

WORLD HEALTH ORGANIZATION
REFURBISHMENT WORKS

Terms of Reference (TOR) for
Interior Fit- out Works for World Health Organization's Office Pulchowk, Kathmandu

1. Introduction

This TOR defines the technical, administrative, and quality requirements for selecting a contractor to execute interior fit-out works based on drawings, BOQ, specifications, and AOC issued by the Interior Architect/Consultant.

2. Objectives of the Work

- Complete high-quality interior construction works as per approved design.
- Deliver the project within the specified time and budget.
- Ensure safety, workmanship, and coordination during execution.

3. Scope of Work

The contractor shall supply all labor, tools, equipment, and services to complete interior fit-out works including civil works, carpentry, ceilings, electrical, plumbing, finishing, and installation of fixtures and furniture.

The detailed specifications of the Interior Fit-out works are provided below, with supporting drawings attached in the annex.

S.N	ITEMS	SPECIFICATION
A.	FURNITURE	
1.	Workstation	Provide and supply furniture with 18mm A grade ply (surya/sagun/green/neply) with 0.7mm inner laminate and exterior face finish with 1mm laminate(kajaria/merino/greenlam) as per design with necessary hardware and fittings.
2.	Mobile Workstation Drawer (Pedestal Unit)	Provide and supply furniture with 18mm A grade ply (surya/sagun/green/neply) with 0.7mm inner laminate and exterior face finish with 1mm laminate(kajaria/merino/greenlam) as per design with necessary hardware and fittings. The hinde and channel and wheels shall be of A grade quality (hettich/nuomi/etios or equivalent)
3.	Full Height Cabinets	Provide and supply furniture with 18mm A grade ply (surya/sagun/green/neply) with 0.7mm inner laminate and exterior face finish with 1mm laminate(kajaria/merino/greenlam) as per design with necessary hardware and fittings. The hinde and channel shall be of A grade quality (hettich/nuomi/etios or equivalent)
4.	Full Height Cabinets	Provide and supply furniture with 18mm A grade ply (surya/sagun/green/neply) with 0.7mm inner laminate and exterior face finish with 1mm laminate(kajaria/merino/greenlam) as per design with necessary hardware and fittings. The hinde and channel shall be of A grade quality (hettich/nuomi/etios or equivalent)
5.	Low Cabinets	Provide and supply furniture with 18mm A grade ply (surya/sagun/green/neply) with 0.7mm inner laminate and exterior face finish with 1mm laminate(kajaria/merino/greenlam) as per design with necessary hardware and fittings. The hinde and channel shall be of A grade quality (hettich/nuomi/etios or equivalent)

6.	Round Meeting Table	Provide and supply furniture with 18mm A grade ply (surya/sagun/green/neply) finish with 1mm laminate(kajaria/merino/greenlam) as per design with necessary hardware and fittings.
7.	Office chair	Provide and supply of chair reinforced nylon/steel base with 5-star casters (carpet/hard floor compatible) Upholstery: High-density foam ($\geq 50 \text{ kg/m}^3$) with PU/fabric or breathable mesh back (Vbon/featherlite or equivalent)
8.	Meeting Hall Wall Design	Provide and supply furniture with 10mm A grade ply(surya/sagun/green/neply) finish with 1mm laminate with necessary frames madeup of 18mm A GRADE PLY (kajaria/merino/greenlam) as per design with necessary hardware and fittings.
9.	Resizing of Existing Meeting Table	Resizing of existing meeting table as per design, fabricated with 18 mm thick A-grade ply (Surya / Sagun / Green / Neply) finished with 1 mm thick laminate (Kajaria / Merino / Greenlam) in approved shade and texture, including necessary edge banding, hardware, fittings, and supports for stability, complete in all respects as per drawing and site requirement.
10.	Visitors Chairs	Providing and supplying visitor's chair with sturdy frame, upholstered seat and back with high-density foam and approved fabric/leatherette finish, ergonomic design with fixed armrests, durable nylon glides, and standard office-grade finish, complete as per site requirement.(Vbon/featherlite or equivalent)
11.	Side Desk	Provide and supply furniture with 18mm A grade ply(surya/sagun/green/neply) with 0.7mm inner laminate and exterior face finish with 1mm laminate(kajaria/merino/greenlam) as per design with necessary hardware and fittings. The hindege and channel shall be of A grade quality (hettich/nuomi/etios or equivalent)
12.	Side Desk	Provide and supply furniture with 18mm A grade ply(surya/sagun/green/neply) with 0.7mm inner laminate and exterior face finish with 1mm laminate(kajaria/merino/greenlam) as per design with necessary hardware and fittings. The hindege and channel shall be of A grade quality (hettich/nuomi/etios or equivalent)
B.	PARTITION	
1.	Board Partition of height 4'-6"	Provide and supply board partition of thickness 4" with 18mm A grade ply(surya/sagun/ green/neply) finish with 1mm laminate (kajaria/merino/greenlam) as per design with necessary hardware and fittings.
2.	Full height boards partition	Provide and supply board partition of thickness 4" with 18mm A grade ply(surya/sagun/ green/neply) finish with 1mm laminate (kajaria/merino/greenlam) as per design with necessary hardware and fittings
3.	Aluminium partition with glass and fabric finish of height 4'-6"	Providing and fixing aluminium partition aluminium framework (1.5 mm thick sections), fitted with 6 mm clear glass panels and approved fabric-finished panels (on soft board/gypsum backing), complete with gaskets, sealant, and all accessories of height 4'-6", as per drawing and site requirement
4.	Full height aluminum partition with glass and fabric finish	Providing and fixing aluminium partition aluminium framework (1.5 mm thick sections), fitted with 8 mm clear glass panels and approved fabric-finished panels (on soft board/gypsum backing), complete with gaskets, sealant, and all accessories, as per drawing and site requirement
C.	PAINT WORKS	Supplying and applying wall putting and two coats of paints of premium category finish to give an even and uniform shade all complete as per specification and instruction of the Consultant. ASIAN/Berger PAINTS
D.	ALUMINIUM DOOR WITH GLASS	Supply and installation of aluminium door with aluminium frame (1.5 mm thick), fitted with 8 mm toughened glass with frosted sticker finish, including approved hinges, handles, locks, door closers, stoppers, sealants, and all accessories, as per drawing and site requirement.

E.	ALUMINIUM GLASS PARTITION	Supply and installation of aluminium door with aluminium frame (1.5 mm thick), fitted with 8 mm toughened glass with frosted sticker finish, including approved hinges, handles, locks, door closers, stoppers, sealants, and all accessories, as per drawing and site requirement.
F.	ELECTRICAL	
1.	Power Sockets	Supply and installation of 16A flat pin/ round pin universal pin type switch socket in sq white plate (unbreakable) with GI box concealed as per drawing and specification. (Siemen,Northwest, Orange)- Modular switch socket with necessary wirings. (average wiring length= 40 feet)
2.	LAN Sockets	Supply and installation of Cat6 RJ45 LAN socket PVC faceplate with concealed GI box, complete as per drawing and specification (Siemen, Northwest, Orange) Modular switch socket- for Normal socket) with necessary wirings. (average wiring length= 45 feet)
3.	Lights	Reusing of the available lights where feasible / Supply and Installation of 600x600mm LED panels (40W, 4000K, UGR<19) lights of brand (Philips/Havels/Wipro or equivalent) with necessary PVC conduit wiring. (average wiring length= 45 feet)
4.	Hanging Lights	Supply and installation of 4' linear LED hanging light complete with LED driver, suspension kit, connectors, and all accessories, 4000–5000K neutral white, as per drawing and site requirement. Lights of brand (Philips/Havels/Wipro or equivalent) with necessary PVC conduit wiring. (average wiring length= 45 feet)
5.	Cove Lights (Meeting Hall)	LED Cove Light, 3000–6000K, complete installation as approved by architect
6.	Desk Lights	LED 18–24W, 2–4 ft, neutral white
G.	TELEPHONE	Supply and installation of a standard office telephone point including telephone socket, internal wiring (CAT6 or equivalent), faceplate, and necessary accessories. Terminate and test the line to ensure functionality. Approved brands: Panasonic / LG / Samsung / Grandstream (or equivalent)(average wiring length= 45 feet)
H.	ADDITION OF CASSETTE AC	Supply and installation of ceiling cassette air conditioner, 1.5 Ton capacity depending on room size, inverter type, 220–240 V single phase / 380–415 V three phase, 4-way air distribution, low noise (35–50 dB), including remote control, standard compressor warranty (5 years), complete with all necessary accessories and wiring for office use. Approved brands: Gree/Panasonic/LG/Samsung (or equivalent)(average wiring length= 40 feet)
		Provide PVC condensate drain piping with fittings, traps, supports and proper slope. Supply and install ACR-grade copper refrigerant pipes with brazed joints, insulation, clamps, valves and accessories. Include nitrogen testing, leak checks, evacuation, commissioning, and protective jacketing for exposed runs, complete in all respects.
I.	RELOCATION OF WALL MOUNTED AC	Relocation of existing wall-mounted split air-conditioner, including careful dismantling of indoor and outdoor units, safe handling and shifting to new location, installation at specified position with necessary supports, reconnection of refrigerant piping, electrical wiring, drain pipe, and gas charging (if required), testing and commissioning to ensure proper functioning.
J.	INDOOR PLANTS	Providing and placing indoor plants as per approved drawings and locations, in suitable pots/planters with good quality soil,

		plants of healthy quality and approved species. Indoor plants of 3 feet height (Areca Palm/Parlor Palm/Snake Plant) or equivalent
K.	FALSE CEILING (MEETING HALL + AC AREA)	Providing and fixing suspended false ceiling with 12.5 mm thick moisture-resistant gypsum board fixed on GI framework (perimeter channels, intermediate channels at 1200 mm c/c, ceiling sections at 600 mm c/c, with hangers and dash fasteners), including necessary cutouts for services, joint finishing with fiber tape and compound, sanding smooth, and finishing with putty, primer, and two coats of acrylic emulsion paint, complete in all respects as per drawing and specification.
L.	REPAIRING AND PLASTER WORKS	Making good of disturbed wall surfaces after dismantling and any other works with cement plaster of 1:4 and finishing to match existing
M.	JAMMING OF WINDOW FOR MEETING ROOM SCREEN	Provide and supply board partition of thickness 4" with 18mm A grade ply (surya/sagun/ green/neply) finish with 1mm laminate (kajaria/merino/greenlam) as per design with necessary hardware and fittings.

The detailed drawings along with the electrical, AC and furniture layout and drawings have been attached

4. Technical Requirements

1. Contractor must follow all drawings, BOQ, and consultant instructions.
2. Materials must match specifications; samples must be approved.
3. No changes without written approval.
4. Workmanship must meet professional standards.

5. Construction Methodology

1. Mobilize manpower and set up site.
2. Protect existing surfaces.
3. Verify measurements and mark layouts.
4. Execute works sequentially: civil → MEP → carpentry → ceiling → finishes.
5. Perform quality checks before finishing.
6. Clean and prepare for handover.

6. Quality Assurance & Inspection

- All concealed works must be inspected before closing.
- Consultant will inspect and certify stages.
- Contractor must maintain daily logs and rectify defects.

7. Health, Safety & Environment

- Protective Gears mandatory.
- Safe handling of tools.
- Fire safety and first aid availability.
- Waste management and site cleanliness.

8. Project Timeline

The contractor must complete works within the agreed project duration and submit a detailed work schedule as per direction of WHO.

9. Payment Terms

Payments shall follow milestone completion.

Final payment will only be released after handover and defect correction.
A retention amount may be held during the defect liability period.

10. Defect Liability Period (DLP)

The contractor is responsible for repairing defects at their cost during the DLP, typically 6–12 months.

11. Handover Requirements

- Completion of all punch-list items.
- Submission of warranties and manuals.
- Clean site and as-built drawings if required.

12. Roles & Responsibilities – Contractor

- Execute all works as per design and BOQ.
- Mobilize resources and maintain site safety.
- Attend coordination meetings.
- Protect completed works and maintain cleanliness.
- Report design conflicts immediately.

13. Roles & Responsibilities – Consultant

- Provide drawings, BOQ, and technical guidance.
- Inspect works and certify completion.
- Approve materials and provide clarifications.

14. Roles & Responsibilities – Client

- Provide site access and approvals.
- Release payments on time.
- Coordinate with external vendors.
- Ensure availability of utilities.

15. Submission Requirements (For Bidding)

- Company profile
- Registration and tax documents
- List of similar completed projects
- Proposed timeline and team
- Quoted price based on BOQ
- Any clarifications or exclusions