Request for Proposal: Bike Repair, Maintenance Services, and Supply of Spare Parts (RTV/SRVCS/PQ/2025-2027)

# Overview

Raising The Village (RTV) exists because we believe that together we can find straightforward solutions to complex problems of inequality. Together, we can achieve what is impossible alone. Our story is borne as a result of two deep convictions: ultra-poverty is the worst form of inequality in our world; we have the opportunity to end ultra-poverty in our generation.

Since our inception in 2012, we have focused our work on partnering with last-mile, rural communities in Uganda to develop initiatives that pave the pathway out of ultra-poverty towards economic self-sufficiency. We believe that everyone deserves an opportunity to make choices and have a real chance at life. Through our partnerships, we resource, guide, train, and equip ultra-poor families to make empowering decisions, access new opportunities, and shape their futures.

Our work and success are the result of cross-cultural collaboration between our staff and village partners, the local and federal government of Uganda, and experts from around the globe all working together. Fueled by the support of our donors, we are on a path to reach 1 million people annually living in ultra-poverty by 2027.

# Purpose of the RFP

Raising The Village (RTV) operates a fleet of approximately 250 motorcycles across various regions of Uganda. The fleet includes multiple brands and models, primarily Honda Tuff, Hunter Honda XL 125cc, Yamaha YBR, and Yamaha XTZ 125cc. These motorcycles are distributed across 27 districts where RTV implements its programs, including: Amuru, Nwoya, Gulu, Kassanda, Kakumiro, Kibaale, Kagadi, Kyenjojo, Bunyangabu, Bugiri, Kaliro, Luuka, Sironko, Kapchorwa, Rakai, Mitooma, Rubirizi, Rukiga, Rubanda, Kabale, Kitagwenda, Kamwenge, Isingiro, Kanungu, Rukungiri, Buhweju, and Kyegegwa.

# Scope of Work

RTV is seeking a qualified service provider to deliver routine and emergency motorcycle repair and maintenance services, including the supply of genuine spare parts. The selected provider will offer fixed pricing for an agreed-upon period and must have the capacity to serve multiple field locations across Uganda. Preference will be given to providers with regional presence in or near the districts where RTV operates, to enable timely and efficient service delivery.The types of spare parts and service requested include the items included in Annex 1.

**Proposal Requirements**

Each vendor may develop their proposal using their own format and structure; however, the submission must include both a Technical Proposal and a Financial Proposal combined in a single document. The two sections should be clearly labeled and organized for ease of review.

* The Technical Proposal should address the vendor’s approach to meeting Raising The Village’s service requirements, including company background, coverage, service quality, capacity, and compliance, as outlined in the Technical Proposal Requirements section below.
* The Financial Proposal should present detailed pricing for labor, spare parts, after-sale services, and warranty terms, as outlined in the Financial Requirements section below.

### Technical Proposal Requirements:

Each vendor shall submit a Technical Proposal (maximum 10 pages) that addresses the following:

1. Company Profile
   * Legal name, registration, and contact details.
   * Overview of operations, years in business, and core services.
   * Organizational structure and relevant certifications.
2. Coverage and Reach
   * Description of national coverage and service points (include map or list of service locations/partners).
   * On-site or mobile maintenance capabilities in RTV operational districts and plan to cover RTV locations.
3. Service Quality
   * List of certified technicians and qualifications, especially for Honda and Yamaha models listed.
   * Average turnaround times for different service types (routine, emergency), including acknowledgement and completion of the repair.
   * Confirmation of use of OEM parts and strategy to maintain genuine parts availability.
4. Spare Parts Availability
   * Detail existing stock or supplier relationships to ensure parts availability.
   * Indicate how spare parts will be sourced, delivered, and stored.
5. Scalability
   * Approach to handling high service volumes or urgent requests across multiple districts.
   * Proposed Service Level Agreements (SLAs) for repair and response timelines.
6. Technology & Reporting
   * Describe any systems used for scheduling, tracking service requests, or reporting.
   * Capability to maintain centralized data and vehicle service history for RTV’s fleet.
7. Customer Service
   * Availability of a dedicated account manager.
   * Support structure: operating hours, escalation paths, response time guarantees.
8. Sustainability
   * Environmental practices, recycling or disposal of used parts and fluids.
   * After-sale service structure and warranty approach for parts and labor.
9. Compliance & Work History
   * Proof of compliance with local regulations, tax and safety standards.
   * License or certification to maintain the mentioned types of motor bikes.
   * Work history for similar size maintenance contracts and two or more references from past or current clients for similar services.

### Financial Proposal Requirements:

Each vendor shall submit a Financial Proposal that addresses the following:

1. Spare Parts Pricing
   * Quote for each genuine new spare part listed above.
   * Indicate whether parts are OEM, aftermarket, or refurbished.
   * State warranty period offered for each spare part.
2. Labour Charges
   * Flat-rate pricing structure for routine maintenance and common repair services.
   * Emergency or mobile service rates (if applicable).
   * Pricing for diagnostic or service call-out fees.
3. After-Sale Services
   * Description and cost (if any) of after-sale support (e.g., check-ins, adjustments, follow-ups).
   * Support hours and expected response timelines.
4. Warranty
   * Warranty periods for spare parts and labor (clearly indicate coverage terms).
5. Cost Transparency
   * Provide a detailed pricing table for all service and part offerings.
   * Include any available packages or volume discounts.
   * Clearly outline payment terms and proposal validity (minimum 90 days preferred).

**Annex 1**

|  |  |  |  |
| --- | --- | --- | --- |
| **Remarks: Honda XL 125 cc, Yamaha 125 cc, Yamaha YBR 125 cc, Honda Tuff 125 cc, UG BOSS Pro 2025 Model, Yamaha AG 200 and Yamaha DT** | | | |
| **No.** | **Item Description** | **Quantity** | **Unit** |
| **1** | AIR FILTER COMPLETE | **1** | **pc** |
| **2** | AIR FILTER INNER ELEMENT | **1** | **pc** |
| **3** | ALL RUBBER PART | **1** | **pc** |
| **4** | ALL SCREWS SETS | **1** | **pc** |
| **5** | BALL BEARING | **1** | **pc** |
| **6** | BATTERY STRAP | **1** | **pc** |
| **7** | BIG COVER/ DRAIN OIL PLUG | **1** | **pc** |
| **8** | BIG GEAR | **1** | **pc** |
| **9** | BRAKE DISC PLATE | **1** | **pc** |
| **10** | BRAKE PEDAL | **1** | **pc** |
| **11** | BRAKE PEDAL SPRING | **1** | **pc** |
| **12** | BRAKE PUMP/ HYDRAULIC BRAKE | **1** | **pc** |
| **13** | BRAKE SHOE/PAD REAR | **1** | **pc** |
| **14** | CAM | **1** | **pc** |
| **15** | CAM SHAFT | **1** | **pc** |
| **16** | CAMSHAFT SPRING | **1** | **pc** |
| **17** | CAMSHAFT PLATE | **1** | **pc** |
| **18** | CARBURETOR | **1** | **pc** |
| **19** | CARBURETOR JOINTER | **1** | **pc** |
| **20** | CDI | **1** | **pc** |
| **21** | CYLINDER HEAD OIL SEAL | **1** | **pc** |
| **22** | LOWER ROCKER | **1** | **pc** |
| **23** | LOWER ROCKER SHAFT | **1** | **pc** |
| **24** | VALVE SEAL | **1** | **pc** |
| **25** | EXHAUST VALVE | **1** | **pc** |
| **26** | INTAKE VALVE | **1** | **pc** |
| **27** | CHAIN ADJUSTER | **1** | **pc** |
| **28** | CHAIN BOX LINING | **1** | **pc** |
| **29** | CHAIN CASE | **1** | **pc** |
| **30** | CHAIN | **1** | **pc** |
| **31** | CHAIN GUARD | **1** | **pc** |
| **32** | CLUTCH CABLE | **1** | **pc** |
| **33** | CLUTCH COMPLETE | **1** | **pc** |
| **34** | CLUTCH LEVER | **1** | **pc** |
| **35** | CLUTCH LEVER SPRING | **1** | **pc** |
| **36** | CLUTCH PLATE (FRICTION PLATE) SET | **1** | **pc** |
| **37** | CLUTCH WIRE HOLDER | **1** | **pc** |
| **38** | COUNTER SHAFT ASSY | **1** | **pc** |
| **39** | CRANKSHAFT ASSY | **1** | **pc** |
| **40** | CRANKCASE GASKET | **1** | **pc** |
| **41** | CUSHION GASKET FOR MUFFLER | **1** | **pc** |
| **42** | CYLINDER BLOCK ASSY | **1** | **pc** |
| **43** | CYLINDER BLOCK GASKET (PAPER) | **1** | **pc** |
| **44** | CYLINDER HEAD GASKET (METAL) | **1** | **pc** |
| **45** | DIRECTION BEARING DUST COVER | **1** | **pc** |
| **46** | DIRECTIONAL COLUMN LIFTING NUT | **1** | **pc** |
| **47** | DIRECTIONAL COLUMN LOCK NUT | **1** | **pc** |
| **48** | DIRECTIONAL COLUMN WASHER | **1** | **pc** |
| **49** | DISC BRAKE HOSE HOOK | **1** | **pc** |
| **50** | DRIVE CHAIN SLIDER / CHAIN GUIDE RUBBER | **1** | **pc** |
| **51** | ENGINE FRONT BRACKET LEFT | **1** | **pc** |
| **52** | ENGINE FRONT BRACKET RIGHT | **1** | **pc** |
| **53** | ENGINE REAR HANGER | **1** | **pc** |
| **54** | FLASHER | **1** | **pc** |
| **55** | FORK SHAFT | **1** | **pc** |
| **56** | FRONT DISC BRAKE PAD | **1** | **pc** |
| **57** | FRONT FENDER UPPER | **1** | **pc** |
| **58** | FRONT FENDER UPPER | **1** | **pc** |
| **59** | FRONT FENDER DOWN PART METAL | **1** | **pc** |
| **60** | FRONT FENDER RUBBER / Front water retaining | **1** | **pc** |
| **61** | FRONT FENDER UPPER | **1** | **pc** |
| **62** | FRONT FENDER UPPER | **1** | **pc** |
| **63** | FRONT LEFT TURN SIGNAL BRACKET | **1** | **pc** |
| **64** | FRONT RIGHT TURN SIGNAL BRACKET | **1** | **pc** |
| **65** | FRONT SPROCKET | **1** | **pc** |
| **66** | FRONT TYRE (Both big and small bikes) | **1** | **pc** |
| **67** | FRONT WHEEL AXLE & NUT | **1** | **pc** |
| **68** | FRONT WHEEL LEFT BUSH | **1** | **pc** |
| **69** | FRONT WHEEL RIM ASSY | **1** | **pc** |
| **70** | FUEL COCK | **1** | **pc** |
| **71** | FUEL TANK DECORATION COVER L | **1** | **pc** |
| **72** | FUEL TANK DECORATION COVER L | **1** | **pc** |
| **73** | FUEL TANK DECORATION COVER L | **1** | **pc** |
| **74** | FUEL TANK DECORATION COVER R | **1** | **pc** |
| **75** | FUEL TANK DECORATION COVER R | **1** | **pc** |
| **76** | FUEL TANK DECORATION COVER R | **1** | **pc** |
| **77** | FUEL TANK | **1** | **pc** |
| **78** | FUEL TANK SHIELD BRACKET LEFT | **1** | **pc** |
| **79** | FUEL TANK SHIELD BRACKET RIGHT | **1** | **pc** |
| **80** | GEAR COVER | **1** | **pc** |
| **81** | GEAR SHAFT | **1** | **pc** |
| **82** | HANDLE BAR | **1** | **pc** |
| **83** | HANDLE GUARD MOUNTING POST | **1** | **pc** |
| **84** | HEADLIGHT BULB | **1** | **pc** |
| **85** | HEADLIGHT COVER | **1** | **pc** |
| **86** | HEADLIGHT COVER BLUE | **1** | **pc** |
| **87** | HEADLIGHT COVER RED | **1** | **pc** |
| **88** | HEADLIGHT | **1** | **pc** |
| **89** | HEADLIGHT MOUNTING PLATE | **1** | **pc** |
| **90** | HANDLE COVER PLATE | **1** | **pc** |
| **91** | HORN | **1** | **pc** |
| **92** | IGNITION COIL/ HT COIL | **1** | **pc** |
| **93** | IGNITION LOCK | **1** | **pc** |
| **94** | INDICATOR FRONT | **1** | **pc** |
| **95** | INDICATOR REAR | **1** | **pc** |
| **96** | INNER TUBE FOR FRONT TYRE (Both big and small bikes) | **1** | **pc** |
| **97** | INNER TUBE FOR REAR TYRE (Both big and small bikes) | **1** | **pc** |
| **98** | KICK SHAFT 5 GEAR | **1** | **pc** |
| **99** | LEFT COVER GASKET | **1** | **pc** |
| **100** | LEFT COVER | **1** | **pc** |
| **101** | LEFT ENGINE MOUNTING BRACKET | **1** | **pc** |
| **102** | LEFT FRONT FOOT PEDAL | **1** | **pc** |
| **103** | LEFT FRONT SHOCK ABSORBER | **1** | **pc** |
| **104** | LEFT HAND GUARD | **1** | **pc** |
| **105** | LEFT HAND GUARD BLUE | **1** | **pc** |
| **106** | LEFT HAND GUARD RED | **1** | **pc** |
| **107** | LEFT HAND GUARD WHITE | **1** | **pc** |
| **108** | LEFT HANDLE GRIP | **1** | **pc** |
| **109** | LEFT HANDLE SWITCH/ DIMMER SWITCH | **1** | **pc** |
| **110** | LEFT HANDLE/ CLUTCH LEVER | **1** | **pc** |
| **111** | LEFT SHIFT FORK | **1** | **pc** |
| **112** | LEFT SIDE COVER FRONT PART | **1** | **pc** |
| **113** | LEFT SIDE COVER REAR PART | **1** | **pc** |
| **114** | LEFT SIDE COVER REAR PART | **1** | **pc** |
| **115** | LEFT SIDE COVER REAR PART | **1** | **pc** |
| **116** | LOCK SET | **1** | **pc** |
| **117** | LOWER SEAT | **1** | **pc** |
| **118** | MAIN SHAFT ASSY | **1** | **pc** |
| **119** | MAIN SPROCKET | **1** | **pc** |
| **120** | MID SHIFT FORK | **1** | **pc** |
| **121** | MUFFLER / SILENCER | **1** | **pc** |
| **122** | MUFFLER CLIP SET | **1** | **pc** |
| **123** | MUFFLER TUBE/ EXHAUST PIPE | **1** | **pc** |
| **124** | NEEDLE BEARING | **1** | **pc** |
| **125** | NEEDLE BEARING | **1** | **pc** |
| **126** | NEEDLE BEARING | **1** | **pc** |
| **127** | NEEDLE BEARING | **1** | **pc** |
| **128** | NEEDLE BEARING | **1** | **pc** |
| **129** | NETHER BEARING OUTER RING | **1** | **pc** |
| **130** | NETHER STEEL BALL ASSY | **1** | **pc** |
| **131** | OIL FILTER /SCREEN OIL FILTER | **1** | **pc** |
| **132** | OIL FILTER NUT | **1** | **pc** |
| **133** | OIL FILTER/SCREEN OIL FILTER SPRING | **1** | **pc** |
| **134** | OIL GAUGE | **1** | **pc** |
| **135** | OIL PUMP | **1** | **pc** |
| **136** | OIL SEAL SPROCKET | **1** | **pc** |
| **137** | PISTON CLIP | **1** | **pc** |
| **138** | PISTON PIN | **1** | **pc** |
| **139** | PISTON RING ASSY | **1** | **pc** |
| **140** | PISTON STD | **1** | **pc** |
| **141** | PISTON STD+ | **1** | **pc** |
| **142** | PUSHING ROD | **1** | **pc** |
| **143** | REAR BRAKE HUB/REAR BRAKE ASSY | **1** | **pc** |
| **144** | REAR BRAKE LIGHT SWITCH | **1** | **pc** |
| **145** | REAR BRAKE ROCKER ARM | **1** | **pc** |
| **146** | REAR BRAKE ROD | **1** | **pc** |
| **147** | REAR BRAKE SWITCH | **1** | **pc** |
| **148** | REAR BRAKE SWITCH SPRING | **1** | **pc** |
| **149** | REAR CARRIER/ REAR SHELF | **1** | **pc** |
| **150** | REAR FOOTREST LHS | **1** | **pc** |
| **151** | REAR FORK ASSY | **1** | **pc** |
| **152** | REAR FORK AXLE & NUT | **1** | **pc** |
| **153** | REAR LEFT TURN SIGNAL BRACKET | **1** | **pc** |
| **154** | REAR LICENSE PLATE | **1** | **pc** |
| **155** | REAR PART REAR FENDER | **1** | **pc** |
| **156** | REAR RIGHT FOOT PEDAL | **1** | **pc** |
| **157** | REAR RIGHT TURN SIGNAL BRACKET | **1** | **pc** |
| **158** | REAR ROCKER LINK | **1** | **pc** |
| **159** | REAR SHOCK ABSORBER | **1** | **pc** |
| **160** | REAR SPROCKET | **1** | **pc** |
| **161** | REAR SUSPENSION ROCKER | **1** | **pc** |
| **162** | REAR TYRE (Both big and small bikes) | **1** | **pc** |
| **163** | REAR WHEEL AXLE & NUT | **1** | **pc** |
| **164** | REAR WHEEL AXLE MIDDLEBUSH. | **1** | **pc** |
| **165** | REAR WHEEL DRUM | **1** | **pc** |
| **166** | REAR WHEEL LEFT BUSH | **1** | **pc** |
| **167** | REAR WHEEL RIGHT BUSH | **1** | **pc** |
| **168** | REAR WHEEL RIM ASSY | **1** | **pc** |
| **169** | REDUCTION GEAR SHAFT | **1** | **pc** |
| **170** | REFLECTOR BRACKET | **1** | **pc** |
| **171** | RIGHT COVER GASKET | **1** | **pc** |
| **172** | RIGHT COVER | **1** | **pc** |
| **173** | RIGHT ENGINE MOUNTING BRACKET | **1** | **pc** |
| **174** | RIGHT FRONT FOOT PEDAL | **1** | **pc** |
| **175** | RIGHT FRONT SHOCK ABSORBER | **1** | **pc** |
| **176** | RIGHT HAND | **1** | **pc** |
| **177** | RIGHT HAND | **1** | **pc** |
| **178** | RIGHT HAND | **1** | **pc** |
| **179** | RIGHT HAND | **1** | **pc** |
| **180** | RIGHT HANDLE / BRAKE LEVER | **1** | **pc** |
| **181** | RIGHT HANDLE GRIP | **1** | **pc** |
| **182** | RIGHT HANDLE SWITCH/ DIMMER SWITCH | **1** | **pc** |
| **183** | RIGHT SHIFT FORK | **1** | **pc** |
| **184** | RIGHT SIDE COVER FRONT PART | **1** | **pc** |
| **185** | RIGHT SIDE COVER REAR PART | **1** | **pc** |
| **186** | RIGHT SIDE COVER REAR PART | **1** | **pc** |
| **187** | RIGHT SIDE COVER REAR PART | **1** | **pc** |
| **188** | ROUND REFLECTOR | **1** | **pc** |
| **189** | RUBBER, FUEL TANK | **1** | **pc** |
| **190** | SEAT BRACKET | **1** | **pc** |
| **191** | SEAT | **1** | **pc** |
| **192** | SIDE MIRROR LEFT | **1** | **pc** |
| **193** | SIDE MIRROR RIGHT | **1** | **pc** |
| **194** | SIDE STAND | **1** | **pc** |
| **195** | SIDE STAND SPRING | **1** | **pc** |
| **196** | SILVER COVER FOR MUFFLER | **1** | **pc** |
| **197** | SMALL COVER | **1** | **pc** |
| **198** | SPARK PLUG | **1** | **pc** |
| **199** | SPEED COUNTER | **1** | **pc** |
| **200** | SPEEDOMETER CABLE | **1** | **pc** |
| **201** | SPEEDOMETER CLIP | **1** | **pc** |
| **202** | SPEEDOMETER COMPLETE | **1** | **pc** |
| **203** | SPROCKET SCREW | **1** | **pc** |
| **204** | SPROCKET BRACKET/ CHAIN HUB | **1** | **pc** |
| **205** | SPROCKET FASTEN PLATE | **1** | **pc** |
| **206** | STARTER MOTOR | **1** | **pc** |
| **207** | STARTER RELAY | **1** | **pc** |
| **208** | STARTING AXLE/ SHAFT KICK | **1** | **pc** |
| **209** | STARTING IDLE GEAR | **1** | **pc** |
| **210** | STATOR /MAGNETO COIL | **1** | **pc** |
| **211** | STEERING BEARING | **1** | **pc** |
| **212** | STEERING STEM | **1** | **pc** |
| **213** | STOP PLATE SPRING | **1** | **pc** |
| **214** | STOP PLATE | **1** | **pc** |
| **215** | TAIL COVER | **1** | **pc** |
| **216** | TAIL LIGHT ASSY | **1** | **pc** |
| **217** | THROTTLE/ACCELERATOR CABLE | **1** | **pc** |
| **218** | UPPER BEARING OUTER RING | **1** | **pc** |
| **219** | UPPER SEAT | **1** | **pc** |
| **220** | UPPER STEEL BALL ASSY | **1** | **pc** |
| **221** | UPPER STEM | **1** | **pc** |
| **222** | VARIABLE SPEED CAM | **1** | **pc** |
| **223** | VOLTAGE REGULATOR | **1** | **pc** |
| **224** | WAVEFORM RING | **1** | **pc** |
| **225** | WIRING HARNESS | **1** | **pc** |
| **226** | Labour per bike repaired | **1** | **pc** |

**General Provisions**

* Each vendor may have their own proposal version, but *both the technical proposal and financial proposal must be submitted as one document.*
* Only proposals that fully address the mandatory services listed in the bidding requirement will be evaluated.
* For any inquiries, please send an email to [logistics@raisingthevillage.org](mailto:logistics@raisingthevillage.org) no later than Monday July 18th, 2025 by 5:00pm and all responses will be provided within 48 hours.

Interested vendors should submit a proposal by email to [tenders@raisingthevillage.org](mailto:tenders@raisingthevillage.org) no later than Tuesday, **25th July 2025 by 5:00pm EAT.**