NORWEGIAN
REFUGEE COUNCIL

Expression of Interest (EoI)

Vehicle Maintenance Services
"36/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 vehicle maintenance and repair services.

NRC operates across its Country, Area and Field Offices, including locations in Abuja, Borno State and Adamawa State.

To ensure the reliability, safety and operational readiness of its vehicle fleet, NRC requires competent vehicle maintenance service providers capable of carrying out scheduled preventive maintenance, fault diagnosis, repairs and other related vehicle maintenance services.

The selected service provider(s) may be engaged on an as-needed basis, subject to NRC's operational requirements and the terms and conditions of any subsequent contract or framework agreement.

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

Procurement Process:

This Expression of Interest (EoI) constitutes **the first stage of a restricted tender process.**

- Submissions will be assessed against the eligibility and technical criteria stated in this EoI.
- Service providers that meet NRC's prequalification requirements may be shortlisted and subsequently invited to participate in the next stage of the procurement process.
- Shortlisted service providers will be issued the relevant **Invitation to Bid/Tender (ITB)** documents and invited to submit technical and financial offers.
- This EoI **is not a Request for Quotation (RFQ) or Invitation to Bid/Tender (ITB).**
- **No financial offer, price quotation or commercial proposal should be submitted at this stage.**

The Service Provider shall provide the following services:

The successful service provider(s) shall be expected to provide vehicle maintenance and repair services in accordance with NRC requirements, applicable technical standards, manufacturers' recommendations and the terms of any subsequent contract or framework agreement.

The services may include, but are not limited to:

- Carrying out preventive and corrective maintenance on NRC-owned vehicles.
- Conducting mechanical and electrical inspections to diagnose faults and determine maintenance and repair requirements.
- Providing suitably equipped and secure workshop facilities for the maintenance and repair of NRC vehicles.
- Giving reasonable priority to NRC vehicles to minimize vehicle downtime and ensure operational continuity.
- Ensuring that mechanics, auto-electricians and other technical personnel assigned to NRC vehicles are appropriately qualified, skilled and experienced.
- Carrying out maintenance and repairs professionally and in accordance with vehicle manufacturers' specifications and NRC requirements.
- Providing written diagnoses and repair estimates for work requiring NRC approval prior to commencement.
- Maintaining access to genuine or manufacturer-approved spare parts and consumables required for servicing and repairs.
- Installing spare parts supplied by NRC where specifically requested and approved.
- Keeping accurate and up-to-date records of all maintenance and repair activities carried out on NRC vehicles.
- Providing updates on completed maintenance activities and upcoming service requirements.
- Providing panel beating, body repair and spray-painting services when requested and approved by NRC.
- Providing towing and vehicle recovery services, where required.
- Returning replaced or defective parts to NRC upon request for verification.
- Taking responsibility for loss or damage directly resulting from negligent or defective maintenance or repair work undertaken by the service provider.
- Providing emergency repair and recovery support, where required.
- Providing a warranty for repairs, workmanship and supplied spare parts, where applicable.
- Maintaining appropriate occupational health and safety measures within the workshop.
- Ensuring the proper handling and disposal of used engine oil, batteries, filters, tyres and other vehicle maintenance waste.

Type of services:

Periodic inspections and preventive maintenance shall be conducted based on vehicle mileage and/or manufacturers' recommended servicing intervals.

The purpose of periodic inspections is to assess the condition of major vehicle systems and components, identify defects at an early stage and allow for the timely repair or replacement of worn or defective parts.

The anticipated maintenance levels are:

1. Service/Inspection Level I: Every 5,000 km
2. Service/Inspection Level II: Every 20,000 km
3. Service/Inspection Level III: Every 40,000 km
4. Service/Inspection Level IV: Every 50,000 km and above

The specific maintenance activities applicable to each service level will be detailed in the subsequent Terms of Reference (ToR). Maintenance requirements may vary depending on the vehicle make, model, mileage, condition and manufacturer's recommended maintenance schedule.

Expected Outputs/Deliverables:

The selected service provider(s) shall be responsible for delivering, as applicable:

- **Thorough mechanical and electrical inspections** of NRC vehicles to identify faults and maintenance requirements.
- Proper preventive and corrective maintenance of NRC-owned vehicles in accordance with approved maintenance schedules.
- Detailed service and repair reports describing the work undertaken, parts replaced and any additional recommendations.
- Up-to-date maintenance schedules and records for vehicles serviced.
- Placement of service stickers/tags on serviced vehicles indicating the **date of service, vehicle mileage at the time of service and next scheduled service mileage/date.**
- Panel beating, body repairs and spray painting of NRC-owned vehicles when requested and approved.
- Towing and vehicle recovery services, where required.
- Written recommendations for repairs or replacement of defective components requiring additional NRC approval.
- Monthly maintenance reports, where required, summarizing services performed and upcoming maintenance requirements.

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 information relevant to the services covered by this EoI.
- 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 services.
- Evidence demonstrating a minimum of three (3) years' relevant experience in vehicle maintenance and repair services.
- Details of at least three (3) relevant client references for similar services undertaken within the last three years, including contact information for verification.
- Details/evidence of workshop facilities, equipment and diagnostic tools available for vehicle maintenance and repairs.
- List of qualified technical personnel, including mechanics, auto-electricians, panel beaters and spray painters, as applicable.
- Evidence of relevant technical certifications, manufacturer/dealership authorizations or specialized training, where applicable.
- List of vehicle makes/models for which the service provider has demonstrated maintenance and repair capability.
- Details of locations in which the service provider is capable of providing the required services.

Eligibility criteria

Service providers should demonstrate the following:

- A minimum of three (3) years' proven experience in motor vehicle maintenance and repair services.
- Availability of a suitably equipped, secure and accessible workshop/garage with adequate space for the safe parking of NRC vehicles while undergoing maintenance or repair.
- Availability of qualified and experienced technical personnel, including vehicle mechanics, auto-electricians and other relevant specialists.
- Availability of panel beating and spray-painting capability, either internally or through an established arrangement, where applicable.

- Availability of appropriate mechanical, electrical and electronic diagnostic equipment.
- Capacity to source genuine or manufacturer-approved spare parts within reasonable lead times.
- Capacity to provide towing and vehicle recovery services when required.
- Valid registration with the Corporate Affairs Commission (CAC).
- At least three satisfactory client references for comparable vehicle maintenance and repair services provided within the last three years.
- Ability to maintain accurate maintenance and repair records.
- Ability to provide services within one or more NRC operational locations.

Geographical Coverage

Applicants should clearly indicate the locations in which they are able to provide services, including:

- Abuja
- Borno State
- Adamawa State

Applicants may indicate one or more locations, unless otherwise specified by NRC.

Submission Instructions

Interested service providers are invited to submit their Expression of Interest together with all required supporting documents as follows:

- Submission Email: All applications must be submitted to NG.tenders2@nrc.no
- The application should be titled: "EoI 36/NRC-NAT/NG/2026 - Vehicle Maintenance Services " in the e-mail subject.
- Deadline: No later than 5th October 2026.

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.