NORWEGIAN
REFUGEE COUNCIL

Expression of Interest (EoI)

Generator Maintenance Services
"37/NRC-NAT/NG/2026"

The Norwegian Refugee Council (NRC) is a non-governmental, humanitarian organization with 75 years of experience in helping to create a safer and more dignified life for refugees and internally displaced people. NRC advocates for the rights and provides assistance, protection and durable solutions to refugees and internally displaced persons worldwide.

NRC has been operating in Nigeria since late 2015 providing assistance with Emergency shelter, Livelihoods and Food Security, Water, Sanitation and Hygiene sectors, Information Counseling and Legal Assistance, Camp Management and Education.

Purpose of the Expression of Interest:

NRC Nigeria intends to prequalify qualified and experienced service providers for the provision of preventive and corrective generator maintenance and repair services.
NRC operates across its Country, Area and Field Offices, including locations in Abuja, Borno State and Adamawa State.
To support the continuity and reliability of its operations, NRC requires competent generator maintenance service providers capable of carrying out scheduled preventive maintenance, fault diagnosis, repairs and other related services.
The selected service provider(s) may be engaged on an as-needed basis, subject to NRC's operational requirements and the terms of any subsequent contract or framework agreement.

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 Nigeria generator, in line with NRC Logistics Policies and Procedures. The services required by NRC Nigeria shall basically include, but not be limited to, the following:

- Conducting preventive and corrective maintenance of NRC generators.
- Conducting mechanical and electrical inspections to identify faults and maintenance requirements.
- Diagnosing generator faults and recommending appropriate corrective actions.
- Providing adequately equipped workshop facilities and/or field maintenance services, as required.
- Ensuring that technicians assigned to NRC generators are appropriately qualified, skilled and experienced to work on the relevant generator types and models.
- Carrying out repairs professionally and in accordance with manufacturers' specifications and NRC requirements.
- Maintaining access to genuine or manufacturer-approved spare parts and consumables required for maintenance and repair.

- Maintaining complete and up-to-date records of all maintenance and repair activities performed on NRC generators.
- Providing service reports and indicating the next scheduled maintenance date and/or operating hours.
- Installing spare parts supplied by NRC where specifically requested and approved.
- Taking responsibility for loss or damage directly resulting from negligent or defective maintenance performed by the service provide
- Provide written diagnosis and cost estimates for repairs requiring NRC approval before commencement of work.
- Return replaced/defective parts to NRC upon request for verification.
- Provide emergency/call-out maintenance support where required.
- Clearly indicate expected response times for routine and emergency maintenance requests.
- Ensure safe handling and disposal of used oil, filters, batteries and other maintenance waste in accordance with applicable requirements.

Type of services:

Periodic inspections and preventive maintenance shall be conducted based on generator operating hours. Each service level will include the applicable inspection and maintenance activities specified in the subsequent Terms of Reference.

The anticipated maintenance intervals are:

1. Service/Inspection Level I: Every 500 operating hours
2. Major Service/Inspection Level II: Every 1,000 operating hours
3. Major Service/Inspection Level III: Every 2,000 operating hours
4. Major Service/Inspection Level IV: Every 3,000 operating hours
5. Major Service/Inspection Level V: Every 4,000 operating hours

The above intervals are indicative. Actual maintenance intervals and activities may vary according to the generator manufacturer's recommendations and NRC's approved maintenance schedule.

Expected Outputs/Deliverables:

The service provider will be responsible for delivering the following:

- Thorough mechanical and electrical inspection of generators to identify faults and maintenance requirements.
- Proper preventive and corrective maintenance of NRC-owned generators in accordance with approved maintenance schedules.
- Detailed service reports for each maintenance or repair activity undertaken.
- Monthly maintenance status reports, where required.
- Updated maintenance schedules showing completed services and upcoming service requirements.
- Placement of service stickers/tags on generators indicating the date, operating hours at service and next scheduled service date/hours.
- Recommendations regarding repairs, replacement of parts or other corrective measures where necessary.

Mandatory Documentation

Interested service providers must submit the following documents as part of their Expression of Interest:

- Company profile, preferably not exceeding twenty (20) pages, including relevant brochures/catalogues where applicable.
- Valid Certificate of Incorporation/Registration issued by the Corporate Affairs Commission (CAC).
- Evidence of tax registration and a valid Tax Clearance Certificate.
- Audited financial statements or certified financial reports for the last two financial years.
- CVs of key technical personnel proposed for the assignment.
- Evidence demonstrating at least three (3) years of relevant experience in generator maintenance and repair services.
- Details of at least three (3) relevant client references for similar services undertaken within the last three years, including contact details.

- Evidence of workshop facilities, equipment and tools available for generator maintenance and repairs.
- Evidence of relevant technical certifications or manufacturer/dealership authorizations, where applicable.
- List of generator brands/models for which the company has demonstrated maintenance expertise.

Eligibility criteria
Service providers should demonstrate the following:

- A minimum of three (3) years' proven experience providing generator maintenance and repair services.
- Availability of a suitably equipped and secure workshop, where applicable.
- Availability of qualified and experienced technical personnel, including generator mechanics and electrical technicians.
- Adequate tools, diagnostic equipment and facilities necessary to perform generator maintenance and repairs.
- Capacity to source genuine or manufacturer-approved spare parts within reasonable lead times.
- Valid registration with the Corporate Affairs Commission (CAC).
- At least three satisfactory references from organizations for which similar services have been provided within the past three years.
- Ability to provide services within NRC's operational locations.

Kindly submit your proposal along with requested documents mentioned above.

Applicants shall clearly indicate the NRC locations they are able to service, including Abuja, Borno State and/or Adamawa State. Applicants are not necessarily required to have capacity in all locations unless otherwise specified by NRC.

Submission Criteria:
- Submission Email: All applications must be submitted to NG.tenders2@nrc.no
- Deadline: No later than 5th October 2026.
- The application should be titled: “EoI 37/NRC-NAT/NG/2026 - Generator Maintenance Services” in the e-mail subject.

Financial offers should not be included at this stage.

Late or incomplete submissions, or submissions that do not comply with the requirements of this EoI, may not be considered.

Requests for clarification regarding this Expression of Interest should be submitted through:
Email: NG.procurements2@nrc.no
Telephone: +234 802 555 4645

NRC reserves the right to accept or reject any Expression of Interest, in whole or in part, and to cancel or modify the process at any stage, without thereby incurring any liability to participating service providers. Participation in this EoI does not constitute a commitment by NRC to award a contract or framework agreement.