

Date: 21st May 2026

Ref: AS.PROC.26.42

Email: procurement.sapport@gov.mt

Deadline for Submission: 4th of June 2026

Subject: Expression of Interest for the Provision of Vehicle Repair, Maintenance and Related Automotive Services

Aġenzija Sapport is issuing this Expression of Interest (EOI) to identify qualified suppliers in the automotive sector capable of providing vehicle repair, maintenance, bodywork and related services for the Agency's fleet and vehicles under its responsibility.

The purpose of this EOI is to establish a pool of competent suppliers that can support operational continuity through timely, safe, compliant and cost-effective repair services across a broad range of vehicle types and repair categories.

This EOI is intended as a market call and pre-qualification exercise. Participation in this EOI does not in itself constitute a contract award, exclusive arrangement or commitment to procure services.

Suppliers admitted through this EOI shall form part of a pool of eligible suppliers from which Aġenzija Sapport may, from time to time, seek quotations, proposals or operational support for vehicle repair, maintenance and related automotive services, in accordance with the terms, conditions and operational controls set out in this EOI. Inclusion in this pool shall not constitute an automatic award of business, a guaranteed minimum value, a guaranteed quantity of work, a guarantee as to the type of services that may be requested, or any binding commitment on the part of the Contracting Authority to procure any service from any supplier included in the pool.

The Agency shall retain full discretion, subject to applicable procurement rules, internal approvals and operational requirements, to determine whether to request quotations, which supplier or suppliers to approach, the nature of the required service, the quantity or frequency of services required, and whether or not to proceed with procurement at all. The selected suppliers will be requested to enter into a Framework Agreement with the Agency.

(Draft agreement is being included for the reference of interested parties and is to be signed following award).

1. Scope of Services

Interested suppliers may express interest in one or more of the following service categories:

- 1.1. Mechanical repairs and servicing;
- 1.2. Auto electrical repairs;
- 1.3. Diagnostics and fault finding;
- 1.4. Panel beating;
- 1.5. Spray painting and respraying works;
- 1.6. Accident repairs;
- 1.7. Tyre supply, replacement and puncture repairs;
- 1.8. Wheel alignment and balancing;
- 1.9. Battery testing and replacement;
- 1.10. VRT-related repairs and preparation;
- 1.11. Towing and recovery support;
- 1.12. Air-conditioning and refrigeration-related vehicle repairs, where applicable; and
- 1.13. Repairs and servicing for cars, vans, minibuses, trucks, trailers and other specialised vehicles, where applicable.

2. Eligibility

Interested suppliers shall be required to demonstrate, at a minimum, the following:

- 2.1. Valid business registration and legal capacity to operate in Malta.
- 2.2. Relevant trade competence, experience and technical capability in the service categories for which interest is being expressed.
- 2.3. Availability of appropriate workshop facilities, tools, diagnostic equipment and qualified personnel.
- 2.4. Valid insurance cover, including public liability and any other insurance relevant to the services offered.
- 2.5. Ability to issue quotations, job records and VAT fiscal documentation in a timely and traceable manner.
- 2.6. Ability to support repairs for Agency vehicles within reasonable turnaround times.

3. Terms of Reference

The following terms of reference are intended to regulate the repair request and approval process once suppliers are onboarded or engaged:

- 3.1 No repair works shall commence unless prior written approval is issued by the Agency through email.
- 3.2 Before work commences, the supplier must send an email containing:
 - vehicle registration number and, where available, fleet or asset reference;
 - date of inspection;
 - a clear description of defects and repairs required;
 - a detailed quotation showing labour, parts, consumables and VAT separately where applicable;
 - an estimated completion timeframe; and

- clear photographs of the damaged or defective item or vehicle area.
- 3.3 Where hidden damage is discovered after dismantling or inspection, no additional works shall be undertaken without a revised quotation and written Agency approval by email.
- 3.4 Upon completion of works, the supplier shall submit by email:
- final invoice referencing the approved quotation;
 - a summary of works carried out;
 - details of parts replaced;
 - any warranty applicable to parts and labour; and
 - clear photographs of the repaired item, component or affected vehicle area.
- 3.5 The Agency reserves the right to request the return of replaced parts for verification, where appropriate.
- 3.6 The Agency reserves the right to inspect vehicles before, during or after repair works.
- 3.7 Suppliers shall ensure that all repairs are carried out in accordance with manufacturer standards, applicable safety requirements and good industry practice.
- 3.8 Suppliers shall immediately notify the Agency of any issue affecting roadworthiness, safety, cost, delivery time or feasibility of repair.
- 3.9 Suppliers shall maintain proper job records for each repair request and make these available to the Agency upon request.
- 3.10 Where a vehicle is deemed beyond economical repair, the supplier shall clearly indicate this in writing with supporting reasons and photographic evidence.

4. Evaluation Considerations

Without prejudice to any later procurement process, the Agency may consider the following when assessing submissions under this EOI:

- 4.1. Scale and relevance of services offered
- 4.2. Experience with similar fleets and vehicle categories

- 4.3. Workshop capacity and response time
- 4.4. Geographic accessibility and support arrangements
- 4.5. Quality assurance measures and certifications
- 4.6. Pricing approach and transparency of quotations
- 4.7. Health and safety standards
- 4.8. Past performance and references

5. Administration

The Agency may request clarifications, supporting documentation or meetings with interested suppliers as part of this EOI process.

The Agency reserves the right to accept or reject any submission, request additional information, discontinue the process, or issue a separate call or procurement procedure for any of the services described in this document.

6. Supplier Submission Requirements

Interested suppliers should submit an expression of interest containing the following information:

- 6.1. Supplier name, registration details, VAT number, address and primary contact details.
- 6.2. A company profile describing experience in vehicle repairs and related automotive services.
- 6.3. A clear list of service categories offered.
- 6.4. Details of workshop locations, operating hours and emergency or recovery support availability, where applicable.
- 6.5. Details of vehicle types that can be supported, for example passenger cars, vans, minibuses, trucks, trailers or specialised vehicles.
- 6.6. Copies of relevant licenses, certifications, insurance cover notes and any quality accreditations.
- 6.7. Indicative response times for inspection, quotation and completion of works.
- 6.8. Any manufacturer approvals, authorised repairer status or specialist capabilities.

7. Submission of Applications

7.1. Interested individuals are requested to submit their application, including the **filled-in Supplier Questionnaire** annexed to this Expression of Interest.

7.2. Applications, together with the required documents, are to be submitted via email to procurement.support@gov.mt no later than **4th of June 2026**.

7.3. Applicants are kindly asked to include the EOI Reference Number in the email subject line when submitting their application.

SUPPLIER QUESTIONNAIRE

This questionnaire is to be completed by each interested supplier and submitted as part of the EOI response.

Section A – Supplier Details

1. Legal name of supplier: _____
2. Trading name (if different): _____
3. Registration number: _____
4. VAT number: _____
5. Registered address: _____

6. Workshop address/es: _____

7. Primary contact person: _____
8. Mobile / telephone: _____
9. Email address: _____
10. Name & designation of authorised signatory: _____

Section B – Services Offered

Please tick the services offered by the supplier:

- Mechanical repairs and servicing
- Auto electrical repairs
- Diagnostics and fault-finding
- Panel beating

- Spray painting / respraying
- Accident repairs
- Tyre replacement / puncture repair / balancing / alignment
- Battery testing and replacement
- Air-conditioning / refrigeration-related repairs
- Towing / recovery
- VRT-related repairs and preparation
- Repairs for cars
- Repairs for vans / minibuses
- Repairs for trucks / trailers
- Other: _____

Section C – Capability and Compliance

Please tick the relevant answer.

No.	Statement	Yes	No
1	The supplier is legally established and authorised to operate in Malta.	<input type="checkbox"/>	<input type="checkbox"/>
2	The supplier holds all licences, permits, registrations and insurance required for the services offered.	<input type="checkbox"/>	<input type="checkbox"/>
3	The supplier complies with applicable health and safety obligations.	<input type="checkbox"/>	<input type="checkbox"/>
4	The supplier complies with environmental obligations relating to oils, tyres, batteries, paints and hazardous waste, where applicable.	<input type="checkbox"/>	<input type="checkbox"/>
5	The supplier has suitable workshop facilities, tools and diagnostic equipment for the services offered.	<input type="checkbox"/>	<input type="checkbox"/>
6	The supplier employs or engages suitably qualified and experienced personnel.	<input type="checkbox"/>	<input type="checkbox"/>

7	The supplier can provide quotations, invoices and job records in a timely and traceable manner.	<input type="checkbox"/>	<input type="checkbox"/>
8	The supplier can provide photographic evidence before and after repairs when requested.	<input type="checkbox"/>	<input type="checkbox"/>
9	The supplier can support urgent or priority repairs within reasonable operational timeframes.	<input type="checkbox"/>	<input type="checkbox"/>
10	The supplier understands that admission to the EOI pool does not guarantee any award of work or minimum volume of services.	<input type="checkbox"/>	<input type="checkbox"/>

Section D – Supporting Documentation Attached

Please tick documents attached.

- Company profile
- Business registration document
- VAT registration document
- Insurance cover note / policy schedule
- Trade licenses / permits, where applicable
- Health and safety documentation
- Workshop or service capability profile including but not limited to the requirements as stated in Article 6.4, 6.5 & 6.7 of the Expression of Interest Document
- Any manufacturer approvals, authorised repairer status or specialist capabilities
- Other: _____

Automotive Repair Framework Service Agreement

This Automotive Repair Framework Service Agreement (the “Agreement”) is made on the ___ day of _____ 20___, by and between:

Aġenzija Sapport Malta, of Patri Ġwann Azzopardi Street, Santa Venera, hereinafter referred to as the “Agency” or “Contracting Authority”;

and

[Supplier Name], registration number _____, of _____, hereinafter referred to as the “Supplier”.

The Agency and the Supplier are hereinafter collectively referred to as the “Parties”.

1. Background

1.1 The Agency issued an Expression of Interest (EOI) for the establishment of a pool of suppliers capable of providing vehicle repair, maintenance and related automotive services.

1.2 Following evaluation of submissions, the Supplier was selected for inclusion in the Agency’s approved pool of suppliers for one or more service categories.

1.3 The Parties wish to regulate the terms and conditions under which the Supplier may be invited to provide services to the Agency during the term of this Agreement.

2. Nature of Agreement

2.1 This Agreement is a framework-style, non-exclusive service agreement setting out the general terms that shall govern any services which the Agency may request from the Supplier during the contract term.

2.2 This Agreement does not guarantee any minimum quantity, value, frequency or category of work, and the Supplier acknowledges that inclusion in the approved supplier pool creates an opportunity to be considered for work but does not create an entitlement to receive work.

2.3 The Agency shall remain under no obligation to request any service from the Supplier and may, subject to applicable procurement rules, internal approvals and operational needs, seek quotations or services from one or more approved suppliers as it deems appropriate.

2.4 A binding obligation in relation to any specific repair, maintenance job or service request shall arise only when the Agency issues a written approval, purchase order, call-off request, email instruction or other authorised written confirmation, and the Supplier proceeds accordingly.

3. Definitions

For the purposes of this Agreement:

- **“Call-Off”** means any specific approved request for services issued by the Agency under this Agreement.
- **“Services”** means the vehicle repair, maintenance and related automotive services described in Clause 4.
- **“Vehicle”** means any car, van, minibus, truck, trailer or other vehicle, equipment or related asset placed under the Supplier’s responsibility for service.
- **“Working Day”** means any day other than a Saturday, Sunday or public holiday in Malta.

4. Scope of Services

4.1 Subject to the Supplier’s approved categories and the Agency’s operational needs, the Supplier may be requested to provide one or more of the following services:

- Mechanical repairs and servicing;
- Auto electrical repairs;
- Diagnostics and fault finding;
- Panel beating;
- Spray painting and respraying;
- Accident repairs;
- Tyre replacement, puncture repairs, wheel balancing and wheel alignment;
- Battery testing and replacement;
- VRT-related repairs and preparation;
- Towing and recovery support;
- Air-conditioning or refrigeration-related repairs, where applicable; and

- Any other related automotive service agreed by the Parties in writing.

4.2 The Agency may allocate work by service category, urgency, price, availability, geographic accessibility, past performance, or any other operationally justified criterion consistent with applicable procurement principles.

5. Supplier Obligations

The Supplier shall:

5.1 Perform all services with due care, skill, diligence and professionalism, in accordance with good industry practice and any applicable manufacturer guidance.

5.2 Ensure that all personnel involved in the provision of services are suitably competent, qualified, trained and supervised.

5.3 Maintain appropriate workshop facilities, tools, equipment and diagnostics capability relevant to the services offered.

5.4 Comply with all applicable laws and regulations in Malta, including obligations relating to occupational health and safety, environmental protection, waste disposal, employment, taxation and insurance.

5.5 Ensure that all parts, materials and consumables used are suitable for purpose and of appropriate quality.

5.6 Maintain all licenses, registrations, authorisations, permits and insurance policies required for the lawful provision of the services.

6. Work Request and Approval Procedure

6.1 No works shall commence unless the Agency has issued prior written approval by email, purchase order, call-off, or other authorised written instruction.

6.2 Before commencing any works, the Supplier shall submit to the Agency in writing:

- the registration number or identification details of the vehicle or asset concerned;

- the date of inspection, if already inspected;
- a clear description of the faults identified and repairs required;
- an itemised quotation showing labour, parts, consumables and VAT separately where applicable;
- an estimated completion timeframe; and
- clear photographs of the damaged, defective or affected item or vehicle area.

6.3 Where hidden damage, further defects or additional repair needs are identified after dismantling or inspection, the Supplier shall immediately notify the Agency and submit a revised quotation. No additional works shall proceed without prior written approval.

6.4 The Agency may accept, reject, amend, defer or cancel any request for works prior to written approval.

7. Service Levels

7.1 The Supplier shall respond to requests for inspection or quotation within 24 working hours or such other period as may be agreed.

7.2 The Supplier shall use reasonable endeavours to complete approved works within the agreed timeframe.

7.3 The Supplier shall promptly notify the Agency of any delay, supply issue, cost increase, safety concern or other circumstance likely to affect performance.

7.4 In urgent or safety-critical cases, the Agency may request expedited intervention, subject to the Supplier's availability and written approval requirements.

8. Completion, Handover and Records

8.1 Upon completion of each approved job, the Supplier shall provide:

- the final invoice
- a summary of the works carried out
- details of parts replaced

- warranty details for parts and labour, where applicable
- photographs of the repaired item, component or affected vehicle area

8.2 The Supplier shall maintain complete and accurate job records for each service request, including quotations, approvals, parts used, labour undertaken, photos, warranties and invoices.

9. Inspection and Verification

9.1 The Agency may inspect vehicles, parts, repair progress, completed works, records and supporting evidence before, during or after the works.

9.2 The Agency may request that replaced parts be retained, returned or made available for inspection where appropriate.

9.3 The Supplier shall cooperate fully with any quality, audit or verification exercise carried out by or on behalf of the Agency.

10. Charges and Payment

10.1 Charges for services shall be as set out in the approved quotation, agreed rate schedule or other written pricing arrangement accepted by the Agency.

10.2 No payment shall be due for unauthorised works or for costs not previously approved in writing by the Agency.

10.3 The Supplier shall issue valid fiscal invoices quoting the relevant purchase order number, approval reference or other Agency reference.

10.4 Payment shall be made in accordance with the Agency's standard payment procedures, subject to receipt of a valid invoice and satisfactory performance of the approved services.

11. Warranties

11.1 The Supplier warrants that the services shall be performed in a good and workmanlike manner, with proper care and skill, and in accordance with this Agreement and prudent industry practice.

11.2 The Supplier warrants that all parts supplied shall be fit for purpose and, where applicable, covered by the relevant manufacturer's or supplier's warranty.

11.3 Where defects arise due to faulty workmanship or defective parts attributable to the Supplier, the Supplier shall remedy such defects within a reasonable time and at no additional cost to the Agency.

12. Liability and Insurance

12.1 The Supplier shall be responsible for any loss, damage, negligence, omission or defective workmanship attributable to the Supplier, its employees, agents or subcontractors in connection with the services.

12.2 The Supplier shall maintain appropriate insurance cover, including public liability insurance and any other insurance reasonably required in relation to the services performed.

12.3 Upon request, the Supplier shall provide evidence of current insurance cover.

13. Confidentiality and Data Protection

13.1 The Supplier shall keep confidential all information received from the Agency relating to vehicles, service users, locations, operations, records, assets and internal procedures.

13.2 Such information shall be used only for the purpose of performing the services and shall not be disclosed to third parties except where required by law or authorised in writing by the Agency.

13.3 Where any personal data is processed in the course of providing the services, the Supplier shall comply with applicable data protection law.

14. Health, Safety and Environmental Obligations

14.1 The Supplier shall comply with all applicable health and safety requirements relevant to workshop activities, vehicle repair operations and staff protection.

14.2 The Supplier shall ensure proper handling, storage and disposal of oils, tyres, batteries, paint materials, solvents and any hazardous or controlled waste arising from the services.

14.3 The Supplier shall immediately notify the Agency of any accident, incident, dangerous occurrence or environmental event materially affecting the Agency's vehicle or the performance of the services.

15. Subcontracting

15.1 The Supplier shall not subcontract all or a substantial part of the services without the prior written consent of the Agency.

15.2 Where subcontracting is approved, the Supplier shall remain fully responsible for the acts, omissions and performance of its subcontractors.

16. Term and Termination

16.1 This Agreement shall commence on the date of signature and shall remain in force for a period of _____, unless terminated earlier in accordance with this Clause.

16.2 The Agency may terminate this Agreement with immediate effect or by notice where the Supplier:

- commits a material breach of this Agreement;
- repeatedly fails to comply with the quotation and approval procedure;
- repeatedly delivers unsatisfactory workmanship or service levels;
- ceases to hold required licences, approvals or insurance; or
- becomes insolvent or otherwise unable to perform the services.

16.3 Either Party may terminate this Agreement by giving [30] days' written notice, provided that any authorised works already in progress shall be completed unless the Agency directs otherwise.

16.4 Termination of this Agreement shall be without prejudice to any rights or obligations accrued prior to the date of termination.

17. Non-Exclusivity

This Agreement is non-exclusive. The Agency may appoint, retain or engage other suppliers for the same or similar services at any time.

18. Variation

No variation to this Agreement shall be valid unless made in writing and signed by authorised representatives of both Parties.

19. Governing Law and Jurisdiction

19.1 This Agreement shall be governed by and construed in accordance with the laws of Malta.

19.2 Any dispute arising out of or in connection with this Agreement shall fall within the jurisdiction of the competent courts of Malta.

20. Signatures

Signed for and on behalf of **Aġenzija Sapport Malta:**

Name: Mr Oliver Scicluna

Designation: Chief Executive Officer

Signature: _____

Date: _____

Signed for and on behalf of **[Supplier Name]:**

Name: _____

Designation: _____

Signature: _____

Date: _____