

Terms of reference for car service provision at Laterite Kigali, Rwanda



Procured service:	Car service provision
Car type:	4X4 Jeeps, Vans, and coasters in good condition
Location:	Different districts of Rwanda, vary for particular projects
Duration:	The service provider will sign a one-year contract (renewable based on quality of services and cost-competitiveness), but the duration of the car rental will be on a project basis
Additional:	Cars will be provided with professional drivers, insurance, Control technique, and a permit to do transportation.

1. About Laterite

Laterite is a data, research, AI, and analytics firm specializing in complex development challenges. We work with universities, global think tanks, international NGOs, multilateral donor organizations, and government ministries and agencies.

We currently have offices in the Netherlands, Rwanda, Ethiopia, Kenya, Uganda, Tanzania, and Sierra Leone. The team comprises more than 90 full-time local and international staff, as well as over 1,000 enumerators across all countries. We are proud to be a culturally diverse organization, and we welcome applications from groups currently underrepresented in our team. Learn more: www.laterite.com

We work in socio-economic development research projects. We believe that impact is a long-term endeavour that requires being embedded in the local context. Delivering high-quality research requires building local teams and data collection systems, knowing the country, and establishing close working relationships.

To ensure reliable and efficient field operations, Laterite is seeking to procure services provision for the vehicles that will support its staff during field work assignments, in different districts of Rwanda. The provider can be an individual firm or a shared company registered under Rwanda company registration regulations.

2. Objectives

The objective of this procurement process is to select 1 or 2 car service providers who can:

- Provide different categories of vehicles (4x4 Jeeps, vans, coasters) depending on fieldwork needs.
- Guarantee vehicle availability, flexibility, and timely deployment across different districts in Rwanda.
- Ensure compliance with safety standards, insurance requirements, and RDB and RURA regulations.
- Provide skilled drivers familiar with remote and off-road terrain.

3. Scope of Services

3.1 Vehicle Types

Service providers must be able to provide vehicles in the following categories, as per operational needs:

- **4x4 SUVs/Jeep-type vehicles** (up to 8 seats, a primary requirement for rural/remote areas).
- **Passenger vans** (10–14 seats).
- **Coasters/minibuses** (24–30 seats).

According to their use conditions, vehicles are categorized as follows:

a. Category A: Brand New or Executive Class

Year of fabrication: Usually 2018 - present

Condition: Excellent, low mileage, modern features (A/C, airbags, advanced suspension).

b. Category B: Relatively New or Standard Class

Year of fabrication: Around 2009 - 2017

Condition: Relatively good, well-maintained, with some modern features like A/C, reliable for tough terrain.

c. Category C: Older but Reliable or Fieldwork Workhorse

Year of fabrication: 2000 - 2008

Condition: Still rugged, regularly serviced, may show cosmetic wear but mechanically strong.

d. Category D: Economic class or Heavy Use

Year of fabrication: below the year of 2000

Condition: Very basic, may lack modern comfort features

Although the service provider may sign a one-year contract, vehicles will be requested according to Laterite's assignment needs for specific projects.

3.2 Required Vehicle Standards

- Vehicles must be **roadworthy, regularly serviced, and clean**, with preference for Category B or the best of Category C, as specified in the above section.
- Most projects require 4X4 SUV vehicles, with passenger vans and minibuses used on a less frequent basis
- Must have valid **comprehensive insurance** covering between 8-9 passengers, driver included, and **transport authorization** as required by RURA and RDB.
- **Equipped with safety features:** seat belts for all passengers, spare tire, toolkit, jack, first aid kit, and fire extinguisher.
- **Air conditioning** is preferred for comfort during long field trips.

3.3 Drivers Provision

- Drivers must have a valid professional driving license equivalent to the car they will be driving (Category B for Jeeps, D for Vans, and Coaster).
- Minimum 3 years of experience driving in Rwanda, including rural/remote areas.
- Strong knowledge of road safety and defensive driving techniques.
- Ability to communicate in Kinyarwanda and preferably basic English or French.
- Punctual, flexible, and able to work long or irregular hours, including in adverse weather and poor road conditions.
- Drivers' safety, fees and field expenses remain their own responsibilities or the car providers' responsibilities throughout the field work.

3.4 Availability and Flexibility

- Service providers must demonstrate the capacity to provide **multiple vehicles simultaneously**, depending on project needs. Depending on the project, needs may vary from a few vehicles (1-5) to 10 or more at a time.
- The Vehicles are normally outsourced a few days before the day they are needed (2-3 days), but the provider must commit to supplying vehicles on both short notice and long-term assignments.
- Providers should be prepared for **assignments of varying durations**, from single days, multiple weeks or extended field assignments.
- Providers and drivers should demonstrate the flexibility to work during weekends, long/irregular hours, and public holidays in case of need

3.5 Maintenance and Replacement

- Service providers must ensure to provide vehicles that are serviced regularly and ensure fuel provision as needed.
- In case of breakdowns, providers must arrange immediate replacement at no extra cost to Laterite.

7. Contracting and Terms

- Selected service providers will enter into a **framework agreement** with Laterite, and subsequently will receive task orders for specific project needs.
- Vehicles will be hired on an **as-needed basis** throughout the contract period and car provided will be paid on a daily rate basis. The provider's daily rate should be all-inclusive of the vehicle, driver, fuel, and any other costs.
- Payment terms will be agreed upon in the contract (typically after service delivery, upon submission of invoice, although an arrangement of advance fees can be discussed during the contracting)
- The service provider must commit to maintaining the roadworthiness of vehicles, including the provision of regularly serviced, clean, safe, and mechanically robust vehicles that meet the agreed quality and safety standards.
- Laterite reserves the right to request replacement vehicles in case of breakdown or poor performance and the cost incurred through this process will be covered by the service provider

- The service provider must ensure that replacement vehicles meet the same quality and safety standards as originally contracted, and that replacements are arranged and deployed promptly to minimize disruption to Laterite's operations.
- The service provider must commit to ensuring drivers' wellbeing and that they have adequate living conditions while working on Laterite's assignment to ensure that they perform their daily work efficiently.
- Entering into a framework agreement does not guarantee the provider a fixed volume of business.
- Laterite is free to end the framework agreement at any time, for any factor, including poor performance on the above conditions, lack of project needs, or any other factor at the sole discretion of Laterite.

4. Supplier Eligibility Criteria

Interested service providers must:

- Be legally registered in Rwanda with a valid business license (RDB Certificate).
- Hold RURA authorization to operate in vehicle rental/transport services or ensure to provide cars that have this authorization.
- Demonstrate the ability to provide different vehicle types, to the required quantity and quality standards, upon request.
- Demonstrate experience in providing vehicle rental services (preferably 3 years).
- Provide references from at least two organizations served in the past three years.

5. Proposal Submission Requirements

Proposals will be submitted online [at this link](#), including the following aspects:

- a. Legal name of the company, and contact information (address, phone, email, representative).
- b. Description of the company's background that details well their history, work, the category of cars they can provide, the number of cars they can provide, and any delivery conditions.
- c. A brief description of how the company recruits and manages the drivers/cars (how they ensure that the provided drivers are professional and how they are managed during the field work).
- d. Car hire rates - Provide responses to the following questions:
- e. Volume discounts
- f. Notice period
- g. Price and delivery notice period conditions
- h. RDB Business registration certificate.
- i. RURA authorization to provide transport services. (If applicable)
- j. Tax clearance certificate.
- k. References from past clients (Preferably 2, include name, organization, and contact details as well as how long you worked with this client).

6. Evaluation Criteria

Proposals will be evaluated based on:

- Compliance with RDB requirements and RURA regulations.
- Clear clarification of how the providers maintain the well-being of its employees (drivers)
- Capacity to deploy vehicles on short notice and in remote areas, as well as providing cars in agreed categories
- Price competitiveness
- Provider's experience and client references.

7. Submission Details

- **Deadline for submission:** Thursday, September 18 at 14:00 (2:00pm) Kigali time
- **Submission method:** interested providers will submit their application: <https://form.jotform.com/252524434225552>
- **Contact person in case of challenges with the application form:** Janvier Ishimwe, jishimwe@laterite.com

8. General information

- Laterite Rwanda reserves the right to sign framework agreements with more than one car service provider.
- The lowest-priced proposal will not necessarily be selected; Laterite will consider overall value, reliability, well-being, flexibility, and compliance.
- Laterite reserves the right to reject any proposal, in whole or in part, without obligation to justify.
- All costs incurred in preparing the proposal will be borne by the bidder.

FILL THIS FORM ONLINE [AT THIS LINK](https://form.jotform.com/252524434225552) TO COMPLETE YOUR APPLICATION:

Application link: <https://form.jotform.com/252524434225552>

Email attachments will only be accepted if there is a confirmed problem with the online form.

Company Information

1. Names of Company representative, position title, phone, email [free text for each response]
2. Company name, address, and contact details. [free text]
3. Is this a legally registered company/business [YES/NO. If yes please attach the business registration certificate.
4. Does your company or cars provided have the authorization (license) to do transportation from RURA? [Yes, the company has a RURA license/The company does not have a RURA license but provides cars that have the license/No, both the company and cars do not have RURA License]. (If yes, please attach the RURA license)
5. Does your company currently have a valid tax clearance certificate from RRA (Yes/No, but we can provide it by September 22, 2025/ No, we don't currently have it and can't provide it by September 22, 2025).
6. Does your company use vehicles that you own, or are cars outsourced? [Company has own cars (Company has own cars (Above 10 cars are owned by the company or members of the company) / Mixed (5-10 Cars are owned by the company or members of the company and others are outsourced/All the cars are outsourced or less than 5 are owned by the company or members of the company)]
7. Years of experience providing vehicle hire services in Rwanda. [free text]
8. In not more than 200 words, please describe how your company's structure accounts for trustworthy car outsourcing that emphasizes car safety conditions and availability. [free text]
9. In not more than 200 words, please describe the steps that your company takes to ensure that recruited or assigned drivers ensure safety, professionalism, and on field management. [free text]

Vehicle type and pricing Information

10. What types of vehicles are your company able to provide for this service? (Multiple select: 4X4Jeeps, Vans, Coasters)
11. Which Car categories are your company able to provide for this service? (Multiple select: Category A, Category B, Category C, Category D)
12. Please provide your company's daily rate per each category of cars to be provided, following the table structure below. **Note that all prices should be quoted in Rwandan Francs (RWF), inclusive of VAT and other applicable taxes**

Types/ Category	Category A	Category B	Category C	Category D
4X4 Jeeps				
Vans				

Coasters				
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13. Volume discounts

1. Some projects require a long period of vehicle usage, and we would expect a discount for those longer periods. What is the number of days at which you would begin to provide a discount? [# days]
2. What is the discount % that you would apply for projects exceeding that number of days? [number %]
3. Please provide any clarifications necessary regarding the above discounts [free response]

14. Notice period

1. How many days' notice do you need to ensure availability of 1-9 vehicles?
2. How many days' notice do you need to ensure availability of 10-20 vehicles?
3. How many days' notice do you need to ensure availability of more than 20 vehicles?

15. Please specify if your delivery period may change depending on any particular conditions. [free text]

References

16. Provide contact details of at least 2 recent clients for whom you provided similar services. (Names of the client/contact person/how long you worked with them)