



Request for Expression of Interest

Expressions of Interest for Operations Management Consultancy at Asset Affairs of the Public Works Authority Ashghal

June 2022



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Terms and Conditions

This request for EOI does not purport to commit or bind Public Works Authority (Ashghal) in any manner whatsoever to proceed to the Request for Pre-Qualification (“PQ”) then proceed to Tender stages and finally to the awarding of a contract. Public Works Authority “PWA” (Ashghal) reserves its absolute right to disregard all EOIs and to terminate at will the competitive selection process at any time and for any reason whatsoever, and may, at its discretion, proceed with the project in some other manner, with no liability towards any party whatsoever.

Each respondent is solely responsible for all costs and expenses it incurs in the preparation of its EOI response, including without limitation all costs and expenses relating to the provision of information requested by Public Works Authority (Ashghal), attending meetings and conducting any due diligence. Under no circumstances will Ashghal or any of its representatives or advisers be liable for any liabilities, costs or expenses borne by the respondent or any of its advisers pertaining to the EOI process, nor shall they be liable for any damages or consequential damages whatsoever, which may result from the EOI process.

Ashghal reserves the right, in its absolute discretion, with no liability whatsoever to decide the following, at any time of the process:

- a. amend the scope of the Project, modify, cancel or suspend the EOI process or any or all stages of the procurement process, at any time and for any reason whatsoever;
- b. waive a defect or irregularity in the form or content of any EOI;
- c. re-advertise for new responses, call for tenders, or enter into negotiations for this Project or for work of a similar nature;
- d. make any changes to the terms of business opportunity described in this Request for EOI; and
- e. extend, from time to time, any date, time period or deadline provided in this Request for EOI.

All responses submitted to Ashghal shall become the property of Ashghal immediately upon such submission.

1. General Information

Introduction

Ashghal, Asset Affairs (AA) is responsible for AA undertake, manage and supervise the operation and maintenance of Roads and Drainage Networks across Qatar. AA undertakes, manages and supervises the Refurbishment and Maintenance of roads and Drainage Assets through approved contractors in order to maintain and improved the Level of Service to its customers. It consists of two departments:

- Drainage Networks Operation & Maintenance Department (DNO&M)
- Road Operations and Maintenance Department (RO&MD)

The primary aim of this engagement is to supervise and manage the levels of service provided to all Road and Drainage users in Qatar through a consultant servicing across AA for PWA.

The purpose of this request for Expression of Interest (EOI) is to invite competent local and international companies and consortia capable of providing an Operations Management Consultant (OMC) service to express their interest in the opportunity by submission an EOI in line with this request.

1.1 Operations Management Consultant (OMC)

The Project aims to meet the following objectives:

AA Envisages the proponents to provide consultancy services for the following high-level themes.

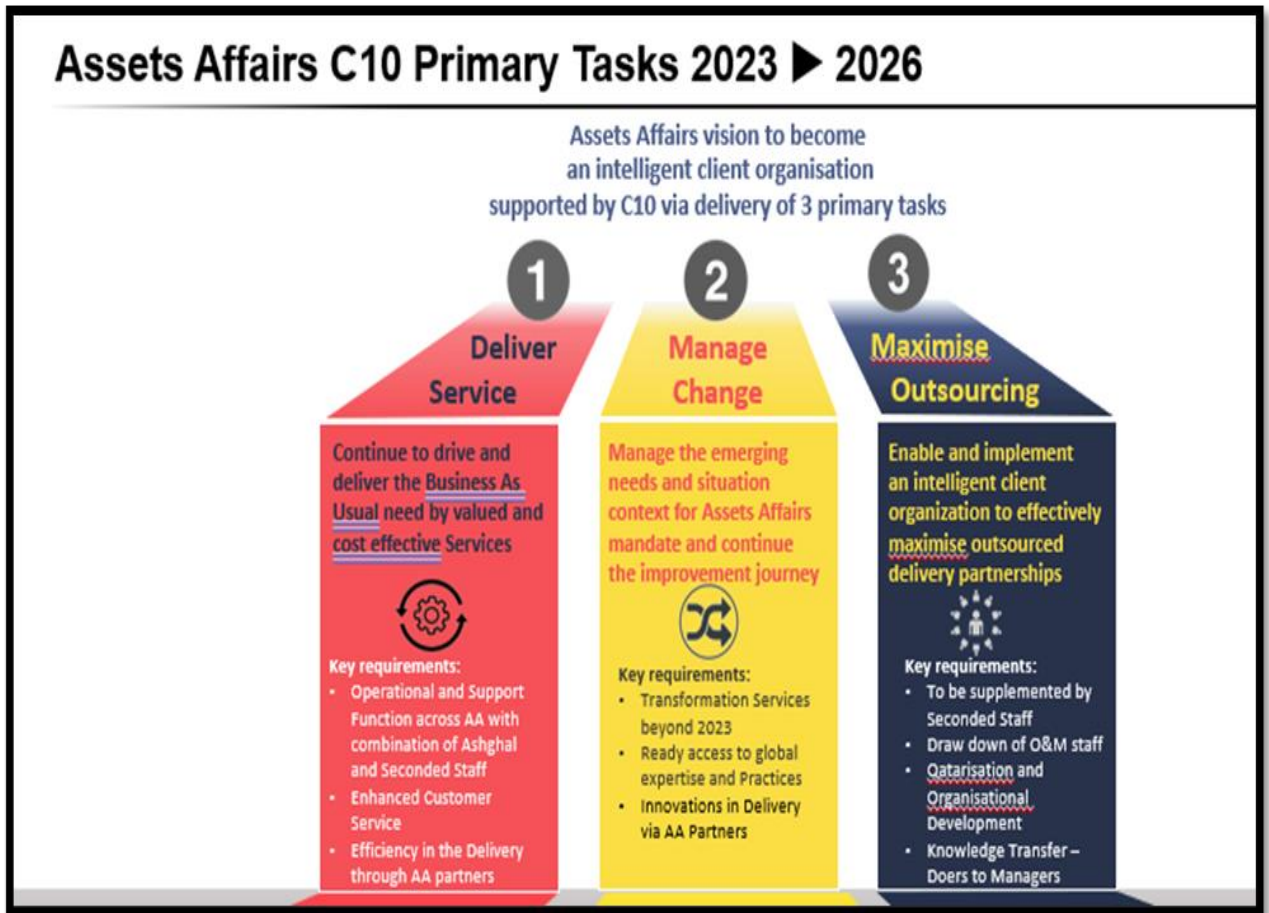


Figure 1 – Consultancy Services Primary Tasks

1.2 Scope of the Project

Assets Affairs requires a blend of transformational and Business As Usual (BAU) services to deliver its mandate and continue the improvement journey towards enhanced customer service and satisfaction. The Operation Management Consultant (OMC) will collaborate closely with AA and play a vital role in the successful delivery of Operations and Maintenance activities & projects through:

- Manage the daily operation functions and Support business needs through direction, new supply chain strategy aligning to Ashghal Corporate Strategy and reallocation of relevant workforce for AA
- Report on AA and Consultant performance, develop and monitor Programme Delivery Plan (PDP's) and improvement action plans for the achievement of business objectives
- Manage implementation of improvement, Service Level Agreement (SLA)/Key Performance Indicators (KPIs) for AA aligning to corporate objectives and Ashghal values
- Review, propose and oversees efficiency measures as suggested by AA delivery partners for AA Management approvals
- Lead all accreditation process for AA as per relevant International Standards (i.e., ISO 550001 / 9001, etc.) with support of the relevant corporate function & units
- Providing best-in-class consultancy and Project Management tools and templates tailored to AA needs and context

- Knowledge transfer through mentoring and coaching of AA Management and Leads including job specialist training to AA organization and secondment staff, including requirement for longer term secondment of Qatari staff into Organisation for knowledge transfer.

In summary, the Operations Management Consultant (OMC) is expected to provide services across three (3) key primary themes namely, Deliver service, Manage Change and Maximize Outsourcing. Other supporting task like, developing standardized tools and templates, and providing effective executive reports and dashboards for senior stakeholders are to be carried out in BAU arrangement.

2. Procurement Process and Indicative Timelines

Operations Management Consultant is required for a period of **5 years** to provide planning, programming, training and management of all drainage and road maintenance and operations including daily O&M, cyclic maintenance, non-planned maintenance, and rehabilitation works.

The Contract period includes the mobilization period at the beginning of the Contract, following the Commencement Date and Demobilization at the end of the Contract.

3. EOI Submission Instructions

3.1 Expression of Interest

Ashghal is interested in receiving EOIs with the information sought in Item 3.2 of this document from interested parties with a track-record of extensive and relevant experience in Item 1.2 which includes operation and maintenance, BAU and non BAU or similar projects.

All things been equal and upon condition to proceed with the Prequalification stage, Respondents will be notified of the Prequalification stage and, where applicable, requested to obtain the PQ documents (this stage will also be advertised to the market).

Ashghal understands that Respondents may wish to form a consortium to bid for the Project, but at the stage of this Request for EOI, interested companies and firms may respond individually and demonstrate the expertise of their primary activities.

Respondents are required to submit their EOI in electronic format using the attached form in Item 3.2 below (in PDF files), by email to the following address:

eo@ashghal.gov.qa

EOI Documents to be submitted:

1. Complete and signed Anti-Corruption Declaration and Confidentiality Declaration
2. Complete and signed Expression of Interest Acknowledgement Form
3. Commercial Registration, Trade License & MOF Classification Certificates
4. Information Sought in item 3.2 below

Note: For item no. 3, foreign companies may submit similar or equivalent certificates from the country of origin.

EOI responses shall be submitted no later date and time as stated in the advertisement. Ashghal reserves the right, at its discretion, not to consider late responses, with no liability whatsoever.

3.2 Mandatory Information Sought

EOIs shall be completed in English (not to exceed 15 A4 pages) and contain the following information together with a covering letter of interest prepared on letterheaded paper and signed by one or several authorised signatory(ies):

Name of company/ consortium members:
Company/ consortium overview (including brief company history, key activities, major projects)
Legal status of a company/ consortium lead (including the jurisdiction of its incorporation and whether or not listed on a stock exchange)
Address and point of contact (to include emails and phone numbers)
History of involvement in similar projects (Describe similar projects completed including services provided, country and counterparty for each named project)
Provide sample of the following from previous projects Programme Delivery Plan (PDP's), - Plans, methods, modes of implementations, performance management framework & delivery tools Innovation Forum, and SMART Initiatives Planned annually PDP structure to support organization (alignment between consultant and support organization.)
Your commentary/responses to the following questions are requested:
1.An approach to deliver the scope with perceived risk and limitation
2. The proposed size of project team considering the operation, maintenance, management and lifecycle costs of other elements in the scope?
3. Team arrangement including Project team and personnel profiles
5. List of innovations and possible SMART initiatives that you can provide.