

SECTION 5: TERMS OF REFERENCE (TOR)

TERMS OF REFERENCE

Disaster Management and Contingency Plan for Tourism Sector

Tourism Council of Bhutan

1. Background

Tourism is one of the largest sectors in the country providing huge employment and business opportunities. There are more than 50,000 people working in the tourism and hospitality sector as tour operators, tour guides, trekking staff and hoteliers. With the changing risk patterns and frequency of disasters, formulation of sector specific disaster management and Contingency Plans is an important strategy to strengthen disaster management systems and systematically reduce disaster risks. Tourism sector, being a volatile sector, can be impacted severely by natural disasters which was evident from the recent Coronavirus pandemic.

The Disaster Management Act of Bhutan, 2013 mandates agencies or private sectors notified by the National Disaster Management Authority (NDMA) to prepare their disaster management and contingency plans. The DMCP will provide the opportunity of mainstreaming DRR into Tourism plans, programs and projects. Moreover, it focuses on developing mitigation and preparedness as well as post- disaster recovery and reconstruction activities in the tourism sector. Tourism Council of Bhutan (TCB), being the apex body of the tourism sector, focuses on planning and regulating the tourism policies. The Disaster Management and Contingency Plan (DMCP) will be one such protocol to address disaster related issues in the tourism sector.

Therefore, TCB has incorporated development of DMCP as one of the important activities in 12 Five Year Plan/Flagship program. This Plan is to be referred by the Tourism Council of Bhutan and the stakeholders to ensure mainstreaming and integration of disaster risk management which will also be prioritized in the annual and five-year development plans.

To this end, TCB will seek to engage a consultant to develop the Disaster Management and Contingency Plan for the tourism sector.

2. Objectives

The objective is to develop the Disaster Management and Contingency Plan for the tourism sector in Bhutan.

3. Scope of Consultancy

The consultant must develop Disaster Management and Contingency Plan for all areas of tour operation after conducting Hazard, Vulnerability and Capacity Assessment.

4. Terms of reference of the Consultant

- Undertake literature review in context of the country Disaster Management initiatives and conduct **Hazard, Vulnerability and Capacity Assessment** in areas/regions with more tourism activities. Consult national technical agencies and relevant agencies for obtaining technical / scientific information and data to complete risk assessment.
- Identify priority areas for prevention, disaster risk reduction/mitigation, preparedness/emergency management plan (**Pre-disaster**), response plan (**during disaster**), and reconstruction/recovery plan (**Post-disaster**), **awareness** raising and **capacity building** activities specific to tourism stakeholders such as Tour Operators, Hotels and Guides. Also recommend **risk transfer mechanism** such as **insurance schemes, PFs schemes** and other such schemes to cushion/support those in the tourism sector during the time of distress.
- **Review curricula** related to tourism such as **hospitality courses, guide training courses, accommodation assessment guidelines**, etc., and identify areas for incorporation of disaster related topics and training.
- Develop **mechanism for communication** of information from ground handlers such as tour operators, hotels, guides, etc to the authorities during a major disaster. Develop Business Continuity Mechanism in such cases.
- Develop Standard Operating Procedures for **disaster response in specific disaster or location** with well-defined roles and responsibilities of stakeholders.
- Develop **strategy** for disaster risk reduction in the tourism sector with timeframe and engagement of relevant stakeholders.
- Make presentations of draft documents to relevant stakeholders as and when necessary.

KEY CONSIDERATION

- Link DM activities with tourism sector plans, policies and program.
- Link DM activities with Five Year Plan

5. Expected Deliverables

- Inception report of the Disaster Management and Contingency Plan for tourism sector.
- An Action Plan for prevention, disaster risk reduction/mitigation, preparedness, awareness raising and capacity building activities must be included in the DMCP.
- 3 bound hard copies and softcopy of the final DMCP document.

6. Qualifications or Specialized Knowledge/Experience Required

The consultant should possess:

- Qualification: Graduate/Masters with experience in conducting similar consultancy works.

7. Estimated Duration of Contract (Dates and period): 45 days (April 27 – June 11, 2021)

8. Work schedule with deliverables (Specify due date for deliverables):

Due Date	Activities	End Results/Outputs
April 30, 2021	Submission of Inception Plan	Inception plan submitted
May 4-25, 2021	Conduct meetings/ consultations with key stakeholders	Meetings conducted with recommendations for sector associations
May 31, 2021	Develop SOP for specific disaster/location developed	SOP for specific disaster/location developed
June 4, 2021	Develop action plan for DMCP	Action plan developed
June 8, 2021	Presentation to TCB and relevant stakeholders	Necessary feedback and comments incorporated
June 11, 2021	Final DMCP submitted	Final Plan with recommendations and implementation plan submitted

9. Institutional Arrangement:

- The activities outlined above shall be conducted by consultant contracted for the purpose, who shall work in close co-ordination with TCB officials.
- TCB will facilitate the visits in terms of correspondences with concerned authorities and facilitate in arranging meetings.
- The work shall be executed under the overall direction of Chief Tourism Officer, Quality Assurance Division, TCB or any official assigned by TCB.

10. Payment Schedule:

Due Date	End Results/Outputs	Amount
April 30, 2021	○ Inception Plan submitted	30%
June 11, 2021	○ Final DMCP report plan submitted.	70%
	TOTAL	100%

11. Official Travel Involved (specify if yes):

Yes: Nearby Dzongkhags to understand the management for localised incidents.

12. Contract Supervisor: Chief Tourism Officer, Quality Assurance Division, TCB

13. Consultant’s Work Place/Any facilities to be provided by office:

The consultant will be based in his/her office but the meetings with the stakeholders will be facilitated by TCB.

14. Estimated Cost of Contract (Inclusive of fee, travel, DSA, etc)

Activity	Estimated cost (Nu)
Fee (including DSA and travel)	Consultant must submit the financial break down

15. Timeline:

S.No	Activity	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7
1.	Inception report							
2.	Meeting with stakeholders							
3.	Consultancy work							
4.	Presentation to TCB and Stakeholders							
5.	Final Report							

16. Confidentiality of Information:

The consultant is required to exercise the utmost discretion in all matters of official business of the organization. Unless otherwise authorized by the appropriate official in the office concerned, the consultant shall not communicate at any time to the media or to any institution, person, Government or another authority external to the TCB any information that has not been made public and which has become known to them by reason of their association with the TCB.

17. Correspondence:

Any correspondence concerning this activity shall be addressed to the following:

Mr. Karma Tenzin
Senior Tourism Officer
Quality Assurance Division
Tourism Council of Bhutan
PO Box 126
Thimphu 11001, Bhutan.
E-mail: karmatenzin@tourism.gov.bt
MOBILE# 17631660
Telephone: +00975 – 2-323251 (office hours only)