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OPEN TENDER

Provision of Motor vehicle repair and maintenance services under a framework contract TENDER No. KSCL/TEND/MV/2026/2027

1. INVITATION TO TENDER

Kibo Seed Co. Ltd invites sealed bids from eligible, qualified and reputable garages, workshops and automotive service providers for the Provision of Motor Vehicle Repair and Maintenance Services under a Framework Contract. The successful service provider(s) shall provide preventive maintenance, corrective repairs, diagnostics, mechanical, electrical, air-conditioning, suspension, braking and other related automotive services for vehicles owned by Kibo Seed Co. Ltd

GEOGRAPHICAL LOTS

The tender is divided into the following geographical Lots:

1. Lot 1 – Arusha
2. Lot 2 – Mwanza
3. Lot 3 – Mbeya
4. Lot 4 – Morogoro
5. Lot 5 – Makambako

Bidders may submit bids for one, more or all Lots. A bidder shall clearly indicate the Lot(s) for which it is submitting a bid and demonstrate the capacity to provide the required services in the respective location(s). Kibo Seed Co. Ltd reserves the right to award different Lots to different service providers based on the outcome of the evaluation and applicable procurement procedures.

The contract shall operate on the basis of agreed labour/service rates and an agreed mechanism for pricing spare parts and other materials.

Tender must be submitted on or before **19th October 2026** not later than **10:00am** in the tender box located at the Kibo Seed Company Ltd Headquarter in Arusha, Okaseni Street off Arusha – Namanga Road.

Tender must be submitted in a sealed envelope with the heading **TENDER REFERENCE: KSCL/TEND/MV/2026/2027: Provision of Motor vehicle repair and maintenance services under a framework contract**. Tender opening will be done immediately and representatives are invited to attend the opening.

2. INSTRUCTIONS TO BIDDERS

2.1 Objective of the Tender

The objective of this tender is to appoint a competent and reliable automotive service provider to undertake repair, servicing and maintenance of Kibo Seed Co. Ltd.'s motor vehicle fleet.

The selected service provider is expected to ensure:

- Reliable vehicle availability;
- Preventive maintenance;
- Prompt diagnosis and repair;
- Quality workmanship;
- Use of genuine or approved-quality spare parts;
- Competitive and transparent pricing;
- Proper maintenance records; and
- Safe handling and custody of company vehicles.

3. SCOPE OF SERVICES

The successful contractor shall provide, but not be limited to, the following services:

3.1 Preventive Maintenance

- Minor and major vehicle servicing;
- Engine oil and filter replacement;
- Air filter replacement;
- Fuel filter replacement;
- Transmission oil replacement;
- Differential oil replacement;
- Brake fluid replacement;
- Coolant replacement;
- Greasing and lubrication;
- Battery inspection;
- Tyre inspection;
- Steering and suspension inspection;
- Belts and hoses inspection;
- General vehicle inspection.

3.2 Mechanical Repairs

The contractor shall undertake:

- Engine repairs;
- Gearbox/transmission repairs;
- Differential repairs;
- Clutch repairs and replacement;
- Brake system repairs;
- Suspension repairs;

- Steering system repairs;
- Cooling system repairs;
- Fuel system repairs;
- Exhaust system repairs;
- Drive shaft and CV joint repairs;
- Wheel hub and bearing repairs;
- Other mechanical repairs as required.

3.3 Electrical and Electronic Repairs

Services shall include:

- Battery testing and replacement;
- Alternator repairs;
- Starter motor repairs;
- Lighting system repairs;
- Wiring repairs;
- Fuse and relay replacement;
- Charging system diagnosis;
- Vehicle electrical fault diagnosis;
- Electronic control system diagnosis;
- Diagnostic scanning;
- Other electrical/electronic repairs.

3.4 Air-Conditioning Services

- AC diagnosis;
- Gas charging;
- Compressor inspection/repair;
- Condenser and evaporator servicing;
- AC electrical diagnosis;
- Replacement of AC components;
- Leak detection and repair.

3.5 Body and Other Minor Repairs

Where required:

- Minor body repairs;
- Door and lock repairs;
- Windscreen/wiper system repairs;
- Mirror replacement;
- Minor welding;
- Vehicle interior minor repairs;
- Other related services.

3.6 Breakdown and Emergency Services

The contractor shall provide emergency assistance where required, including:

- Breakdown diagnosis;
- Roadside assistance;
- Emergency repair;
- Vehicle recovery/towing arrangements;
- Support outside normal working hours where agreed.

4. VEHICLE FLEET SCHEDULE

S/n	MAKE/MODEL	BODY	CURRENT LOCATION
1	Ford Ranger	Single Cabin	ARUSHA
2	Nissan Hardbody	Single Cabin	ARUSHA
3	Toyota Hillux	Single Cabin	MOROGORO
4	Nissan X82	Single Cabin	ARUSHA
5	Toyota Prado	Station Wagon	ARUSHA
6	Toyota Hillux	Single Cabin	MBEYA
7	Toyota Hillux	Single Cabin	ARUSHA
8	Toyota Hilux	Single Cabin	MAKAMBAKO
9	Toyota Hilux	Single Cabin	MWANZA
10	Suzuki Jimmy	Station Wagon	ARUSHA
11	Toyota Hilux	Double Cabin	ARUSHA
12	Toyota Hilux	Single Cabin	ARUSHA
13	Mitsubishi Fuso	Truck	MAKAMBAKO

Note: Kibo Seed Co. Ltd may add or remove vehicles from the fleet during the contract period without creating an obligation to award a minimum quantity of work.

5. TECHNICAL REQUIREMENTS

The bidder shall demonstrate adequate technical capacity to perform the required services.

5.1 Workshop Requirements

The bidder shall have:

- A permanent and accessible workshop;
- Adequate servicing bays;
- Appropriate vehicle lifting/jacking equipment;
- Adequate lighting and working space;
- Secure parking for customer vehicles;
- Proper storage for spare parts;
- Appropriate tools and equipment;
- Fire safety equipment;
- Proper waste disposal arrangements.

5.2 Diagnostic Equipment

The workshop should have appropriate diagnostic equipment capable of servicing modern vehicles, including:

- Electronic diagnostic scanner;
- Battery/charging system tester;
- Electrical testing equipment;
- Engine diagnostic equipment;
- Manufacturer-compatible diagnostic equipment where applicable.

5.3 Technical Personnel

The bidder shall provide qualified personnel, including:

- Mechanics;
- Auto-electricians;
- Diagnostic technicians;
- AC technicians where applicable;
- Workshop supervisor/foreman.

The bidder shall submit CVs and copies of relevant qualifications/certificates.

6. SPARE PARTS REQUIREMENTS

The contractor shall use:

1. Genuine/OEM spare parts where available; or
2. Approved equivalent-quality spare parts subject to prior approval by Kibo Seed Co. Ltd.
3. The contractor shall not install any spare part without authorization where the repair requires prior approval.
4. Removed parts shall be returned to Kibo Seed Co. Ltd.

The contractor shall provide:

- Manufacturer/brand details;
- Part number where applicable;
- Unit price;

- Quantity;
- Warranty information.

Counterfeit, used or substandard parts shall not be accepted unless expressly approved in writing.

7. SERVICE PROCEDURE

The following procedure shall normally apply:

Step 1 – Vehicle Inspection

The vehicle shall be received and inspected by the contractor.

Step 2 – Diagnosis

The contractor shall diagnose the fault and determine the required repair.

Step 3 – Quotation

Before undertaking major repairs, the contractor shall submit a written quotation detailing:

- Labour;
- Spare parts;
- Consumables;
- Taxes;
- Other applicable charges;
- Estimated completion time.

Step 4 – Approval

No major repair or expenditure shall be undertaken without written authorization from Kibo Seed Co. Ltd's authorized representative.

Step 5 – Repair

The contractor shall perform the approved repair using appropriate tools and qualified personnel.

Step 6 – Testing

The vehicle shall be tested after repair to confirm that the reported fault has been rectified.

Step 7 – Handover

The vehicle shall be handed over together with:

- Job card;
- Repair report;
- Invoice;

- Details of spare parts used;
- Warranty information where applicable.

8. SERVICE LEVEL REQUIREMENTS

The bidder shall propose response and turnaround times.

Service	Maximum/Proposed Response
Routine service	hours/days
Diagnosis	hours
Minor repair	hours/days
Major repair	days
Emergency breakdown	hours
Roadside assistance	hours
Spare-part sourcing	days

NOTE: Where delays occur because of unavailable specialized spare parts, the contractor shall notify Kibo Seed Co. Ltd immediately.

9. WARRANTY

The contractor shall provide a reasonable warranty on:

- Workmanship;
- Replacement spare parts;
- Major repairs;
- Reconditioned components where approved.

The bidder shall clearly state its proposed warranty periods in the tender.

Any defect attributable to poor workmanship or defective supplied parts during the warranty period shall be rectified at no additional labour cost, subject to the warranty conditions.

10. EVALUATION CRITERIA

The evaluation shall be conducted in three stages:

Stage I – Preliminary Examination

Stage II – Technical Evaluation

Stage III – Financial Evaluation

Only bidders passing one stage shall proceed to the next stage.

I. Preliminary Evaluation – Pass/Fail

N o.	Requirement	Pass/ Fail
1	Certificate of Registration/Incorporation	
2	Valid Business License	
3	TIN Certificate and valid Tax Compliance Certificate	
4	Company profile indicating contacts and company address	
5	Evidence of relevant experience in motor vehicle repair and maintenance (must attach 3 client references either LPO, Contract or recommendation letters.	
6	Must attach a document shows details of workshop facilities, equipment and qualified technical personnel.	

A bidder failing a mandatory requirement shall not proceed to technical evaluation.

II. Technical Evaluation

The technical evaluation shall carry **100 marks**.

A bidder must obtain at least **70 marks (70%)** to qualify for Financial Evaluation.

No.	Criteria	Marks
1	Relevant experience 5 years and above	10
2	Qualified technical personnel (Must attach 3 CV of qualified technical personnel) (each 10 marks)	30
3	The bidder shall document a methodology which shows vehicle receiving procedure, diagnosis, repair, quality control, testing, vehicle handover and record keeping.	30
4	Document a health, safety and environmental measures procedure accompanied by OSHA certificate	10
5	State the capacity and ability to provide services in the selected lot(s)	10
6	State the availability/source of genuine or approved spare parts	10
TOTAL		100

III. Financial Evaluation

Only bidders scoring **70 marks or above** in the Technical Evaluation shall proceed to Financial Evaluation.

Financial evaluation shall consider:

- Completeness of price schedule;
- Labour/service rates;
- Diagnostic charges;
- Spare-parts pricing mechanism;
- Discounts;
- Taxes;

- Arithmetic accuracy;
- Overall evaluated cost.

The award shall be based on the **lowest evaluated substantially responsive bid**, subject to the applicable procurement requirements and approval procedures.

Because actual repairs cannot be predicted, the rates quoted in the Price Schedule shall form the basis for individual repair/service orders during the framework contract.

SECTION 14: BOQ / PRICE SCHEDULE

The bidder shall quote its rates below.

A. LABOUR AND SERVICE CHARGES

No.	Description	Unit	Rate Excl. Tax	Tax	Rate Incl. Tax
1	Minor service – labour	Job			
2	Major service – labour	Job			
3	Engine repair – labour	Hour/Job			
4	Gearbox repair – labour	Hour/Job			
5	Differential repair – labour	Hour/Job			
6	Brake system repair	Job			
7	Suspension repair	Job			
8	Steering repair	Job			
9	Electrical repair	Hour/Job			
10	Diagnostic scanning	Session			
11	AC servicing	Job			
12	AC repair	Job			
13	Vehicle inspection/diagnosis	Job			
14	Roadside assistance	Call-out			
15	Towing/recovery	Trip			

B. ROUTINE SERVICE ITEMS

No.	Item	Unit	Unit Rate
1	Engine oil replacement – labour	Job	
2	Oil filter replacement – labour	Job	
3	Air filter replacement – labour	Job	
4	Fuel filter replacement – labour	Job	
5	Brake fluid replacement – labour	Job	
6	Coolant replacement – labour	Job	
7	Gearbox oil replacement – labour	Job	
8	Differential oil replacement – labour	Job	
9	Greasing/lubrication	Job	
10	General inspection	Job	

15. SPARE PARTS PRICING MECHANISM

Instead of requiring bidders to quote every possible spare part, bidders shall state their proposed pricing mechanism.

No.	Description	Bidder's Proposal
1	Genuine/OEM spare parts mark-up	%
2	Approved equivalent spare parts mark-up	%
3	Consumables mark-up	%
4	Lubricants mark-up	%
5	Special-order parts	%
6	Parts warranty	months
7	Labour warranty	months

NOTE THAT:

- 1) All prices should be presented in **Tanzania shillings** (TZs) detailing the unit prices of each item outlined in the categories of the table above.
- 2) The successful bidder will enter into a one (1) year contract renewable subject to good performance.
- 3) All spare-parts prices shall, where requested, be supported by supplier quotations, invoices or other reasonable evidence of market price.
- 4) Kibo Seed Co. Ltd reserves the right to verify quoted spare-parts prices against prevailing market prices.
- 5) Only shortlisted bidders will be contacted.

Thank you

General Manager
Kibo Seed Co. Ltd
P.O. Box 25, Arusha
30th September 2026