



Invitation to Tender



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Invitation to Tender for Vehicle Repair & Maintenance Service

Main Facts Table	
Request for Proposal (RFP) Reference	ERO-006-024/25
RFP launch date	14 August 2024
Deadline for submission of offers	03 September 2024

Organization Information		
Name of the organization:		
VAT/ PAN registration number:		
HAS A TAX CLEARANCE CERTIFICATE BEEN SUBMITTED?	YES/NO	
Contact person's name:		
Contact details:	Telephone:	
	Cellphone	
	Address:	
	Email:	
	Other:	
Additional Contact Information:		
SIGNATURE AND COMPANY STAMP		
DATE:		

Terms of Reference for Vehicle Repair & Maintenance Service

1. Background Information on Plan International

Plan International is an independent development and humanitarian organization that advances children's rights and equality for girls.

We believe in the power and potential of every child, but this is often suppressed by poverty, violence, exclusion and discrimination, and its girls who are most affected. Working together with children, young people, our supporters and partners, we strive for a just world, tackling the root causes of the challenges facing girls and all vulnerable children.

We support children's rights from birth until they reach adulthood, and we enable children to prepare for – and respond to – crises and adversity. We drive changes in practice and policy at local, national and global levels using our reach, experience and knowledge.

We have been building powerful partnerships for children for over 80 years and are now active in more than 75 countries.

Read more about Plan International's Global Strategy: 100 Million Reasons at <https://plan-international.org/strategy>

About the commissioning office

Plan International has been working in Nepal since 1978, helping marginalized children, their families and communities to access their rights to Early Childhood Development, Child Protection, Inclusive Quality Education, Vocational Skills, Girls' Empowerment and Sexual Reproductive and Health Rights (SRHR), Water Sanitation and Hygiene, and Disaster Risk Reduction. Currently, Plan International Nepal's programs are implementing 23 districts through our local implementing partners. Plan recently launched New Country Strategy which aims at reaching 700,000 girls, adolescents, and young women directly and 1.5 million indirectly.

Read more about Plan International Nepal country strategy 2023 to 2028 at <https://plan-international.org/nepal/publications/country-strategy-2023-2028/>

2. Summary of the Requirement

Plan international Nepal has been working in Nepal Since 1978 together with local implementing partners to implement wide rang development projects. It has 140 plus staff to implement the projects in different project areas. Currently Plan is working in more than 27 districts of Nepal whereas its staff need to travel frequently to the districts to support communities and partners for official work.

Plan International Nepal, East Regional Office Invites sealed bid from interested Vehicle Maintenance and Repair Services Providers which have the capacity as per the requirement mentioned below;

The scope of service is to provide periodic & unscheduled vehicle maintenance and repair services to vehicles mentioned in the [annex-1](#). The periodic (scheduled) services shall be provided according to the vehicle covered distance.

3. ITT Overview and Instructions

3.1 Overview

Plan International are inviting interested parties to submit a **[bid for services]** as part of a competitive process for **[providing Vehicle Repair & Maintenance Service]**. Successful Bidder(s) will be expected to enter into a **Long-Term Agreement** on a **[exclusive basis]** with our organization. Plan International reserves the right not to award a contract as a result of this Invitation to Tender, or to award to multiple successful Bidders.

3.2 Instructions to Tenderers

These instructions are designed to ensure that all Bidders are given equal and fair consideration. It is the Bidders responsibility to ensure their offer is complete and that you provide all the necessary information asked for in the format specified, or risk your offer being rejected. **Further details can be found in section 9 of this ITT document, 'Submission Checklist.'**

Women-owned businesses and companies actively engaged or advancing gender equality and women empowerment in the workplace are especially encouraged to apply.

Documents comprising this tender pack are as follows:

Ref No:	ERO 006-024/025 - Vehicle Repair & Maintenance Service
ANNEX-1	Vehicles list which need to repairs and maintenance.
ANNEX-2. a	Service requirement: Inspection service- Pre-trip and post trip.
ANNEX-2. b	General service- Every 5000/KM or as and when required basis.
ANNEX-3. a	Quotation for Inspection service- (Pre and Post trip)
ANNEX-3. b	Quotation for General Service- (Every 5000KM or as and when required basis)
ANNEX-4.a	Quotation for Spare Parts
ANNEX-4.b	Quotation for Labour / Fitting Charge
ANNEX-5.a	Vehicle maintenance & Repair Service quality evaluation + Gender Responsive -Evidence base information
ANNEX-5.b	Physical Inspection of Site
ANNEX-6	Non-Staff Code of Conduct – download and sign stamp.

Tenderers are required to submit their proposal (bid), inclusive of all required annexes (hard copy), in a seal bid envelop in the address given below; No electronic submission is entertained and only accept the seal bid hard copy of the bid. Offers must be received by the deadline specified in the section **'3.3 Key Dates and Timelines.'**

**Plan International Nepal,
East Regional Office
Janakpurdhm-4, Bisahara chowk, Dhanusha, Nepal
Phone: 041-590050**

The offer and all correspondence and documents related to the tender must be written in **[English Languages]**

Each Tenderer or member of consortium or sub-contractor may submit only one offer.

- Unless stated otherwise, all communications from Bidders in relation to this tender, including Clarification Questions, must be directed to NepalERO.Procurement@plan-international.org and must include the ITT reference number as below in the envelop as well as while seeking clarification

3.3 Key Dates and Timelines

The following table outlines the key dates and timelines associated with this tender process. Plan International reserves the right to change these at any time as the tender progresses. To maintain transparency, fairness, and adequate time to prepare your offers, Plan International will inform all interested Parties of any changes to these key dates and timelines simultaneously and in a timely fashion.

Activity	Deadline Date
Issue of Invitation to Tender	14 August, 2024
Deadline for supplier to ask questions if any for further clarification about tender documents and requirements	On or before 20 August, 2024 by 5.00PM
Deadline for Plan to respond on questions	On or before 23 August, 2024 by 5.00PM
Deadline for submission of offers (Required to submit bid, inclusive of all required annexes-hard copy in a seal bid envelop)	On or before 3 September, 2024 by 4.00PM

Note: Late submission of offers than the prescribed date and time will not be accepted and will return back immediately.

3.4 Pricing

For quoting price, bidders are required to complete Annexes 'Annex 3 a & b, and Annex 4. All prices must be quoted in [Nepalese currency], and inclusive of all applicable taxes.

It is expected that prices will be fixed for the duration of the contract and quotes valid for one-year period **can be extended for extra two years** upon the mutual discussion following the Closing Date of this tender. If for any reason you are unable to guarantee fixed pricing for the duration of the contract, any projected price increases should be clearly stated in your tender.

To ensure a fair and transparent process, Plan International will not be able to divulge budget information relating to this tender or associated Projects. It is expected that Bidders submit their best possible financial offer at the point of submission.

The successful Bidder will be required to pay their staff who work on this contract **at least** the National Living Wage.

4. Specification and Scope of Requirement

Please refer to 'Annex 1 and Annex 2 a & 2 b for full details of the requirement.

5. Selection Criteria

Bids will be assessed against predetermined criteria which has been developed and agreed by the Tender Panel prior to launching this Tender process. The information gathered in '5.a, and 5.b and any other requested documentation, will be used to evaluate and score each bids (**Vehicle Repair and Maintenance service**) against this set criteria. Please find further details in the below table:

	Criteria	Tenderers must demonstrate.....	Weight
Compliance	Tender Compliance and Completion	<ul style="list-style-type: none"> Satisfactory completion of the tender document with requested information, signed and stamped in each page including annexes and submitted no later than the closing date specified in the section 3.3 Agreement to our mandatory policies as set out in Non-Staff Code of Conduct. The service providers must be registered with relevant authority of Nepal Government and registration should have been renewed as per the government law. PAN/VAT registration. Latest FY tax clearance certificate or evidence letter form IRO about the date extension. Correct bank account to make all payments through cross cheque or through online bank transfers. 	Pass/Fail assessment Bidders who do not meet these minimum requirements, bidders bid documents will not be further assessed for the selection process considering the fail.
Quality	Annex-5.a- Declaration and Evidence base information	Declaration and evidence base information	30%
	Annex-5. b – Physical inspection	Physical inspection of potential service providers workshop premises:	15%
Gender Responsive	Gender Sensitive Practices and Policies	<ul style="list-style-type: none"> Consider the information annex 5.a-point no 8. 	5%
Price	Pricing	<ul style="list-style-type: none"> Completion of 'Annex 3.a, b & 4.a,b 	50 %

Evaluation of offers

The Tender Panel will review all Bids to ensure they meet the minimum requirements listed under the 'Compliance' section in the above table. Following this, each Bid will be assigned a score on the basis of predetermined criteria and their associated weighted scorings.

The contract(s) will be awarded to the Bidder(s) who represent the best overall value for Plan International in terms of the evaluation criteria set out above. By participating in this tender, you acknowledge and understand that Plan reserves the right to:

- Decide not to award to any supplier
- Decide to award to one or more suppliers
- Decide to re-advertise the opportunity
- Not necessarily accept the lowest cost offer

Notification of award of contract will be issued via e-mail.

6. Terms & Conditions

By submitting a Bid as part of this Tender process, you also acknowledge and understand that:

- Plan International will not be liable for any costs or expenses incurred in the preparation of your offer
- You or your company will undergo vetting checks against an Anti-Terrorism and Sanctions Database as part of due diligence protocols
- Plan International reserves the right to keep confidential the circumstances that have been considered for the selection of the offers
- Part of the evaluation process may include a presentation from the Bidder and a site visit by Plan International staff, where applicable and necessary
- Plan International reserves the right to alter the schedule of tender and contract awarding
- Plan International reserves the right to cancel this tender process at any time and not to award any contract
- Plan International reserves the right not to enter into or award a contract as a result of this invitation to tender
- Plan International does not bind itself to accept the lowest, or any offer
- Any attempt by the Bidder to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or Plan International during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of its offers and may result in the termination of a current contract where applicable
- You accept in full and without restriction the conditions governing this tender as the sole basis of this competition, whatever its own conditions of sale may be, which you hereby waive
- You have examined carefully, understood and comply with all conditions, instructions, forms, provisions and specifications contained in this tender dossier. You are aware that failure to submit a tender containing all the information and documentation expressly required, within the deadline specified, may lead to the rejection of the tender at Plan International's discretion
- You are not aware of any corruption practice in relation to this competition. Should such a situation arise, we shall immediately inform Plan International in writing
- You declare that you are affected by no potential conflict of interest, and that you and our staff have no particular link with other Bidders or parties involved in this competition. Should such a situation arise during performance of the contract, you shall immediately inform Plan International in writing
- You accept Plan International's standard terms of payment which are 30 days after the end of the month of receipt by Plan of a proper invoice or, if later, after acceptance of the Goods or Services in question by Plan International Ltd.

7. Plan International's Ethical & Environmental Statement

- The organisation should establish environmental standards and good practices that follow the principles of ISO 14001 Environmental Management Systems, and in particular to ensure compliance with environmental legislation
- The organisation should seek to set reduction targets in areas where the organisation's activities lead to significant environmental impacts

8. Submission Checklist

Document	Form
Tender documents along all annexes	Satisfactory completion of the tender document with requested information, signed and stamped in each page including annexes Fill up your quote price in the annexes-3.a, b and 4.a.,b signed and stamped it and submit whole tender documents.
Non-Staff Code of Conduct	Please sign and date this document .
Company registration (legal documents) Registration/affiliation with sectoral business (if applicable)	<ul style="list-style-type: none"> • <i>Copy of company registration, and renewed document</i> • <i>Copy of company affiliation with sectoral business entity (if applicable)</i>
PAN/VAT registration certificate	<i>Copy of PAN/VAT registration,</i>
Tax clearance certificate-latest prevailing financial year.	<i>Copy of tax clearance certificate of FY 2079/080 or letter of extension received from IRO.</i>

Annex-1

Vehicles which need Repairs and Maintenance- regularly as well as when required basis

SN	Vehicle Types	No of Vehicles
1	Toyota-Hilux Pick Up-Double Cabin	5
2	Tata Safari	1
Total		6

Annex-2

2.a. Service requirement: Inspection service (Pre-trip and post trip)

1. Clean air element filter
2. Inspect ball joint and dust cover
3. Inspect battery
4. Inspect brake fluid
5. Inspect brake pad and disc
6. Inspect brake pedal
7. Inspect brake pipe and hose
8. Inspect brake shoe, lining and drums
9. Inspect clutch fluid
10. Inspect differential oil
11. Inspect drive belt
12. Inspect drive shaft boots
13. Inspect engine coolant level
14. Inspect engine oil leak
15. Inspect front tires and inflation pressure
16. Inspect fuel tank, tank cap, fuel lines, connections
17. Inspect lubricate propeller shaft grease
18. Inspect manual transmission and transfer oil
19. Inspect parking brake lever
20. Inspect power steering fluid
21. Inspect rear tires and inflation pressure
22. Inspect rubber wipers and washers
23. Inspect spare tires and inflation pressure
24. Inspect steering knuckle / linkage
25. Inspect steering wheel free play
26. Inspect suspension

Note: *This is not the comprehensive list- if any service required beyond this list will notify by the bidder during inspection and deal case by case.*

2.b. General service- Every 5000/KM or as and when required basis)

Service provider must do the following servicing along with part replacement if required. Therefore, while quoting the price, consider the following works and mentioned your service charge only;

1. Steering Knuckle, Drag Ling, King Pin, Center Arm and Steering Linkage – Grease (Vehicles with Rigid Front Suspension)
2. Brake Disc Run-Out
3. Brake Check (Brake pads, discs, drums, parking, line pipes and hoses, fluid)
4. Clutch Plate and Fluid
5. Engine OIL with Filter (Mobil filter and change).
6. Fuel Filter and Fuel Element
7. Air filter Cleaner
8. Water Sedimenter
9. All Lights, Horns Wipers and Washers
10. Tire and Inflation Pressure
11. Washing

Note: *This is not the comprehensive list- if any service required beyond this list will notify by the selected bidder during general servicing and deal case by case.*

Annex – 3

3.a. Quotation for Inspection service- (Pre and Post trip)

Quote your price (only for service charge) for inspection service for pre and post trip (as service listed in Annex-2.a)

SN	Vehicle Types	Inspection service- Service charge for pre and post trip (Services list mentioned in Annex-2.a) Rate (NPR)/per service
1	Toyota-Hilux Pick Up-Double Cabin	
2	Tata Safari	
Total		
13% VAT		
Grand Total		

Annex 3.b. Quotation for General Service- (Every 5000KM or as and when required basis)

Quote your price (only for service charge) for general service (as service list mentioned in Annex-2. b)

SN	Vehicle Types	General Service (Service list are listed in Annex-2b) Rate (NPR)/per service
1	Toyota-Hilux Pick Up-Double Cabin	
2	Tata Safari	
Total		
13% VAT		
Grand Total		

Annex-4

Annex 4.a. Quotation for Spare Parts: (Spare Parts must be genuine quality) for the below mentioned Brand, Model and Company's Vehicles:

S. No	Spare parts (Items)	Vehicles (Spare Parts Rate in NPR)	
		Toyota-Hilux Pick Up-Double Cabin	Tata Safari
1	Brake Pads, Discs AND Drums		
2	Steering Knuckle, Drag Ling, King Pin, Center Arm and Steering Linkage - Grease (Vehicles with Rigid Front Suspension)		
3	Brake Disc Run-Out		
4	Drive Shaft Boots		
5	Tightening Drive Shaft Bolts		
6	Ball Joint and Dust Covers		
7	Brake Pedal and Parking Brake		
8	Brake Line Pipes and Hoses		
9	Brake Fluid (Break Oil Dot 40)		
10	Clutch Fluid		
11	Power steering Fluid		
12	Steering Wheel Linkages and Steering Gear Box Oil		
13	Wheel Bearing Grease (Including Drive Shaft Thrust Bushing Grease)		
14	Valve Clearance		
15	Engine OIL with Filter		
16	Fuel Filter and Fuel Element		
17	Air Cleaner (Air filter)		
18	Water Sedimenter		
19	Drive Belt		
20	Vacuum Pump Oil Hoses		
21	Idle Speed		
22	Battery		

23	All Lights, Horns Wipers and Washers		
24	Propeller Shafts		
25	Bolts and Nuts on Chassis and Body		
26	Front and Rear Suspension		
27	Exhaust Pipes and Mountings		
28	Different Gear Oil		
29	Manual Transmission and Transfer Oil		
30	Air Conditioning/Cooler Refrigerant		
31	Fuel Tank Cap, Fuel Lines and Connections		
32	AC filter		
33	Mobil		
34	Front break Pad Set		
35	Rear Break Shoe Set		
36	Clutch plate		
37	Clutch cover		
38	Clutch bearing		
39	ATF Oil		
40	Tie rod inner		
41	Tie rod Outer		
42	Shock Front		
43	Shock Rear		
44	Wiper Plate		
45	Spiral Wire		
Total			
13% VAT			
Grand Total			

Note: In case of replacement of spare part, simply fitting charge should be included.

Annex 4.b. Quotation for Mechanic, fitting charges for the below mentioned Brand, Model and Company's Vehicles:

S. No	Labour/Mechanic and Servicing charges	Vehicles (Fitting Rate in NPR)		
		Toyota-Hilux Pick Up-Double Cabin	Tata Safari	
1.	Servicing charge (Fuel, Mobile, Air , filters and inspection and adjustment)			
2.	Washing Charge			
3.	General Check , Suspension Check			
4.	Front Brake fitting charge			
5.	Rear Break fitting charge			
6.	Front disk fitting charge			
7.	Rear Drum fitting charge			
8.	Front arm fitting charge			
9.	Rear Arm fitting charge			
10.	Front suspension fitting charge			
11.	Rear suspension fitting charge			
12.	Inner Tie rod fitting charge			
13.	Outer tie rod fitting charge			

S. No	Labour/Mechanic and Servicing charges	Vehicles (Fitting Rate in NPR)		
		Toyota-Hilux Pick Up- Double Cabin	Tata Safari	
14.	Alignment charge			
15.	Steering rack fitting charge			
16.	Steering knuckle fitting charge			
17.	Wiring charges general			
18.	AC gas refill			
19.	Clutch plate fitting charge			
20.	Alternator work			
21.				

Annex-5

5. a. Vehicle maintenance & Repair Service quality evaluation + Gender Responsive -Evidence base information: (30+5=35 marks)

No.	Evaluation Criteria	Below information will consider while providing score. Bidders must submit documents to get the marks	Maximum Score	Bidders' response on defined criteria	
				If you submitted evidence, please write down "YES" under Documents Submitted column and otherwise write down "YES" under Documents not available column	
				Documents Submitted	Documents not available
1	Work experiences on Vehicle Repair & maintenance Service	<ul style="list-style-type: none"> ▶ 5 years and above experiences: 5 marks, ▶ others prorated at: number of work experience' years x 5/5 marks <p><i>(Need to submit organization profile reflecting your work experience, how long you have been working in this sector, to whom you work with)</i></p>	5		
2	Provide the reference of experience letters from your clients to which the company has offered similar services in the last 3 years	<ul style="list-style-type: none"> ▶ 5 or more experience letters from different clients: 3 marks, ▶ Less than that prorated at: number of experience letters from different clients x 3/5 marks (One experience letter from one client will be considered) 	3		
3	Human Resource (mechanic) available	<ul style="list-style-type: none"> ▶ No of trained Mechanic- more than 5 trained personnel- 5 2-5 trained personnel- 2 marks <p>Need to declared the information that how many mechanics currently working in the service center.</p>	5		
4	Assurance of service	<p>Committed to provide service -6 days in a week-4 mark</p> <p>Committed to provide service- less than 6 days in a week-2 mark</p>	4		

No.	Evaluation Criteria	Below information will consider while providing score. Bidders must submit documents to get the marks	Maximum Score	Bidders' response on defined criteria	
				If you submitted evidence, please write down "YES" under Documents Submitted column and otherwise write down "YES" under Documents not available column	
				Documents Submitted	Documents not available
5	Responsiveness-time taken to provide the service/per vehicle	<ul style="list-style-type: none"> ▶ Put organization vehicle in priority and provide service as quick as possible depending up on the nature of the service required- 5 marks ▶ Need to sit in que and provide service in a first come first service basis. - 3 marks 	5		
6	Assurance of the genuineness of spare parts replace in the respective vehicles	<ul style="list-style-type: none"> ▶ Service center committed/provide quality/genuineness certificate of the spare parts that replace. Provide certificate from authorized agency that this service center is technically sound/or authorized to carry the servicing. - 5 marks <p>Any one of the above-3 marks, None -0</p>	5		
7	Financial Stability – Sales Turnover:	<ul style="list-style-type: none"> ▶ Submit last year audit report which reflect company total turnover: 3 marks, none 	3		
8	Gender Responsive (This is link with Tender documents 5 marks for GRP)	<ul style="list-style-type: none"> ▶ Service center owned by women, women working as a staff, women mechanic – 5 marks <p>Any one of the above- 2 marks, none-0</p>	5		

5.b. Physical Inspection of Site - 15 Marks (1 Marks Each Field)

Technical Evaluation Team will physically inspect the potential Service Providers' service center following inspection checklist as mentioned below.

No	VEHICLE MAINTENANCE REPAIRER SHOP INSPECTION	Yes/ No	Remark(s) <i>(if No)</i>
1	Does service center have good working conditions? Basic utilities such as water, electricity, telephone, parking space of at least 10-15 vehicles- 2 marks		
2	Does service center has fully equipped with required equipment's such as jack, jack stands, bench machines, pedestal machines, grinders, welding machines, lifting machine, work bench with vise permanently mounted, pole jacks, washing facilities and other requirements? -5 marks		
3	Is the maintenance shop equipped with Air Compressor and a good battery charger and jumper? -2 marks		
4	Is the maintenance shop equipped with adequate garage pit serving 4WD? -2 marks		
5	Does service center connected with good accessible road, exist secured location and maintain basic safety measures such as compound, fire extinguishers, security guard, first aid kits etc.- 2 marks		
6	Is the maintenance shop equipped with a proper, clean well-organized Office exhibiting good record keeping?- 2 marks		

Annex-6

[Download Non staff code of conduct](#)



ANNEX E - Non-staff
Code of Conduct (ITT)

Signature of Authorized Person:

Name of Authorized Person:

Cell #.....

Name of Firm/Company:

Address:

Contact #:

E-mail ID:.....

Bank A/C No.

Bank Name:-

Bank Account Holder Name:-

Company Seal/Stamp