

REQUEST FOR EXPRESSIONS OF INTEREST **CONSULTING SERVICES**

Selection # as assigned by e-Tool: *RG-T3519-P012*

Selection Method: *Simplified Competitive Selection*

Country: *Suriname*

Sector: *Tourism*

Funding – TC #: *ATN/CO-17772-RG*

Project #: *RG-T3519*

TC name: *Experiential Learning of Cluster Development Best Practices in Small and Vulnerable Countries*

Description of Services: *Design and Deliver Training Program to Tour Guides and Micro, Small and Medium Enterprises (MSMEs) - North Commewijne Tourism Cluster*

Link to TC document: <https://www.iadb.org/en/project/RG-T3519>

The Inter-American Development Bank (IDB) is executing the above-mentioned operation. For this operation, the IDB intends to contract consulting services described in this Request for Expressions of Interest. Expressions of interest must be delivered using the IDB Portal for Bank Executed Operations (<http://beo-procurement.iadb.org/home>) by: *February 24th 2023*, 5:00 P.M. (Washington D.C. Time).

To access the IDB Portal, the firms must generate a registration account, including **all** the data requested by the Portal. In the event that any of the information requested is not included, the firm will not be able to participate in this or any other Bank-executed selection process for operational work. If the firm has been previously registered, please validate that you have **all** the firm's information updated and complete before submitting an expression of interest.

The consulting services ("the Services") include *Design and Deliver Training Program to Tour Guides and Micro, Small and Medium Enterprises (MSMEs) - North Commewijne Tourism Cluster* in the first quarter 2023.

Eligible consulting firms will be selected in accordance with the procedures set out in the Inter-American Development Bank: [Policy for the Selection and Contracting of Consulting firms for Bank-executed Operational Work](#) - GN-2765-4. All eligible consulting firms, as defined in the Policy may express an interest. If the Consulting Firm is presented in a Consortium, it will designate one of them as a representative, and the latter will be responsible for the communications, the registration in the portal and for submitting the corresponding documents.

The IDB now invites eligible consulting firms to indicate their interest in providing the services described above in the draft summary of the intended Terms of Reference for the assignment. Interested consulting firms must provide information establishing that they are qualified to perform the Services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.). Eligible consulting firms may associate in a form of a Joint Venture or a sub-consultancy

agreement to enhance their qualifications. Such association or Joint Venture shall appoint one of the firms as the representative.

Special requirements according to the Donor Trust Fund (DTF), if applicable.

Interested eligible consulting firms may obtain further information during office hours, 09:00 AM to 05:00 PM, (Washington D.C. Time) by sending an email to: Ramona Sinanan at Ramonas@iadb.org.

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Summary of Terms of Reference

TERMS OF REFERENCE

Design and Deliver Training Program to Tour Guides and Micro, Small and Medium Enterprises (MSMEs) – North Commewijne Tourism Cluster

SURINAME

RG-T3519

ATN/CO-17772-RG

<https://www.iadb.org/en/project/RG-T3519>

Experiential Learning of Cluster Development Best Practices in Small and Vulnerable Countries

1. Objectives

1.1 The objective of this consultancy is to design and implement the following:

1.1.1 A capacity-building program for eligible candidates to make them duly qualified and competent with the requisite professional skills to take up jobs as tour guides with extensive knowledge of birding, nature, history, heritage, and culture in the North Commewijne.

1.1.2 Training of local micro, small and medium sized enterprises (MSMEs) in North Commewijne. Besides training in business management essentials, this activity will also be used to create standards for community participation and community benefits. The MSMEs will be educated in interacting with tourists.

1.2 The program outlined above should include a comprehensive training course that will provide an opportunity for the participants to learn from selected cases and scenarios and receive technical knowledge. The course should strongly rely on concrete examples of community-based sustainable tourism experiences, including practical recommendations for its implementation, potential barriers and how to overcome them. This shall be done in a setting that allows the exchange of experiences and dialogue and allows for a field visit. The capacity-building

program should also encourage the establishment of a community of learners among the beneficiaries, for continuous exchange of future experiences and offering them tools to become trainers of peers (i.e. train the trainers) in their communities.

2. Scope of Services

The Compete Caribbean Partnership Facility (CCPF) is seeking a consulting firm to perform the following activities:

2.1 Training for Tour Guides:

2.1.1 Assess training needs

The consulting firm will be responsible for helping to assess the gaps in knowledge of the local guides. This will be done in collaboration with the tourism operators and the cluster members in North Commewijne.

2.1.2 Develop training material

Design of course materials based on the objective and the assessment of training course(s) needed to be developed inclusive of certification from an accredited certifying body.

2.1.3 Assist in recruitment

The consulting firm will guide the cluster members of the North Commewijne in identifying the individuals to be trained.

2.1.4 Conduct training

Implementation of the training courses identified and coaching, including a field visit.
Establishment of the community-of-learners and transfer of tools and steps for future interactions amongst course participants, as well as materials for transferring knowledge learned during the course to colleagues through a train the trainers segment.

2.1.5 Assessment of training

Report on the training(s), including a description of the course, lessons learned and strategy for the continuation of the community of learners (train the trainers). Results from the survey for the participants should be analyzed and incorporated into the report. Develop tools for learners to explain the content of the course to their colleagues and/or material to be provided to people from the North Commewijne project that have not taken the course.

2.2 Business training for Micro, Small and Medium Sized Enterprises (MSMEs):

2.2.1 Develop MSME training material using CTO Community Based Tourism handbook as guidelines

2.2.2 Plan and execute at least two days of training workshops of 30 MSMEs in North Commewijne

2.2.3 The curriculum of this training workshop shall at least include subjects such as business management, entrepreneur mindset, business plan writing, financial management for MSMEs, invoicing, marketing, and sales strategies.

2.2.4 Provide all relevant course materials

2.2.5 Allocate a training logbook for each learner

3. Key Activities

3.1 Inception Report and Work plan

An inception report and work plan including contents of the course(s) to be implemented, methodology for the

course and the establishment of the community of learners (the contents of the course shall be subject to modifications once the participants have been identified and their level of knowledge about the topic is assessed).

3.2 Curriculum and Manuals

The consulting firm will deliver a training guide consisting of a comprehensive training program and all training materials needed to certify North Commewijne guides and MSMEs.

3.3 Mobilization of Candidates

The CCPF and the North Commewijne Tourism Cluster will publicize the programs through social media channels and by inserting an advertisement in the newspaper. The programs will also be publicized with posters in the North Commewijne villages. In addition, they may also use other means, such as radio and television programs, to reach the number of minimum 30 candidates and 30 MSMEs. A special focus should be on the inclusion of locals, women and people with disabilities.

3.4 North Commewijne Guides and MSMEs training

- Training for the tour guides and MSMEs should be conducted in the North Commewijne.
- Training of tour guides should focus on the main attractions and thematic areas of the region.
- Training of MSMEs should focus on business management, entrepreneur mindset, business plan writing, financial management for MSMEs, invoicing, marketing, and sales strategies.
- The training workshops should be conducted in-person and consist of a minimum of 32 contact hours^{*1} which should include practical as well as theoretical training.

3.5 Geographic areas

The area that should be covered will be the tourism attractions of:

- North Commewijne Island; is an area bordered by the Warapa Kreek, the Commewijne River, the Suriname River and the Atlantic.
- The left bank of the Commewijne river from Katwijk to Nieuw Amsterdam
- Tourism hotspots in the North of Commewijne

3.6 Thematic areas

Besides basic guiding principles and extensive knowledge of the North Commewijne the training should include the following themes:

- Birding
- Nature
- Heritage
- Culture

3.7 Certification

Assessment and certification must be conducted by the respective trainer.

3.8 Report of Training Delivered

Report of completed training including the list of participants and participants assessments.

3.9 Final Report

Final report with recommendations for a continuous training program.

4. **Expected Outcome and Deliverables**

The consulting firm will submit the following deliverables:

¹ 32 hours are the standard training hours

- 4.1 Inception Report and Work Plan - The inception report and work plan are to be submitted for approval within 2 weeks of contract signing.
- 4.2 Course Curricula and Manuals - Submission and acceptance of course curricula and manuals for each course, within 5 weeks of contract signing.
- 4.3 Report of Training Delivered - A report of completed training including the list of participants, and participants' assessments, 5 days after the last course is delivered within 12 weeks of contract signing.
- 4.4 Final Report - A final report, with recommendation for a continuous training program, 7 days after the last course delivered
- 4.5 Bank policy GN-2765-4 does not allow the procurement of goods and related services except when such goods and related services are necessary to achieve the objectives of the Bank-executed Operational Work and are included in the consulting services contract and represent less than ten percent (10%) of the consulting services contract value.) If it is determined that acquisition of goods is necessary by the consulting firm, please add a very detailed technical specification of the minimum requirement of said goods.