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TOURISM COUNCIL OF BHUTAN



TCB/SD-32/2016-2017/

3<sup>rd</sup> January, 2017

**REQUEST FOR PROPOSALS**

**PROJECT NAME**

**TO CONDUCT REFRESHERS COURSE FOR THE TOUR GUIDES**

**TOURISM COUNCIL OF BHUTAN**



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**Section 1: Letter of invitation**

**To,  
All the Tourism Training Institutes**

The Tourism Council of Bhutan (TCB) would like to request for proposals from interested Tourism Training Institutes registered with the Department of Occupational Standards, MoLHR to conduct the Refreshers Course for Tour Guides.

The selection process of Training Institute/s shall be in accordance with the procedures set out in the Procurement Rules and Regulations.

The procedural requirements for responding to this invitation are provided in the complete RFP document.

Interested bidders may submit their Technical and Financial Proposal to the following address latest by **12 PM 20<sup>th</sup> January, 2017** and the Technical Proposal will be opened on same day at **02 pm at TCB** conference hall.

**Head  
Services Division  
Tourism Council of Bhutan  
Tarayana Centre, Chubachu  
Thimphu**



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## Section 2: Instructions to Training Institutes

1. The Training Institutes are invited to submit a Technical Proposal and a Financial Proposal as specified in the Data Sheet, for providing trainings required for the assignment named in the Data Sheet. The proposal will be the basis for contract negotiations and ultimately for a signed Contract with the selected Training Institute.
2. Training Institutes shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. The Procuring Agency is not bound to accept proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Training Institutes.
3. The Procuring Agency and the RGOB requires that Training Institutes provide professional, objective and impartial advice, and at all times hold the Procuring Agency's interests paramount, strictly avoid conflicts with other assignments or their own corporate interests, and act without any consideration for future work.

### 4. Technical Proposal Format and Content

4.1. The Training Institutes are required to submit a Full Technical Proposal (FTP). The Data Sheet indicates the format of the Technical Proposal to be submitted. Submission of the wrong type of Technical Proposal will result in the Proposal being deemed non-responsive. The Technical Proposal shall provide the information indicated below:

- a) FORM TECH 2 - A brief description of the Training Institute's organization and an outline of the recent experience of the Training Institutes on assignments of a similar nature are required. For each assignment the outline should indicate the names of staff who participated, the duration of the assignment, the contract amount, and the Training Institutes involvement. Information should be provided only for those assignments for which the Training Institutes was legally contracted by the Procuring Agency. Assignments completed by individual professional staff working privately or through other institute/s cannot be claimed as the experience of the Training Institutes, or that of the Training Institutes associates, but can be claimed by the Professional staff themselves in their CVs. Training Institutes should be prepared to substantiate the claimed experience if so requested by the Procuring Agency
- b) A description of the approach, methodology and work planning for performing the assignment and covering the following subjects: technical approach and methodology, work plan, and organization and staffing schedule. Guidance on the content of this section of the Technical Proposal is provided under FORM TECH 4.
- c) The list of proposed Professional staff team by area of expertise, the position that



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would be assigned to each staff team member, and their tasks including their CVs (FORM TECH-5).

- d) A detailed description of the proposed methodology and staffing conducting the training.
- e) Any specifications / details that form part of the Technical Proposal (FORM TECH -9)
- f) Duly executed Integrity Pact Statement (FORM TECH – 10)

## 5. Financial Proposal

5.1. The Financial Proposal shall be prepared using the attached Standard Form (Sec-4). It shall list all costs associated with the assignment, including remuneration for staff. If appropriate, these costs should be broken down by activity.

6. The Training Institutes shall be subject to local taxes on amounts payable by the Procuring Agency under the contract.

## 7. Sealing and Submission of Proposals

7.1. The original proposal (Technical Proposal and, if required, Financial Proposal) shall contain no interlineations or overwriting, except as necessary to correct errors made by the Training Institutes itself. The person who signed the Proposal must initial such corrections. Submission letters for the Technical and Financial Proposals shall respectively be in the format of TECH-1 of Section 3, and FIN-1 of Section 4.

7.2. An authorized representative of the Training Institutes shall initial all pages of the original Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign. The signed Technical and Financial Proposals shall be marked “**ORIGINAL**”.

7.3. The Technical Proposal shall be marked “**ORIGINAL**” or “**COPY**” as appropriate. The Technical Proposals shall be sent to the addresses referred to in paragraph 16.8 and in the number of copies indicated in the Data Sheet. All required copies of the Technical Proposal are to be made from the original. If there are discrepancies between the original and the copies of the Technical Proposal, the original shall govern.

7.4. The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked “**TECHNICAL PROPOSAL**” Similarly, the original Financial Proposal (if required under the selection method indicated in the Data Sheet) shall be placed in a sealed envelope clearly marked “**FINANCIAL PROPOSAL**” followed by the



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reference number and name of the assignment, and with a warning “**DO NOT OPEN WITH THE TECHNICAL PROPOSAL.**” The envelopes containing the Technical and Financial Proposals shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address, reference number and title of the assignment, and be clearly marked “**CONFIDENTIAL – DO NOT OPEN, EXCEPT IN THE PRESENCE OF THE APPOINTED OPENING OFFICIAL(S), BEFORE** [*insert the time and date of the submission deadline indicated in the Data Sheet*]”. The Procuring Agency shall not be responsible for misplacement, loss or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Proposal rejection. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.

7.5. All inner envelopes shall:

7.5.1. Be signed across their seals by the person authorized to sign the Proposal on behalf of the Training Institutes; and

7.5.2. Be marked “**ORIGINAL**” or “**COPY**”; and

7.5.3. Indicate the name and address of the Training Institutes to enable the Proposal to be returned unopened in case it is declared late pursuant to paragraph 16.8

7.6. All inner and outer envelopes shall be sealed with adhesive or other sealant which will prevent re-opening.

7.7. The Proposals shall be delivered by hand or by registered post in sealed envelopes to the address/addresses indicated in the Data Sheet and received by the Procuring Agency no later than the time and the date indicated in the Data Sheet, or any extension to this date in accordance with paragraph 10.4. Any proposal received by the Procuring Agency after the deadline for submission shall be returned unopened.

7.8. Opening Proposals

7.8.1. The Procuring Agency shall open the Technical Proposals after the closing date and time for submission of Proposals in the presence of bidders / representatives of the bidders. The Financial Proposals shall remain sealed and securely stored.

7.9. Evaluation of Technical Proposals

7.9.1. The Evaluation Committee shall evaluate the Technical Proposal on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria and points system specified in the Data Sheet. Proposals will



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be given a technical score (St). A proposal shall be rejected at this stage if it does not respond to aspects of the RFP, particularly Terms or Reference, or if it fails to achieve the minimum technical score indicated in the Data Sheet.

7.10. Public Opening and Evaluation of Financial Proposals

7.10.1. After the technical evaluation is completed, the Procuring Agency shall inform the Training Institutes who have submitted proposals the technical scores obtained by their Technical Proposals, and shall notify those Training Institutes whose Proposals did not meet the minimum qualifying mark, or were considered non responsive to the RFP and TOR, that their Financial Proposals will be returned unopened after completing the selection process. The Procuring Agency shall simultaneously notify in writing those Training Institutes that have secured the minimum qualifying mark, the date, time and location for opening the Financial Proposals.

7.10.2. Financial Proposals shall be opened publicly in the presence of the Training Institutes' representatives who choose to attend. The names of the Training Institutes and their technical scores shall be read aloud. The Financial Proposals of the Training Institutes who met the minimum qualifying mark will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the following information read out and recorded:

- (a) name of the Training Institutes;
- (b) points awarded to the Technical Proposal; and
- (c) total price of the Financial Proposal.

7.10.3. The Procuring Agency shall prepare a record of the opening of the Financial Proposals, which shall include information disclosed to those present in accordance with paragraph 7.10.2 above. The minutes shall include:

- (a) The assignment title and reference number
- (b) The date, time and place of opening of the Financial Proposal
- (c) The prices offered by the Training Institutes
- (d) The name and nationality of each Training Institutes
- (e) The name of attendees at the opening of the Financial Proposals, and of the Training Institutes they represent
- (f) The details of any complaints or other comments made by Training Institutes' representatives attending the opening of the Financial Proposals, including the names and signatures of the representatives making the complaint(s) and/or comment(s); and
- (g) The names, designations and signature of the members of the Proposal Opening Committee.

7.11. The Procuring Agency reserves the right to accept or reject any Proposals, and to annul the Request for Proposals process and reject all Proposals at any given time



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prior to Contract award, without thereby incurring any liability to Training Institutes.

- 7.12. The Procuring Agency shall notify the concerned Training Institutes whose proposal has been selected in writing.
- 7.13. (in the format in Sec-4- hereafter called the Letter of Intent to Award) that the Procuring Agency has intention to accept its proposal and the information regarding the name, address and amount of selected Training Institutes shall be given all other Training Institutes to submit the proposals. Such notification should be communicated in writing, including by cable, facsimile, telex or electronic mail to all the Training Institutes on the same day of dispatch. The Employer shall ensure that the same information is uploaded on their website on the same day of dispatch.
- 7.14. If no Training Institutes submit an application within a period of ten (10) days of the notice provided after completing negotiations the Procuring Agency shall award the Contract to the selected Training Institutes.
- 7.15. Following the decision to award the Contract to the selected Training Institutes and upon receiving Acceptance Letter from the selected Training Institutes, the parties shall enter into a written Contract binding on both parties.





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**Instructions to Training Institutes**

**Data Sheet**

ITC Paragraph Reference	Details
1	Name of the Procuring Agency: <b>Tourism Council of Bhutan</b>  Method of Selection: <b>Quality and Cost Based Selection</b>
2	Financial Proposal to be submitted together with Technical Proposal in separate envelope: <b>YES</b>  <b>TO CONDUCT REFRESHERS COURSE FOR THE TOUR GUIDES</b>  Tour Guide Refresher course is designed to upgrade the guiding skills and knowledge for the tourist guides who are already competent and doing well in the market. The training will emphasize on the roles and responsibilities of a guide, which will reinforce their values as guides and ambassadors of the country. It will help to enhance their competencies and also allow them to have an interactive session to promote and have a common understanding of the various topics.
3	A pre-proposal conference will be held: <b>NO</b>  The Procuring Agency's representative is: <b>Mr. Tashi Tenzin</b> Address: <b>Services Division, TCB, Tarayana Center, Chubachhu</b> Telephone: 323251 /52. Fax: 323695 E-mail: <a href="mailto:tgyeltshen@tourism.gov.bt">tgyeltshen@tourism.gov.bt</a> / <a href="mailto:tashi@tourism.gov.bt">tashi@tourism.gov.bt</a>
4	The Procuring Agency will provide the following inputs and facilities:(ref.TOR)
5	The bidders shall submit a signed Integrity Pact: <b>YES</b>
6	Proposals must remain valid <b>90 days</b> after the submission date, i.e. until <b>20<sup>th</sup> April 2017</b>
7	Shortlisted Training Institutes may associate with other shortlisted Training Institutes: <b>NO</b>
8	Proposals shall be submitted in the following language: <b>ENGLISH</b>
9	The format of the Technical Proposal to be submitted is <b>Full Technical Proposal (FTP)</b>
10	Training is a specific component of this assignment: <b>NO</b>
11	Training Institutes to state local costs in Ngultrum: <b>YES</b>



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12	<p>Amounts payable by the Procuring Agency to the Training Institutes under the Contract to be subject to local taxation: <b>YES</b></p> <p>The applicable local taxes will be deducted at source by the Procuring Agency</p>																										
13	The Training Institutes must submit the original and one (1) copy of the Technical Proposal, and the original of the Financial Proposal																										
14	<p>The Proposal submission address is: <b>Head, Services Division, TCB, Tarayana Center, Chubachhu</b></p> <p>Proposals must be submitted no later than the following date and time: <b>20<sup>th</sup> January 2017, 1200 noon.</b></p>																										
15	<p>Criteria, Sub-criteria and the points system for the evaluation of Technical Proposals</p> <p><u>POINTS</u></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding-left: 20px;">(1) The Institutes relevant experience for the assignment</td> <td style="text-align: right;"><b>10</b></td> </tr> <tr> <td style="padding-left: 20px;">(2) Adequacy of the proposed methodology and work plan proposed</td> <td style="text-align: right;"><b>20</b></td> </tr> <tr> <td style="padding-left: 20px;">(3) The qualification of the key staff proposed</td> <td style="text-align: right;"><b>50</b></td> </tr> <tr> <td style="padding-left: 40px;">a. General Qualifications (30)</td> <td></td> </tr> <tr> <td style="padding-left: 40px;">b. Adequacy for the Project / Assignment (10)</td> <td></td> </tr> <tr> <td style="padding-left: 40px;">c. Experience (10)</td> <td></td> </tr> <tr> <td style="padding-left: 20px;">(4) Transfer of knowledge</td> <td style="text-align: right;"><b>10</b></td> </tr> <tr> <td style="padding-left: 40px;">a) Relevance of training program (2.5)</td> <td></td> </tr> <tr> <td style="padding-left: 40px;">b) Training approach and methodology (5)</td> <td></td> </tr> <tr> <td style="padding-left: 40px;">c) Qualification of experts and trainers (2.5)</td> <td></td> </tr> <tr> <td style="padding-left: 20px;">(5) The extent of participation by nationals amongst key staff team</td> <td style="text-align: right;"><b>10</b></td> </tr> <tr> <td style="text-align: right;"><b>Total:</b></td> <td style="text-align: right;"><b>100</b></td> </tr> <tr> <td></td> <td style="text-align: right;">=====</td> </tr> </table> <p>The technical proposal should score at least 75 points out of 100 to be considered for financial evaluation.</p> <p>The weight (T%) given to the Technical Proposal is 60 percent</p> <p>The weight (F%) given to the Financial Proposal is 40 percent</p>	(1) The Institutes relevant experience for the assignment	<b>10</b>	(2) Adequacy of the proposed methodology and work plan proposed	<b>20</b>	(3) The qualification of the key staff proposed	<b>50</b>	a. General Qualifications (30)		b. Adequacy for the Project / Assignment (10)		c. Experience (10)		(4) Transfer of knowledge	<b>10</b>	a) Relevance of training program (2.5)		b) Training approach and methodology (5)		c) Qualification of experts and trainers (2.5)		(5) The extent of participation by nationals amongst key staff team	<b>10</b>	<b>Total:</b>	<b>100</b>		=====
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	=====																										
16	The currency is <b>Bhutanese Ngultrum</b>																										
17	Expected date for commencement of Training is <b>February- Mid June, 2017</b>																										



### Section 3: Technical Proposal Format

#### 1. Technical Proposal Submission Form

(Location, Date)

TO: (Name and Address of Procuring Agency)

Subject: To conduct Specialization Course for Tour Guides

Dear Sirs

We, the undersigned, offer to Conduct Refreshers Course for Tour Guides in accordance with your Request for Proposal dated .....and submit our proposal which includes this Technical Proposal, and a Financial Proposal sealed in a separate envelope.

Yours faithfully,

Signature

Authorized Signature (*In full and Initials*):

Name and Title of Signatory:

Name of Firm:

Address

#### 2. Training Institutes Organization and Experience

##### **A – Training Institutes Organization**

(Provide here a brief (two pages) description of the background and organization of your firm / entity and each associate for this assignment)



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**B – Training Institutes Experience**

[Using the format below, provide information on each assignment for which your firm, and each associate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out consulting services similar to the ones requested under this assignment. Use 20 pages maximum, listing in the order of most recent first.]

Assignment name:	Approx. value of the contract (in BTN):
Procuring Agency :  Address:	Duration of assignment (months):
	Total number of staff months of the assignment:
	Approximate value of the services provided by your firm under the contract (BTN):
Start date (month/year):  Completion date (month/year):	Number of professional staff-months provided by associated Training Institutes:
Name of associated Training Institutes, if any:	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

Institute's Name: \_\_\_\_



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3. Format for Curriculum Vitae (CV) for proposed Key staff team

Proposed Position: \_\_\_\_\_  
Name of Firm: \_\_\_\_\_  
Name of Staff: \_\_\_\_\_  
Profession: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_  
Years with Firm: \_\_\_\_\_ Nationality: \_\_\_\_\_  
Membership of Professional Societies: \_\_\_\_\_  
Detailed Tasks Assigned: \_\_\_\_\_

Key Qualifications: (Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use up to half a page).

Education :( Summarize college/university and other specialized education of staff member, giving names of schools, dates attended and degrees obtained. Use up to a quarter page).

Employment Record :( Starting with present position, list in reversed order, every employment held. List all positions held by staff member since graduation, giving dates, names of employing organization, title of positions held and location of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use up to three-quarters of a page).

Languages :( Indicate proficiency in speaking, reading and writing of each language by "excellent", "good", "fair", or "poor").

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this bio-data correctly describes me, my qualifications and my experience.

Date: \_\_\_\_\_  
Signature of Staff Member or  
Day/Month/Year  
authorized official from the firm



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4. Composition and Task Assignment

Professional Staff				
Name of Staff	Firm	Area Expertise	Position	Task Assigned

5. Description of the Approach, Methodology and Work Plan for performing the Assignment.

*Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal (inclusive of charts and diagrams) divided into the following three chapters:*

- a) *Technical Approach and Methodology,*
- b) *Work Plan, and*
- c) *Organization and Staffing,*

a) **Technical Approach and Methodology.** *In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.*

b) **Work Plan.** *In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Procuring Agency), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule of Form TECH-8.*

c) **Organization and Staffing.** *In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.]*



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6. Staffing Schedule

#	Name and Position	Number of Months											
		1	2	3	4	5	6	7	8	9	10	11	12
1													
2													
3													

7. Work Schedule

#	Activity	Months											
		1	2	3	4	5	6	7	8	9	10	11	12
1													
2													
3													

- Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim and final reports)



## Section 4 – Financial Proposal Format

### 1. Financial Proposal Submission Form

*Location and Date*

TO: *(Name and address of Procuring Agency)*

Subject: To conduct Refreshers Course for Tour Guides.

Dear Sirs

We, the undersigned, offer to conduct Refreshers Course for Tour Guides in accordance with your Request for Proposal dated .....and submit our Financial Proposal. Our attached Financial Proposal is for the sum of *(Insert amount(s) in words and figure)*.

Yours faithfully,

Signature

Authorised Signature *(In full and Initials)*:

Name and Title of Signatory:

Name of Institute:

Address

### 2. Summary of Costs

Item	
Total Costs of Financial Proposal	





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3. Breakdown of Costs by Activity

Cost Component	Costs



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## Section 5 – Terms of Reference (TOR)

### Terms of Reference

#### To conduct Refreshers course for Tour Guide

FY July 2016 – June 2017

#### A. Background

The Tourism Council of Bhutan (TCB) recognizes the important role that could be played by the private sector in carrying out Refreshers Courses for the interested Tour Guides.

#### Course objectives:

- To give overview of the tourism industry
- To reinforce the values, roles & responsibilities and Code of Conduct for guides
- To learn about the importance of grooming
- To improve the communication skills
- To understand the important issues and topics of the country
- To understand basic first aid
- To learn the basic dining etiquette, Driglam Zamzha
- To learn GNH Concept & practices

#### B. Eligibility Criteria (Requirement for training provider)

The training support will be made available to proposals from registered local tourism related training providers. The TCB will liaise with the tourism related training provider/s based on their proposal. The identified training areas can be implemented by the registered training providers which should be approved by the Department of Occupational Standards (DOS) under the Ministry of Labour and Human Resources (MoLHR).

The Training provider should fulfill the following requirements:



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- Local training provider must be registered under the Registration Regulation of DOS;
- Submit copy of Training provider certificate issued by DOS, MoLHR.
- Provide detailed Institute Profile (milestones, vision, mission & objectives – (VMO), organizational structure, location, address, relevant training details in past and others).
- Provide proposed Curriculum and Course Design as per courses identified in annexure I (training content/modules and training structure/ Methodology);
- CV of Lead Trainer with proof documents
- CV of Training Coordinator with proof documents
- Provide assurance and evidence to provide practical sessions.
- Provide detail time frame and trainings for practical session.
- Provide details on the duration of each training (Start date and End date of the training)

## REQUIRED DOCUMENTS AND TERMS AND CONDITIONS

- a) A detailed technical proposal indicating strategy, methodology, implementation timeframe to conduct the training.
- b) A financial Proposal indicating detailed fees to conduct the training including trainers fee, hall charge, food, refreshment, transports charges etc.
- c) Valid trade license along with BIT (Tax Clearance Certificate). Submission of application using other's license will not be entertained.
- d) Curriculum Vitae

### C. Scope of Services

The training provider should:

#### 1. PRE-TRAINING:

- Appoint a training coordinator responsible for implementation of this and for coordination with training coordinator of TCB.
- Training coordinator will be responsible for daily correspondence and providing details on the training to training coordinator, TCB (such as training curriculum, trainer details, schedule, plans and any others).
- Advocate training for mobilization of suitable candidates for the training through



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media. The TCB will provide support in making announcement of the training only on TCB website.

- Coordinate and manage selection of suitable candidate with guidance from training coordinator, TCB for the training.
- Provide food facilities (simple working lunch, morning and evening refreshment) for the candidates
- Provide travel facilities during the practical sessions as and when required by the course.
- Provide cooperation and support whenever required and asked by the training coordinator, TCB.
- The trainees (candidates) not completing the training should refund ALL the training cost (tuition and all cost related to training incurred) to TCB. For this the training provider is responsible to collect refund from the trainee and submit to TCB. Failing which, the refund cost will be deducted and adjusted from the final payment (40%) to be made to the training provider. Further, trainees are required to sign training agreement after selection and before commencement of training with training provider and should submitted copy to TCB.

## 2. DURING TRAINING

- Provide training for the specific duration (*refer Annex A*) to candidates as per the course requirement and training areas leading to skills certification and employment.
- Be held responsible for training, tools, materials stationeries and trainees' welfare and management during the training period;
- Keep record of every candidate (daily attendance) and carry out continues assessment during training which should be submitted to TCB and should be provided to training coordinator, TCB if required and asked during the training.
- Provide emotional, technical and administrative support to trainees during the training.
- Ensure that only skilled and recognized professional trainer(s) or expert(s) to provide the training on the specific identified areas.

## 3. POST-TRAINING

- The Tourism Council of Bhutan will be awarding the Certificates to those successfully completing the course.

### D. Eligibility Criteria (Requirement for trainees)

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Tourism Council of Bhutan, Tarayana Centre, P.O. Box 126, GPO Thimphu, Bhutan

Tel: +975 2 323251 / 323252 | Fax: +975 2 323695 | [info@tourism.gov.bt](mailto:info@tourism.gov.bt)

[www.tourism.gov.bt](http://www.tourism.gov.bt) | [www.happinessisaplace.com](http://www.happinessisaplace.com) | [facebook.com/destinationbhutan](https://facebook.com/destinationbhutan) | [twitter.com/tourismbhutan](https://twitter.com/tourismbhutan)



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The candidates enrolled for the training should fulfill the following requirement:

- Be registered tour guide with valid license
- The candidate should have been actively in the field of guiding for at least 3 years
- Interested in learning and upgrading their knowledge and skills in guiding.
- Has the right attitude and aptitude for the training.

**E. Responsibilities of the trainees**

Prospective candidates interested for the specialized should:

- Be responsible for undertaking the training diligently and acquiring the skills & knowledge from the training.
- Demonstrate excellent commitment and attitude towards learning/acquiring of skills and knowledge from the training.

**F. Support from TCB**

The TCB shall provide the following support wherever applicable:

- Provide support to make announcement of the training on TCB website only.
- Monitor day to day functioning of training as per the ToR and contract agreement and provide necessary feedbacks as required for improvement.
- Pay professional fee as quoted and agreed by TCB as per contract agreement upon verifying the documents.
- Ensure successful implementation of the training by training provider as per the agreed schedule and contract agreement.

**G. Expected Outcomes**

The outcome of the support would be:

- To develop individual's potential and capacity to know more on History, Buddhism, Iconography and other relevant topics.
- To empower and improve the quality of tour guides.
- To promote employment growth in the economy.



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**H. Payment Schedule: Payments of Employment will be released as follows:**

The Refresher Course is an initiative to provide and to motivate the private training institutes to conduct the training effectively, therefore the Payment shall be released to the training provider as per the milestones stated below:

	Milestones	Payment
1	On signing of Contract Agreement and commencement of the training or within 7 working days from the submission of the complete documents as per the requirement of TCB.	60% of the training cost will be released to meet the implementation expenditure and cost.
2	<p>On Assessment of training performance and post-training satisfaction level from the candidates through Training Performance Evaluation Assessment Form. The performance satisfaction level will be aggregated as pre the performance evaluation conducted from the trainees by the TCB. Therefore, based on the performance evaluation percentage of the final payment of 40 % will be paid accordingly.</p> <p>The final payment will be paid based on the individual training final Training Performance Evaluation Assessment percentage. However, if the Training Performance Evaluation Assessment percentage falls below 50% for the individual training. The remaining tuition fee (40%) will not be paid to the training providers. The Training Performance Evaluation Assessment will be carried out by TCB based on the approved assessment evaluation form and it will be the final and binding for rating the performance of the individual training provided by the training provider and for making final payment for the training. TCB is final authority for assessment rating and will not entertain any changes.</p> <p><i>Note: average assessment of all trainees will be taken into consideration in calculating the above rating/percentage</i></p>	40% of the training cost (final payment) will be “Performance Evaluation Assessment” percentage or rating conducted from trainees by the TCB.



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Upon successful completion of the training the training provider should submit the followings which will also be the documents for release of final payment:

- Forwarding letter address to Director, TCB
- Invoice/bill for training (Original and Copy).
- Training report which should contain time table, course content, methodology used, feedback analysis and others (Original and copy).
- List of registered participants for the training (Detail sheet in the format provided by TCB).
- Daily attendance report/sheet counter signed on each pages by the lead trainer and training coordinator of the training providers.
- Copies of certificate awarded to the trainees.
- Feedback on training by trainees – Training provider's feedback form.
- Trainer's details involved in the training.
- Issues/Challenges and future recommendations form the training providers on the training if any (Optional).



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**Annex A (Training Areas)**

**Refresher Course**

Sl. No	Topic/Content	Slot	Duration
1	The Tourism Industry - Global Tourism and Tourism in Bhutan	90 participants (to be conducted in 3 batches. 30 in each batch)	1 day
2	Grooming - Personal hygiene - Grooming standards - Grooming & culture		
3	Communication skills - Different methods of communication - Factors in effective oral & written communication - Barriers to communication		
4	History of Bhutan, Buddhism and Iconography		6 days
5	Basic Flora and Fauna		1 day theory & 1 day field visit
6	Rescue/ Disaster Management		2 days
7	Democratic Government System/political system and current affairs,		
8	Driglam Namzha		
9	GNH Concept & practice		1 day
10	First Aid - Basic first aid aim and purpose - Basic first aid techniques and treatments		
11	Dinning Etiquette - Familiarization with cutlery & crockery - Basic dinning etiquette and manners		1 day
12	Meet the Regulators - Information Security (RBP) - Awareness on controlled substance (BNCA) - Code of Conduct for guides (TCB) - Awareness on Waste Management (NEC/Clean Bhutan or other relevant agency)		1 day





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**Important:** Training providers should mention and provide the cost of the individual training on **per head/Individual cost** basis as per the procurement financial rules and regulation which will include the followings:

- Mobilization of participants (Tour Guide with both valid Cultural and Trekking License and have been guiding for the past 3 years). The final trainees/ participants should be verified and approved by TCB.
- **Travel cost** (Any travel cost incurred for the training. Eg. During field visit).
- **Food and refreshment during the training. (morning & evening tea and snacks and lunch)**
- **Professional fees and others for the training.**
- **Any other cost** incurred related to the practical session or during the period of training trainings.

**Note:** The training providers not submitting the training cost per head/individual cost basis as mentioned and required on ToR will be disqualified and final cost mentioned for the training will be decided and approved by the Committee members, TCB which will be final cost for the individual training. The TCB will not accept any changes on the cost under any circumstances and TCB will be the final authority to accept or reject the training proposal, if any issues arise due to discrepancies on above.

Further, the training providers must submit Expression of Interest (EoI), SRFP and other detail required documents separately for individual/each training with dedicated and identified master trainer and assistant trainer/training coordinator for the specific training.

## I. Selection of Training Provider

The TCB will be using QCBS (Quality and Cost-based Selection) under the Royal Government of Bhutan (RGoB) Procurement norms to identify the training provider for the training.