

**Expression of Interest (EoI)**

**Vehicles and Generator Maintenance Services**

**“NRCSO/AFG01/EOI/2020/001”**

The Norwegian Refugee Council (NRC) is a non-governmental, humanitarian organization with 60 years of experience in helping to create a safer and more dignified life for refugees and internally displaced people.

NRC advocates for the rights of displaced populations and offers assistance within the shelter, education, food security and livelihood, water, sanitation and legal assistance.

NRC has been present in Afghanistan since 2003, gradually expanding their presence and the organization currently maintains presence in 18 provinces, with five key regional offices in Kabul, Kandahar, Herat, Jalalabad and Mazar-e-Sharif with adjacent field offices in Badghis, Faryab, Tirin Kot, Khost, Maimana, Kunduz, Saripul and Nimroz.

**Summary of proposal:**

NRC Afghanistan intend to pre-qualify companies with expertise to provide vehicles and generator maintenance services.

NRC Afghanistan operates a fleet of more than 35 vehicles and at least 26 generators which are distributed across all the Area and Field Office.

In order to ensure the smoothness of its operations, highly specialized vehicle and generator maintenance companies are required to conduct the regular preventive maintenance and/or repair of its vehicles.

The services of the provider or company shall be hired as and when needed by NRC Afghanistan logistics department.

**Type of Procurement Process: Expression of Interest (EoI)**

* This Expression of Interest (EoI) is the first stage of a restricted tender process.
* The EoI will be evaluated based on the technical criteria detailed below under (**eligibility criteria)**. Shortlisted vendors will then be issued Invitation to Tender Bid (ITB) documents and invited to submit offers during this period.
* This call for Expression of Interest is **NOT** a Request for Quotation (RFQ) or an Invitation to Tender Bid (ITB). This is a quality and suitability assessment in order to create a restricted vendor list and as such **no financial offers are requested or should be submitted with your response**.

**The Service Provider shall provide the following services:**

The successful service provider(s) shall provide below services to NRC Afghanistan vehicles and generators, in line with NRC Logistics Policies and Procedures. The services required by NRC Afghanistan shall basically include, but not be limited to, the following:

* The service provider will avail the services of his workshop and give priority NRC fleet and generators with all necessary repair and maintenance.
* The service provider shall perform all services in a diligent, skillful and professional manner in strict compliance with the provision of the ToR and the instruction of NRC consistent with this TOR or respective contract/framework agreement.
* The Service Provider shall ensure that the mechanics/auto electrician for any repair works are skilled and sufficiently trained on the respective vehicles. Unskilled mechanics/staff shall not carry out any major repairs on NRC vehicles or generators.
* The Service provider shall take full responsibility for any error made through maintenance rendered and shall recover at his own cost any loss or damage.
* The Service Provider shall maintain an adequate inventory of genuine parts for the models of vehicles and generators and shall have a satisfactory source of supply for such parts as may be needed in the performance of services.
* The service provider shall keep and maintain up to-date records of all services rendered to NRC vehicles and generators and shall provide updates on the next service schedule.
* On a case to case basis the service provider shall replace the parts bought from NRC’s stocks

**Type of services:**

The periodic inspections are designed to provide check of all vehicle and generator components, allowing adequate time for repair/replacement of worn and broken parts.

Each successive inspection includes all of the elements of the previous inspection (Service level II, III, IV and V has its own elements, however includes the elements of Service level I).

**Vehicle Maintenance will fall into four (4) levels of service: which is due after below mentioned Kilometers (KM)**

1. Service/Inspection level I – each 5000 km
2. Service/Inspection Level II – each 20,000 km
3. Service/ Inspection Level III- each 40,000 km
4. Service/Inspection Level IV – after every 50,000 Km and above

**Generators will fall into five (5) levels of service: which is due after below mentioned Hours (HR)**

1. Service/Inspection level 1 – every 500 hours
2. Major Service/Inspection level II – every 1,000 hours
3. Major Service/Inspection level III – every 2,000 hours
4. Major Service/Inspection level IV – every 3,000 hours
5. Major Service/Inspection level V – every 4,000 hours

**Outputs:**

The service provider will be responsible to deliver the following:

* Through mechanical and electrical inspections on vehicles and generators with the view of diagnosing the faults.
* Proper servicing of NRC Afghanistan owned vehicles and generators based on approved schedules
* Provide spray painting and panel beating to NRC owned vehicles upon request and approved by the Logistics department
* Providing up to date maintenance schedule and reports on a monthly basis including ensuring that service stickers are placed in all vehicles and generators indicating the next service mileage or hours.
* Provide towing services for NRC owned vehicles as and when required.

**In order to allow a proper assessment of the responsiveness of the proposal, the potential service provider’s firms *must* be able to submit the below required document as part of their expression of interest.**

* Company Profile, which should not exceed twenty (20) pages, including printed brochures and product catalogues relevant to the services/goods/products being procured.
* Certificate of Registration of the business, including Articles of Incorporation.
* Tax Registration and Tax clearance from the related Ministry or Revenue Authority evidencing that the Bidder is updated with its tax payment obligations.
* Provide certified financial statement or the firms audit reports for the last 2 years.
* Curriculum vitae for key personnel

**Eligibility criteria**

* The services provider should have proven experience in motor vehicle maintenance of more than 3 years.
* Should have well secured garage premises to ensure safety and security of NRC official vehicles while under maintenance (also adequate parking space).
* Should have adequate, experienced and skilled workforce in motor vehicle maintenance i.e. motor vehicle mechanics, auto-electricians, panel beaters and spray painters and staff facilities.
* Should be registered with the Registrar of Companies.
* Should provide at least three referees whom it has dealt with for the past 3 years

Kindly submit your proposal along with requested documents mentioned above, **in sealed envelopes by 12th February 2020 at 12:30 Hrs** and should be submittefMAd to the following address. The EoI envelop should be clearly labeled and addressed to:

The Tender Committee

“NRCSO/AFG01/EOI/2020/001 - Vehicle and Generator Maintenance Services”

Norwegian Refugee Council (NRC) Kabul

3rd Street of Qale-Fatullah, PD 10, Kabul, Afghanistan

Prospective national, may send tender related questions on the following e-mail address: [**af-procurement@nrc.no**](mailto:af-procurement@nrc.no)

Questions related to office location/direction should be enquired through telephone number: **0728932799**

*NRC reserves the right to select/reject without any explanation, any bids, in part or full, as it may deem necessary. No liability or claim in that respect would be admissible or entertained whatsoever*