



**ALIGHT- RWANDA PROGRAM**

**RE-ADVERTISEMENT- INVITATION TO TENDER FOR PROVISION OF MOTOR VEHICLE  
SERVICING, MAINTENANCE, REPAIR.**

**TENDER REFERENCE NUMBER: ALIGHT RWANDA PR-RWA-KGL-2022-2650**

Kigali, Rwanda

**Re-advertisement Invitation to Tender (ITT)**

Dear Sir/Madam,

**Subject: Invitation to Tender for the provision of vehicle maintenance, Servicing and repairs. Re-advertised.**

ALIGHT RWANDA wishes to enter into a framework agreement with a garage (s) to provide vehicle maintenance, servicing and repairs to Alight Rwanda. The service includes normal service, diagnosis, repair and maintenance of Alight vehicles. The Garage must have the required equipment and personnel to provide the aforementioned service.

This tendering process will result in entering into a one-year (1) Year framework agreement with the selected company, with an option of extension for an additional one year based on satisfactory performance.

a) To enable you to submit your proposal for these services, the following are attached.

1. Timetable
2. About ALIGHT RWANDA
3. Background for the tender
4. Instructions to Bidders
5. Submission of Tenders
6. Selection Criteria
7. Information Required
8. Payment Terms
9. Conditions of Tender
10. Bidders Signature
11. Terms of Reference

b) Your offer comprising of both a technical and financial proposal in a sealed envelope, must be submitted in hard copy to the following address no later than **Friday February 3, 2023 at 1 PM.**

**The Chairperson  
ALIGHT RWANDA Rwanda Tender Committee  
M&M Plaza KG 8 Avenue (Remera)  
P.O Box 2680, Kigali Rwanda**

c) Any additional information or clarification regarding this tender can be channeled through email to: [rw.procurement@WeAreAlight.org](mailto:rw.procurement@WeAreAlight.org)

Yours Sincerely

**Eunice Mwende Kiteme**  
Country Director  
Rwanda Program





### **1. TIMETABLE:**

Issue of Tender: **Monday January 23, 2023**  
Deadline for Submission: **Friday February 3, 2023 at 1 PM**

### **2. ABOUT ALIGHT RWANDA:**

The Alight Rwanda (ALIGHT RWANDA) is an international humanitarian agency working with refugees, displaced people, and those at risk to help them survive crises and rebuild lives of dignity, health, security and self-sufficiency.

Today, ALIGHT RWANDA works in 9 countries around the world helping victims of war and civil conflict rebuild their lives. ALIGHT RWANDA programs in Africa and Asia provide health care, clean water, shelter repair, legal aid, trauma counseling, microcredit, community development services, and repatriation assistance to two million people, annually. ALIGHT RWANDA bases its relationship with uprooted peoples on mutual respect and a compassionate exchange of knowledge and values.

ALIGHT RWANDA works with refugee and local communities to build programs that:

- Utilize the knowledge and experience of the people it serves
- Improve the lives of people in the community
- Train survivors and build the capacity of the community
- Sustain themselves years into the future

### **3. BACKGROUND**

The Alight Rwanda is a registered INGO in Rwanda. As part of the operations of the organization, ALIGHT RWANDA is looking for suitable, professional and experienced garages in Rwanda that has at least **two years'** experience in providing vehicle servicing, maintenance and repairs to the ALIGHT RWANDA when required.

ALIGHT RWANDA works with reputable suppliers/Service providers that provide quality service and products to clients. Reputable suppliers/ Service Provider to be considered are those that:

- Adhere to agreed contract terms.
- Provide timely provision of services and delivery of products as per contract or purchase order or other agreed upon terms.
- Operate in an ethical and professional manner.
- Provide stable prices for services over a period of time.

### **4. INSTRUCTIONS TO BIDDERS**

1. Participation is open, on equal conditions, to all qualified entities specialized in the field.
2. By submitting a tender, the Bidder accepts in full the conditions of this tender, waiving his/her own conditions of sale.
3. Please read carefully all instructions and conditions. Please ensure that all relevant

information and documentation is provided on time as failure to do so may result in rejection of your bid.

4. Order of requested documents in proposal:
  - a. Letter of Introduction
  - b. RDB Certificate of Registration as transport Provision Company. (Minimum 2 years registered as a business)
  - c. Copy of recent valid tax clearance document and proof of last declaration.
  - d. VAT Certificate of Registration
  - e. References of related past work (at least 3 provided)
  - f. Signed "Section 10" - Bidder's Signature
5. Technical Proposal  
Technical Proposals must offer services for the total requirement. The bidder is expected to provide all required information under this ITT and clearly and concisely respond to all points set out in the Terms of reference.
6. The Financial proposal.

The bidder shall prepare an appropriate price schedule using the template provided in the terms of reference for services covering the total requirement. This must be submitted in a separate envelope from the rest of the ITT response. All prices/rates quoted must be clearly indicated as either tax inclusive or exclusive.

Any amounts for cost-reimbursable items, such as out of pocket expenses or travel and should be listed separately.

## **5. SUBMISSION OF TENDERS**

The tender must be in a plain sealed envelope bearing the Tender Reference Number: **ALIGHT RWANDA PR-RWA-KGL-2022-2650**

The tender must arrive to the address below on or before the Deadline of **Friday February 3, 2023 at 1PM:**

**The Chairperson  
ALIGHT RWANDA Rwanda Tender Committee  
M&M Plaza KG 8 Avenue (Remera)  
P.O Box 2680, Kigali Rwanda**

## **6. SELECTION CRITERIA:**

When analyzing the Bids, Alight Rwanda will take into account the following criteria:

- Technical evaluation results (under terms of reference)
- Offered prices of services identified as per TOR (basing on template under terms of reference)
- Review of requested documents as given in section 4.4

## **7. INFORMATION REQUIRED**

All Sections below must be completed and included in the Bid.

### **A. SPECIFICATION OF ITEMS**

1. Please read carefully the attached Terms of Reference being offered for guidance in bidding.

### **B. PRICING:**

1. Prices must be expressed only in **Rwandan francs**;
2. Any VAT and customs duties (if applicable) and transport to the camp must be included in the prices quoted and clearly indicated;
3. Any discount offered to ALIGHT RWANDA must be clearly indicated as a percentage of the overall cost.

### **8. PAYMENT TERMS**

1. Payment shall be made by check or bank transfer within 30 days from receipt by ALIGHT RWANDA of the delivery, documentation and an associated invoice, in accordance with the contract and delivery schedule.
2. No advance payments will be processed for the services offered in this tender.

### **9. CONDITIONS OF TENDER**

1. ALIGHT RWANDA is not bound to accept the lowest offer or any offer
2. ALIGHT RWANDA reserves the right to select and deal with any bidder(s) necessary to provide ALIGHT RWANDA with the best value of money
3. This request of the tender is not a contract or an offer into a contract, but an invitation to tender for the services indicated in this document
4. Bidders are bound by their offer for a period of three months from the date of submission
5. ALIGHT RWANDA is not responsible for any costs associated with preparing the tender response.
6. ALIGHT RWANDA reserves the right to alter the dates of the timetable.
7. Canvassing of ALIGHT RWANDA staff in Rwanda or elsewhere in relation to this tender will result in disqualification of that individual or company.
8. ALIGHT RWANDA will inform each bidder of the outcome of the selection as it relates to their specific submission.

9. ALIGHT RWANDA does not do business with companies or individuals that meet any of the following criteria:
- They are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
  - They have been convicted of an offence concerning their professional conduct by a judgement that has the force of res judicata;
  - They have been guilty of grave professional misconduct proven by any means that the contracting authority can justify;
  - They have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;
  - They have been the subject of a judgement that has the force of res judicator for fraud, corruption, involvement in a criminal organisation or any other illegal activity;
  - Following another procurement procedure or grant award procedure, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

If you submit an offer based on this request, it shall constitute a guarantee that neither your company nor any affiliate or a subsidiary controlled by your company or yourself is in breach of any of the above provisions. A contract clause confirming this will be included in an eventual contract based on this request.

In addition to the ineligibility criteria applied by ALIGHT RWANDA, negotiation with potential vendors may be severed at any stage during a procurement process if it is found that they are subject to a conflict of interest or are guilty of misrepresentation in supplying the information required by ALIGHT RWANDA as a condition of participation in the contract procedure, or fail to supply all of the information requested.

10. Any queries about this tender should be addressed in writing to secretary at [rw.procurement@AlightRwandarelief.org](mailto:rw.procurement@AlightRwandarelief.org)

**Eunice Mwendu Kiteme**  
Country Director





**10 BIDDER'S SIGNATURE**

I have read and understood this document

Name \_\_\_\_\_

Signature \_\_\_\_\_

Date: \_\_\_\_\_

Title: \_\_\_\_\_

Company/Organization Name \_\_\_\_\_

Tel \_\_\_\_\_

Email \_\_\_\_\_



## 11. Terms of Reference

### EXHIBIT A: TERMS OF REFERENCE AND TECHNICAL SPECIFICATIONS FOR MOTOR VEHICLE SERVICING, MAINTENANCE, REPAIRS

#### 1. Introduction

ALIGHT is soliciting proposals to establish a vehicle service contract for fleet of vehicles.

#### 2. Scope of Work and Deliverables

The successful Bidder shall demonstrate the ability to provide routine preventative maintenance and repair service for the ALIGHT vehicles. The routine repair service includes, but not limited to, oil change & lube; tire rotation; work on brakes; suspension; heat/air conditioning systems; electrical systems; minor engine repair; and other repairs normal and customary for maintenance.

#### 3. Service Facility Locations

The Service Providers facility location will be considered for contract award. Technical Evaluation of the service providers' facility location will include hours of operation; methodology among other criteria and the ease of access to the facility.

#### 4. Preventative Maintenance Service

Service Provider will be required to use a check list for Preventive Maintenance (PM) of vehicles and maintain a log of all vehicles serviced clearly indicating observation and explanations made.

#### 5. Type of Service.

Categories of services offered;

##### a) Service A (3500-10500-17500-24000 km etc.)

The Service Provider will be required to perform routine checks and repairs of the ALIGHT vehicles under the category A for vehicles (See Appendix 1 attached). This will include;

1. Change of Engine Oil-Cleaning air filter
2. Control and adjustment brake fluid-clutch fluid-hydraulic oil for suspension-hydraulic oil for steering level
3. Warning-tire pressure-pression and wheel spare-parking light-head lamp-indicators, lights-stop light-Interior Lamp-Water blade and rear-hord-power door glass and cleaning engine.
4. Inspect wiper blades and wiper arms, replace wiper blades if worn. Fill the window wash reservoir as needed, check operation of safety equipment; seat belts and horn.
5. Inspect the exterior of vehicle for damage, check windows/mirrors for cracks or dings, and check that license plates are secured on front and rear.



**b) Service B (7500-14000-20500-24000 km etc.)**

The Service Provider will be required to perform routine checks and repairs of the ALIGHT vehicles under the category B for vehicles (See Appendix 1 attached). This will include;

1. Change of engine oil, change of oil filter, cleaning air filter-greasing, control and adjustment.
2. Brake fluid-clutch, fluid-hydraulic oil for suspension-hydraulic oil for steering system-battery terminal and cable support –Jar windshield washer front and rear-switch lever warning-Tire pressure-pression and wheel spare-belt (alternator-steering pump-cooler-water pump) Steering box oil-Automatic gear box oil-gear transfer box oil front axle and rear axle housing oil-parking lights –head.
3. Greasing-Steering rod-steering knuckle-spring suspension-drive shaft-door hangers.
4. Control –parking lamps-head lamps-indicator lamp-wiper-hazard lamps-rear license plate, lamps-gauge and witness lamps-interior lamp-wiper blade front and rear-horn-power door glass-cleaning engine.
5. Control wiper blade and windshield jar front and rear-brake disc-control horse brake fluid-crack-steering box-tie rod-shaft boot-tear.
6. To grip: Engine mounting-radiator mounting-gear box mounting-transfer gear box mounting –steering box-suspension tie rods-steering tie rods-differential lock front and rear-front suspension (shock absorber, CTC, bar, spring, stabilizer bar)-Rear suspension (shock absorber, CTC, bar, spring, stabilizer bar), Transmission Shaft-Transmission boot-cleaning Vehicle in and out.

**c) Service C (10000-20000-30000-40000-50000 km etc.)**

The Service Provider will be required to perform routine checks and repairs of the ALIGHT vehicles under the category A for vehicles (See Appendix 1 attached). This will include;

1. Engine oil-change oil filter-fuel filter-primery filter-sparks plugs point condenser-vehicle body-cleaning air replace.
2. Brake fluid-clutch fluid-hydraulic oil for suspension-hydraulic. Oil for screening system-distilled water for battery terminals and cable support-jar windshield washer front and rear-switch level warning-control tyres pression and wheel spare-belts (alternator, steering pump, cooler, water pump).
3. Accelerator –Gear box oil, gear box automatic oil, transfer gear box oil, front differential oil, rear differential oil (Pression and spare wheel).
4. Greasing –Steering rod, steering hub, tie rod end, spring of suspension, shackle kit, transmission Shafter-door hingers.
5. Control –Parking lamps, head lamps, hazard lamps, gauges, cooler system, glass door interior, lamps control hydraulic pump system, wiper blade front and rear horn-control.
6. Air conditioner system –Control cord set, coll and system control radiator (cap radiator, hose, radiator, clamp and clip).
7. Control exhaust –Charge system, fuel system, clutch pedal and wheel boot and tie rod control and creasing bearing and hub-engine mounting radiator.
8. Support –Gear box support, steering rack, rod suspension, differential rack, transmission.
9. Shaft –Control front guard, foot steep, sport lights, control spare wheel support, wheel nuts.

10. Top grip –Steering box, steering rack, suspension rod, tie rod end, differential lock front. Suspension (shock absorber, CTC, bar, spring, stabilizer bar)-Rear suspension (shock absorber, CTC, bar, spring, stabilizer bar), Transmission shaft-Transmission boot- cleaning Vehicle in and Out.

**d) Accidents**

In the Event of an accident The Service Provider will ensure to;

1. Provide a breakdown to transport the vehicles to the garage.
2. Provide detailed assessment report with price quote for spares and repairs.

**e) Unscheduled Repair Service**

As a result of the PM Service the contractor may make recommendations for further repair service. Contractor shall support their recommendations for such repair work by using diagnostic statistics, Job Card and other customary means. The contractor shall obtain prior authorization before completing any further repair work that is identified as a result of PM Service.

**f) Delivery Period.**

The required turnaround time for PM Service plus routine repair services done as a result of the PM inspection shall not exceed forty-eight hours (48). Unless contractor has notified ALIGHT Operations Manager and advise of delay and anticipated completion time. The replacement will be issued when the work exceeds 48hrs.

**APPENDIX I. TECHNICAL EVALUATION CRITERIA**

After reception of bids, an onsite visit will be carried and the technical evaluation criteria will be based on this;

**Administrative Requirements**

1. Letter of Introduction
2. Technical proposal for method of supply or provision of services.
3. RDB registration (minimum 2 years registered as a business)
4. Copy of recent valid tax clearance document.
5. References of related past work (at least 3 provided)
6. One financial proposal
7. Technical proposal
8. Signed Bidder's Signature form

**Methodology**

1. Administrative flow of activities prior to servicing
2. Process of inspection before service or repairs (Repair assessment, fault report)
3. Repairs and maintenance workmanship and processes
4. Timelines for onsite repairs as well as offsite emergency response
5. Documentation - Customer vehicle data records

**Organization Capabilities**

1. General location of the workshop
2. Service provider setup (administration and workshop areas)
3. Layout, availability of space and sufficient lighting in the work area.
4. Available Infrastructure (pit, spray, electrical, mechanical)
5. Perimeter wall and general security and guards plus firefighting equipment
6. Workshop stores with access to essential parts for general service
7. Organized workforce with clear reporting lines
8. Qualified workforce

<b>TABLE INDICATING THE TECHNICAL EVALUATION OF COMPANIES TO CARRY OUT VEHICLE REPAIR AND MAINTENANCE SERVICE OF ALIGHT RWANDA VEHICLES ON LONG TERM AGREEMENT.</b>		
<i>CRITERIA</i>	<i>DETAILS</i>	<i>WEIGHT</i>
Experience and a list of present and past clients	Description of experience in terms of years of operation, and a list of past and present clients	30 MARKS
Methodology	Administrative flow of activities prior to servicing  Process of inspection before service or repairs (Repair assessment, fault report)  Repairs and maintenance workmanship and processes  Timelines for onsite repairs as well as offsite emergency response  Documentation - Customer vehicle data records	30 MARKS

<p>Organization Capabilities</p>	<p>General location of the workshop</p> <p>Service provider setup (administration and workshop areas)</p> <p>Layout, availability of space and sufficient lighting in the work area.</p> <p>Available Infrastructure (pit, spray, electrical, mechanical)</p> <p>Perimeter wall and general security and guards plus firefighting equipment</p> <p>Workshop stores with access to essential parts for general service</p> <p>Organized workforce with clear reporting lines</p> <p>Qualified workforce</p>	<p>40 MARKS</p>
<p><b>TOTAL WEIGHT</b></p>		<p><b>100 MARKS</b></p>



**APPENDIX II: FINANCIAL EVALUATION CRITERIA**

- *Vehicle maintenance and repair service pricing shall include all costs for the services described.*
- *Prices shall remain in effect for the term of the contract. Prices shall be in Rwandan Francs with VAT inclusive.*

Car Type	Service A		Service B		Service C	
	Category Details	Pricing	Category Details	Pricing	Category Details	Pricing
Toyota Land cruiser (Hard Top) Serie 10						
Toyota Hilux – Pick up						
Toyota Prado VX						
Toyota Fortuner						
Daihatsu						
Toyota Hiace High roof						

### **APPENDIX III. PROPOSAL QUESTIONS**

This appendix contains the proposal questions. Bidders are advised to use these questions to help guide them in their proposal writing.

#### **Garage Operations.**

- Business name and address
- Telephone (landline and cell)
- Email
- Garage manager' name
- Number of employees
- Number of years in business
- Describe how your shop will provide secured parking for ALIGHT vehicles left overnight
- How many years has the shop been under current ownership
- How many years has the shop been at current location
- Briefly describe the managers' experience, including history and experience with this firm and current staff at the shop
- Briefly describe experience and training shop mechanics have
- Describe the experience your shop has providing fleet service
- Define "quality service" as it pertains to your business, and explain process that are in place to ensure it.
- Describe after hours drop off/pick up method
- List hours of Operation as follows;
- Use the following format to list three account references.

#### **Technical Specification**

- How will you meet required turnaround time for routing service and general repair?
- Describe how you ensure that diagnostic and repair recommendations are necessary?

**Additional Spare parts.**

**1. TOYOTA Land Cruiser serie10**

VEHICLES Description for ALIGHT	year of make	Chassis Number
TOYOTA LAND CRUSER HARDTOP	2016	JTEEB71J607035371
TOYOTA LAND CRUSER HARDTOP	2008	JTERB71J0046585
TOYOTA LAND CRUSER HARDTOP	2019	JTERB71J90F002839
TOYOTA LAND CRUSER HARDTOP	2018	JTERB71J60F001566
TOYOTA LAND CRUSER HARDTOP	2014	JTERB71J100078610
TOYOTA LAND CRUSER HARDTOP	2017	JTERB71J900090990

**2. TOYOTA Land Cruiser serie10**

No	Spare parts	Unit	Unit Price (RWF)
1	Air filter	1pc	
2	Alternate Belt	1pc	
3	Battery good quality -12v 70amp	1pc	
4	Brake bulb	1pc	
5	Brake oil / brake fluid	1 liter	
6	Brake pad	1 set	
7	CAC Belt	1pc	
8	Clutch disc	1pc	
9	Clutch plate	1pc	
10	Clutch thrust bearing	1pc	
11	CTC spring	1pc	
12	Dumper	1pc	
13	Engine oil	1 liter	
14	Front brake disc	1pc	
15	Front main spring	1pc	
16	Front main spring	1pc	
17	Front platelets	1 set	
18	Front shock absorber	1pc	
19	Gear main spring	1pc	
20	Glow plug	1pc	

21	Head lamp bulb	1 pc	
22	Housing(cover) of seats	1 pc	
23	Hub bearing front axis	1 pc	
24	Hydraulic oil	1 liter	
25	Lubrication	1 pc	
26	Metal oil filter	1 pc	
27	Oil Filter	1 pc	
28	Powder Batteries	1 pc	
29	Pre filter	1 pc	
30	Rear brake disc	1 set	
31	Rear platelets	1 set	
32	Rear shock absorber	1 pc	
33	Spark plug	1 pc	
34	Stabilizer bar rod CTC	1 pc	
35	Stabilizer rod (Tige stabilizer)	1 pc	
36	T. Belt	1 pc	
37	Tyres size 7.50 /R-16 AND 245/70/R16 , 265/70/R16	1 pc	

### 3. TOYOTA HILUX Pick UPs

No	Spare Part description	Unit	Unit Price (RWF)
1	Air filter	1 pc	
2	Brake band (Bande de frein) Brake shoe	1 pc	
3	Brake oil / Brake fluid	1 liter	
4	Clutch plate (Plateau d'embrayage)	1 pc	
5	CTC Spring (CTC de resort) spring rubber	1 pc	
6	Distilled water	1 pc	
7	Dumper (CTC d'amortisseur)	1 pc	
8	Engine oil	1 liter	
9	Hydraulic oil	1 liter	
10	Lubrication	1 pc	
11	Metal oil filter (Filtre à mazout métallique)	1 pc	
12	Oil filter	1 pc	
13	Pre filter	1 pc	
14	Spark plug (Bougie d'allumage) heater plug	1 pc	
15	Stabiliser Ruber (CTC de barre stabilisatrice)	1 pc	
16	Alternate Belt	1 pc	



17	Brake bulb	1 pc	
18	Brake disc	1 pc	
19	CAC Belt	1 pc	
20	Clutch disc (Disque d'embrayage)	1 pc	
21	Clutch thrust bearing (Butee d'embrage)	1 pc	
22	Front main spring	1 pc	
23	Front Shock absorber (Amortisseur avant)	1 pc	
24	Gear main spring	1 pc	
25	Head lamp bulb	1 pc	
26	Hub bearing front axis	1 pc	
27	Labor cost (Main d'oeuvre)	1 pc	
28	Platelets (Plaquettes) Brake pad	1 pc	
29	Rear Shock absorber (Amortisseur arriere)	1 pc	
30	Rod (Biellette)	1 pc	
31	Suspension nozzle (busilure de suspension)	1 pc	
32	T. Belt	1 pc	
33	Tyres 225R70X16 ,245R70X17 225R70X17	1 pc	
34	Wiper (Essuie-glace)	1 pc	

#### 4. TOYOTA FORTUNER

No	Spare parts	Unit	Unit Price (RWF)
1	Air filter	1 pc	
2	Brake band (bande de frein) brake shoe	1 set	
3	Engine oil	1 liter	
4	Hydraulic oil	1 liter	
5	Lubrication	1 liter	
6	Metal oil filter	1 pc	
7	Oil filter	1 pc	
8	Pre filter	1 pc	
9	Battery 12v 70A	1 pc	
10	Brake Oil Brake fluid	1 liter	
11	Brake pad	1 pc	
12	Clutch disc (Disque d'embrayage)	1 pc	
13	Clutch plate (Plateau d'embrayage)	1 pc	
14	Clutch thrust bearing (Butee d'embrage)	1 pc	
15	CTC Spring (CTC de resort) Spring rubbers	1 pc	

16	Distilled water	1 pc	
17	Dumper (CTC d'amortisseur) stock absorber	1 pc	
18	Front Brake disk (Disque de frein avant) ruber	1 pc	
19	Front Platelets (Plaquettes avant)	1 pc	
20	Front Shock absorber (Amortisseur avant)	1 pc	
21	Glow plug (bougie de préchauffage) front	1 pc	
22	House (cover) of seats	1 pc	
23	Rear brake disk (Disque de frein arriere)	1 pc	
24	Rear Platelets (Plaquettes arrieres)	1 pc	
25	Rear Shock absorber (Amortisseur arriere)	1 pc	
26	Repaint	1 pc	
27	Rod (Biellette) link	1 pc	
28	Spark plug nozze	1 pc	
29	Stabiliser bar rod CTC (CTC de barre stabilisatrice)	1 pc	
30	Stabiliser rod (Tige stabilisatrice)	1 pc	
31	Suspension nozzle (busilure de suspension)	1 pc	
32	Tyres size 265,245x70r17 235 x70 R17	1 pc	
33	Wiper (Essuie glace)	1 pc	
34	Alternate Belt	1 pc	
35	Bearing	1 pc	
36	Brake barbe	1 pc	
37	Brake bulb	1 pc	
38	CAC Belt	1 pc	
39	Front main spring	1 pc	
40	Gear main spring	1 pc	
41	Head lamp barbe	1 pc	
42	Head lamp bulb	1 pc	
43	Hub bearing	1 pc	
44	Hub bearing front axis	1 pc	
45	T. Belt	1 pc	

#### 5. TOYOTA PRADO VX

No	Spare Part description	Unit	Unit Price (RWF)
1	Air filter	1 pc	
2	Alternate Belt	1 pc	

3	Brake band (Bande de frein)	1 set	
4	Brake bulb	1 pc	
5	Brake oil	1 liter	
6	CAC Belt	1 pc	
7	Clutch plate (Plateau d'embrayage) for auto and Manuel	1 pc	
8	CTC Spring (CTC de resort)	1 pc	
9	Distilled water	1 liter	
10	Dumper (CTC d'amortisseur)	1 pc	
11	Engine oil	1 liter	
12	Front main spring	1 pc	
13	Gear main spring	1 pc	
14	Head lamp bulb	1 pc	
15	Hub bearing front axis	1 pc	
16	Hydraulic oil	1 liter	
17	Lubrication	1 pc	
18	Oil filter	1 pc	
19	Pre filter	1 pc	
20	Spark plug (Bougie d'allumage)	1 pc	
21	Stabiliser bar CTC (CTC de barre stabilisatrice)	1 pc	
22	T. Belt	1 pc	
23	Tyres size 265r70 x17,245R70 X	1 pc	

#### 6. TOYOTA HIACE HIGH ROOF

No	Spare Part description	Unit	Unit Price (RWF)
1	Air filter	1pc	
2	Brake band (Bande de frein) Brake shoe	1pc	
3	Brake oil clutch Disc	1 liter	
4	Clutch plate (Plateau d'embrayage)	1pc	
5	CTC Spring (CTC de resort) spring ruber	1pc	
6	Distilled water	1pc	
7	Dumper (CTC d'amortisseur) shock absorber ruber	1pc	
8	Engine oil	1liter	
9	Hydraulic oil	1 liter	
10	Lubrication	1pc	
11	Metal oil filter (Filtre à mazout métallique)	1pc	

12	Oil filter	1pc	
13	Pre filter	1pc	
14	Spark plug (Bougie d'allumage)	1pc	
15	Stabiliser bar CTC (CTC de barre stabilisatrice) stabizer rubber	1pc	
16	Alternate Belt	1pc	
17	Brake bulb	1pc	
18	Brake disc + Brake pad	1pc	
19	CAC Belt	1pc	
20	Clutch disc (Disque d'embrayage)	1pc	
21	Clutch thrust bearing (Butee d'embrage)	1pc	
22	Front main spring	1pc	
23	Front Shock absorber (Amortisseur avant)	1pc	
24	Gear main spring	1pc	
25	Head lamp bulb	1pc	
26	Hub bearing front axis	1pc	
27	Labor cost (Main d'oeuvre)	1pc	
28	Platelets (Plaquettes)	1pc	
29	Rear Shock absorber (Amortisseur arriere)	1pc	
30	Repaint	1pc	
31	Rod (Biellette) stabilizer link	1pc	
32	Suspension nozzle (busilure de suspension)	1pc	
33	T. Belt	1pc	
34	Tyres Size 195R15	1pc	
35	Wiper (Essuie-glace)	1pc	

**7. DAIHATSU**

No	Spare Part description	Unit	Unit Price (RWF)
1	Air filter	1 pc	
2	Alternate Belt	1 pc	
3	Battery	1 pc	
4	Brake band (Bande de frein)	1 set	
5	Brake bulb	1 pc	
6	Brake disc	1 pc	
7	Brake oil	1 liter	
8	CAC Belt	1 pc	
9	Clutch disc (Disque d'embrayage)	1 pc	

10	Clutch plate (Plateau d'embrayage)	1 pc	
11	Clutch thrust bearing (Butee d'embrage)	1 pc	
12	CTC Spring (CTC de resort)	1 pc	
13	Dumper (CTC d'amortisseur)	1 pc	
14	Engine oil	1 pc	
15	Front main spring	1 pc	
16	Front Shock absorber (Amortisseur avant)	1 pc	
17	Gear main spring	1 pc	
18	Head lamp bulb	1 pc	
19	Hub bearing front axis	1 pc	
20	Hydraulic oil	1 pc	
21	Labor cost (Main d'oeuvre)	1 pc	
22	Lubrication	1 pc	
23	Metal oil filter (Filtre à mazout métallique)	1 pc	
24	Oil filter	1 pc	
25	Platelets (Plaquettes)	1 pc	
26	Pre filter	1 pc	
27	Rear Shock absorber (Amortisseur arriere)	1 pc	
28	Repaint	1 pc	
29	Rod (Biellette)	1 pc	
30	Spark plug (Bougie d'allumage)	1 pc	
31	Stabiliser bar CTC (CTC de barre stabilisatrice)	1 pc	
32	Suspension nozzle (busilure de suspension)	1 pc	
33	T. Belt	1 pc	
34	Tyres Size 700R16	1 pc	
35	Wiper (Essuie-glace)	1 pc	



## **EXHIBIT B: SEXUAL MISCONDUCT (HARASSMENT, EXPLOITATION, VIOLENCE)**

The Alight Rwanda believes strongly in the human dignity of each individual. Therefore, ALIGHT RWANDA strongly condemns and prohibits any behavior on the part of an ALIGHT RWANDA employee, Board member, volunteer, consultant or contractor which constitutes any form of sexual misconduct, including sexual harassment, sexual exploitation, and sexual violence towards any other staff member, client, patient, beneficiary (refugee and/or IDP), or other individual participating in an ALIGHT RWANDA program or activity.

**Retaliation for reports of sexual misconduct is strictly prohibited and will not be tolerated.** Sexual misconduct and/or retaliation of any kind will result in termination of employment. For the purposes of this policy, ALIGHT RWANDA employees include international staff, national staff, volunteers, interns, consultants, temporary employees, camp-based staff and temporary contractors. The Alight Rwanda is committed to providing a work environment that is free of discrimination and unlawful harassment.

Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic are not acceptable. As an example, sexual conduct (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship, and is strictly prohibited.

### **Sexual Harassment/Exploitation**

Sexual harassment/exploitation includes, but is not limited to, unwelcome sexual advances, requests for sexual favors and other verbal, nonverbal or physical conduct or communication of a sexual nature, and sex with prostitutes when:

- The submission to such sexual conduct or communication is either implicitly or explicitly made a term or condition of an individual's employment; or of a beneficiary's initial or on-going access to the programs, services or materials supplied by ALIGHT RWANDA.
- The submission to or rejection of that sexual conduct or communication is used as a basis for employment decisions affecting the individual's employment or education; or a beneficiary's initial or on-going access to the programs, services or materials supplied by ALIGHT RWANDA.
- The conduct or communication has the purpose or effect of substantially interfering with an individual's employment or a beneficiary's access to ALIGHT RWANDA programs, services or materials supplied by ALIGHT RWANDA.
- The conduct or communication creates an intimidating, hostile, or offensive working environment.
- The conduct is inappropriate, unprofessional and unethical for humanitarian workers as in the case of sex with commercial sex workers.

Such unacceptable conduct might include but is not limited to:



- Threatening or taking adverse employment actions or threatening or limiting access to ALIGHT RWANDA services or programs if sexual favors are not granted.
- Demanding, requesting or suggesting sex, sexual activities or favors of any kind in exchange for preferential treatment in hiring, evaluations, recommendations, or in exchange for any type of assistance or service provided by any ALIGHT RWANDA program, such as access to materials, medicine, healthcare, money or other financial resources or any other goods or services provided by ALIGHT RWANDA.
- Objectionable physical contact, including unwanted physical touching of any kind.
- Unwanted remarks of a sexual nature, repeated offensive sexual flirtations, unwelcome advances, propositions or invitations.
- Unsolicited displays of sexually explicit or demeaning materials.
- Sex with a prostitute or a commercial sex worker.

ALIGHT RWANDA employees who witness or receive a report, directly or indirectly, of a violation of this policy, are required to take prompt, appropriate action by immediately reporting the violation to a Project Coordinator, Administrator, or the Country Director. (Refer to section Reporting and Resolution of Sexual Harassment/Exploitation and Misconduct Claims).

Violations of this policy by any ALIGHT RWANDA employee will be cause for immediate termination of employment.

### **Reporting and Resolution of Sexual Harassment/Exploitation**

If any ALIGHT RWANDA employee, client, patient, beneficiary, participant in any ALIGHT RWANDA program or activity or any other person(s) has been subjected to harassment, exploitation or violence by an ALIGHT RWANDA employee, a report may be made by the victim or another person on his/her behalf. The report may be made in person or in writing and must be submitted to a Project Coordinator, Administrator, or the Country Director. Under no circumstances are victims required to report the incident to the person involved in the misconduct or to a supervisor, whether or not the supervisor is alleged to be responsible for the misconduct. (See attached reporting form).

ALIGHT RWANDA will conduct a thorough and confidential investigation in which all employees must cooperate fully. Employees who are alleged to have engaged in sexual harassment/exploitation and/or sexual misconduct will be suspended with pay pending the outcome of the investigation. If ALIGHT RWANDA determines that sexual harassment/exploitation or sexual misconduct has occurred, prompt remedial action will be taken, including the employee's termination of employment.

Retaliation of any kind is strictly prohibited and will not be tolerated. Any retaliation committed against a reporting party will result in immediate termination of employment.

All ALIGHT RWANDA employees are required to report instances of sexual harassment/exploitation and/or sexual misconduct truthfully and responsibly and to cooperate fully in the investigation. Failure to report these instances will be cause of disciplinary action up to and including termination of employment. (See attached reporting form).



Intentional false reporting of sexual harassment and misconduct are also prohibited and will result in disciplinary action.

### **Sexual Violence**

Sexual violence is a gross violation of fundamental human rights. Sexual violence is defined as any act of violence or force committed against an individual, without his/her consent, for the purpose of satisfying the actor's sexual or aggressive impulses. Sexual violence in this policy covers all forms of sexual threat, assault, exploitation, rape, and molestation without physical harm or penetration. This includes sexual relations with any minor under the age of eighteen, the age of majority established by the 1989 UN Convention on the Rights of the Child. Any ALIGHT RWANDA employee who engages in any form of sexual violence as defined in this policy will be immediately terminated and will be reported to the proper authorities. Victims of sexual violence will be treated in accordance with the UNHCR Guidelines on Responding to Incidents of Sexual Violence.

**The Contractor read this Sexual Misconduct policy and understands the contents of this policy and that the Contractor is responsible for complying with its provisions.**

Name (Print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_





**CONFIDENTIAL**

**Sexual Misconduct Information Form**

Date of Incident:

Time:

Location:

Name of Individual Reporting:

Name of Victim:

Marital Status:

Camp:

ALIGHT RWANDA Employee Yes \_\_\_ No \_\_\_

ALIGHT RWANDA Beneficiary Yes \_\_\_ No \_\_\_

Age:

Currently Living with:

Country of Origin:

Name of Accused:

No \_\_\_

ALIGHT RWANDA Employee Yes \_\_\_

Description of the Incident:

Witnesses:

Name/age/relationship/contact information

Actions taken after incident:

Name of Person Submitting Report:

*Please submit this form immediately to the ALIGHT RWANDA Country Director, or the Director of Human Resources at ALIGHT RWANDA headquarters.*



## **EXHIBIT C: CONFLICT OF INTEREST**

The Alight Rwanda seeks to avoid potential conflicts of interest posed by close personal relationships between ALIGHT RWANDA associated persons, employees and clients, patients, beneficiaries, consultants, contractors other individuals participating in an ALIGHT RWANDA program or activity. As used in this policy, "close personal relationships" include close familial relationships such as spouse, parents, children, siblings, cousins, and other relations; or consensual sexual or romantic relationships. To ensure that close personal relationships between ALIGHT RWANDA associated persons and employees and clients, patients, and beneficiaries do not influence decisions with respect to hiring, promotion, education or access to materials, medicine, healthcare, money or other financial resources or any other goods or services provided by ALIGHT RWANDA, any ALIGHT RWANDA associated person engaged in a close personal relationship with another person as defined in this policy is responsible for disclosing this relationship in writing to the Director of Human Resources.

ALIGHT RWANDA associated persons are prohibited from providing any assistance or service through any ALIGHT RWANDA program, such as access to materials, medicine, healthcare, money or other financial resources or any other goods or services provided by ALIGHT RWANDA, to anyone with whom they have a close personal relationship. ALIGHT RWANDA associated employees are also prohibited from supervising and participating in any hiring, promotion, and evaluation decisions, either directly or indirectly that may affect an individual with whom they have a close personal relationship. When informed of a close personal relationship in accordance with this policy, the Program Coordinator, in conjunction with the Country Director, will recommend steps to eliminate any potential for conflict of interest.

Failure to disclose the existence or end of a close personal relationship in accordance with this policy is cause for termination of the associated person's agreement.

ALIGHT RWANDA associated persons who believe this policy is being violated should report the concern to a Program Coordinator or the Country Director. In any case, the Country Director must be informed, unless the violation involves the Country Director in which case the Director of Human Resources & Administration must be notified.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of the Alight Rwanda. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit either the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if an ALIGHT RWANDA associated person has any influence on transactions involving purchases, contracts, or leases, it is imperative that he or she disclose to an officer of the Alight Rwanda as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an ALIGHT RWANDA associated person or relative has a significant ownership in a firm with which the Alight Rwanda does business but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any



transaction or business dealings involving the ALIGHT RWANDA. The activities are strictly prohibited by ALIGHT RWANDA. Violations will be cause for immediate termination and, if warranted, legal action.

**The Contractor has read this Conflict-of-Interest policy and understands the contents of this policy and that the Contractor is responsible for complying with its provisions.**

Name (Print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_