

Until we are all equal



Invitation to Tender



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Invitation to Tender for Vehicle Repair & Maintenance Service

Main Facts Table	
Request for Proposal (RFP) Reference	ERO-002-025/26
RFP launch date	19 August 2025
Deadline for submission of offers	08 September 2025

Organization Information			
Name of the			
organization:			
VAT/ PAN registration			
number:			
HAS A TAX			
CLEARANCE	YES/NO		
CERTIFICATE BEEN	123/110		
SUBMITTED?			
Contact person's name:			
	Telephone:		
	Cellphone		
Contact detailer	Address:		
Contact details:	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 a development and humanitarian organization that advances children's rights and equality for girls. We strive for a just world, working together with children, young people, our supporters and partners.

We have worked with children, young people and communities for more than 85 years and are committed to making a lasting impact on the lives of the most vulnerable and excluded children while supporting children's rights and gender equality.

Plan International's refreshed global strategy 2022-2027 strives to achieve a world where all girls are standing strong creating global change. To achieve this ambition, our goal until 2027 is: Girls and young women in all of their diversity reach their full potential as equal and active citizens in both development and humanitarian settings.

Read more about Plan International's Global Strategy: All Girls Standing Strong Creating Global Change at https://plan-international.org/organisation/strategy/

About the commissioning office

Since 1978, Plan International Nepal has been working with communities and the government to raise awareness about the importance of children's right and equality for girls. We remain committed to supporting vulnerable and marginalised children and their communities to be free from poverty. We have impacted lives of millions of children and established partnerships with like-minded allies. Plan International Nepal's programs are implementing in 13 districts (Dolpa, Kalikot, Jumla, Bardiya, Banke, Rolpa, Kapilvastu, Bajura, Dhanusha, Sindhuli, Sarlahi, Siraha, and Saptari) through our local implementing partners.

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 projects in different location of Nepal. where its staff need to travel frequently to the districts to support communities and partners for official work. For the above purpose plan own numbers of fleet to staff travel.

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

3.2 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.

3.3 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 002-025/026 - 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

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 Janakpurdham-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

Ref No: ERO 002-025/026 Vehicle Repair and Maintenance Service

3.4 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	19 August , 2025
Deadline for supplier to ask questions if any for further clarification about tender documents and requirements	On or before 22 August, 2025 by 5.00PM
Deadline for Plan to respond on questions	On or before 25 August 2025 by 5.00 PM

Deadline for submission of offers (Required to submit bid, inclusive of all required annexes-hard copy in a seal bid envelop)

On or before 08 September 2025 by 4.00PM

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

3.5 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 Compliance and Completion		 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 PAN/VAT registration. Latest FY tax clearance certificate or evidence letter form IRO about the date extension. 	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	Consider the information annex 5.a-point no 8.	5%

	Practices and Policies		
Price	Pricing	Completion of 'Annex 3.a, b & 4.a,b	50 %

6. 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.

7. 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.

8. 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

9. 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 and return the complete set. This applies only to those who have been awarded.	
Company registration (legal documents) Registration/affiliation with sectoral business (if applicable)	 Copy of company registration certificate (if applicable for this business) Copy of company affiliation with sectoral business entity (if applicable) 	
PAN/VAT registration certificate	Copy of PAN/VAT registration,	
Tax clearance certificate-latest prevailing financial year.	Copy of tax clearance certificate of FY 2081/082 or letter of extension received from IRO.	

Annex-1 Vehicles which need Repairs and Maintenance- regularly as well as when required basis

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

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

<u>Note:</u> 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

<u>3.a.</u> 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.

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	
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	
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:

				Vehicles Toyota-Hilux Pick Up-Double Cabin(Spare Parts Rate in NPR)
S. No	Spare parts (Items)	Unit	Qty	Rate (NPR)
1	AC FILTER	PCS	1	
2	AIR FILTER	PCS	1	
3	AXLE LH OIL SEAL	PCS	1	
4	AXLE WHEEL COVER	PCS	1	
5	BALL JOINT	PCS/ set	4	
6	BATTERY 80 AMP	PCS	1	
7	BRAKE FLUID	LTRS	1	
8	BRAKE PADS	SET	1	
9	BUSH FRT LOWER ARM	PCS	1	
10	CANOPY REAR WINDSHIELD GLASS	PCS	1	
11	CLUTCH BEARING	PCS	1	
12	CLUTCH COVER	PCS	1	
13	CLUTCH FLUID	LTRS	1	
14	CLUTCH PLATE	PCS	1	

15	COOLANT	LTRS	1	
16	CROWN OIL	LTRS	1	
17	DISEL FILTER	PCS	1	
18	FLY WHEEL ASSY	PCS	1	
19	FOG LAMP ASSY	PCS/set	2	
20	FRNT WINDHIELD GLASS	PCS	1	
21	FRONT DISC ROTOR	PCS	1	
22	FRONT RH HUB BEARING	PCS	1	
23	FUEL TANK CAP	PCS	1	
24	GEAR OIL	PCS	1	
25	GREESH	KG	1	
26	HEAD LIGHT BULB	PCS	1	
27	HUB Bearing Front	PCs	1	
28	Iddle Bearing	PCS	1	
29	LAMP ASSY CENTER STOP	PCS	1	
30	LINK ROD	PCS/ set	2	
31	MOBIL	LTR / PKT of 8 LTR	8	
32	MOBIL FILTER	PCS	1	
33	PATTA KITI PAD	PCS	1	
34	POWER STEERING MOTOR	PCS	1	

35	POWER WINDOW SWITCH	PCS	1	
33	PROPEELAR SHAFT JOINT	1 00	I	
36	CROSS	PCS	1	
37	PUMP ASSY ENGINE WATER	PCS	1	
38	REAR BRAK SHOE SET	SET	1	
39	REAR RH WINDOWS SWITCH	PCS	1	
40	REAR SHOCK	PCS	1	
41	REAR UPPER HANDLE LH SEALING	PCS	1	
42	REAR UPPER HANDLE RH SEALING	PCS	1	
43	SHOCK FRONT	PCS	1	
44	SILICONE	PCS	1	
45	SPEED SENSOR	PCS	1	
46	SPIRAL WIRE	PCS	1	
47	SPRING PATTA RUBBER BUSH	PCS/set	8	
48	SRPING PATTA MATEL BUSH	PCS	1	
49	STEERING KNUCKLE	PCS	1	
50	STEERING OIL	LTRS	1	
51	STEERING RACK ASSY	PCS	1	
52	TIE ROD INNER	PCS	1	
53	TIE ROD OUTER	PCS/set	2	
54	TIMING BELT	PCS	1	

55	WHEEL CYLINDER	PCS	1	
56	WHEEL NUT	PCS	1	
57	WIPER BLADE/PLATE	SET	1	
58	Tail Lamp	PC	1	
			Total	
			VAT 13 %	
			Grand Total	

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

Price validity- Initially for one year from 01 October 2025 and can be extended for two years extra upon mutual understanding.

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

S.N.	Particular- Mechanic Fitting	QTY	Rate Toyota- Hilux Pick Up- Double Cabin
1	REAR BRAK FITTING CHARGE	1	
2	SERVICING CHARGE	1	
3	WASHING CHARGE	1	
4	GENERAL CHECK SUSPENSION CHECK	1	
5	LINK ROD FITTING CHARGE	1	
6	BRAKE PADS FITTING CHARGE	1	

7	CANOPY WINDSHIELD GLASS FITTING CHARGE	1	
8	BALL JOINT FITTING CHARGE	1	
9	FRNT WINDHIELD GLASS FITTING CHARGE	1	
10	FOG LAMP FITTING CHARGE	2	
11	WINDOWS SWITCH FITTING CHARGE	1	
12	CLUTCH PLATE FITTING CHARGE	1	
13	FRONT RH HUB BEARING FITTING CHARGE	1	
14	TIE ROD INNER FITTING CHARGE	1	
15	TIE ROD OUTER FITTING CHARGE	1	
16	PATTA KITI PAD FITTING CHARGE	8	
17	GREESHING CHARGE	1	
18	POWER WINDOW SWITCH FITTING CHARGE	1	
19	AXLE OIL SEAL FITTING CHARGE	1	
20	STEERING RACK FITTING CHARGE	1	
21	TIMING BELT FITTING CHARGE	1	
22	Iddle Bearing FITTING CHARGE	1	
23	SPRING PATTA BUSH FITTING CHARGE	1	
24	SHOCK FRONT FITTING CHARGE	1	
25	REAR SHOCK FITTING CHARGE	1	
26	SPIRAL WIRE FITTING CHARGE	1	

27	PROPEELAR SHAFT JOINT CROSS FITTING CHARGE	1	
28	STEERING KNUCKLE FITTING CHARGE	1	
29	HEAD LIGHT BULB CHANGE CHARGE	1	
30	POWER STEERING MOTOR FITTING CHARGE	1	
31	PUMP ASSY ENGINE WATER FITTING CHARGE	1	
32	FRONT SUSPENSION FITTING CHARGE	1	
33	FRONT ARM FITTING CHARGE	1	
34	REAR BRAKE DRUM FACING CHARGE	1	
35	FRONT DISC ROTOR FITTING CHARGE	1	
36	FLY WHEEL FITTING CHARGE	1	
37	WHEEL CYLINDER FITTING CHARGE	1	
		Total	
		VAT 13 %	
		Grand Total	

Price validity- Initially for one year from 01 October 2025 and can be extended for two years extra upon mutual understanding.

Annex-5

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

				Bidders' response on defined criteria		
No.	Evaluation Criteria	Below information will consider while providing score. Bidders must submit documents to get the marks	Maximum Score	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 years and above experiences: 5 marks,				
1	Work experiences on Vehicle Repair &	► others prorated at: number of work experience' years x 5/5 marks	5			
	maintenance Service	(Need to submit organization profile reflecting your work experience, how long you have been working in this sector, to whom you work with)				
	Provide the reference of experience letters from your clients to which the	▶ 5 or more experience letters from different clients: 3 marks,	3			
2	company has offered similar services in the last 3 years	► 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)				
		► No of trained Mechanic- more than 5 trained personnel- 5 2-5 trained personnel- 2 marks				
3	Human Resource (mechanic) available	an Resource .	5			
4	Assurance of service	Committed to provide service -6 days in a week-4 mark Committed to provide service- less than 6 days in a week-2 mark	4			

	. Evaluation Criteria Below information will consider while providing score. Bidders must submit documents to get the marks Score			Bidders' response on defined criteria		
No.						
				Documents Submitted	Documents not available	
5	Responsiveness-time taken to provide the service/per	► Put organization vehicle in priority and provide service as quick as possible depending up on the nature of the service required- 5 marks	5			
	vehicle	► Need to sit in que and provide service in a first come first service basis 3 marks				
6	Assurance of the genuineness of spare parts replace in the respective vehicles	➤ 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 Any one of the above-3 marks, None -0	5			
7	Financial Stability – Sales Turnover:	➤ 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)	➤ Service center owned by women, women working as a staff, women mechanic – 5 marks Any one of the above- 2 marks, none-0	5			

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

Bank Account Holder Name:-

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

No	VEHICLE MAINTENANCE REPAIER SHOP INSPECTION	Yes/ No	Remark(s) (if No)			
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 etc2 marks					
6	Is the maintenance shop equipped with a proper, clean well-organized Office exhibiting good record keeping?-2 marks					
	Signature of Authorized Person:					

Name of Authorized Person:

Cell #.....

Name of Firm/Company:

Address:

Contact #:

E-mail ID:

Bank A/C No.

Bank Name:-

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Company Seal/Stamp