

Terms of References (ToRs): Vehicles and Motor-Cycles maintenance services to the Center for Community Based Sociiotherapy (CBS) Rwanda

CBS Rwanda is a non-governmental organization (NGO) established in 2016; originating from the implementation of the Community Based Sociiotherapy approach in Rwanda since 2005. Community Based Sociiotherapy is an approach that uses the group as a therapeutic medium in the establishment of trust, the creation of an open environment for discussion and the formation of peer-support structures.

To reach its mandate, CBS Rwanda needs to hire an eligible garage that will provide maintenance and repair services to its all risks insured vehicles and motor-cycles including sourcing of spare parts, when necessary. CBS Rwanda currently has two vehicles (Toyota Hilux DC of 2011 and Toyota LC Hardtop of 2008) and Four motorcycles (2 Yamaha/AG 100 of 2013 and 2 Yamaha/AG 100 of 2026).

Interested garages will submit their bids (technical and financial offers) for vehicles and motorcycles, indicating details on intermediate maintenance, preventive maintenance (regularly maintenance schedule and procedures) and (or) regular inspection (test), repair, replacement or any modifications needed to CBS Rwanda vehicles and motor-cycles ; and their respective bids.

Below are some requirements that bidders should take as guidelines for the bid:

- ✓ Bid submission letter, addressed to the Executive Director, CBS Rwanda.
- ✓ Certificate of Full Company Registration (RDB Certificate).
- ✓ Clear physical address of the garage, including the Google map.
- ✓ Valid RRA Tax Clearance Certificate.
- ✓ A proof of similar current or performed services (at least 3 Company or organizations recommendation letters).
- ✓ Technical and Financial Proposals (estimated costs); **see attached a list of services.**
- ✓ Ready to provide warranties for service performed (*Clearly indicate this in your bid*).
- ✓ The bidder(s) should have expertise(s) in repair and maintenance of TOYOTA products (Vehicles and Motorcycles).





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- ✓ Working hours of CBS Rwanda is from 08:00 AM to 05:30 PM from Monday to Friday, but the service provider should be capable to provide 24/7 rescue/emergency services and supports.
- ✓ Ready to provide the same maintenance services to CBS Rwanda as a priority.
- ✓ The bid evaluation will also consider the satisfaction on previous related services rendered by the garage; if any.

Evaluation Criteria

Bids will be evaluated in two parts: The technical proposal shall be awarded 40% of the total marks while the financial proposal shall bear 60% of the total marks.

- ✓ The bid should be clear about the relevant skills, experience and capacity in respect of this ToR.
- ✓ The bid must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the ToR.
- ✓ The bid should clearly indicate whether or not bid participants have the capacity to meet the requirements of the ToR.
- ✓ The evaluation will consider individual service cost (intermediate, preventive maintenance and (or) scheduled (regular) vehicle inspection (test), repair, replacement or any modifications needed) and the total bid as a whole.

FUNCTIONALITY EVALUATION CRITERIA

S/N	Description	Weight
Technical Proposal		
1	Experience, Skills and Ability of Service Provider	15%
	Past experience in similar work of this nature (Providing the Garage Service to Toyota Vehicles and Motorcycles)	
	Team member experience (accompanied by brief CV's)	
	Bidders 'track record	
	Ability of the bidder to fulfill the CBS Rwanda's requirements	
2	Technical Approach and Execution Plan	10%
	The proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the TOR	
3	References: Did the bidder submit at least three relevant and contactable clients that were serviced in the past 12 months	5%
	Capacity	





4	Proposals should clearly indicate whether or not bid participants have the capacity to meet the requirements of the TOR	10%
Sub-Total		40%
Financial Proposal		
	Motorcycle	20%
1	Service	3%
2	SPARE PARTS	17%
Sub-Total		
	Vehicles	40%
1	Simple service a (5,000km)	10%
2	Simple service b (10,000km)	10%
3	General service c (at 15, 000km)	7%
4	Brake system and suspension	5%
5	Cluch system/ system d'embrayage	5%
6	Engine repair	3%
Sub-Total		60%
General-Total		100%

DETAILED - FINANCIAL PROPOSAL

1. MOTORCYCLES (YAMAHA AG -100)

SERVICE				
S/N	Quantity	Items	Unit Price (RWF)	Total price (RWF)
1	Huile Moteur	1		
2	Huile à 2 temps	1		
3	Main d'oeuvre	1		
Sub-Total				

SPARE PARTS				
S/N	Quantity	Items	Unit Price (RWF)	Total price (RWF)
1	Ammortisseur arrière	1		
2	Ammortisseur avant	1		
3	Ampoule avant et arrière	1		
4	Arbre à came	1		
5	Arbre secondaire et primaire	1		
6	Bande frein avant	1		
7	Bande frein arrière	1		
8	Batterie	1		
9	Bielle de piston	1		
10	Bobine bas et haut	1		





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11	Boite clignotante	1	
12	Bouchon moteur	1	
13	Bougie d'allumage	1	
14	Bourrage de soupape	1	
15	Bourrage	1	
16	Butée d'embrayage	1	
17	Cable de kilometrage	1	
18	Cable de frein	1	
19	Cable d'embrayage	1	
20	Cable d'accélérateur	1	
21	Cable de kilomètre	1	
22	Cales de pignon	1	
23	Casque du chauffeur	1	
24	Chaine de transmission	1	
25	Chambre à air	1	
26	Chassis	1	
27	Clignon	1	
28	Commande vitesse	1	
29	Commutateur	1	
30	Contacteur	1	
31	Couvercle commande vitesse	1	
32	Couvercle magneton	1	
33	CTC d'échappement (grand)	1	
34	CTC d'échappement (petit)	1	
35	Culbuteur	1	
36	Culasse	1	
37	Cylindre ou alésage	1	
38	Disque d'embrayage	1	
39	Fermeture de pignon d'avant et arrière	1	
40	Feu arrière	1	
41	Feu clignotant	1	
42	Filetage d'arbre primaire	1	
43	Flacheur	1	
44	Frasque	1	
45	Garde boue	1	
46	Garde chaine	1	
47	Guidon (Amahembe)	1	
48	Housing de phare	1	
49	Huile moteur SAE 40	1	
50	Jante de pneu arrière	1	
51	Jante de pneu avant	1	
52	Kit bourrage	1	
53	Kit joint	1	
54	Levier de vitesse	1	
55	Machine de kilomètre	1	
56	Moyeu	1	
57	Petit échappement	1	





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58	Phare avant complet	1	
59	Pignon arbre à came	1	
60	Pignon avant ou arrière	1	
61	Pignon de boîte vitesse	1	
62	Piston	1	
63	Segment	1	
64	Pneu arrière	1	
65	Pneu avant	1	
66	Poignet	1	
67	Porte outillage	1	
68	Porte couvercle d'outillage	1	
69	Porte disque	1	
70	Porte retroviseur	1	
71	Pose à pied chauffeur	1	
72	Pressage de bielle	1	
73	Rayon	1	
74	Reglage de frein	1	
75	Regulateur	1	
76	Remplacement huile	1	
77	Réparation ampoule	1	
78	Réparation chaine	1	
79	Réparation pneu	1	
80	Réparation siège	1	
81	Retroviseur	1	
82	Revier de vitesse	1	
83	Robine à essence	1	
84	Rondelle de bielle	1	
85	Roulement	1	
86	Roulement avant et arrière	1	
87	Sedei	1	
88	Silencieux	1	
89	Soudage d'échappement	1	
90	Soufflet d'amortisseur	1	
91	Suppapes	1	
92	Support de rétroviseur	1	
93	Tambour arrière	1	
94	Tambour avant	1	
95	Tête de bougie	1	
96	Vilbrequin	1	
97	Vis relentie	1	
Sub-Total			
General-Total			



**2. VEHICLES**

SIMPLE SERVICE A (5,000KM)				
S/N	Quantity	Items	Unit Price (RWF)	Total price (RWF)
1	1L	Engine oil/Huile de moteur		
2	1L	Distilled water /Eau distillée		
3	1/4L	Brake fluid /Huile de frein		
4	1	Labor / Main d'oeuvre		
Sub-Total				

SIMPLE SERVICE B (10,000KM)				
S/N	Quantity	Items	Unit Price (RWF)	Total price (RWF)
1	1L	Engine oil/Huile de moteur		
2	1L	Distilled water /Eau distillée		
3	1L	Brake fluid /Huile de frein		
4	1	Oil filter / Filter à huile		
5	1	Cleaning air filter		
6	1	Greasing/Graissage		
7	1	Labor/Main d'oeuvre		
Sub-Total				

GENERAL SERVICE C (at 15, 000KM)				
S/N	Quantity	Items	Unit Price (RWF)	Total price (RWF)
1	1L	Engine oil/Huile de moteur		
2	1L	Distilled water /Eau distillée		
3	1L	Brake fluid /Huile de frein		
4	1	Oil filter / Filter à huile		
5	1	Gear box oil/Huile de boite de vitesse		
6	1	Cleaning air filter		
7	1	Greasing/Graissage		
8	1	Huile hydraulique		
9	1	Diesel filter /Filter à mazout		
10	1	Air filter/ Filter à air		





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11	1	Bougie de prechauffage/ Preheating plug		
12	1	Ampoule special à iode		
13	1	Ampoule ordinaire		
14	1	Ampoule de clignotant		
15	1	CTC de ressort		
16	1	CTC de triangle		
17	1	CTC de barrestabilisateur		
18	1	Altenator belt/ Courroie d'alternateur		
19	1	Courroie de climatiseur		
20	1	Courroie de pompehydraulique		
21	1	Courroie de distribution		
22	1	Labor/Main d'oeuvre		
Sub-Total				

BRAKE SYSTEM AND SUSPENSION

S/N	Quantity	Items	Unit Price (RWF)	Total price (RWF)
1	1	Brake band/ Bandefrein		
2	1	Brake pad/ Plaquette de frein		
3	1	Front shock absorber/ Amortissement avant		
4	1	Rear shock absorber/Amortissement arriere		
5	1	Disque de frein		
6	1	Tambour de frein		
7	1	Buserule de barre tirant		
8	1	Buserule de barre stabilisateur		
9	1	Buserule de barre de tosiom		
10	1	Tige stabilisateur avant		
11	1	Tige stabilisateur arriere		
12	1	Roture de triangle		
13	1	CTC d'amortissement avant		
14	1	CTC d'amortissement arriere		
15	1	Roture de suspension		
16	1	Couppelle de frein		
17	1	Roulement de cardan		
18	1	Buserule de barre avant		
19	1	Roture de direction		
20	1	Kit moyen		
21	1	Maitre Cylindre de frein		
22	1	Cylindre Recepteur de frein		





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23	1	Cable – frein a main		
24	1	Cale de plaquette		
25	1	Roulement de moyen Avant		
26	1	Roulement de moyen Arriere		
27	1	Bourrage de moyen Avant		
28	1	Bourrage de moyen Arriere		
29	1	Bourrage de Boite vitesse		
30	1	Bourrage de Diff		
31	1	Ressort a Lame		
32	1	Croisillon de Cardan		
33	1	Klaxon		
34	1	ABS		
35	1	Etrier dr freinage		
36	1	Cremallere de direction		
Sub-Total				

CLUCH SYSTEM (SYSTEM D'EMBRAYAGE)				
S/N	Quantity	Items	Unit Price (RWF)	Total price (RWF)
1	1	Disque d'embrayage		
2	1	Plateau d'embrayage		
3	1	Butee d'embrayage		
4	1	Couppelle d'embrayage		
5	1	Maitre Cylindre d'embrayage		
6	1	Cylindre Recepteur d'embrayage		
Sub-Total				

ENGINE REPAIR (Spare Parts & Service)				
S/N	Quantity	Items	Unit Price (RWF)	Total price (RWF)
1	1	Croix d' admission		
2	1	Piston		
3	1	Segment bloc moteur		
4	1	Segment piston		
5	1	Culasse		
6	1	Soupape		
7	1	Coussinet		
8	1	Parier		
9	1	Bielle		
10	1	Vilebrequin		
11	1	Pompe injecteur		
12	1	Pompe a eau		





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13	1	Bougie de profecharge		
14	1	Filtre a air		
15	1	Filtre a huile		
16	1	Filtre de mazout		
17	1	Kit Joint Moteur		
18	1	Joint de Culasse		
19	1	Nez Injecteur		
20	1	Tete hydraulique Pompe Injecteur		
21	1	Pompe a Huile		
22	1	Demarreur		
23	1	Alternateur		
24	1	Charbon de Demarreur		
25	1	Turbon		
Sub-Total				

BREAKDOWN SERVICE				
S/N	Quantity	Items	Unit Price (RWF)	Total price (RWF)
1	1	City of Kigali		
2	1	Eastern Province		
3	1	Western Province		
4	1	Southern Province		
5	1	Northern Province		
Sub-Total				
General - Total				

Interested Garages will send their offers no later than 18th June 2026 @ 04:00PM, Kigali time; in a sealed envelope, to CBS Rwanda Head office. Once selected, the garage will be contacted for site visit to review service performance.

Done at Kigali; 28th May 2026

Executive Secretariat of CBS Rwanda

E-mail: info@cbsrwanda.org

Website: www.cbsrwanda.org

