

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



MINISTRY OF TOURISM AND CIVIL AVIATION
REPUBLIC OF MALDIVES

TERMS OF REFERENCE

CONDUCTING MALDIVES VISITOR SURVEY (MVS) 2026 (CONSULTANCY)

Iulaan Number: (IUL)88-PRO/88/2026/148

Requesting for Proposal (RFP) – Single Envelope

Issued on: 31st August 2026
Issued by: Tourism Research and Statistics Section

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Section 1

Tender Sheet

#	Tender Ref.	Details
1	Tender Name	Conducting Maldives Visitor Survey (MVS) 2026 (Consultancy)
3	Bid Queries	All queries regarding this bid must be submitted to: Venue: Ministry of Tourism and Civil Aviation Email: procurement@tourism.gov.mv cc: stat@tourism.gov.mv Phone: +960 302 2250 / +960 302 2235
4	Bid Clarification Deadline	Deadline: Tuesday, 08 th September 2026, 12:00pm
5	Instruction for Bid Submission	Proposals must be submitted in sealed envelopes addressed to the Ministry of Tourism and Civil Aviation and clearly marked: <i>“Do Not Open Before Thursday, 10th September 2026, 10:05 hrs”</i> <i>“Proposal for Conducting Maldives Visitor Survey (MVS) 2026”</i> <i>“Iulaan No. (IUL)88-PRO/88/2026/148, Dated 31st August 2026”</i>
6	Bid Submission Deadline	Deadline: Thursday, 10 th September 2026, 10:00 hrs
7	Bid Submission Address	Ministry of Tourism and Civil Aviation, 5th Floor, Velaanage, Ameer Ahmed Magu Male’
8	Bid Opening	Venue: Ministry of Tourism and Civil Aviation, 5th Floor, Velaanage, Ameer Ahmed Magu Male’ Date: Thursday, 10th September 2026 Time: 10:05 hrs
9	Work Required	Please refer to Section 4 for details of the work required
10	Evaluation Criteria	Please refer to Annex 13 for detailed evaluation criteria

Section 2

Information for Bidders

· GENERAL INFORMATION

- | | | |
|-----------------------------|-----|--|
| 1. Introduction | 1.1 | This bid is opened to parties who can provide the work mentioned in the tender sheet. The requirements of the work have been detailed in the information sheet. |
| 2. Eligible Bidders | 2.1 | This bid is opened to all the registered businesses. |
| | 2.2 | If any other parties, except those mentioned in 2.1, are eligible to propose the bid, it shall be stated in the tender sheet. |
| 3. Bid Document and signing | 3.1 | The bid must comply with Annex 1 and the materials included on the bidder's checklist as one document. |
| | 3.2 | Bids must be typed in English or Dhivehi in an easy-to-read font. Or if written by hand, it should be legible. All pages of the tender shall bear the signature and stamp of the tenderer or his designee. Each page of the tender shall also be numbered to indicate the number of pages. |
| | 3.3 | <div style="margin-left: 20px;">3.3.1 For companies, if a person other than the Managing Director signs the bid, a copy of the "Power of Attorney" stating that the person is authorized to sign the bid should be submitted.</div> <div style="margin-left: 20px;">3.3.2 For partnerships, if a person other than the managing partner of the partnerships signs the bid, a copy of the power of attorney stating that the person is authorized to sign the bid shall be submitted.</div> <div style="margin-left: 20px;">3.3.3 If any person other than the Chairman of the Cooperative Societies signs the bid, a copy of the Power of Attorney stating that the person is authorized to sign the bid shall be submitted.</div> |
| 4. Number of Bids Submitted | 4.1 | Each bidder may submit 1 (one) bid. If any bidder submits more than one bid, all bids submitted by that bidder will be cancelled. |
| 5. Cost of preparing Bid | 5.1 | All expenses incurred in preparing and submitting the bid shall be borne by the bidder. The ministry shall not be responsible for any expenses incurred in this regard. |
| 6. Other principles | 6.1 | If the bidder is a close relative of an employee who works in the Ministry or any affiliated office under the Ministry the bidder must disclose it. |

· DOCUMENTS RELATING TO THE BID

- | | |
|---|---|
| 7. Sections of the Tender book | 7.1 Documents related to bid are included in the list below and in amendments: |
| | 7.1.1 Bid Sheet (Section-1) |
| | 7.1.2 Instructions to Bidders (Section-2) |
| | 7.1.3 Annexes (Section 3) |
| | 7.1.4 Scope of Work (Section-4) |
| 8. Clarification of information regarding the bid | 8.1 It is the responsibility of the Bidder to obtain any further information regarding the information contained in this Bid Book or in connection with this Bid. |
| | 8.2 Amendments issued in accordance with Section 9.1 shall form part of the Bid. |
| 9. Changes to the Tender | 9.1 If it is deemed necessary to make a change to the tender before the expiry of the bid opening period, an amendment (deduction/addition) can be made. |
| 10. Language used in the Tender | 10.1 The bidder shall prepare the bid in Dhivehi or English in accordance with the templet given with the TOR. |

· PREPARATION OF BIDS

- | | |
|------------------------------|--|
| 11. Currency used in the bid | 11.1 The bidder shall submit the bid price in a Currency stated in the TOR. |
| 12. Proposing the price | 12.1 If it is a GST registered entity, the price should be inclusive of GST. The amount paid for GST should be clearly stated. |
| 13. Duration | 13.1 Unless otherwise agreed upon the deadline for work should be submitted in days including all the holidays |
| | 13.2 The period offered for the work shall be reasonable for the performance of the work. |
| | 13.3 The expiry date of the bid shall be at least 90 (ninety) days from the date of submission of the bid. |
| | 13.4 If the duration stated by the highest-ranking bidder exceeds the duration stated in the TOR, the ministry reserves the right to negotiate with the bidder in accordance with relevant laws and regulations. |

· SUBMISSION OF BIDS

- | | |
|--------------------------|--|
| 14. How to close the Bid | 14.1 The name, address and telephone number of the bidder shall be written on the outside of the envelope. |
| | 14.2 Bids should be submitted in a closed envelope addressed as per the bid sheet. |

- 14.3 Bids submitted without an official stamp and the bidder's signature on the Bid Submission Form shall be disqualified. Exceptions may be granted only where stamp registration is not applicable to the bidder, as confirmed by the Corporate Profile Sheet or as required by law.
15. Deadline for Submission of Bids 15.1 The Bid sheet shall state the deadline for bid submission (work or Services).
16. Procedure for late Bids 16.1 Bids submitted after the deadline will not be accepted.
- 16.2 Except otherwise, any law or regulation specified, any bid submitted electronically shall not be accepted.

BID OPENING AND EVALUATION

17. Bid Opening 17.1 If the date scheduled for the opening of bids is fixed as a public holiday by the Government for any reason, the opening of bids will be held on the deadline specified in the bid sheet of the next official day.
- 17.2 Any problem with the calculation of qualifying tenders will be corrected as follows.
- (i) If the amount in the bid differs from the amount stated in words, the correct amount shall be deemed to be the amount in words.
 - (ii) If the amount in the bid differs from the amount stated in the proposal submission form the correct amount shall be deemed as the amount in the bid submission form.
 - (iii) Arithmetic errors in the bid can be corrected in the evaluation process.
18. Bid Evaluation 18.1 The Ministry may reject the bids in accordance with public Finance Regulation as follows;
- (i) if the required information and documents are not submitted as stated in the TOR; or
 - (ii) if the prices offered are inadequate; or any other reason specified by the Ministry.
 - (iii) If the Ministry no longer require the service or any other reason specified by the Ministry.
19. Determination of Bidder 19.1 The successful and unsuccessful bidders will be notified in writing. Following this notice, unsuccessful bidders shall be given 3 (three) days to submit a complaint relating to the bid. The reason for the unsuccessful bid shall be stated upon request by the complainant within this period.

- 19.2 The contract with the successful bidder shall be signed after considering the submissions and answering the questions raised by the unsuccessful bidders within the period specified in 19.1.
20. Selection and notification of the successful bidder
- 20.1 The agreement shall be signed after addressing the complaints and the questions raised by the unsuccessful bidders that have been submitted within the period specified in Article 19.1.
21. Signing the Agreement
- 21.1 If the work is abandoned after signing the agreement or if the work is not completed after signing the agreement, action will be taken as per Chapter 11 of the Public Finance Regulation.
- 21.2 If the agreement is not signed within the stipulated time frame as stipulated in Chapter 11 of the Public Finance Regulation, the decision to award this work will be cancelled and action will be taken as mentioned in Chapter 11 of the Public Finance Regulation.
- 21.3 The amount stated in the bid sheet shall be submitted as performance guarantee.

· SECURITIES TO BE SUBMITTED

22. Bid Security (excluding consultancy services)
- 22.1 The bid security of the unsuccessful bidders will be returned to them within 7 (seven) days from the date of notification to the successful bidder.
- 22.2 If a bidder withdraws from the bid after the opening of the bid or if the successful bidder cancels the bid after receiving the certificate of success, the bid security submitted by the bidder will be forfeited to the State.
23. Advance and Advance Payment Guarantee
- 23.1 If an advance is requested, the advance may be issued in accordance with the Public Finance Regulation.
- 23.2 Advance will be issued if the total value of the procurement exceeds MVR 250,000 (Two Hundred and Fifty Thousand Rufiyaa).
- 23.3 The party shall request for advance payment within 45 (forty-five) days of signing the contract
- 23.4 If the advance is requested for, a security or guarantee issued by a government recognized bank or financial institution established in Maldives shall be submitted as advance payment guarantee.
- 23.5 The advance shall not exceed 15% (fifteen percent) of the total contract price. The advance payment will be retained from the bills submitted during work or service performance in proportion to the total value of the contract.

- | | |
|---|---|
| 24. Performance Guarantee (excluding consultancy services) | <p>24.1 If the bid price is exceeding MVR.500,000/-, the successful bidder shall submit as performance guarantee a security or guarantee issued by a Government recognized bank or financial institution established in Maldives, excluding consultancy service.</p> <p>24.2 If the successful bidder fails to submit the performance guarantee within the timeframe specified, the decision to award the work will be reversed and the bid security submitted by the bidder will be forfeited to the State.</p> |
| 25. Case filing and case Investigations | <p>25.1 Pursuant to Public Finance Regulation 11.02 filing and investigating of complaints against irregularities in a tender shall be submitted under the finance regulation circular number 13-K/CIR/2018/01 annex 17 through form PR-14.</p> <p>25.2 As mentioned in Rule 11.02 of the Public Finance Regulation, irregularities in a tender shall be submitted in PR-14 form "Bidder Complaint Form-First Stage" in annex 18 of Finance Circular No. 13-K/CIR/2018/01.</p> <p>25.3 Upon submission of irregularities in a tender as per Rule 11.02 of the Public Finance Regulation, within 14 (fourteen) days from the date of filing of the complaint, the matter shall be decided and the decision shall be sent to the complainant in writing under circular number 13-K/CIR/2018/01 annex 19 reply shall be prepared and notified in the PR-14 form (Response of Procurement Officer to the Tender Issue).</p> |
| 26. Submitting for Independent Review Committee for Reconsideration | <p>26.1 In submitting to the Independent Review Committee for administrative review of a tender as mentioned in Chapter 11.02 of the Public Finance Regulation, the tender issue shall be referred to in annex 21 of Public Finance Circular No. 13-K/CIR/2018/01 The complaint may be submitted to the Independent Review Committee through Form PR-16 (Appeal stage).</p> |

Section 3

Annex 1

Documents and Checklist to be submitted by the bidder

The following related documents shall be submitted for the bids to be considered sufficiently responsive.

Applicants should submit their proposals containing the following documents and applicable Technical Proposal – Standard Forms and Financial Proposal – Standard Forms under ANNEX 1.

#	Documents to be submitted	check	Page No.
Technical Proposal			
1	Proposal submission form - (Annex 2: TECH FORM - 1) (signed by the owner of the entity or person with power of attorney to sign)		
2	Approach, Methodology, and Work Plan – (Annex 3: TECH FORM - 2)		
3	A summary of the work plan must be presented in the format in Work Schedule (Annex 4: TECH FORM - 3) showing in the form of a bar chart the timing proposed for each activity		
4	Curriculum Vitae (CV) of the identified key Experts (Team Leader and Specialists). Copy of academic certificates and reference letters demonstrating experiences listed in this TOR (required experiences and other experiences relevant to this TOR must be specified clearly or highlighted) – (Annex 5: TECH FORM - 4)		
5	Letter of Commitment (signed by the Team Leader Specialist 1 and Specialist 2) – (Annex 6: TECH FORM – 5 & 6)		
6	Cooperative Profile Sheet issued by the Ministry of Economic Development <i>Profile taken from website: www.business.egov.mv</i>		
7	Tax Clearance Report (within last 3 months)		
8	Experience Letter(s) – (Business)		
9	Financial Breakdown Form – (Annex 7: FIN FORM – 1)		
10	Documentation of conflict or non-conflict of interest – (Annex 12)		
Financial Capability			
10	For financial evaluation, the bidder may choose to submit ONE of the following documents; - Financial statements of the business for the year 2025, 2024 & 2023, the following forms must be submitted • Details of Financial Situation - (Annex 8 - FIN FORM - 2) • Average Annual Turnover – (Annex 9 - FIN FORM – 3) OR - Bank statement of the business's bank account. (Bank statements of the past three (3) months prior to the bid announcement date OR - Line of Credit Letter – (Annex 10 - FIN FORM - 4)		

14	Current Contract Commitments / Work in Progress – (<i>Annex 11 - FIN FORM -5</i>)		

Note:

- Cooperative profile sheet, tax clearance report and conflict of interest document may be obtained during the evaluation process if not submitted with the bid.
- In case of price conflict in Proposal submission form, *Annex 2: Tech Form 1* and Financial Breakdown Form, *Annex 7: FIN Form 1*, the correct price shall be deemed to be the price in the Proposal submission form, *Annex 2*.



Annex 2: TECH FORM 1

Proposal Submission Form			
1. Bidder Information			
1.1	Name:		
1.2	Address:		
2. Project Information			
2.1	Project Name:		
2.2	Tender No.:		
3. Minimum quantity, price and duration of the goods/services offered			
Details		Price	GST (8%)
Duration:			
4. Declaration			
4.1	After due consideration of the information given for the provision of the above-mentioned works/services and the provisions of the Agreement, I / We hereby tender for the provision of these works or services at the above-mentioned price.		
4.2	I / We agree to accept and comply with this tender for 90 days from the date of submission. If the owner requests to sign the agreement within this period, I agree to sign the agreement and work in accordance with the agreement.		
5. On Behalf of			
Name:		Signature	Stamp
Designation:			
Date:			

Annex 3: TECH FORM 2

Technical Approach, Methodology and Work Plan
The Technical Approach, Methodology, and Work Plan are critical components of the Proposal and will be evaluated based on their relevance, feasibility, rigor, and alignment with the objectives of the assignment. The Consultant shall address each of the below components under separate subsections. The Consultant shall demonstrate a clear understanding of the assignment and present a comprehensive approach for undertaking the study. The Proposal shall provide sufficient detail to illustrate how the objectives, scope of work, and expected outputs will be achieved. a) Technical Approach b) Research Methodology c) Work Plan and Implementation Schedule d) Reporting and Deliverables Failure to adequately respond to any of the requirements outlined above may result in a lower technical evaluation score.
a) Technical Approach In this Section, the consultant shall describe the overall approach to the assignment, including: 1. Understanding of the objectives and scope of the assignment; 2. Conceptual and analytical framework guiding the study; 3. Approach to stakeholder engagement and consultation; 4. Measures to ensure quality assurance, reliability, and validity of findings; 5. Identification of potential risks and proposed mitigation measures.
b) Research Methodology In this Section, the consultant shall provide a detailed description of the proposed methodology, including but not limited to: 1. Research design and rationale; 2. Data collection methods instruments and tools 3. Sampling strategy, sample size, and respondent selection criteria 4. Data management procedures; 5. Quantitative and/or qualitative analysis techniques; 6. Proposed analytical methods to be used, including thematic coding, descriptive statistics, cross-tabulation, comparative analysis with other MVS reports, trend analysis, and gap analysis for policy development. 7. A risk assessment and mitigation plan addressing potential challenges such as low response rates, data inconsistencies, and related issues. 8. Ethical considerations, confidentiality measures, and data protection protocols.
c) Work Plan and Implementation Schedule In this Section, the consultant shall provide a detailed work plan outlining all key activities and deliverables throughout the assignment. The work plan shall include: 1. Inception and planning activities; 2. Stakeholder consultations and questionnaire designing 3. Data collection and validation processes; 4. Data analysis and interpretation;

5. Draft report preparation;
6. Dissemination workshop;
7. Review and incorporation of feedback;
8. Submission of final report and raw datasets

The work plan shall clearly indicate timelines, milestones, deliverables, and the level of effort required for each activity, including a timeframe for Ministry's feedback.

d) Reporting and Deliverables

In this section, the consultant shall describe the process for compiling, reviewing, and finalizing all outputs and deliverables. The Proposal shall explain how findings will be synthesized, validated, and presented to ensure clarity, accuracy, and usability for decision-making purposes. The Proposal shall identify areas, if any, for Ministry's support and input requirement in executing the tasks

Annex 4: TECH FORM 3

Work Schedule				
Work Assignment for:				
.....				
.				
Deliverables	Week 1	Week 2	Week 3	Week 4

Annex 5: TECH FORM 4

Curriculum Vitae		
1	Name of Specialist:	
2	Education:	<i>[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]</i>
3	Membership of professional associations	
4	Other Training	
5	Countries of work experience	<i>[List countries where the Specialist has worked in the last ten years]</i>
6	Languages	<i>[For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]</i>
7	Experience/ employment record	<i>[Starting with present position, list in reverse order every employment held the Specialist since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]</i> From [Month/Year] – To [Month/Year]: Employer: Positions held: Job description:
8	Summary of projects / assignments undertaken / role	Name of project/ assignment: Experience classification: General / specific Scope of project/ assignment: From [Month/Year] – To [Month/Year]: Positions held:
9	Past commitments in projects with the Ministry of Tourism and Civil Aviation	Name of the Contract/Project: From [Month/Year] – To [Month/Year]: Positions held: Summary of role

Note: CV Should be submitted along with supporting documents for all team members (at least 3 members including Project Lead)

Annex 6: TECH FORM 5**Letter of Commitment****(Project Lead)**

[Location, Date]

To: [Name and address of Client]

Ref no: _____

Dear Sir/Madam,

I am writing to confirm my availability to provide services as the Project Lead to work assignment for “*Conducting the Maldives Visitor Survey (MVS) 2026*”- for the Ministry of Tourism and Civil Aviation.

I undertake, if this proposal is accepted, to complete and deliver the whole of the services assigned to me in the scope of services.

I undertake, if this proposal is accepted upon receipt of the Ministry of Tourism and Civil Aviation’s notice, to commence performance of the services with due expedition and without delay.

Yours sincerely,

Name:

Designation: (CEO/Managing Director)

ID card No:

Address of Company:

Date:

Signatory:

Note: CV should be submitted along with the supporting documents

TECH FORM 6

Letter of Commitment

(Specialist 1)

[Location, Date]

To: [Name and address of Client]

Ref no: _____

Dear Sir/Madam,

I am writing to confirm my availability to provide services as the **Specialist 1** to “*Conducting the Maldives Visitor Survey (MVS) 2026*”- for the Ministry of Tourism and Civil Aviation.

I undertake, if this proposal is accepted, to complete and deliver the whole of the services assigned to me in the scope of services.

I undertake, if this proposal is accepted upon receipt of the Ministry of Tourism and Civil Aviation’s notice, to commence performance of the services with due expedition and without delay.

Yours sincerely,

Name:

ID card No:

Date:

Signatory:

Note: CV should be submitted along with the supporting documents

TECH FORM 6

Letter of Commitment

(Specialist 2)

[Location, Date]

To: [Name and address of Client]

Ref no: _____

Dear Sir/Madam,

I am writing to confirm my availability to provide services as the **Specialist 2** to “*Conducting the Maldives Visitor Survey (MVS) 2026*”- for the Ministry of Tourism and Civil Aviation.

I undertake, if this proposal is accepted, to complete and deliver the whole of the services assigned to me in the scope of services.

I undertake, if this proposal is accepted upon receipt of the Ministry of Tourism and Civil Aviation’s notice, to commence performance of the services with due expedition and without delay.

Yours sincerely,

Name:

ID card No:

Date:

Signatory:

Note: CV should be submitted along with the supporting documents



Annex 7: FIN FORM 1**Financial Breakdown Form****Date:****Reference No.:** (generated by the proponent)

No.	Description	(MVR)	
		Unit Price	Total
1	Stage 1 – Questionnaire Design		
2	Stage 2 – Data Collection		
3	Stage 3 – Dissemination Workshop		
4	Stage 4 – Reporting and Final Documentation		
Sub Total:			
GST (8%)			
Total with GST			

The quotation is valid for 90 days from the date of bid opening.

Note: The total contract price should be quoted inclusive of Goods and Services Tax (GST) or any applicable taxes as per the Tax Legislation and must be shown in the breakdown.

Authorized Signature and stamp



Annex 8: FIN FORM 2

Details of Financial Situation

If the business has been registered for more than a year bidder must fill in this form.

Financial Data for Past 3 Year [MVR Equivalent]

	Year 2025	Year 2024	Year 2023
--	-----------	-----------	-----------

Information from Balance Sheet

Total Assets			
Total Liabilities			
Net Worth			
Current Assets			
Current Liabilities			
Working Capital			

Information from Income Statement

Total Revenues			
Profits Before Taxes			
Profits After Taxes			

☐ Attached are copies of financial statements (balance sheets including all related notes, and income statements) for the last three years, as indicated above, complying with the following conditions.

- All such documents reflect the financial situation of the Bidder.
- Historic financial statements must be complete, including all notes to the financial statements.

☐ Historic financial statements must correspond to accounting periods

Annex 9: FIN FORM 3**Average Annual Turnover**

Each bidder must fill in this form

Annual Turnover Data for the Last 3 Years		
Year	Amount (Currency)	MVR Equivalent
2025		
2024		
2023		
Average Annual Turnover		

The information supplied should be the Annual Turnover of the Bidder in terms of the amounts billed to clients for each year for contracts in progress or completed at the end of the period reported.

Annex 10: FIN FORM 4**Line of Credit Letter**

[letterhead of the Bank/Financing Institution]

[insert date]

To: *[Name and address of the Contractor]*

Dear,

You have requested {*name of the bank/financing institution*} to establish a line of credit for the purpose of executing {*insert Name and identification of Project*}.

We hereby undertake to establish a line of credit for the aforementioned purpose, in the amount of {*insert amount*}, effective upon receipt of evidence that you have been selected as successful bidder.

This line of credit will be valid through the duration of the contract awarded to you.

Authorized Signature: _____

Name and Title of Signatory:

Name of Agency:

Annex 11: FIN FORM 5**Current Contract Commitments/Works in Progress**

Tenderers and each partner to a JV should provide information on their current commitments on all contracts, including any contract with Ministry of Tourism and Civil Aviation, that have been awarded, or for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.

No.	Name of the Contract	Employer, Contact details (phone and email)	Value of outstanding work (current MVR equivalent)	Estimated Completion Date	Average monthly invoicing over last six months (MVR/month)
1					
2					
3					
4					
5					
6					
7					
8					
9					

Annex 12: Disclaimer for Conflict of Interest

Tender Name:		
Advertisement No:		
Advertisement Date:		
I/We, the undersigned as the bidder, submitting the tender in respect of call for captioned tender, confirm: • that should I/We have any “close relative” or “close associate” working at Ministry of Tourism and Civil Aviation, I/We will disclose that information with this form. In this instance “close relative” and “close associate” represents the meaning stated in Section 19 of Regulation Number: 2023/R-158 (Public Finance Regulation); • that I/We will disclose any conflict of interest in connection to the contract with this form. A conflict of interest may arise in particular as a result of economic interests, political or national affinities, or any other relevant connection or shared interest; • that I/We will inform the at Ministry of Tourism and Civil Aviation, without delay, of any situation constituting a conflict of interest or could give rise to a conflict of interest; • that I/We have not made, and will not make, any offer of any type whatsoever from which an advantage can be derived under the contract; • that I/We have not granted, sought, attempted to obtain or accepted and will not grant, seek, attempt to obtain, or accept any advantage, financial or in kind, to or from any party whatsoever, constituting an illegal or corrupt practice, either directly or indirectly, as an incentive or reward relating to the award of the contract; • that I/We understand that the at Ministry of Tourism and Civil Aviation reserves the right to verify this information and that I am/We are aware of the consequences which may derive from any false declaration in respect of the information required by the awarding body as a condition of participation in the contract procedure.		
☐ YES, I/We have “close relative” or “close associate” please find the Details below. Name of the Staff(s): NID Card No.: Relationship with the Staff: ☐ NO, I/We do not have “close relative” or “close associate”		
Details of the Bidder		
Name of the bidder:		Stamp of the company
Signature of the bidder:		
Date:		

Annex 13: Criteria to be Used for Evaluation of Bids

TECHNICAL SCORE		
The following criteria will be applied during the evaluation of the proposals and attention should be paid while preparing the proposals. Points will be awarded only for assignments with supporting documents.		
(A) Company Profile, Experience and Technical Competency – [Total 30 points]		
Criteria	Description	Max. Points
Relevant Institutional Experience and Track Record of Past Performance	Demonstrated experience in undertaking similar research studies, assessments, surveys, evaluations, or analytical assignments of comparable scope and complexity. Points will be awarded based on completion documents submitted for similar assignments undertaken during the last five (5) years (2021, 2022, 2023, 2024, and 2025), with a contract value exceeding MVR 35,000 for each assignment. <u>One</u> (1) point will be awarded for each submission, and additional <u>two</u> (2) points for each assignment/project which includes in-depth analytical information, demonstrating the technical competencies and methodologies applied in completing the project/assignment (Maximum 5 projects/assignments will be considered). Note: MOTCA reserves the right to disqualify any company with previous first-hand experience on delivery failure.	15
Company Profile, Organizational Capacity and Resources	The Company Profile/Portfolio shall include a brief description of the company/group, highlighting its professional capacity, expertise, and relevant experience in research, surveys, data collection, analysis, stakeholder engagement, market assessment, and related consulting assignments. This component is intended to assess the firm's technical capacity, professional expertise, and demonstrated experience in undertaking assignments of similar scale, scope, and complexity, including experience working with diverse markets and international clients. Points will be given based on the criteria below: • Organizational/project management capacity (5 points) • Availability and adequacy of human, technical and logistical resources (5 points) • Field implementation capacity of previous assignments (3 points) • Quality assurance, ethics and data management systems used in previous assignments (2 points) Relevant supporting documents should include, but are not limited to: • Organizational chart • Description of project management systems • Description of Quality Assurance procedures • Staffing/resource plan • Equipment/software inventory used	15

	Evidence of previous fieldwork	
Total A =		30
(B) Technical Approach, Methodology and Workplan for this project– [Total 55 points]		
Criteria	Description	Max. Points
Understanding of the Assignment and Technical Approach	Demonstrates a clear understanding of the assignment, objectives, scope of work, research context, and expected outputs. Presents a coherent and practical approach for achieving the objectives of the study.	15
Research Methodology and Analytical Framework	Appropriateness and robustness of the proposed research design, sampling methodology, data collection methods, stakeholder consultation approach, analytical framework, quality assurance measures, and ethical considerations.	15
Work Plan and Implementation Schedule	Clarity, feasibility, and sequencing of activities, including timelines, milestones, allocation of resources, and risk mitigation measures.	10
Deliverables and Reporting Approach	Quality of the proposed approach for data validation, report preparation, presentation of findings, incorporation of stakeholder feedback, and submission of final deliverables.	15
Total B =		55
(C) Technical Competencies of the Project Teams – [Total 15 points]		
Criteria	Max. Points	
<u>Project Manager. Lead Researcher (1 Member) [7 Marks]</u>		7
- Manager must meet either of the following criteria: - A Master's degree (or higher) in one or more of the following academic disciplines: - Tourism Management / Sustainable Tourism - Economics / Development Studies - Statistics / Data Science - Marketing / Market Research - Sociology / Social Sciences - Additional certification or training in areas such as survey design, research methodology, or statistical software can be considered an asset. OR - A Bachelor's degree in any of the field mentioned above with a minimum of 5 years of experience in similar research projects, such as: - National or regional tourism surveys or assessments. - Non-medical research projects commissioned by government, international agencies, or development partners - Visitor experience or satisfaction surveys - Tourism impact assessments - Destination branding or product development studies - Experience working in the Maldives or similar island tourism destinations is highly desirable.		

<u>Specialist 1</u> Team Members / Field Supervisors / Enumerators: The proposed team should collectively demonstrate experience in the following areas: ○ A Bachelor's degree or equivalent qualification in Social Science, in a relevant field such as Tourism Studies, Marketing, Business, Statistics or a related discipline. AND / OR • Proven experience of minimum 3 years in fieldwork involving data collection, field coordination, and public engagement. • Hands-on experience in designing and implementing large-scale surveys, particularly visitor or exit surveys. • Proficiency in both quantitative and qualitative research methodologies. • Competence in using data analysis and statistical tools such as SPSS, R, STATA, or Excel. • Experience in questionnaire design and translation for multilingual audiences. • Strong ability to ensure data quality, accuracy, and effective field monitoring. • Familiarity with current tourism trends and sector dynamics. • Prior involvement in travel and tourism-related research is a significant advantage. • Strong report writing and communication skills, with the ability to present findings clearly and strategically. AND/OR • Minimum 2 assignments demonstrating and knowledge in conducting similar assignments (reference letters and/ or submit evidence via publications)	4
<u>Specialist 2</u> Team Members / Field Supervisors / Enumerators: The proposed team should collectively demonstrate experience in the following areas: A Bachelor's degree or equivalent qualification in Social Science, in a relevant field such as Tourism Studies, Marketing, Business, Statistics or a related discipline. AND / OR • Proven experience of minimum 3 years in fieldwork involving data collection, field coordination, and public engagement. • Hands-on experience in designing and implementing large-scale surveys, particularly visitor or exit surveys. • Proficiency in both quantitative and qualitative research methodologies. • Competence in using data analysis and statistical tools such as SPSS, R, STATA, or Excel. • Experience in questionnaire design and translation for multilingual audiences. • Strong ability to ensure data quality, accuracy, and effective field monitoring. • Familiarity with current tourism trends and sector dynamics. • Prior involvement in travel and tourism-related research is a significant advantage. • Strong report writing and communication skills, with the ability to present findings clearly and strategically. AND/OR	4

Minimum 2 assignments demonstrating and knowledge in conducting similar assignments (reference letters and/ or submit evidence via publications)	
Note: Supporting documents shall be submitted to verify the qualifications, professional experience, and completed assignments stated in the CVs. Marks under the experience component will be awarded based on the relevance and adequacy of the supporting documents provided.	
Total C=	15
Technical Score: The number of points to be assigned to each of the above positions or disciplines shall be determined considering the following three sub criteria (A and B) and relevant percentage weights for each position.	
Total Technical Score (T) = A+B+C	100
Only the proposals that will obtain a minimum of 60% out of 100 obtainable points will be qualified for the financial evaluation	
Note: Following completion of the technical and financial evaluation process, the bidder achieving the highest overall evaluated score shall be awarded the project.	

FINANCIAL SCORE
The formula for determining the financial scores is the following: SF=100 * FM / F Where, SF is the financial score, FM is the <i>lowest price</i> , and F is the price of the proposal under consideration. The weights given to the Technical (T) and Financial (F) proposals are: T = [0.6], and F = [0.4]

Financial Situation Evaluation

As such, the bidder shall meet at least **ONE** of the following financial eligibility requirements:

a) financial statements of the bidding party must demonstrate a minimum liquid asset value of MVR 60,000.00 for each of the years 2024, 2023, and 2022 - (Sample: FIN Form 2 - Financial Situation)

(or)

b) Bank statement of the business's bank account of the past three (3) months prior to the bid submission date must demonstrate a minimum credit balance of MVR 60,000.00

(or)

c) If the bidding party is unable to meet any of the above requirements, the bidder shall submit a 'Line of Credit Letter' as per the template provided in FIN Form 4. The available credit facility indicated in the letter shall be no less than MVR 60,000.00 - (Sample: FIN Form 4 - Line of Credit Letter)

Note:

Line of Credit Letter must be issued by a government recognized bank or financial institution established in the Maldives with the details as per template in FIN FORM 2.

Additional Information

Ministry of Tourism and Civil Aviation has overall responsibility for the management of the contract and contractual reporting obligations.

Documents and data provided by the government for the purpose of this assessment which is not of public nature shall be considered confidential and should not be disclosed to any other party.

All outputs and materials produced as part of this TOR shall be handed over to the Ministry at the end of the contract and will become the sole property of Ministry of Tourism and Civil Aviation.

For the consultation meetings and dissemination workshop, invitations, catering and venue will be organised by the awarded organisation. It must be in close coordination with the Ministry.

Section 4

Details of Work Required

A. Introduction

Tourism is a key pillar of the Maldivian economy, contributing significantly to employment, foreign exchange earnings and socio-economic development. Reliable and timely information on visitor characteristics, behaviour, preferences and experiences is therefore essential for evidence-based tourism policy, planning and decision-making.

The Maldives Visitor Survey (MVS) is an annual survey conducted by the Ministry of Tourism and Civil Aviation to collect primary information directly from international visitors departing the Maldives. The Survey complements administrative tourism statistics by providing insights into areas that cannot be captured through arrival and departure records, including visitor motivations, expenditure, travel behaviour, activities, satisfaction and perceptions of the destination.

B. Background

The Ministry has conducted the MVS annually over the years, establishing an important source of tourism intelligence and enabling the monitoring of changes in visitor characteristics, preferences and experiences over time. The continuity of the Survey also allows for comparison of findings across years and identification of emerging trends in international visitor behaviour.

The Survey supports the goals and priorities of the Fifth Tourism Master Plan (5TMP) by strengthening tourism data and evidence for decision-making, supporting improvements in visitor experience, and providing information to guide market development, product diversification and the sustainable and competitive growth of the tourism sector.

As such, the Ministry seeks to undertake the annual Maldives Visitor Survey 2026 through a qualified service provider, using appropriate sampling, data collection and quality assurance methodologies to ensure reliable, representative and, where applicable, comparable results that can contribute to monitoring and implementation of the goals and priorities of the 5TMP.

C. Rationale

Administrative tourism statistics provide essential information on visitor arrivals, nationality and length of stay; however, they do not adequately capture visitors' motivations, expenditure, travel decisions, activities, satisfaction and perceptions of the Maldives. The MVS addresses these information gaps by collecting primary data directly from visitors.

As an annual exercise, the Survey also provides a consistent basis for tracking changes and emerging trends over time. The findings will strengthen the Ministry's tourism intelligence and support evidence-based policy formulation, destination marketing, tourism product development and initiatives to enhance visitor satisfaction and destination competitiveness.

D. Objectives

The primary objective of the MVS is to support the implementation of the Maldives 5TMP by enhancing data-driven decision-making, thereby ensuring that the Maldives remains a responsive, resilient, and high-quality destination in the global tourism market. The MVS will further assist the MOTCA in generating reliable and representative information on international visitors to support evidence-based tourism planning and development.

More specifically, this survey aims to:

- Profile international visitors to the Maldives, including their demographic and travel characteristics.
- Assess visitor behaviour and preferences, including travel motivations, booking patterns, activities and accommodation choices.
- Assess visitor satisfaction and perceptions of the Maldives, including key factors influencing the overall visitor experience.
- Identify emerging trends and changes in visitor behaviour and preferences through comparison with previous annual surveys, where applicable.
- Identify key areas of tourism-related spending through visitor expenditure patterns.
- Generate evidence to support the 5TMP and other national tourism policies, strategies.
- Provide actionable insights to guide destination marketing, market development, product and service improvement, and efforts to strengthen the competitiveness and sustainability of the Maldivian tourism sector.

E. Scope of Assignment

The selected Contractor shall be responsible for the overall planning, implementation, management, and delivery of the Maldives Visitor Survey (MVS) 2026. This shall include all logistical, technical, operational, and statistical aspects of the assignment, including, but not limited to, the following:

- Conducting consultations with relevant stakeholders from both the public and private sectors to review information needs and ensure the survey design aligns with national tourism priorities.
- Reviewing existing MVS questionnaires and methodologies, and designing an updated survey instrument that captures the required visitor profile, travel behaviour, satisfaction, perception indicators and, expenditure.
- Translating the survey questionnaire and related survey materials into the required languages and ensuring consistency and accuracy across all versions.
- Developing the survey methodology, sampling framework, fieldwork plan, quality assurance protocols, and data management procedures.
- Administering the survey at Velana International Airport (VIA), including the CIP Lounge and other designated passenger departure areas, in accordance with the approved methodology.
- Implementing robust field monitoring and quality control mechanisms to ensure data accuracy, completeness, and reliability.
- Processing, cleaning, validating, and securely managing the data collected during the assignment.
- Conducting comprehensive statistical analysis findings and generating insights on visitor characteristics, travel patterns, visitor expenditure, satisfaction levels, and destination perceptions.
- Comparing survey findings against previous Maldives Visitor Survey datasets and reports to identify changes, trends, and emerging issues.
- Preparing stakeholder-oriented reports and presentations highlighting key findings and industry-relevant insights.
- Preparing policy-focused reports and recommendations to support evidence-based tourism planning, policy formulation, and destination management.
- Presenting the preliminary findings, to relevant stakeholders and policy-level audiences.
- Producing the final report, including professional layout, infographics, data visualizations, and publication-ready outputs.

- Submitting all final datasets, analytical outputs, documentation, and reports to the Ministry in agreed formats.

The Ministry of Tourism and Civil Aviation (MOTCA) shall provide overall guidance, oversight, and monitoring throughout the implementation of the project. The Contractor shall be responsible for ensuring the highest standards of professional integrity, methodological rigor, data quality, and ethical compliance throughout the assignment.

The Contractor shall establish and implement comprehensive quality assurance measures, including enumerator training on research ethics and data collection protocols, pilot testing of survey instruments, field supervision, and real-time monitoring mechanisms. These measures shall ensure the protection of participant rights, confidentiality of information, accuracy of data collection, and overall integrity and reliability of survey results.

F. Indicative Tasks

The project is divided into four stages as indicated below. The Contractor shall complete all tasks specified under each stage, including but not limited to those listed below;

- **Stage 1: Stakeholder Consultation and Questionnaire Designing (24 days)**
 - Conduct stakeholder consultation meetings in coordination with MOTCA to finalize the contents and themes for the questionnaire. MOTCA will provide any required support in conducting the meetings.
 - Consultations must be carried out with both private sector stakeholders, including accommodation providers, travel agents, dive centres, as well as public sector stakeholders.
 - Design and develop the MVS questionnaire.
 - Translate the questionnaire into nine (9) languages: English, Italian, German, French, Japanese, Chinese (include major two dialects such as Mandarin, Putonghua, etc), Russian, Spanish and Arabic. The contractor shall ensure that all translations are accurate, culturally appropriate, and carried out in adherence to professional and ethical standards.
 - Determine sample size and language-specific quotas based on the agreed data collection period. (Sample size to be calculated based on nationality arrivals during that period for precision: *99% confidence level with 3% error margin*)
- **Stage 2: Conducting the Survey (21 days)**
 - Train and prepare enumerators for the survey through a pilot survey. The contractor shall ensure that all enumerators adhere to proper ethical standards and maintain a professional code of conduct.
 - Conduct the survey at the departure terminal of VIA and CIP lounge. Contractor shall coordinate with MOTCA to get necessary approvals and permits for the departure terminal at VIA and CIP lounge.
 - Administer the survey with departing international tourists at VIA's departure terminal and CIP lounge for a period not exceeding 21 days. The contractor shall ensure that all questionnaires are distributed and collected at the departure terminal.
 - Updates on the progress of real-time data collection shall be provided to MOTCA daily and, where specifically requested, within 24 hours of the request.
- **Stage 3: Data analysis and presenting the findings (30 days)**
 - Clean, compile, and analyse the collected data, and present the findings in a comprehensive analytical report.

- Include cross-referencing and comparative analysis at a reflective level, taking into account the continuous nature of the MVS.
- Prepare and submit a draft report
- Present the key findings to stakeholders during a dedicated dissemination workshop, to be organized in coordination with MOTCA. (Invitees should be finalised in consultation with MOTCA)
- The contracted organization shall be responsible for arranging all logistics for the dissemination workshop, including the venue, refreshments, and other related requirements. (The number of invitees shall be between 20 and 30 participants.)
- **Stage 4: Compiling the report to Final Documentation (15 days)**
 - Unless otherwise specified, all key findings, indicators, and analyses presented in the report shall be disaggregated by the Top 10 source markets for the Maldives and compared with previous Visitor Survey findings where relevant and data are available.
 - Incorporate necessary revisions to the report based on feedback received from the stakeholder meeting regarding the data presented and from MOTCA on the draft reports submitted.
 - The contractor shall proofread and edit the final reports and all associated deliverables prior to submission to ensure they are free of grammatical, typographical, formatting, and consistency errors.
 - Submit the final reports to MOTCA in a print-ready format, together with all supporting documentation. The report must follow the format given below.
 - Prepare a set of digital, publication-ready social media posts and infographics presenting the key findings and insights from the survey. The materials shall be optimized for publication on MOTCA's website and official social media platforms.
 - Prepare a concise policy-level presentation highlighting the key takeaways from the survey for dissemination to MOTCA senior management, including policy implications, recommendations and suggestions derived from the survey findings.
 - Final Report Requirements. The Final Report shall include, but not be limited to, the following components:
 - Cover Page with the title “Maldives Visitor Survey 2026” and the Ministry logo
 - Acknowledgements
 - Table of Contents
 - List of Figures and Tables
 - Executive Summary
 - 1.0 Introduction
 - Background and rationale
 - Objectives of the survey
 - Scope of the study
 - 2.0 Methodology
 - Survey design
 - Sampling methodology
 - Data collection process
 - Response rate
 - Data analysis approach
 - Study limitations
 - 3.0 Visitor Profile Analysis
 - Including, but not limited to:
 - Visitor demographic characteristics
 - Visitor segments
 - Visit characteristics and travel patterns

- First-time and repeat visitors
- Purpose of visit
- 4.0 Detailed Findings and Analysis with Comparisons, including, but not limited to:
 - Visitor satisfaction and experience
 - Travel behaviour and preferences
 - Market segment analysis
 - Cross-tabulation and comparative analysis
 - Comparison with Previous Visitor Surveys
 - Analysis of key indicators and trends
 - Comparative assessment against previous survey findings
 - Identification of emerging trends and changes in visitor behaviour
 - Visitor expenditure patterns
- 5.0 Policy Recommendations for the Ministry
 - Evidence-based recommendations
 - Short-, medium-, and long-term policy considerations
 - Strategic actions to enhance visitor experience and destination competitiveness
- 6.0 Conclusion / Key Takeaways
- 7.0 Appendices
 - Survey questionnaire
 - Detailed statistical tables
 - Additional analyses and supporting information
- Back Cover Page
- Formatting Requirements
 - Font: Times New Roman
 - Font Size: 12 pt (main text)
 - Alignment: Justified
 - Headings and subheadings: Consistent numbering and formatting throughout the report
 - Page numbering: Required throughout the document

G. Deliverables

The Contractor is required to deliver the following deliverables under this project.

1. Stakeholder Consultation Report (with a list of stakeholders and key issues and requirements highlighted)
2. Final Questionnaire (editable version for the English questionnaire, pdf versions for all other translated languages)
3. Sampling and Quota Plan (refer Stage 1 of Section F. Indicative Tasks)
4. Conducting the Survey at VIA (refer Stage 2 of Section F. Indicative Tasks)
5. Data Collection Progress Reports (should include a daily collection summary, with number of questionnaires distributed and number of samples collected for each language separately)
6. Draft Report - Maldives Visitor Survey 2026 (Word document)
7. Presentation on key findings (in PowerPoint format)
8. Stakeholder Dissemination Workshop refer Stage 3 of Section F. Indicative Tasks)
9. Summary report on stakeholder feedback and recommendations from the workshop.
10. Policy-Level Presentation (as per requirements specified in Stage 4 of Section F. Indicative Tasks, in PowerPoint format)

11. Final Report on Maldives Visitor Survey 2026 Report (Editable and print ready pdf versions)
12. Final Documentation
 - Raw and Final cleaned dataset. (Excel format, with any coding done)
 - Detailed statistical tables and charts included in the report. (Excel format)
 - Statistical Tables and Analytical Outputs (Excel format of all tables and charts included in the report)
 - Final report and associated materials submitted in both editable and PDF formats, as applicable (professionally proofread and formatted in accordance with the specified requirements. Refer Stage 4 of Section F. Indicative Tasks)

H. Requirements for Team Composition, Professional Qualifications, and Relevant Experience

The Contractor is expected to propose a qualified, multidisciplinary team capable of designing, managing, and implementing the exit survey efficiently and professionally. The project team members shall comprise of at least **THREE** members including **ONE Lead Researcher and TWO Team members**, from relevant disciplines and professions in the specified or other project-relevant fields.

Project Manager. Lead Researcher (1 Member)

Project Manager / Lead Researcher (At least one member should be identified as the project Leader/Lead Researcher)

- **Lead Researcher / Project Manager.** The Lead Researcher or Project Manager must meet either of the following criteria:
 - A Master's degree (or higher) in one or more of the following academic disciplines:
 - Tourism Management / Sustainable Tourism
 - Economics / Development Studies
 - Statistics / Data Science
 - Marketing / Market Research
 - Sociology / Social Sciences
 - Additional certification or training in areas such as survey design, research methodology, or statistical software can be considered an asset.

OR

- A Bachelor's degree in any of the field mentioned above with a minimum of 5 years of experience in similar research projects, such as:
 - National or regional tourism surveys or assessments.
 - Non-medical research projects commissioned by government, international agencies, or development partners
 - Visitor experience or satisfaction surveys
 - Tourism impact assessments
 - Destination branding or product development studies
- Experience working in the Maldives or similar island tourism destinations is highly desirable.

Specialist 1:

- Field Coordinator
- Data Analyst / Statistician
- Enumerators / Interviewers (can outsource)
- Translator(s) and (can outsource)
- Report Writer / Communications Specialist

- **Team Members / Field Supervisors / Enumerators:** The proposed team should collectively demonstrate experience in the following areas:
 - A Bachelor's degree or equivalent qualification in Social Science, in a relevant field such as Tourism Studies, Marketing, Business, Statistics or a related discipline.

AND / OR

- Proven experience of minimum 3 years in fieldwork involving data collection, field coordination, and public engagement.
- Hands-on experience in designing and implementing large-scale surveys, particularly visitor or exit surveys.
- Proficiency in both quantitative and qualitative research methodologies.
- Competence in using data analysis and statistical tools such as SPSS, R, STATA, or Excel.
- Experience in questionnaire design and translation for multilingual audiences.
- Strong ability to ensure data quality, accuracy, and effective field monitoring.
- Familiarity with current tourism trends and sector dynamics.
- Prior involvement in travel and tourism-related research is a significant advantage.
- Strong report writing and communication skills, with the ability to present findings clearly and strategically.

AND/OR

- Minimum 2 assignments demonstrating and knowledge in conducting similar assignments (reference letters and/ or submit evidence via publications)

Specialist 2:

- Field Coordinator
- Data Analyst / Statistician
- Enumerators / Interviewers (can outsource)
- Translator(s) and (can outsource)
- Report Writer / Communications Specialist
- **Team Members / Field Supervisors / Enumerators:** The proposed team should collectively demonstrate experience in the following areas:
 - A Bachelor's degree or equivalent qualification in Social Science, in a relevant field such as Tourism Studies, Marketing, Business, Statistics or a related discipline.

AND / OR

- Proven experience of minimum 3 years in fieldwork involving data collection, field coordination, and public engagement.
- Hands-on experience in designing and implementing large-scale surveys, particularly visitor or exit surveys.
- Proficiency in both quantitative and qualitative research methodologies.
- Competence in using data analysis and statistical tools such as SPSS, R, STATA, or Excel.
- Experience in questionnaire design and translation for multilingual audiences.
- Strong ability to ensure data quality, accuracy, and effective field monitoring.
- Familiarity with current tourism trends and sector dynamics.
- Prior involvement in travel and tourism-related research is a significant advantage.
- Strong report writing and communication skills, with the ability to present findings clearly and strategically.

AND/OR

- Minimum 2 assignments demonstrating and knowledge in conducting similar assignments (reference letters and/ or submit evidence via publications)

I. Duration of the Consultancy

The total duration for the project shall be ninety (90) calendar days from the date of contract signing. This does not include review, feedback, and approval periods required by the Ministry of Tourism and Civil Aviation.

Indicative Milestones:

- Stage 1: Questionnaire Design – 24 Days
- Stage 2: Data Collection – 21 Days
- Stage 3: Analysis and Presentation of Findings – 30 Days
- Stage 4: Report Compilation and Documentation Submission – 15 Days

The exact timeline and milestone schedule shall be finalized in consultation with the Ministry of Tourism and Civil Aviation.

J. Payment Terms

Full payment shall be released upon completion of the project and submission of all deliverables to the Ministry of Tourism and Civil Aviation, in accordance with the agreed scope of work and to the satisfaction of the Ministry.

Payment	Details	Duration	Payment Terms	Payment
Payment 1	Stakeholder consultations, questionnaire design and translation	24 Days	Completion of deliverables 1, 2 and 3	15%
Payment 2	Data Collection - Conducting the survey at VIA	21 Days	Completion of deliverables 4 and 5	10%
Payment 3	Data processing, analysis, and presenting	30 Days	Completion of deliverables 6, 7, 8, 9 and, 10	25%
Payment 4	Final Documentation. Incorporate necessary revisions to the report, and submitting final report with all supporting documents	15 Days	Completion of deliverables 11 and 12	50%

Note: if advance payment is applicable, the payments for the above stages will be given after deduction of the advance payment.