

Term of Reference for consulting services

Assignment Title:

Consulting services for management and facilitation of dairy exposure visit to India

1. Introduction

Sahaj-NAMDP Phase II

Swisscontact is an independent non-profit development organisation established in 1959 by representatives of the Swiss private sector and civil society. Our development work focuses on private sector-led, sustainable economic development with improved quality of life for all in developing and emerging countries. A key focus is to strengthen the skills of individuals and foster the competitiveness of businesses.

Swisscontact, registered as an International Non-Governmental Organisation in Nepal, has been operating in Nepal since 1991. Currently, Swisscontact Nepal has six development programmes across all seven provinces, with a well-functioning country office that employs over 145 staff members.

On-going initiatives of Swisscontact in Nepal include the **Nepal Agricultural Market Development (NAMDP)** project, also known as Sahaj, which contributes to a long-term vision of thriving and inclusive agriculture markets that develop comparative advantages for import substitution and export growth and thereby contribute to poverty reduction. NAMDP-II is a bilateral project between the Government of Switzerland and the Government of Nepal. It is implemented by a consortium of Swisscontact (as the lead agency) and CEAPRED (Center for Environmental and Agricultural Policy Research, Extension and Development) on behalf of the Swiss Agency for Development and Cooperation SDC.

Sahaj-NAMDP Phase II objective is to support market system transformation to achieve the goal: "women and men, including from disadvantaged groups, find employment and increase income."

Outcome 1: Agribusinesses, particularly SMEs increase trade value of agricultural produce in key value chains.

Outcome 2: Agriculture and Non-Agriculture Service Providers offer innovative services/products.

Outcome 3: Federal, Provincial and Local governments create a more enabling environment for businesses and SME growth in agriculture.

Context of assignment:

Dairy is one of the sectors of NAMDP II in Koshi Province for innovation. Major milk producing districts of Koshi Province are Morang, Jhapa, Sunsari, Udayapur and Ilam. Cow and Buffalo rearing is very common. There are two types of cattle rearing system in Koshi: Subsistence and Commercial. Rearing cattle under the shed is very common. Local breeds are reared by subsistence farmers and the cross breeds of local cow with Jersey and Holstein Friesian cow and cross breeds of local breeds of buffalo with Murrah is common among commercial farmers. Commercial farmers rear more than two cattle for selling milk. Commercial farmers rear cattle in much more managed way than those of subsistence farmers. Fodder and forage cultivation have increased among commercial farmers. Insurance of cattle and taking loan service from financial institution is mostly done by commercial farmers. Milk produced by farmers reach milk processing companies through collectors, cooperatives, and chilling centres. Farmers are paid NPR. 5.80 per unit of fat% and NPR. 2.98 per unit of SNF%. Dairy Development Corporation is the leading milk processing company. The milk production from buffalo contributes 53% of total milk production in the province. Supply of milk fluctuates based on flush and lean season. Milk production is low during lean season and high

during flush season (August/September to January/February). Seasonality of supply is mainly due to the availability of feed resources. Oversupply in the flush season often forces milk collectors and processors to stop buying milk from farmers resulting in “milk holidays”. Due to this reason, government has restricted import of powder milk. However, the restriction is relaxed consulting the government dairy stakeholders (especially DDC) based on the market demand and milk flow. Even during relaxed restriction on import of powder milk, not all stakeholders would be permitted to import powder milk as earlier.

Rearing of low productive breeds, unbalanced diet for the cattle, disease problems, high cost of production, lack of knowledge about insurance, low quality of milk produced and imbalanced milk production during lean and flush season resulting in milk holiday in flush season are major constraints faced by farmers of Koshi Province. Processors are not able to process and sell enough quantity and quality of milk products due to four major reasons- low supply of raw milk, low quality of collected raw milk, production of traditional milk products with less product diversification and low quality of milk products.

Willingness of milk processors to produce milk products and invest in enhancing their knowledge on the technical aspects, high scope of increment in export volume of cheese and dog chew are the major reasons for the sector to be termed as potential sector for Koshi Province. Improvement in milk and milk product quality, improvement in product diversification with good quality, development/supply of advance technology processing machinery and equipment, improvement in investment capacity of processing companies and improvement in application of good hygiene and good manufacturing practices are major areas to be worked in to address the development problem.

Key activities of the learning visit

Visit to commercial farm and farmers/collectors. Focus will be more on sustainable commercial farms managed by women and indigenous & disadvantaged groups.

Visit high-tech large-scale dairy processing industry/plant with wide distribution & marketing network having diversified product lines, huge annual sales turnover with a dedicated R&D Unit for catching fast-faced emerging trends and consumer preferences towards dairy products.

Also get engaged with senior operation manager and technologist of the dairy processing industry to gain learning on significant process & cost optimization, ensuring all different compliances/protocols on FSMS and to get hands on information about different types of service sourced by the industry.

Proposed location of the exposure visit

Gujarat Cooperative Milk Marketing Federation, Amul Dairy Road, Anand, Gujarat, India and relevant peripheral locations where appropriate. And, also greater Ahmedabad city, which is point of entry and exit in Gujarat.

2. The Objective of the Assignment

- To gain enhanced understanding of overall supply chain mechanism including raw milk sourcing, engagement of women farmers & collectors and sustainable practices in dairy sector.
- Learning new diversified products, innovative technologies, emerging trends adopted by the dairy sector.
- To explore various service uptakes and the result of digital transformation in dairy sector.

3. Scope of Assignment:

The scope of this assignment is to engage a professional agency/firm to plan, coordinate, and manage an exposure visit to India. The exposure visit will be focused on dairy sector and will encompass the following key areas:

Logistics Management: The agency/firm will be responsible for planning and executing all logistical aspects of the exposure visit. This includes arranging transportation, accommodations, and local transfers in India, as well as ensuring the smooth flow of the itinerary.

Itinerary Development: The agency/firm will work closely with the organizing team to design a comprehensive and detailed itinerary that aligns with the visit's objectives. The itinerary should also include site visits, meetings, and workshops, if any.

Accommodation and Dining: The agency/firm will book appropriate accommodations (3/4 Star Hotel) based on the needs of the participants and ensure that participants have access to meals in accordance with the itinerary.

Local Contacts and Expert Liaison: The agency will facilitate interactions with local experts, guides, and interpreters as needed. They will help coordinate meetings with experts and organizations relevant to the subject of the visit.

Permits and Documentation: If required, the agency will assist in obtaining necessary permits or documentation for the visit.

Health and Safety Measures: The agency/firm will ensure the safety and well-being of participants by providing guidelines, covering travel-medical insurance of each participant, access to medical assistance, and emergency support services, if needed.

4. Eligibility

The following documents need to be submitted along with the proposal to indicate interested firms comply with the eligibility criteria set by NAMDP II. The following documents are required to be received within the date stipulated in this ToR:

- Organisation profile
- Registration certificate of the organisation along with the latest renewal /update letter issued by Office of The Company Registrar
- VAT registration certificate
- Tax clearance certificate (F/Y 2080/81)
- Declaration of Independence (Annex 1)

The potential and interested organisations are requested to submit documents showing their keen interest to undertake the proposed assignment as listed below. The proposal should include following:

1. Cover letter
2. Eligibility criteria list (documents mentioned in section 4, itinerary and financial proposal, and list of previous clients of similar task)
3. Technical proposal (70% of the weightage)
4. Financial proposal (30% of the weightage).

5. Structure of Proposals

Structure of Technical Proposal in English Language:

- Detailed travel itinerary of the visit as required in mentioned places in India.
- Detailed list of accommodation and local travel arrangement details.

Structure of Financial Proposal

- The financial proposal shall specify service fees, travel expenses and accommodation. The financial proposal must be submitted as per the budget template below:

SN	Cost Head	# of Person or Unit	Cost Per Person or Unit	Total Cost (NPR)	Explanation and Required Support Document
A	Travel				
A1	Flight Costs (as mentioned destinations in ToR, domestic flight costs in India)	13			
A2	Train Cost within India if applicable	13			
A3	Travel Cost (by road) within India	13			
A42	Travel within Nepal (Biratnagar to Bagdogra airport)	13			
	Sub Total				
B	Accommodation and other expenses				
B1	Accommodation with Bed and Breakfast (as mentioned in ToR, 3 or 4 star hotel)	13			
B2	Field Expenses (if any) incl. Travel medical insurance, Health and Safety Measures, Permits and Documentation in case required and other contingencies.	7 days			
	Sub Total				
C	Fees for Services				
C1	Service costs (7 days) incl. local contacts and expert liaison				
	Subtotal				
	Total (NPR)				
	Total Taxable Amount (NPR)				
	VAT (13%)				
	Total Amount with VAT(NPR)				

Notes:

- * In case of emergency and unforeseen expenses incurred during the travel, actual expenses can be reimbursed against original bills and supporting documents in addition to the above cost, however it needs a prior written consent with NAMDP.

** 13% VAT stated above is a maximum amount, but it will be charged to the applicable VAT/taxable cost only.

***Add Annexes (If required)

6. Scoring Criteria

The eligibility criteria will be assessed first.

For technical Proposal:

Section	Full Marks	Instruction
A	45	Relevant work experiences of organising similar visits
B	25	Structure and planning of the proposed Itinerary/travel Management Plan and Accommodation.
Total	70	

NAMDP II will evaluate both technical and financial proposal together.

For financial proposal

Criteria	Full Marks	Instruction
Realistic budget with consistency to the technical proposal	20	Current market rates, cost of service, and less overhead costs will be evaluated.
Lowest proposed financial cost gets highest point	10	The lowest proposed financial cost will be awarded 10 points. The financial proposal from the agency/firms will receive pro-rated points on the relationship of the agency/firm's prices to that of the lowest evaluated cost.
Criteria	Full Marks	Instruction

Both proposals must be in two separate pdf files.

7. Selection process and negotiation

NAMDP II will follow the following method for the selection of a firm:

1. NAMDP II will evaluate the proposals based on their expertise and subject matter.
2. The firms that do not/fail to submit technical and financial proposals within the mentioned period will be outrightly disqualified.

After completing the evaluation of proposals as per the conditions mentioned above, NAMDP II will contact and further discuss with the finalist.

Before awarding and signing the contract with the selected organisation, NAMDP II may undertake an assessment of the organisation's financial and management capacity and the relevant practices, through one or more meetings and visits.

NAMDP Phase II reserves the right to negotiate budget with the bidders prior to awarding the contract. In case of unsuccessful negotiation with the first placed bidder, the bidder with the next highest scored bidder will be invited for negotiation.

8. Deadline for Proposal and Time Duration of Services:

Cover letter, eligibility criteria along with technical and financial proposal must be submitted in PDF format addressed to email info.namdp@swisscontact.org by 29th January 2025.

The assignment is planned to start from **Feb 2025** till **March 2025**.

S.N.	Activities	Feb	Mar	Deliverables
1	Preparatory work by the agency or organization,			Finalization of Itinerary in coordination with NAMDP. Tentative Itinerary available in Annex 2.
2	Booking of air tickets, hotels, and local travel in both Nepal and India.			Booking as per the itinerary
3	Exposure visit			Facilitate team throughout the trip.
4	Submission of service completion report including bills and vouchers Claim for reimbursement			Submission of completion report.

9. Terms of payment:

The payment for services rendered by the consulting firm will be made as per NAMDP's rules and regulations. There will be a formal contract for the service. The payments will be done on submission of final Itinerary with 30% of amount, 40% of amount after ticketing and final 30% after the successful conduction of exposure visit. The total value of the service will be paid by a bank transfer to the firm's bank account.

10. Payment Modality:

The project will release payment to the consultancy organization after the satisfactory completion of the assignment as mentioned in terms of payment (section 9) by the NAMDP II. Applicable taxes will be deducted before making payment to the consultancy organization.

11. Reporting and communication:

The consultancy organization shall prepare and submit the deliverables as within the stipulated deadline and a service completion report after the completion of the assignment. The project team will review and provide feedback and comments if any to incorporate in the deliverables and report.

Annex 1

Re: Declaration of Independence

We hereby declare that we as an organization and our staff do not have **any conflict of interest**¹ with Swisscontact/(NAMDP project), its key management team or its staff directly related to the execution of the proposed Partnership/Consultancy Assignment /Project implementation/Supply of Goods /Others.....

We further declare that we do not have any business, professional, personal, or other interest, including, but not limited to, the representation of other clients, that would conflict in any manner or degree with the performance of its obligations under the proposed assignment. (In case of any conflict of interest, please specify)

In addition, we further declare that we have not been punished for an offense relating to the concerned profession or business and that our Company/Firm has not been declared ineligible by any law of the land. (In case of any offense, please specify)

We ensure that if any such actual or potential conflict of interest arises during this assignment, we shall immediately inform Swisscontact/(NAMDP) in writing.

We are aware and accept that if we fail to declare any information mentioned above or if, in the reasonable judgment of Swisscontact/(NAMDP), such conflict poses a material risk to the performance and obligations under this Agreement, then Swisscontact/NAMDP may terminate the Agreement immediately upon written notice to Contractor.

Authorized Signature:

Name and Title of Signatory:

Name of Firm/Company/Institute:

Address:

Telephone:

Email:

Date:

Annex 2

¹ “Conflict of Interest” refers to a situation in which an organization or individual or close relative of such individual has competing personal or financial interests that could potentially compromise their ability to make impartial decisions or act in the best interests of others.

“Close relative” here includes spouse, parent, child, grandparent, brother, sister, grandchild, parent-in-law, daughter/son-in-law, great-grandparent, aunt, uncle, niece, nephew, greatgrandchild, grandparent-in-law, brother/sister-in-law, grandchild-in-law, cousin, cousin brother/sister-in-law, cousin son/daughter-in-law.

Tentative Itinerary for the visit:

The tentative date proposed for the exposure visit is expected **from Feb 2025 to March 2025**. Therefore, the consultant/service provider will have to provide a detailed itinerary. Dates may change as per the participant’s and NAMDP/II convenience.

Exposure visits of Dairy to India	
Day 1	
08:00-9:00	Breakfast in Restaurant and orientation about itinerary in Biratnagar
09:00- 12:05	Travel to Bagdogra airport and check-in
14:45-1940	Travel to Ahmedabad and check-in at the Hotel in Ahmedabad
Day 2	
08:00-8:30	Breakfast in Hotel in Ahmedabad
8:30-11:30	Travel to Anand by road from Ahmedabad
11:30- 12:05	Lunch in a hotel at Anand
12:05- 16: 00	Visit to dairy farm/women/DAG farmers
16:00- onwards	Free time and back to Hotel in Anand
Day 3	
08:00-8:30	Breakfast in Hotel in Anand
08:30-13:00	Visiting AMUL plant to learn about overall supply chain of AMUL
13:00-13:45	Lunch
13:45-16:30	Meeting with technologist and technical team
16:30 onwards	Back to the Hotel in Anand
Day 4	
8:00-8:30	Breakfast in Hotel in Anand
08:30-13:00	Visiting AMUL plant, meeting with Operations & Procurement team
13:00-13:45	Lunch
13:45-15:00	Meeting with Commercial team
15:00-16:30	Meeting with Marketing team
16:30-17:00	Back to the Hotel in Anand
Day 5	
8:00-8:30	Breakfast in Hotel in Anand
08:30-13:00	Travel to diary equipment marketplace
13:00-13:45	Lunch
13:45-16:00	Meeting with the suppliers
16:00-16:30	Return to hotel
16:30-17:00	Free time in Anand
Day 6	
8:00-8:30	Breakfast in Hotel in Anand
08:30-11:30	Travel to Ahmedabad by road
11:30-12:05	Lunch in a hotel in Ahmedabad
12:05 onwards	Free time in Ahmedabad
Day 7	
07:00-0730	Breakfast in Ahmedabad

07:30-08:00	Travel to Ahmedabad airport and check in
09:25-14:05	Ahmedabad to Bagdogra
14:30-1500	Lunch at Bagdogra
15:00-19:00	Bagdogra to Biratnagar by road