

INTERNATIONAL EVENT MANAGEMENT OF UMN'S LOCAL CAPACITY FOR PEACE (LCP) PROJECT



Programme Support Team

United Mission to Nepal - Medical and Development Trust (UMN - MDT) is a public trust which aims to enable the poorest people living in poverty to transform their lives, leading towards fullness of life. UMN-MDT is currently leading Local Capacity for Peace (LCP) project with its network organisations members from India, Pakistan, Bangladesh, and Nepal.

1.1 Project Profile

INTERNATIONAL EVENT MANAGEMENT LOCAL CAPACITY FOR PEACE (LCP) PROJECT

Project Name: Local Capacity for Peace (LCP) Project

1.2 Project Description

LCP project will hold several network meetings and workshops at international level. The workshops and meetings approximately 3-6 events will be conducted at the international level. These events will involve participation from LCP Network members from Pakistan, Bangladesh, India, and Nepal.

2. OBJECTIVES

Objective of this ToR is to select and recruit service providers (Travel Agent) for the management of Local Capacity for Peace (LCP) events in national and international level and to facilitate visa and ticketing process as needed.

3. SERVICES REQUIREMENT

A. Organising workshops and meetings

- Three to six events occur in a year with around 25 to 35 participants per event.
- Confirm the availability of necessary resources like audio-visual equipment and materials.
- The Travel Agent – service provider to explore suitable quality hotels (three-four stars, single/double/doubles used as single rooms, including breakfast, lunch and dinner).
- The agency is required to propose a reasonable per-person cost for each hotel category to be offered for each event. Three rates should be submitted to UMN - MDT and the final decision on the hotel will be made by UMN – MDT.
- Handle early arrivals and late departures as necessary. Inform UMN-MDT as appropriate of changes regarding their bookings.

- Flexibility is requested about deadlines for last-minute changes.
- Travel Agent requested to share their per-event charge preferably in percentage.

Possible Countries for International Events

- Bangkok
- Bangladesh
- Cambodia
- Malaysia
- Sri Lanka
- Vietnam

Note: sometimes events might need to organise beyond these above-mentioned countries.

B. Ticketing and Transportation

- Arranging national and international tickets for UMN and UMN-MDT staff and its network member organisations staff related to the LCP events both in Nepal and outside of Nepal.
- Three to six events occur in a year with around 25 to 35 participants per event.
- Arrangement of tickets, all economic fair
- On-site local transportation can be covered as per the bill which needs to be agreed beforehand with the UMN-MDT team.
- Travel Agent to offer the facility what can be offered in ticketing such as % discount on international travel etc.

C. Visa Process

- Facilitating visa-obtaining process for UMN and UMN-MDT staff particularly related to the LCP events.
- Three to six events occur in a year with two to four participants per event.
- Facilitating to address any visa and travel-related issues of LCP network members as needed particularly any issues that arise while they are in Nepal to attend LCP event.
- Travel agent needs to facilitate visa obtaining process including providing necessary information to the UMN-MDT staff, assisting them in visa application, and the traveller does not need to visit the Embassy in person to apply for the visa, travel agency/company needs to apply the visa on behalf of UMN-MDT staff.
- Travel Agent to offer the facility regarding the visa process.

4. KEY DELIVERABLES

4.1 The Travel Agent – Service Provider will complete the following Key Deliverables

Hotels:

- Explore suitable quality hotels (3-4 stars, single/doubles for single rooms and double rooms per conference package)
- Propose UMN – MDT with 3 rates per person and seek approval for hotel booking.

Ticketing and Transportation

- Arrange national and international tickets at economy fair for UMN, UMN – MDT staff, and network members organisations staff.

Visa Process

- Facilitate visa obtaining process for UMN and UMN – MDT staff.
- Facilitate to address any visa and travel-related issues.

5. RESPONSIBILITIES

5.1 Responsibilities of Travel Agent

- The travel agent will be the event organiser
- Explore, booking the hotels (3-4 star) with 3 rates from 3 different hotels and seek UMN - MDT's approval.
- Book and issue the tickets for UMN, UMN – MDT staff and LCP Network members' staff.
- Facilitate the visa-obtaining process for UMN, UMN – MDT staff, and dealt with any Visa issues about LCP Network meetings.
- Good communication and consult or seek approval from UMN – MDT in any matters related to international events.
- Provide VAT bill of the international event to UMN – MDT with bank details

5.2 Responsibilities of UMN – MDT

- Explain UMN – MDT expectations to the Travel Agent
- Inform about the international event dates and requirements
- Pay the payment to the Travel Agent as agreed

6. AGENCY EXPERIENCES

The Travel Agent will need to have the following abilities and experiences:

- Companies/ agencies registered in Nepal are only eligible to apply.
- Agency should have similar services provided
- Good communication and inter – personal skills
- Commitment to complete the task on given time
- Should be willing to follow and agree to abide by UMN – MDT's processes, rules, and policies, including Safeguarding Policy.

7. HOW TO APPLY

- A Letter of Interest (cover letter) explaining why your agency is the most suitable service provider.
- International Event Management cost for the countries. Please include this in the letter of interest.

- ➡ A brief summary of your agency's relevant experience in similar work or any additional supporting documents or references.
- ➡ Tax Clearance Certificate for the year 2079/80.
- ➡ Companies/ agencies registered in Nepal are only eligible to apply.

Submission should be sent to the following email address by 15 February to procurement@umn.org.np

8. CODE OF CONDUCT

The Travel Agent or its staff should be sensitive while carrying out the services, will manage the event and will present themselves with modesty and humility while dealing with issues related to women, children, disability, and marginalised groups. Any person found guilty in child abuse, gender-based violence or any other criminal offence will not be considered.

The Travel Agent and their team will sign a safeguarding policy code of conduct which will form part of the contract (Annex 1).

9. COSTS AND PAYMENTS

A travel agent service charge fee amount will be agreed upon based on the number of days required for organising the international events. The service fee will be subject to tax liability as per the tax rule of Nepal. Acceptance of Terms of Reference

ACCEPTANCE OF TERMS OF REFERENCE

I declare that I have received and read the Terms of Reference and commit to provide the services and agree to meet the requirements stated for organising the international events for UMN MDT.

TRAVEL AGENT – SERVICE PROVIDER
Signature
Name
Company
Date

UNITED MISSION TO NEPAL MEDICAL AND DEVELOPMENT TRUST
Signature
Name
Designation
Date

ANNEX 1: UMN'S CODE OF CONDUCT FOR SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

UMN staff, representatives and agents must:

- Familiarise themselves with the Safeguarding Policy and indicate their acceptance of it by signing a copy of the Code of Conduct.
- Ensure they always work with children and vulnerable adults, where possible, with the knowledge and informed consent of those responsible for them.
- Report any allegations relating to potential breaches of this policy to the relevant Safeguarding Advocate.
- Co-operate with any investigation process formed under the relevant procedure within this policy.
- Not disclose the nature or details of an investigation to any unauthorised person.
- Abide by the Good Practice Guidelines in respect of electronic communication (see Appendix 2)

UMN staff, representatives and agents must not:

- Threaten or use any form of physical punishment or hitting against a child or vulnerable adult.
- Use language or behaviour towards child or vulnerable adult that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate.
- Spend excessive amounts of time alone with children or vulnerable adults. Meetings with individual children should take place within the sight of others and such meetings must occur with the knowledge of UMN supervisors and those responsible for the child or vulnerable adult.
- Fondle, hold, kiss, cuddle, tickle or touch children in an inappropriate or culturally insensitive way. Physical touch between adults and children can be healthy but should occur in public places. A general guideline is not to touch children in areas that are normally covered by shorts and t-shirt.
- Take or use images of children or vulnerable adults which are detrimental to their dignity. (See UMN MDT Visual Images Policy and Guidelines.)
- Use resources such as telephone, mobile phones and/or other IT/electronic/digital resources to develop inappropriate relationships with children or vulnerable adult or to store or view explicit or degrading images.
- Fail to report when they have concerns about harm to a child or vulnerable adult.
- Hire children or vulnerable adult for domestic or other labour which is inappropriate given their age or development stage, which interferes with their time available for education and recreational activities, or which places them at a significant risk of injury.
- I have read and understood this information. I understand that behaviour contravening these guidelines may be investigated by UMN and, if warranted, be reported to the appropriate legal authorities.

SIGNED
Signature
Name
Date

WITNESSED BY A UMN MDT STAFF MEMBER
Signature
Name
Designation
Date