

REQUEST FOR PROPOSALS

TERMS OF REFERENCE TO PROVIDE PROFESSIONAL CAR HIRE SERVICES TO RAISING THE VILLAGE

providers Engagement Type: Service contract

Duration: 24 Months

Date for posting: 08/09/2026

Closing date: 25/9/2026

1. Back ground

Raising The Village (RTV) partners with last-mile rural communities to support sustainable pathways out of ultra-poverty. RTV operates across multiple regions in Rwanda, delivering field-based programs and providing operational support through regional and head office teams. Due to the rural and hard-to-reach nature of RTV's areas of operation, the organization requires reliable, well-maintained, and GPS-enabled hired vehicles to ensure uninterrupted program implementation, accountability, and cost control.

RTV therefore invites qualified and experienced car hire service providers to submit proposals for the provision of vehicles on an as-needed basis across all operational regions for the year 2026-2028.

2. Purpose of the Assignment

The purpose of this assignment is to engage professional car hire service providers capable of supplying safe, reliable, and GPS-tracked vehicles to support RTV's operational, administrative, and programmatic activities across Rwanda.

The car hire services will support:

- Program supervision and monitoring
- Field movements to last-mile communities
- Staff transportation for operational and administrative purposes
- Transportation of inputs

3. Scope of Services

1.3 Vehicle Provision

The service provider shall supply roadworthy vehicles suitable for both urban and rugged rural terrain, including but not limited to:

- SUVs (e.g., Toyota Land Cruiser, Prado, or equivalent)
- 4x4 vehicles suitable for rough terrain
- Buses / Coaster buses for staff and group movements
- Vans
- Double-cabin pickups
- Sedan/ saloon vehicles (where applicable)
- Trucks for transporting inputs

All vehicles must be:

- Mechanically sound and roadworthy
- Clean and well maintained
- Comprehensively insured

2.3 Geographic Coverage

The provider must be capable of supporting operations in all RTV operational regions:

- Eastern Region
- Northern Region
- South Western Region
- Mid-Western Region
- Central Region

3.3 GPS Tracking Requirement (Mandatory)

All hired vehicles must be fitted with functional GPS tracking systems. The GPS system should:

- Enable real-time vehicle tracking
- Capture and store trip history, distance (KM), speed, and idle time
- Provide dashboards or periodic reports
- Support reconciliation of cost per kilometer

(Cost/KM) and usage accountability

- Access credentials or GPS reports must be shared

with RTV upon request.

1.1. Driver and Vehicle Management

Where driver-inclusive hire is provided, the service provider shall ensure:

- Qualified drivers with valid driving licenses
- Drivers familiar with local terrain and safety protocols

- Zero tolerance for unsafe driving practices
- Regular vehicle servicing and maintenance
- Immediate replacement of vehicles in case of breakdown
- Valid motor third-party and comprehensive insurance coverage

1.2. Service Standards and Compliance

- Vehicles must comply with all Rwanda traffic regulations
- Provider must adhere to RTV safeguarding, security, and operational policies
- Vehicles must be presented in clean and roadworthy condition at all time
- The car hire services must therefore be capable of supporting operations across these regions in a timely, flexible, and cost-effective manner.

1.3. Reporting and Documentation

The service provider shall submit:

- Monthly vehicle usage reports indicating:
 - Trips undertaken
 - Kilometres covered
 - Regions served
- Daily Logs for Dry Hire
- GPS tracking reports as required
- Copies of valid:
 - Insurance certificates
 - Logbooks
 - Inspection certificates where applicable/Vehicle inspection forms.

4. Pricing and Cost Structure

Quotations should clearly indicate:

Vehicle Category	Example/ Equivalent	Daily Hire Rate – Dry Lease (Self Drive) (RWF)	Daily Hire Rate – Dry Lease (With Driver) (RWF)	Fuel Consumption /KM	Cost per KM – Wet Lease (Inclusive of Fuel) (RWF)
SUVs/Large 4*4	Toyota Land Cruiser Prado				
Medium 4*4 Pickup/Double Cabin	Toyota Hilux/Ford Ranger				
Buses/Coach					
Vans/Mini Vans	Toyota Hiace/Nissan NV350				
Small Cars/Sedans	Spacio, Fielder, Yaris Cross, Picnic, Corolla Hatchback				

Trucks	Fusos, Tipper Lorries, Dynas, Daihatsu, Canter, DongFeng				
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RTV reserves the right to negotiate and standardize rates across regions.

5. Contract Duration

The initial contract period shall be **Two (2) years**, renewable subject to satisfactory performance and organizational needs.

6. Evaluation Criteria

Service providers will be evaluated based on the following criteria:

VALID LEGAL REQUIREMENTS (YES/NO)

- Trading Certificate/license where applicable.
 - Valid Tax Registration Certificate.
 - Certificate of Incorporation where applicable
 - Memorandum and Article of Association.
 - Proof of valid vehicle insurance coverage
 - Tax exemption certificate where applicable.
 - A detailed company profile (containing address, telephone, email, physical location, List of Directors, Technical Staff + Qualification)
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TECHNICAL COMPLIANCE

- Reference or recommendation letter from at least 2 clients.
- Compliance with mandatory GPS tracking requirements
- Capacity to provide services across all required regions
- Demonstrated experience working with NGOs or development programs, supported by reference letters
- Quality, suitability, and size of the vehicle fleet
- Strength and reliability of reporting and accountability systems

FINANCIAL COMPLIANCE

- Availability of audited financial statements
- Applicable Taxes
- Cost competitiveness, clarity, and transparency of pricing
- Bank Statement for the last 6 months

7. Confidentiality

All information accessed during service delivery shall be treated as confidential and used solely for the execution of this assignment.

8. Payment Terms

Payments shall be made upon:

- Completion of service provision and Submission of valid invoice (EBM)
 - Verification of services rendered
 - Approval by RTV

9. Minimum information to include in your quotation

Please ensure the quotes are clearly indicated as per the RFP details.

Quotations lacking any of the details may be considered non-responsive.

Submission instructions

- Send a **single PDF** (quotation + supporting documents) by email to tenders@raisingthevillage.org with the subject line: “**CAR HIRE SERVICES 2026**–[Supplier Name]”.
- Late submissions, partial quotations, or offers submitted to other addresses will not be considered.

Should you require clarification, kindly submit questions by **17th September 2026 (17:00 EAT)** to rwanda.logistics@raisingthevillage.org Responses will be shared as soon as possible with all interested bidders.

Key dates

Milestone	Date & Time (EAT)
Final day for enquiries	17th SEPTEMBER 2026, 17:00 (rwanda.logistics@raisingthevillage.org)
RFQ submission deadline	25th SEPTEMBER 2026, 17:00 (tenders@raisingthevillage.org)

We appreciate your interest in partnering with RTV and look forward to receiving your competitive quotations.