (if proposed)
- Price validity period
- Proposed payment terms


4. Experience and References

- List of similar contracts (minimum 2)
- Reference letters from previous clients

XI. Submission Deadline and Communication

- **Deadline for submission:**
January 24, 2025 at 5:00 PM (Kigali time)
- **Submission method:**
All proposals must be submitted electronically to:
info@ecofleet.rw
- **Subject Line:** ECF-MNT-SVC-TND-2025-001- Maintenance Services
- **Clarifications and inquiries:**
Any questions or requests for clarification shall also be sent **exclusively** to:
info@ecofleet.rw

Late submissions shall not be considered


Aubin RUKERA
Chief Executive officer
Ecofleet Solutions Ltd

