



## **TERMS OF REFERENCE FOR THE PROVISION OF CAR RENTAL SERVICES**

### **INTRODUCTION**

Kigali Public Library is an open and public platform that inspires communities to read, discover, and learn. We provide access to educational, cultural, and inspirational materials in digital and physical formats. We host and create programs, workshops, and events that foster literacy, creativity, and innovation.

### **ADMINISTRATIVE INFORMATION**

#### **Purpose of the Service**

Kigali Public Library is seeking a competent and experienced car rental company/firm to provide reliable and well-maintained vehicles for official library use. The service providers must guarantee the quoted prices for the duration of the contract. KPL, with the consent of the service provider, shall have the option for a one-year contract with possible extensions based on the performance of the service provider. KPL reserves the right to terminate the contract at any time for reasons of contract violations or poor performance.

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#### **Scope of Work**

The car rental company shall provide the following services:

- Reliable and safe vehicles (sedans, SUVs, minibuses, etc.) as required by KPL
- Experienced and licensed drivers
- 24/7 roadside assistance in case of vehicle breakdowns
- Routine maintenance and servicing of the vehicles
- Provision of replacement vehicles in the event of vehicle unavailability or breakdown

## Work Details

The service provider shall ensure the vehicles provided are in excellent working condition and meet the following minimum requirements:

### 1. Vehicles

- Fully insured with comprehensive coverage
- Equipped with safety features such as airbags, seat belts, and first-aid kits
- Clean and well-maintained, both internally and externally

### 2. Drivers

- Professional and licensed drivers
- Familiarity with Rwandan road laws and routes
- Ability to communicate effectively in Kinyarwanda, English, or French
- Punctual, responsible, and courteous behavior

## Time Frame

The service provider must adhere to the following timelines:

- **Urgent requests:** Vehicles to be provided within 1 hour of the request.
- **Scheduled requests:** Vehicles are to be made available at the designated time and location as agreed.

## HEALTH AND SAFETY

The service provider must ensure that all vehicles are roadworthy, insured, and meet the safety standards as required by Rwandan law. KPL reserves the right to inspect the vehicles and request additional safety measures if needed. Drivers must carry valid driving licenses and always adhere to safety protocols.

## SELECTION CRITERIA

The selection of the car rental service provider will be based on the following criteria:

- **Company registration:** Must be a registered car rental company in Rwanda with a good reputation.
- **Fleet availability:** The ability to provide a range of vehicles as required by KPL, including backups in case of emergencies.
- **Driver quality:** experienced and licensed drivers.
- **Price competitiveness:** Reasonable pricing in line with market rates.
- **Service reliability:** Proven track record of timely and reliable service delivery.
- **References:** Must provide at least three references from reputable organizations or government institutions.

## **AWARD AND PAYMENT**

### **Award**

The contract will be awarded to the service provider whose proposal best meets the selection criteria. All qualifying proposals will be reviewed and scored based on the evaluation criteria. KPL reserves the right to schedule meetings with the selected provider to discuss the terms and conditions before awarding the contract.

### **Payment**

Kigali Public Library will receive a monthly statement from the service provider, which should include details of the vehicle rental service provided and any related expenses (e.g., fuel, driver services). The statement total must match the sum of all the services provided, and payments will be made within 30 days of the invoice date.

### **Price Proposal**

The service provider must submit a detailed price proposal outlining the rental cost per vehicle (with a driver) and any additional services (e.g., roadside assistance and replacement vehicles). The proposal must also include a breakdown of the monthly payment.

## **CONTRACT DURATION AND EXTENSION**

The contract term will be one year, renewable upon satisfactory performance by the service provider and mutual agreement by both parties. Any extension of the contract period must be confirmed by both KPL and the service provider before the expiration of the existing contract.

## **REJECTION OF PROPOSALS**

KPL reserves the right to reject any or all proposals, waive informalities and irregularities, and accept the proposal deemed to be in the best interest of KPL. Proposals will be rejected from any service provider for whom there is documented evidence of delays, inability to meet requirements, or poor performance in previous contracts.

## **SUBMISSION METHOD**

All proposals must be submitted at Kigali Public Library's reception, Monday to Friday between 9:00 a.m. and 5:00 p.m., before the specified deadline.