

VEHICLE REPAIRS AND SERVICING

Introduction

Strømme Foundation (SF) is an International Development Organization headquartered in Kristiansand, Norway. SF is committed to empowering people to overcome the root causes of poverty through its thematic focus on Education, Livelihoods, and Job creation. SF aims to realize its vision: “a world free from poverty” through long-term partnerships with local organizations.

Objective

This TOR aims to define the scope, criteria, and process for prequalifying service providers who can offer vehicle repair and service to Strømme Foundation Uganda. The prequalification will enable the organization to select the most suitable and qualified service providers for future contracts.

Scope of Work

The scope of the prequalification covers the following aspects:

- The types and models of vehicles that the service provider can repair and service. The organization has a mix of SUVs, pickups from various Toyota and Isuzu, and years of manufacture.
- The location and facilities of the service provider. The service provider should have a workshop that is easily accessible and has adequate space, equipment, and tools for vehicle repair and service.
- The qualifications and experience of the service provider. The service provider should have a valid license and certification. The service provider should also have a team of qualified and experienced mechanics and technicians who can perform various tasks, such as engine overhaul, transmission repair, brake service, tire change, oil change, electrical work, and bodywork. etc.
- The quality and timeliness of the service provider. The service provider should adhere to the vehicle manufacturers' and the organization's quality standards and specifications. The service provider should also complete the repair and service within the agreed time frame and notify the organization of any delays or issues.
- The cost and payment terms of the service provider. The service provider should offer competitive and transparent vehicle repair and service prices.

Eligibility Criteria

The criteria for prequalifying service providers are based on the following factors:

- Technical capacity: The service provider should demonstrate its ability to repair and service the types and models of vehicles the organization has including towing services.
- The service provider should also provide evidence of its workshop facilities, equipment, and tools.
- Professional competence: The service provider should provide proof of its license and certification.
- Quality assurance: The service provider should provide samples of its previous work and testimonials from its previous or current clients. The service provider should also offer its quality policy and procedures.

- Time efficiency: The service provider should provide its average vehicle repair and service turnaround time. The service provider should also offer its contingency plan for handling emergencies and unexpected situations.
- The service provider should provide its price list and vehicle repair and service quotation. The service provider should also offer its payment methods and terms.