﻿**﻿Term of Reference (TOR)**

**of**

**for the repair, maintenance and facility services in Shangri-La Orphanage Home**

**Shangri-La Orphanage Home**

**Godawari Municipality-10, Neupanegaun, Lalitpur**

**Shangri-La Orphanage Home (SOH)**

Shangri-La Orphanage Home in Nepal is a Non-Government organization. It is established in 1998 with the aim of providing assistance to orphans and vulnerable children. It has its own building. SOH established with the objectives of creating a safe and supportive environment where orphaned children, grow, thrive and reach their full potential with the support of education, shelter, food, clothes, health and counseling.

The organization also has been empowering self- reliant by providing life skills and pre-vocational training to the students. Similarly, the organization enables personal development and promotes economic, technological and social change with the support of higher education.

**Background**

Shangri-la Orphanage Home (SOH) is seeking for Repair, maintenance and facility service provider. The provider will do regular maintenance services and respond to emergency repair needs to minimize the operational disruptions and maintain structural integrity and functionality.

The SOH has one building and guest house, similarly school building near by. The Solar system has installed in SOH building, plumbing, electrical work, repair and maintenance of building work are often need to check up.

**Objective:**

The main objective of this session is to ensure the effective and timely repair and maintenance of infrastructure, utilities, solar, electrical and plumbing and other equipment, for the smooth operation of SOH.

**Scope of Work:**The selected service provider will be responsible for:

**a. General Repair and Maintenance**

* Routine inspection and maintenance of buildings and infrastructure ensuring all areas are clean, safe, and well-maintained SOH, SIS, SVTC and SRP.
* Solar panel, batteries, plumbing, electrical, carpentry, masonry related work need to conduct
* Repair and maintenance of exiting facilities of home need to maintained
* Oversee the operations of the facility,
* Conduct once in a month or bio-monthly inspections of the facility to identify maintenance needs and areas for improvement.

**b. Electrical and Utility Maintenance**

* Maintenance of electrical wiring, lighting, switches, power backup systems (e.g., inverters, solar systems).
* Regular servicing and repair of water supply systems, pumps, and sanitation facilities.

**c. Facility Management**

* Minor landscaping or outdoor maintenance.
* Ensuring safety compliance of utilities and premises (e.g., fire safety, emergency lighting).

**d. Emergency and On-Call Services**

* Timely response to urgent repair requests.
* Availability during weekends or after office hours in case of emergency.

**e. Reporting and Documentation**

* Provide completion report and service reports.
* Maintain a logbook of work conducted, materials used, and follow-up actions.

**5. Duration**

The service agreement will be for an initial period of **one year**but first three month will be probation period, with the possibility of extension based on performance and organizational needs.

The service will be need basis.

**6. Required Qualifications**

* Registered company or individual with a valid license to operate in Nepal.
* Minimum of 3 years of proven experience in similar repair, maintenance and facilities services.
* Ability to provide skilled technical staff (e.g., electricians, plumbers, carpenters).
* Strong understanding of health, safety, and environmental standards.
* Ability to respond promptly to repair requests and emergencies.
* Ability to make report and make annual repair and maintenance plan of action.

**7. Application Procedure**

Interested service providers are requested to submit the following documents:

* Company/Individual profile with relevant experience.
* Copy of registration certificate, PAN/VAT registration.
* Details of key personnel and technicians.
* Estimated service charges or rate card for typical tasks.
* Please mention in the budget per visit cost charge in the budget.

**To Apply;**

Interested service provider, who meet the above requirements can apply by submitting their Expression of Interest (EOI) with budget to [**procurement@waisenkind.de**](http://waisenkind.de/) with the subject line**“EOI for Repair, Maintenance and Facility Service”**by**22nd June 2025.**

Only short-listed will be contacted for further discussion and The SOH reserves the right to accept or reject any or all EOI without assigning any reason.