



Terms of Reference (ToR)

Annual Maintenance Services

Duration: Initially for 2 years with possibility of extension

Date of Publication: 27 March 2026

Deadline: 12 April 2026

Nature of assignment	Annual Maintenance Services
Duration	Initially for 2 years with possibility of extension
Location	Habitat for Humanity Nepal, Dhobighat, Lalitpur
Published Date	27 March 2026
End date of application submission	12 April 2026

1. About Habitat for Humanity Nepal

Habitat for Humanity Nepal is an international non-governmental organization that is driven by the vision that everyone deserves a decent place to live. Our partnership with communities, governments, private sector including entrepreneurs and financial institutions, youth networks, and academia, allows us to serve low-income families by improving habitability, tenure security, access to basic services and affordability of housing solutions. Our integrated programming serves to benefit 2.7 million people over the next three years, through direct and incremental construction, affordable housing finance, affordable construction technologies and services, and evidence-based policy advocacy for housing adequacy as a fundamental right. Responding to the root causes of inequity in the housing ecosystem, Habitat Nepal leads with a systems-strengthening approach, facilitating development of inclusive housing markets, removing key policy barriers and empowering communities through people-centered approaches, for a stronger and more equitable housing ecosystem.

2. Background

To ensure the smooth functioning, safety, and longevity of our office infrastructure, Habitat Nepal seeks to engage a qualified and experienced service provider for the Annual Repair and Maintenance of Office Facilities. The selected service provider will be responsible for delivering timely, reliable, and high-quality maintenance and repair services.

Through this engagement, Habitat Nepal aims to ensure consistent and preventive maintenance support that enhances workplace safety, minimizes operational disruptions, prolongs the lifespan of office assets, and ensures a functional and conducive working environment.

3. Objective

The overall objective of engaging an Annual Repair and Maintenance Service Provider is to ensure the efficient, safe, and uninterrupted operation of Habitat Nepal's office facilities. The engagement aims to provide the organization with reliable, timely, and high-quality repair and maintenance services that support day-to-day operations, enhance workplace safety, and preserve the functionality and longevity of office infrastructure and assets.

4. Scope of Work

The selected Repair and Maintenance Service Provider will work closely with the HR & Admin Team of Habitat for Humanity Nepal to deliver professional, reliable, and timely repair and maintenance services for office facilities.

The scope of work includes, but is not limited to, the following activities:

A. Preventive and Routine Maintenance

- Conduct at least twice a year inspection and preventive maintenance of office facilities to identify and address potential issues before escalation.
- Perform servicing of electrical systems, plumbing, lighting, fixtures, doors, windows, and furniture when required.

B. Repair and Corrective Maintenance

- Attend to breakdowns, faults, and repair requests related to electrical, plumbing and carpentry works.
- Carry out minor civil work, patch repairs, painting touch-up, and fixture replacements as required.

C. Electrical, Electronic and Mechanical Works

- Maintenance and repair of electrical wiring, switches, sockets, distribution boards, lighting systems, and backup power connections.
- Support maintenance of equipment like Air Conditioner, Refrigerator and other office electronic appliances.
- Printer maintenance and Toner refilling.

D. Plumbing and Sanitation Works

- Maintenance and repair of water supply systems, pipelines, taps, toilets, wash basins, and drainage systems.
- Address leakages, blockages, and sanitation-related issues promptly to maintain hygiene and safety.

5. Key Deliverables

The Repair and Maintenance Service Provider shall deliver the following outputs during the period of engagement:

S.N.	Deliverable	Description	Timeline / Frequency
1	Inception & Maintenance Planning	Initial site assessment of office facilities and submission of a brief maintenance plan outlining routine, preventive, and emergency support approach.	Within first 2 weeks of contract signing
2	Preventive Maintenance Inspections	Scheduled inspection and preventive maintenance of electrical, plumbing, sanitation, and basic civil works to identify potential issues.	Twice a year (or as agreed)
3	Routine Maintenance Services	Execution of routine maintenance works including minor electrical, plumbing, carpentry, and civil repairs.	Ongoing / As required

S.N.	Deliverable	Description	Timeline / Frequency
4	Corrective Repair Works	Repair and resolution of reported faults, breakdowns, and maintenance requests raised by the HR & Admin Team.	Within agreed response time per request
5	Emergency Maintenance Support	Provision of urgent repair services for critical issues that may disrupt operations or pose safety risks.	As needed / On-call
6	Maintenance Records & Logbook	Maintenance log detailing nature of work, date, materials used, and completion status of all tasks performed.	Continuous

6. Qualifications, Skills, and Experience

Habitat for Humanity Nepal seeks to engage a competent and reliable Annual Repair and Maintenance Service Provider with the following minimum skill and experience:

- A legally registered firm/company in Nepal authorized to provide building repair, maintenance, and facility management services.
- Minimum 3 years of experience in providing annual repair and maintenance services for office buildings, commercial facilities, or institutional premises.
- Availability of qualified and skilled technicians (electricians, plumbers, carpenters, masons, etc.) with appropriate skills and hands-on experience.
- Strong understanding of workplace safety standards, and basic occupational health and safety practices.
- Demonstrated professionalism, reliability, and commitment to quality service delivery.

7. Evaluation Criteria and Budget:

Seventy percent (70%) of the total score will be allocated to the technical proposal, including the service provider's relevant recruitment experience, qualifications and competence of the proposed team, understanding of the Terms of Reference (ToR), proposed recruitment approach and methodology, service delivery capacity, responsiveness, and compliance with the application requirements. The remaining thirty percent (30%) of the total score will be allocated to the financial proposal.

Technical proposals that score less than 50 points out of the total possible 70 points will be disqualified and will not be considered for financial evaluation. The service provider achieving the highest combined score from the technical and financial evaluations will be selected for the assignment.

Scoring of criteria evaluations:

S.N.	Summary of proposal evaluation	Score weightage (%)
1	Technical Evaluation Criteria	70%
2	Financial Evaluation Criteria	30%
	TOTAL SCROE	100%

Proponents shall submit in the Technical Proposal all information and support documentation

required to perform a complete evaluation of the proposal according to the criteria described in the table below:

SN	Criteria	Score
1	Technical approach	
1.1	Relevant Experience	30 points
1.2	Understanding of Workplace safety standards.	30 points
1.3	Compliance with application documents	10 points
	TOTAL SCORE IN TECHNICAL PROPOSAL	70 points
2	TOTAL SCORE IN FINANCIAL PROPOSAL	30 points

8. Coordination and supervision

The Annual Repair and Maintenance Service Provider will work under the overall supervision of the HR & Admin Team of Habitat for Humanity Nepal. The HR & Admin Team will serve as the primary focal point for coordination, approval of maintenance requests, scheduling of services, and verification of completed works.

9. Support from Habitat Nepal

Habitat for Humanity Nepal will provide the following support to the Annual Repair and Maintenance Service Provider to facilitate effective delivery of the assignment:

- Designation of the HR & Admin Team as the primary focal point for coordination, communication, and approval of maintenance requests.
- Access to office premises, facilities, and relevant infrastructure required to carry out maintenance and repair works.
- Provision of information related to office layouts, utilities, equipment installations, and maintenance history, as required.
- Timely approval of routine maintenance schedules, repair requests, and proposed works within the agreed scope.
- Coordination support to schedule maintenance activities in a manner that minimizes disruption to office operations.
- Verification and acknowledgment of completed works for service confirmation and payment processing.
- Sharing of relevant organizational policies, including workplace safety, safeguarding, and code of conduct requirements applicable to service providers.

Habitat Nepal will not be responsible for providing tools, equipment, or materials unless otherwise agreed in writing as part of the contract.

10. Mode of Payment

Payments shall be made based on duly submitted invoices upon satisfactory completion and verification of services by the HR & Admin Team of Habitat for Humanity Nepal, in accordance with the agreed contract terms.

11. Ethical Standards

In accordance with its foundational mission principles, Habitat for Humanity Nepal is committed to the highest ethical standards and opposes all forms of discrimination, exploitation, and abuse. We

intend to create and maintain a work and living environment that is safe, productive, and respectful for our colleagues and for all we serve. We require that all staff and representatives (consultants, contractors, vendors/suppliers, interns, volunteers, agents, and implementing partner organizations) take seriously their ethical responsibilities to Safeguarding (Child Protection, Prevention of Sexual Exploitation Harassment, and Abuse) our intended beneficiaries, their communities (especially children), and all those with whom we work. Abiding with the organization, the consultancy service has responsibilities to maintain an environment that prevents harassment, sexual exploitation, and abuse, safeguards the rights.

12. Application Requirements

- Statement of relevant experience i.e. similar assignments done in the past 3 years.
- Propose separate fees for each of the repair and maintenance services:
 - Electric,
 - Plumbing,
 - Air Conditioner Servicing, Maintenance and Installation
 - Printer maintenance and Toner refilling.
- A copy of firm/company registration certificate.
- A copy of VAT registration certificate.
- A copy of tax clearance certificate of most recent fiscal year.
- **Signed and stamped copy of technical proposal and financial proposal in a separate sealed envelope** with details of all relevant costs including applicable taxes.
- The entire proposal should be a maximum of seven (7) pages including the financial proposal. Proposals not meeting this requirement will not be considered.
- Confidentiality of Information: All documents and data collected will be treated as confidential and used solely to facilitate analysis.

13. Instructions to Submit the Proposal

Interested national reputed and qualified law firms should submit their technical and financial proposal including testimonials/certificates in the form of hardcopies in a separate sealed/closed envelope.

Please send the sealed proposal to Administration Department at Habitat for Humanity Nepal, House No. 126, New Colony Marg, Dhobighat, Lalitpur, Nepal. Contact: +977 1 5421182, 5454976

For any queries contact the following email address info@habitatnepal.org

Application deadline: 12 April 2026



#126 New Colony, Dhobighat, Lalitpur

Phone: +977 1 5421182, 5454976

Email: info@habitatnepal.org

Website: habitatnepal.org