

**Terms of Reference
for
Providing Support to Establish/Strengthen the Regional Level Service Centers for
Clean Cooking Technologies**

Background:

The Clean Cooking Solutions (CCS) Project under Alternative Energy Promotion Centre (AEPC) aims to promote the adoption and sustainability of clean cooking technologies across Nepal. As part of this initiative, AEPC plans to establish regional level service centers to ensure proper repair and maintenance and awareness services for clean cooking technologies, including Electric Cookstoves (ECS), Improved Cookstoves (ICS), and Domestic Biogas Plant. The Clean Cooking Solutions (CCS) Project, is scaling up the adoption of such technologies across the country. However, the long-term functionality and user confidence and behavior change in these technologies depend heavily on the availability of localized, timely, and skilled repair and maintenance services.

Decentralized service infrastructure to handle technical problems of clean cooking technologies after installation is currently lacking. Due to a lack of dependable support, many users in rural and semi-urban regions are left with non-functional clean cooking technologies, which reduces the impact of clean cooking programs and causes disuse. Furthermore, misuse and early technology breakdowns are facilitated by a lack of user awareness regarding operation, safety, and maintenance procedures.

To address these challenges, AEPC plans to establish 4 Regional Level Service Centers across CCS project area. These centers will be located at strategically equidistant points and major cities to ensure accessibility, regional balance, and effective service coverage. The establishment of these centers is essential to enhance the reliability and sustainability of clean cooking technologies by delivering locally available technical support. It will help build user trust through quick and professional after-sales services, reduce the burden on central-level institutions by decentralizing support, and promote behavioral change through localized awareness campaigns.

Objective:

The main objective of this assignment is to **establish/upgrade one regional-level service center in each of the four designated clusters** of the Terai regions of Nepal, covering a total of **22 districts**, as outlined below:

- **Cluster 1:** Jhapa, Morang, Sunsari, Udaypur, Siraha and Saptari
- **Cluster 2:** Dhanusha, Mahottari, Sarlahi, Parsa, Bara and Rautahat
- **Cluster 3:** Chitwan, Nawalparasi (East and West), Rupandehi and Kapilvastu
- **Cluster 4:** Dang, Banke, Bardiya, Kailali and Kanchanpur

Each service center will be responsible for providing the following key services to the RE technology users or beneficiaries of the cluster areas:

- **Repair and maintenance** of clean cooking technologies, including **Electric Cookstoves (ECS), Improved Cookstoves (ICS) and Domestic Biogas Plants**
- **Awareness campaigns** to educate communities on the benefits and responsible use of clean cooking solutions
- **Capacity-building and training programs** to strengthen local knowledge and skills related to clean cooking technologies

These centers will ensure **timely, accessible, and quality support services** to promote the adoption and sustained use of clean cooking technologies across the Terai region. The Service Centre may collect an affordable service fee from clients for the services provided. The estimated total cost for repair and maintenance, including travel expenses, must be communicated to the client prior to carrying out the work.

Scope of Work:

The selected service centers shall provide the following services:

1. **Repair & Maintenance Training and Services**
 - Provide technical repair and maintenance services for ECS, ICS and Domestic Biogas systems.
 - Provide training and capacity building of the local level service centers.
 - Maintain a record of all services provided, including details of the technology, issues, repairs conducted and customer feedback.
2. **Service Coverage & Outreach**
 - Operate within the designated province and coordinate with local levels and communities.
 - Capacity-building and training programs to strengthen the local level service center of clean cooking technologies
 - Provide on-call and home visit repair services where necessary.
3. **Technical Capacity & Staffing**
 - Ensure presence of trained technical staff for each type of technology.
 - Participate in AEPC-organized capacity-building and technical training programs.
4. **Equipment & Tools**
 - Maintain the tools and equipment provided by the AEPC for diagnostics, repair and training.
 - Ensure proper use, upkeep, and safekeeping of all tools and materials.
5. **Awareness Campaign and User Engagement**
 - Conduct regular awareness campaigns and promotional activities to increase public's knowledge about clean cooking technologies and their benefits.
 - Coordinate with local levels, women's groups, schools, and community-based organizations for wider reach and participation.
6. **Data Collection & Reporting**
 - Maintain records of all service activities and provide to AEPC upon request.

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- Support AEPC in monitoring, feedback collection and user satisfaction analysis.

Methodology:

The identification and selection of Regional Level Service Centers under the CCS Project will follow a systematic and transparent process to ensure quality, capability, and regional representation. The key steps of the methodology are as follows:

Call for Request for Proposal (RFP):

AEPC will publish a public notice inviting eligible organizations under the leadership of the private sector to submit their proposal, along with required documents as mentioned in the selection criteria.

Preliminary Screening of Applications/ Evaluation of Proposal:

All submitted Proposal will be initially screened to verify completeness of required documents and fulfillment of minimum eligibility criteria such as legal status, technical experience and infrastructure availability.

Assessment and Verification:

AEPC or an assigned Consultant will assess each proposal's technical methodology, repair approach, proposed tools and equipment (including specifications), feasibility, and cost estimates. The assessment will also examine the proposed fee structure for services to be charged to beneficiaries.

The AEPC or third-party will evaluate the proposals according to selection criteria and submit their **recommendations to the Evaluation Committee**, which will be used to identify and select the **best-qualified proponent**.

Eligibility Criteria (Documents to be Submitted)

1. PAN/VAT Registration
2. A Copy of Company/Firm Registration Certificate with updated renewed from concerned authority
3. Tax Clearance Certificate of FY 2081/82 or evidence of Time Extension for income tax return or evidence of income tax return for FY 2081/82.
4. Power of Attorney (Authority to prepare and Signature on the proposal)
5. Self-Declaration Letter (Regarding not blacklisted, not ineligible to participate in the contract and has no punished in the business offence)
6. Cover letter for Submission of Proposal

Commitment letter: Minimum 5 yrs commitment for Repair and Maintenance with a vision of long-term operation of the regional level repair/ maintenance center.

Evaluation Criteria

The evaluation of proposals will be based on the following criteria:

SN	Evaluation Criteria	Maximum Marks
1	Technical Staff: Qualification & Experience	30
2	Experience in Training/Testing/Repair & Maintenance/Teaching learning	20
3	Infrastructure Facilities	15
3.1	Land requirement (Minimum 677 Sqm): own land or long-term lease more than 5 years	5
3.2	Physical infrastructure (Photos of Desk, Bench, Table, workspace, basic tools and equipment, Electric Supply with alternate power backup system)	5
3.3	Situated in major cities area and linked with minimum two-lane access Road	5
4	Methodology & Quality of the Proposal	35
4.1	Technical understanding and description of technologies	10
4.2	Cost estimate with specifications	15
4.3	Business plan and service strategy	10
	Total Marks	100
	Pass Mark	60

The third-party consultant or AEPC will conduct assessment and submit an assessment report to AEPC, including scoring and recommendations for final selection. The evaluation will be based on provided eligibility and evaluation criteria.

Final Selection and Agreement:

Based on the recommendations of the third-party or AEPC assessment, AEPC will finalize and approve four Regional Level Service Centers as per approach area of the project. Formal agreement with Selected service providers will be made.

Orientation and Support (Equipment/Tool Grant):

AEPC will provide necessary tools and equipment support to the selected service centers as per the recommendation of the AEPC or third party's assessment report and will also provide orientation on project objectives, reporting systems, and service protocols, as well as technical training to build their capacity for effective service delivery.

Monitoring and Performance Review:

AEPC will establish a mechanism to monitor the performance of the selected service centers through regular reporting, feedback collection, and periodic review visits. Performance will be evaluated based on service coverage, quality, and user satisfaction.

Proposal Submission Guidelines

Interested proponent may submit a proposal for only one cluster. Proponent must assure commitment for minimum 5 yrs for Repair and Maintenance with a vision of long-term operation of the regional level repair/ maintenance center. The proposal must include the CVs of all proposed human resources, clearly demonstrating their qualifications and experience. Additionally, proponents are required to submit supporting documents related to experience, including experience letters, training certificates, certificates of completion of training, Commitment letter, and any other relevant proofs. To ensure authenticity and completeness, each page of the submitted proposal must be signed and stamped by the authorized representative of the proponent. The proposal must meet all the requirements outlined in this ToR and include necessary documents, cost breakdowns, and technical details.

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1. Technical Human Resources – Total: 30 Marks

S.N.	Position	Qualification	Experience	Supporting Documents	Marks
1	Service Center Manager (1)	Minimum Bachelor's in Management or Engineering	Minimum 5 years in operations/technical service management	Academic certificate, experience letter	8
2	Training & Awareness Officer (1)	Minimum Bachelor's in Social Work, Environmental Science, Education,	Minimum 2 years in community mobilization on awareness program /training	Academic certificate, experience letter	7
3	Electrical Technician (ECS Specialist) (1)	Minimum Diploma/Certificate in Electrical/Electronics Engineering or Building Electrician Level-2 or higher from recognized institution	Minimum 3 years in ECS/appliance maintenance	Academic certificate, training certificate, experience letter	5
4	Mechanical Technician (ICS Specialist) (1)	Minimum Diploma/Certificate in Mechanical Engineering or Stove Technician Training	Minimum 3 years in ICS or thermal device maintenance	Academic certificate, training certificate, experience letter	5
5	Biogas Technician (1)	Minimum Certificate in Biogas Installation & Maintenance Technician/ Diploma in Civil Engineering	Minimum 3 years in biogas plant installation & repair	Academic certificate, training certificate, experience letter	5

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2. Experience – Total: 20 Marks

S.N.	Criteria	Description	Supporting Documents	Marks
1	Repair & Maintenance of Clean Cooking Technologies	Proven experience in ECS, ICS, Biogas repair & maintenance	Completion certificates, contract, work orders, client references	7
2	Technical Training & Capacity Building	Experience in conducting technical training on clean cooking or related technologies	Training reports, attendance sheets, agendas, certificates	7
3	Testing & Quality Assurance	Experience in testing, diagnostics, and quality checks of devices	Test reports, calibration logs, client references	3
4	Teaching-Learning Engagement	Experience in technical/vocational teaching	Appointment letters, institutional references	3

3. Infrastructure Facilities – Total: 15 Marks

S.N.	Infrastructure	Minimum Requirements	Supporting Documents	Marks
1	Land	Owned or leased for minimum 5 years, minimum 677 Sqm area	Land ownership/lease documents	5
2	Physical Facilities	Workspace with tools, equipment, furniture, backup power (solar/inverter)	Photos, inventory list	5
3	Location	Situated in major city, connected to minimum two-lane road	Location map, photos	5

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4. Methodology & Quality of the Proposal –Total: 35 Marks

S.N.	Criteria	Description	Supporting Documents	Marks
1	Technical Description	Description of ECS, ICS, and Biogas working principles, construction, fault diagnosis, and repair approach	Methodology write-up in proposal	10
2	Cost Estimate and Technical Specification of proposed goods/ equipment	Detailed list of tools and equipment with their specifications, functional descriptions and justification of necessity.	Cost estimate with specifications	15
3	Business Plan & Service Strategy	Fee structure for repair/training services, management approach for service center, Minimum 5 yrs commitment for Repair and Maintenance with a vision of long-term operation of the regional level repair/ maintenance center.	Business plan in proposal	10

