

DATE: 20/06/2022

**REQUEST FOR EXPRESSION OF INTEREST: No. EOI/2022/01 FOR THE
ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF
MAINTENANCE FOR ARMORED VEHICLES IN LEBANON**

CLOSING DATE AND TIME: 03/07/2022 – 23:59 hrs CET

The Office of the United Nations High Commissioner for Refugees (UNHCR), established on December 14, 1950 by the United Nations General Assembly¹, intends to prequalify suppliers for the establishing a frame agreement for provision of maintenance services for armored vehicles in Lebanon. The contract is planned to be established for three (3) years with possible extension for additional two (2) periods of one (1) each.

This is an invitation for suppliers to express interest in supplying the above-mentioned services. Service providers interested in participating in the planned solicitation process shall find herewith the necessary requirements for registration with UNHCR, services and qualification information.

UNHCR invites all interested service providers to carefully follow the instructions described below.

1. REQUIREMENTS SERVICES:

- Provision of regular A, B, C type maintenance as per manufacturer standards to be done in the contractor workshop.
 - i) Supply and installation of B6-VR6 Level Certified Armored Glasses.
 - ii) Supply of genuine certified armored spare-parts required for repair, routine maintenance and stock.
 - iii) Supply of various vehicle accessories, batteries and tires which run flat.

 - Provision of standard preventive maintenance services and major component overhaul repairs for a fleet of armored vehicle that includes Toyota vehicles, Nissan Patrols, and other models as may be the case from time to time.
 - To carry out quality and comprehensive body work repairs, that includes panel beating, body alignment & spray painting of accident vehicles and minor dents.
 - Respond to UNHCR's service requests in a timely manner. Provide quality management control checks and ensure that the services are prompt and optimal time.
 - Provide comprehensive preventive maintenance services, remedial repair services and inspections, in compliance with manufacturer's recommendations and industry's best practices.
 - Quick responses to motor vehicles rescue operations as a result of mechanical breakdowns, towing/recovery services and accident-related incidences ;
 - Warranty repair within 24 months for any armored part.
 - Replacement of armored glass (windshield, side windows);
 - Repair of armored glass (sealing);
 - Repair and maintenance of armored vehicles.
 - Repair of suspension systems and brake systems.
 - Armored capsule repair (welding, metalwork, bodywork, mechanical work);
 - Refinement of and changes to existing vehicles armored parts.
 - Repair of armored doors.
 - Repair and replacement of reinforced door hinge, bolt locks, mechanical systems.
 - Installation or replacing the seats, and interior upholstery.
 - Upholstering of the car interiors and car seats of any complexity, wide range of fabrics used for vehicles' interiors.
 - Send timely invoices once maintenance and repairs are done in a satisfactory manner attaching job
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cards attested by UNHCR Fleet Manager.

- Maintain duly approved government permits, licenses and all other statutory as required by government authorities for its business and personnel in accordance with the law.

2. **INSTRUCTIONS:**

To be considered, your feedback must meet the following minimum requirements:

1. The services your company offers are of interest to UNHCR programs.
2. Your company has relevant experience.
3. Your company accepts the UNHCR General Conditions of Contract for the Provision of Services- 2010.

ANNEX A.

4. Filled and Signed Sanction Clearance form – **Annex B.**

Applications which do not meet the above indicated minimum requirements will not be retained nor acknowledged.

3. **QUALIFICATION PROCESS**

Interested suppliers should send the below listed qualification documents and information as indicated in:

1. Profile of the company
2. Detailed information on products or services required
3. Major clients and relevant experience

UNHCR experienced team may conduct due diligence visits to the interested service provider's workshops to check:

- Availability and utilization of proper special and repair tools.
- The existing job card System.
- Service history system.
- Quality Management system in place
- Service maintenance /repair procedure.
- Spare Parts procurement process.
- Workshop infrastructure and outlet.
- Periodic inspection.

Prices are not required at this stage.

IMPORTANT:

Only suppliers meeting UNHCR registration criteria and whose products or services that will be approved by UNHCR will be invited to participate in the formal bidding process.

4. **EOI SUBMISSION:**

Interested suppliers should send the required **qualification documents**, no later than **03/07/2022, 23:59 hrs Beirut time by e-mail ONLY to: yousfih@unhcr.org**

Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **8 Mb.**

Please indicate in the e-mail subject field:

- EOI/2022/01
 - Name of your firm
 - Number of e-mails that are sent (example: 1/2, 2/2).
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