



# ID SMART TECHNOLOGY

## COMPANY LIMITED

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### COMPANY PROFILE

Proposal for the provision of motor vehicle, motorcycle,  
plant and equipment repair and maintenance services,  
and the sale of spare parts

**1 October 2026**

Dar es Salaam, Tanzania

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**"We Bring Your Vehicle Back to Life."**



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## Letter of submission

Our Ref. No. \_\_\_\_\_

1st October, 2026

### TO WHOM IT MAY CONCERN

### RE: PROPOSAL FOR THE PROVISION OF MOTOR VEHICLES GENERAL REPAIR AND MAINTENANCE SERVICES

We have the honour to submit our proposal for the provision of motor vehicle service, general repair and maintenance.

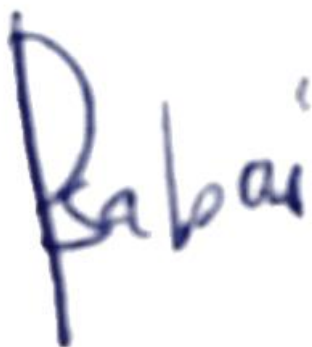
ID Smart Technology Company Limited is a private company dealing with motor vehicle repair and services. The company has experienced and qualified technical staff to undertake engine overhaul and repairs, panel beating and painting, and all other motor vehicle repairs and services. ID Smart Technology Company Limited is also involved in the importation of motor vehicles and the supply of genuine motor vehicle spare parts.

The company is committed to providing high-quality services by timely delivery, the use of genuine spare parts, and high-quality lubricants.

ID Smart Technology Company Limited therefore submits this request for your kind consideration, so that we may provide your organisation with motor vehicle services, repair and maintenance.

The company has the physical and human resources, and the experience, to offer the services requested. The company also has the financial resources to fulfil its obligations. Our garage is accredited by the Tanzania Insurance Regulatory Authority (TIRA), the Tanzania Electrical, Mechanical and Electronics Services Agency (TEMESA), and the Contractors Registration Board (CRB), and is shortlisted by several reputable public and private organisations.

Yours sincerely,



**Peter Sabai Chacha**

**Director of Marketing & Operations**

For: Managing Director, ID Smart Technology Company Limited

## Vision, mission, motto and core values

The company is working towards its vision through its mission, and is guided by its core values.

### Vision

To be the most trusted and preferred one-stop centre for motor vehicle solutions in Tanzania — renowned for quality accident repairs, reliable services, and customer peace of mind.

### Mission

To provide timely, safe, and high-quality services in accident repair, vehicle maintenance, towing, and supply of genuine spare parts and vehicles, using skilled professionals and modern technology while upholding integrity and exceeding our clients' expectations.

### Motto

**"We Bring Your Vehicle Back to Life."**

### Core values

- Integrity and honesty. We provide genuine spare parts, transparent quotations, and honest assessments. No hidden costs.
- Quality and safety first. From accident bodywork to engine service, we follow manufacturer standards and safety regulations so every vehicle returns to the road safely.
- Customer focus. We are available 24/7 for towing and emergencies. Standby driver-mechanics, pickup service, and timely updates keep the client at the centre.
- Timeliness and reliability. A vehicle off the road is business interrupted. We commit to on-time delivery, especially for insurance and fleet clients.
- Professionalism and accountability. As a TIRA and TEMESA accredited garage, we are accountable for every job. Our team is certified, skilled, and takes responsibility for the work.
- Innovation. We invest in modern diagnostic equipment and continuous training so we can handle current vehicle technology.

## The company

### Establishment

ID Smart Technology Company Limited is a private company incorporated under the Companies Ordinance (Cap 212) of the Laws of Tanzania, certificate number 181766832, dated 26 February 2025. Before incorporation, the business was a sole proprietorship registered under the Business Names (Registration) Ordinance, Cap 213.

The company is registered with the Contractors Registration Board as a Specialist Contractor, Class Three, in vehicle maintenance, under the Contractors Registration Act No. 17 of 1997. It is wholly owned by Tanzanians with experience in motor vehicle repair and maintenance, information technology, and management.

## Directors and owners

- Ismail Optaty Banga
- Peter Sabai Chacha
- Danford Phillemon Kasenga

This company profile is authorised by Ismail Banga, Managing Director.

## Registered details

| Item                         | Detail                                                                            |
|------------------------------|-----------------------------------------------------------------------------------|
| Registered name              | ID Smart Technology Company Limited                                               |
| Certificate of incorporation | 181766832, dated 26 February 2025                                                 |
| Place of incorporation       | Dar es Salaam, Tanzania                                                           |
| CRB registration             | Specialist Contractor, Class Three, vehicle maintenance                           |
| Physical address             | Kigamboni, Tungi roundabout, on the way to Kigamboni Bridge, Plot / House No. 115 |
| Postal address               | P.O. Box 2157, Dar es Salaam; and P.O. Box 31887, Dar es Salaam                   |
| Telephone                    | +255 762 099 049 and +255 794 341 878                                             |
| Email                        | info@idsmarttechnology.co.tz and director@idsmarttechnology.co.tz                 |
| Website                      | <a href="https://idsmarttechnology.co.tz">https://idsmarttechnology.co.tz</a>     |
| Premises                     | Owned garage of 2,100 square metres                                               |

## Contacts and social media

- Instagram: [www.instagram.com/idsmart\\_technology](https://www.instagram.com/idsmart_technology)
- Facebook: [https://www.facebook.com/idsmart\\_technologi](https://www.facebook.com/idsmart_technologi)
- TikTok: <https://www.tiktok.com/@idsmarttechnologytz>
- YouTube: <https://www.youtube.com/@idsmarttechnology>

## Core activities and how we work

### Core activities

- Repair and maintenance of motor vehicles
- Supply and installation of bull bars and car locks
- Supply and delivery of tyres, tubes, and batteries
- Panel beating

- Spray painting of motor vehicles
- Servicing of motor vehicles
- Importation of motor vehicles and spare parts
- Transport and transportation services

Standby drivers who are also mechanics can collect a defective vehicle from the client's location and drive it to the garage. The company's experience includes major overhauls and complete bodywork, especially for vehicles involved in accidents.

### **Towing, inspection, and handover**

Qualified drivers can collect vehicles for repair or service and return them at no extra charge. Vehicles that must be towed or hauled can be moved from anywhere in Tanzania by the company's trucks, at a reasonable charge.

Related services offered without a separate charge are technical advice to drivers where it will reduce maintenance cost, correction of small faults found during the main service, and a complete vehicle check with advice on the maintenance required and the parts to be used.

Before handover, a client representative or the driver is asked to test or inspect the vehicle before signing for the vehicle and the replaced parts.

### **Diagnosis and bodywork**

- Electrical systems are checked with a diagnostic machine
- Steering systems
- Manual and automatic gearboxes
- Panel beating and spraying in a dedicated re-spray booth
- Suspension systems

### **Customer portal**

Through the locally developed Garage System Solution, clients can follow repair, service, and maintenance progress on the company website. The customer portal shows job status, invoices and quotations, photographs, service history, notifications, costs, and a channel to the service team. The portal is at <https://idsmart.kitsofts.co.tz/portal/login.php>.

## **Spare parts, guarantee and commercial terms**

### **Spare parts and vehicles**

The company stocks genuine Japanese spare parts in high demand for Toyota, Mitsubishi, and Nissan. Parts that are not in stock are ordered from authorised local dealers or brought in by special delivery from Dubai and Japan. Airfreight normally takes between one week and one month, depending on the part.

Popular lines kept in stock include Toyota Land Cruiser HZJ 78 (1HZ), Toyota Land Cruiser HZJ, Toyota Prado 5L-E, Toyota Hilux KUN25 (2KD), Toyota RAV4 3S-FE, Mitsubishi FM 3S-FE, and Nissan Y61 (TD42), together with selected American, European, Chinese, and Korean lines. The company also imports Japanese motor vehicles against a client's specific order.

Services use genuine spare parts and high-quality lubricants. Genuine parts are fitted to the manufacturer's specification.

## Work guarantee

Guarantee periods depend on the work carried out and on the client following the conditions given after the service. The warranty does not operate for the Toyota Land Cruiser V8.

| Work                                     | Guarantee  |
|------------------------------------------|------------|
| Engine overhaul, transmission and clutch | 20,000 km  |
| Brake and steering system                | 10,000 km  |
| Bodywork, against cracks and paint peel  | Six months |
| Clutch system                            | 105,000 km |
| Differential system                      | 10,000 km  |

## What a client can expect

- During working hours, a response and physical attendance within one hour of an emergency call. Rescue after an accident or breakdown is arranged within 24 hours. Time varies with distance.
- Qualified technicians observe and report driver or vehicle behaviour that raises maintenance cost.
- Genuine spare parts, fitted to the manufacturer's specification.
- Inspection for regular service and maintenance is free of charge.
- Towing and hauling at a reasonable charge.

## Commercial terms

- Contracts for repair, service, and maintenance are payable in Tanzanian shillings.
- No advance payment is required for a contracted service.
- Payment is proposed within 30 days of the tax invoice.
- Quoted prices remain valid for the 12 months of a contract period.
- The stated performance time for delivery of the relevant goods or services is two hours. Labour for a motor-vehicle service is normally four hours.

*The separate Vehicle Repair and Service Agreement in Annex B sets the terms that apply to an individual job, including deposits for parts, collection of the vehicle, and insurance repairs. Where that agreement and a signed contract differ, the signed contract prevails.*

## Workshop, people and capacity

### Premises, insurance, and security

The garage covers 2,100 square metres and holds the workshop equipment, facilities, and clients' vehicles. It is enclosed by a 4-metre concrete wall and guarded by trained militia on a 24-hour roster. The premises are insured, and clients' vehicles in custody are covered for fire, accidents during a road test by the company's driver-mechanics, burglary, theft, and the garage premises.

Offices have computers, internet, and telephone. The re-spray booth handles saloon cars, pickups, and station wagons. The plot is surveyed, with security lights, an electric fence, and access near Tungi round about, off Kigamboni Road, two kilometres from Julius Nyerere bridge connecting Kilwa Road and Kigamboni.

### People

The company is headed by the Managing Director and has about 16 permanent and key technical staff covering administration, marketing, accounting, mechanics, servicing and repair, transport, and procurement.

- Managing Director
- Director of Marketing and Operations
- Workshop Manager — mechanical engineer with at least five years in mechanical and automotive maintenance, registered with the Engineers Registration Board
- Workshop Foreman
- Motor-vehicle mechanics holding Trade Test Grade I or II, with three to five years' experience, including a registered mechanical engineer
- Two auto-electricians, Trade Test Grade II, with more than three years' experience
- Two welders, Trade Test Grade II, with four years' experience
- Two panel beaters, Trade Test Grade II, with six years' experience
- Two spray painters with more than three years' experience
- Two helper mechanics
- Office Administrator and Cashier, Accountant, consultants, and the Store Department

The organisation runs from the Board of Directors to the Managing Director, then to the Director of Marketing and Operations, the Workshop Manager, and the departments for engines, panel beating and painting, electrical work, stores, and the office. The Foreman supervises the technical staff.

### Major equipment

| Equipment                                     | Quantity |
|-----------------------------------------------|----------|
| Complete toolbox, heavy duty (Gedore / Hazet) | 1 set    |
| Complete toolbox, light duty                  | 5 sets   |
| Auto-electric toolbox (Beta)                  | 3 sets   |
| Panel beating, spraying and painting tools    | 3 sets   |
| Arc welding machine                           | 2        |

|                                        |                                    |
|----------------------------------------|------------------------------------|
| Oxy-acetylene welding and cutting sets | 2 sets                             |
| Air compressor                         | 2                                  |
| Jacks, 3 ton, 5 ton and 20 ton         | As listed in the workshop register |
| Crane / chain block, 10 ton            | 1                                  |
| 12/24V battery chargers                | 2                                  |
| Tyre fitting set and pressing machine  | 1 each                             |
| Firefighting equipment                 | 7                                  |
| Diagnostic machine and re-spray booth  | In the workshop                    |

## Garage capacity

At one time the garage can accommodate about 15 saloon cars, 10 station wagons, and 5 lorries. The number changes with the mix of vehicles.

| Work                              | Daily | Weekly |
|-----------------------------------|-------|--------|
| Engine overhaul                   | 1     | 5      |
| Gearbox overhaul                  | 2     | 10     |
| Minor service                     | 8     | 40     |
| Major service                     | 4     | 20     |
| Panel beating and painting, light | 2     | 8      |
| Panel beating and painting, heavy | 1     | 4      |

Routine maintenance is scheduled from the first 5,000 km and then at 10,000, 15,000, 20,000, 25,000, and 30,000 km. The workshop checklist covers the engine, clutch, transmission, differential, suspension, steering, brakes, and electrical equipment.

## Clients, accreditation and conduct

### Accreditation

The company states that it complies with applicable national laws and is accredited by:

- Tanzania Insurance Regulatory Authority (TIRA)
- Tanzania Electrical, Mechanical and Electronics Services Agency (TEMESA)
- Contractors Registration Board (CRB), Specialist Contractor, Class Three

### Selected clients

CAMFED, Open University of Tanzania, TAZAMA Pipeline, Knauf Gypsum, GIZ Tanzania, and individual customers.

### Insurance companies served through TIRA accident repairs

Alliance, Heritage, Strategy, MUA, Max, and ZIC.

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## Anti-bribery policy

ID Smart Technology Company Limited requires competitive bidding to be free, fair, and not open to abuse. The company will not offer or facilitate, directly or indirectly, any improper inducement or reward to any public officer, their relations, or business associates, in connection with a bid or with later performance of a contract.

The anti-bribery policy and compliance programme apply to managers, employees, and third parties working with the company on public-sector projects, including agents, consultants, consortium partners, subcontractors, and service providers.

**Name of the authorised person: Ismail Banga, Managing Director.**

Name of bidder: ID Smart Technology Company Limited.

Address: P.O. Box 31887, Dar es Salaam.

Date: October 2026.

## Code of conduct

Staff may see information that is proprietary, confidential, privileged, or competitively sensitive. That information is protected and used only for the employer's purpose. It is not discussed with outsiders, including family and friends, except where an authorised officer decides that disclosure serves the business and is properly protected.

Staff and family members may not request, accept, or offer anything that could influence duties or favour a customer, supplier, or competitor against the employer's interest. Loans of any sort are prohibited. A meal may be accepted when it has a business purpose, is reasonable, and is not repetitive. When in doubt, the facts are shared with the employer's leadership.

Outside employment must not conflict with the job, use company time or facilities without approval, or interfere with performance and safety. Staff notify the employer in writing of current or planned outside employment.

Purchases follow the company's procurement rules. Goods and services are not bought from family members unless there is a clear business need, the employer knows of the relationship, and the related staff member is not the final decision-maker. One vendor's pricing is not passed to another vendor.

Bribes and kickbacks to or from suppliers, regulators, government officials, trade partners, or customers are prohibited and can lead to dismissal. Discussions with competitors protect sensitive company information. Clients, contractors, and consultants are treated honestly, without unfair discrimination or deception, and in line with Tanzanian law and the practice expected by TIRA, TEMESA, and CRB.

## Annex A — Certificates and supporting documents

The certificates and supporting documents below form part of this company profile. Each item is listed here so that the original can be inserted before the profile is sent to a client. The original scans were not in the company profile folder when this edition was prepared.

### Certificate of Incorporation

- ID Smart Technology Company Limited
- Certificate number 181766832
- Dated 26 February 2025
- Incorporated in Dar es Salaam under the Companies Ordinance, Cap 212

*Place the original certificate or supporting scan in this annex before the profile is issued to a client. The scan was not in the company profile folder when this document was prepared.*

Attach the original document here

### Business name registration

- Registration of the business before incorporation
- Sole proprietorship under the Business Names (Registration) Ordinance, Cap 213

*Place the original certificate or supporting scan in this annex before the profile is issued to a client. The scan was not in the company profile folder when this document was prepared.*

Attach the original document here

### Contractors Registration Board certificate

- Specialist Contractor, Class Three

- Field: vehicle maintenance
- Contractors Registration Act No. 17 of 1997

*Place the original certificate or supporting scan in this annex before the profile is issued to a client. The scan was not in the company profile folder when this document was prepared.*

**Attach the original document here**

### **TIRA accreditation**

- Tanzania Insurance Regulatory Authority accreditation of the garage for accident repairs

*Place the original certificate or supporting scan in this annex before the profile is issued to a client. The scan was not in the company profile folder when this document was prepared.*

**Attach the original document here**

### **TEMESA accreditation**

- Tanzania Electrical, Mechanical and Electronics Services Agency accreditation of the garage

*Place the original certificate or supporting scan in this annex before the profile is issued to a client. The scan was not in the company profile folder when this document was prepared.*

**Attach the original document here**

## Annex B — Vehicle Repair and Service Agreement

*This agreement is the last annex of the company profile. The same agreement is available on the company website for clients.*

### VEHICLE REPAIR AND SERVICE AGREEMENT

BETWEEN

ID SMART TECHNOLOGY COMPANY LIMITED

AND

THE CUSTOMER

Dated at Dar es Salaam this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

This Vehicle Repair and Service Agreement is made between ID Smart Technology Company Limited, trading as ID Smart Garage, of P.O. Box 2157, Dar es Salaam (the Workshop), and the Customer whose details appear on the job card and on the signature page.

The Workshop repairs and services motor vehicles. Its work includes servicing, repair and maintenance, supply and installation of bull bars and car locks, supply of tyres, tubes and batteries, panel beating, spray painting, importation of motor vehicles and genuine spare parts, and transport services.

The Customer is any person, company, or organisation whose vehicle is to be serviced, maintained, or repaired at the Workshop, including the owner, a driver, or an authorised representative.

#### 1. Preamble

When the Workshop accepts a defective vehicle and the parties have agreed the diagnosis, the Workshop starts work to restore the vehicle to a roadworthy and running condition in line with that diagnosis.

#### 2. Scope of work

The Workshop undertakes diagnosis, servicing, maintenance, and repair of the Customer's motor vehicle as described in the job card and quotation.

#### 3. Responsibilities of the Workshop

- Diagnosis and quotation. The Workshop diagnoses the vehicle with appropriate tools and gives a detailed estimate for spare parts and labour. No repair starts without the Customer's prior written or verbal consent.
- If the Customer removes the vehicle without the repair or service being carried out, the Customer pays 8 percent of the total estimated cost as inspection, logistics, and consultancy fees, plus a storage fee of TZS 3,000 per day.

- **Quality.** Work is done with due diligence, professional skill, and care, using genuine, original, or Customer-approved spare parts.
- **Time.** The Workshop aims to finish within the agreed time and tells the Customer promptly if parts or a technical issue cause delay.
- **Safekeeping.** The Workshop takes reasonable care of the vehicle and items in it while the vehicle is in its custody.
- **Roadworthiness.** On completion of the agreed work, the vehicle is in a roadworthy, safe, and running condition as per the agreed diagnosis.
- **Transparency.** Old and replaced parts are returned on request, and proper records of the work are kept.
- **Warranty.** Spare parts and workmanship are warranted under the company's prevailing warranty policy, including the periods in this profile. The warranty does not operate for the Toyota Land Cruiser V8.
- **Conduct.** Staff act professionally. The Workshop Manager and Supervisor handle enquiries, inspections, and complaints.

#### 4. Responsibilities of the Customer

- The Customer gives accurate information on the vehicle's history, defects, and earlier repair attempts when the vehicle is handed over.
- The Customer reviews the diagnosis and estimate and approves the work in good time.
- The Customer pays diagnosis, spare parts, labour, and other charges in full and on time against the Workshop invoice.
- The Customer collects the vehicle within 24 hours of being told that the work is complete. After that period the Workshop is not liable for loss or damage, and storage charges may apply.
- Where the Customer is not the owner, the Customer warrants that he or she is an authorised driver or representative and may authorise the repairs.
- The Customer may view a vehicle under repair once every 72 hours and does not instruct the mechanics directly. The Workshop Manager or Supervisor hosts the viewing and answers questions.
- The Customer may follow the job on the customer portal instead of visiting only to ask for an update.
- The Customer provides a copy of the vehicle registration card, identification, and other documents when asked.

#### 5. Insurance repairs

- For an accident claim, work starts only after written approval from the relevant insurance company.
- The Customer starts the claim, provides the documents, and helps communication with the insurer and the assessor.
- The Workshop does not start repairs until the assessor has inspected the vehicle and a written letter of authority, or approved repair authority, is received.

- Hidden damage found during the repair is reported to the Customer and the insurer. Extra work waits for supplementary approval.
- If the insurer declines, delays, or only partly approves the claim, the Customer remains liable for the repair costs incurred.

## 6. Payment

- Quotations are valid for seven days from the date of issue.
- A deposit of not less than 50 percent of the estimated cost may be required before spare parts are ordered.
- Full payment is made when the work is complete and before the vehicle is released, unless otherwise agreed in writing.
- Payment is made in cash, by bank transfer, or by mobile money to the official company accounts only. The Workshop is not responsible for money paid to individual staff.
- A vehicle not collected within the period stated after completion may attract a storage fee of TZS 3,000 per day. The draft agreement refers both to fourteen days and to seven days; the period printed on the job card applies.

## 7. Liability

- The Workshop is not liable for pre-existing defects that were not recorded in the diagnosis and job card.
- The Workshop is not liable for personal belongings, valuables, or accessories left in the vehicle. Customers should remove valuables before handover.
- Liability for a claim under this agreement does not exceed the invoiced cost of that repair.
- The Workshop is not liable for indirect, incidental, or consequential loss, including loss of business or loss of use of the vehicle.

## 8. Termination

- Either party may end the agreement by written notice if the other is in material breach and does not remedy it within seven days.
- The Customer may cancel before work starts, and then pays the diagnosis charge and the cost of any spare parts already ordered.
- On termination the Customer pays for work done up to that date and collects the vehicle.

## 9. Disputes and governing law

A dispute is first discussed between the Customer and the Workshop Manager. If it is not resolved within fourteen days, it is referred to mediation under the mediation practice applicable in Tanzania. If mediation fails, the matter goes to a court of competent jurisdiction in Tanzania. This agreement is governed by the laws of the United Republic of Tanzania.

## 10. General

This agreement is the entire understanding for the job it covers. A change is valid only if it is in writing and signed by both parties. The Customer confirms that he or she has read, understood, and agreed to these terms.

## 11. Execution

In witness whereof the parties execute this agreement on the date below.

**FOR ID SMART TECHNOLOGY COMPANY LIMITED**



Name: Peter Sabai Chacha

Title: Director of Marketing & Operations

Date: \_\_\_\_\_

Vehicle registration: \_\_\_\_\_ Model: \_\_\_\_\_

**FOR THE CUSTOMER**

Name / organisation: \_\_\_\_\_

ID number: \_\_\_\_\_

Phone: \_\_\_\_\_

Signature: \_\_\_\_\_

Vehicle registration: \_\_\_\_\_ Model: \_\_\_\_\_