



Invitation of tenders:

„Development of a methodology and practical guidance (blueprint) for the implementation of a tourism-specific Human Rights Impact Assessment in destinations, including accompanying trainings for small and medium-sized tour operators“

1 Roundtable Human Rights in Tourism

The Roundtable Human Rights in Tourism e.V. (RT) is a multi-stakeholder initiative promoting human rights in tourism with currently 31 members, including tour operators, travel associations, non-governmental organizations and certification bodies from six countries. The non-profit association contributes to the implementation of the UN Guiding Principles on Business and Human Rights in a sector characterized in particular by small and medium-sized enterprises, with a very complex international value chain. Support services in the framework of the implementation of National Action Plans on Business and Human Rights must therefore also be judged by how they empower small and medium-sized enterprises to fully comply with their individual human rights due diligence obligations.

2 Project Background and Goal

The analysis of sector- and destination-specific human rights risks is the first step in business-related impact assessments and effective safeguards for tour operators. Particularly small and medium-sized tour operators need practical recommendations for action in order to avoid risks or to develop solutions together with local partners.

With the development of the Get Started tool (www.humanrights-in-tourism.net/get-started) the RT has done an important groundwork to highlight sector-specific human rights concerns along the tourism value chain, providing concrete examples, case studies, and links to further information. The tool thus supports small and medium sized tour operators to initially approach human rights risks relevant for their operations.

As a next step, the existing Get Started tool will be supplemented with very concrete and practical guidance (blueprint) for the setup of an exemplary value chain focussed human rights impact assessment (HRIA) in destinations that fits the needs and capabilities of small and medium sized tour operators.

This project is an ambitious, practice-oriented response to the needs of small and medium-sized tour operators, in order to systematically approach their risks and purposefully take measures to respect human rights along their value chain as part of their differentiated business activities.

The development of the methodology and content of the blueprint will take place in close dialogue with and feedback from RT members and will include ongoing accompanying trainings for tour operators.

The technical integration of the blueprint in the existing tool will be conducted by an IT-consultancy and is **not** part of the tender. A close cooperation with the contracted IT-consultancy is necessary. Invitations for tenders for IT agencies will be sent out in the next weeks.

The RT is planning to test the developed HRIA methodology and blueprint during an on-site assessment in a project-destination – this element is planned for September 2019, but is **not** part of this tender. Financing for the destination testing is still being sought. If no financial means are found, the order is considered to be finished with the acceptance of the blueprint and the trainings. Should funding be found, it is expected

that the consultants will schedule a revision loop based on the feedback in October 2019. Lessons-learnt from the practical test should be included in the blueprint – a close coordination with the planning team of the on-site-assessment is crucial for the success of the whole project and thus expected.

As goal of the project

- a blueprint for a HRIA along the value-chain with a focus on small and medium sized tour operators is developed.
- tour operators and project partners have been actively involved in the development of the blueprint.
- tour operators (RT members) have received continuous training and capacity building along the process. They have built internal understanding and feel enabled to systematically assess relevant risks within their business scope with regard to destinations.
- specific follow-up measures are defined together with all involved tour operators and put into an action plan for concrete implementation.
- the project has a high level of acceptance among RT members and is also known by tour operators outside the RT.

3 Type and scope of the requested services

Measures planned under the project

a. Basic Research and Project Planning

- Set up of a concrete project plan, including the identification of key actors and set up of a governance structure with roles and responsibilities of suitable project partners
- Project management and ongoing communication with RT, project partners, practitioners and IT-consultancy

b. Blueprint Development and Integration in digital Get Started tool

- Development of a methodology for a HRIA (incl. consultation with experts from outside the tourism sector)
- Development of an easy-to-handle, clear blueprint for a tourism related HRIA in destinations in close cooperation with defined project partners
- Development of a concept for the integration of the blueprint and accompanying capacity building elements in the existing online Get Started tool in close coordination with IT developers and intensive consultation with practitioners

c. Capacity Building

- Concept Development for implementation of accompanying practical guidance and trainings for small and medium sized tour operators
- Implementation of internal capacity building measures for RT tour operators and active involvement of practitioners along the whole process

d. Adaption of Blueprint and Definition of Follow-Up-Measures

- Intensive consultation with on-site assessment team about findings regarding the practical implementation of the developed blueprint
- Adaption of blueprint according to feedback from on-site test-assessment
- Consultation with practitioners / tour operators of the project to define relevant follow-up-measures
- Development of a concrete action plan for follow-up measures to be conducted

Expected Outcome

- A project plan and governance structure for the project is developed and set up, including RT members and further project partners (a)
- A detailed methodology for a tourism related HRIA is developed, including all phases and steps needed to conduct an assessment in an exemplary destination (b)
- A clear, practice oriented and transferable blueprint for a HRIA with guidance for small and medium sized tour operators is developed, and implemented in the existing Get-Started tool (b+d)
- An accompanying capacity building concept is developed, interested RT members and project partners are actively involved and receive ongoing training along the whole process (c)
- Tour operators understand the process and feel enabled to apply the provided tools by the RT (c)
- The blueprint is adapted according to results of the on-site-testing, concrete follow-up measures have been defined and an action plan has been developed with practitioners (d)

4 General Specifications

- **Language:**
 - o The contract is to be conducted in English, all results are to be written in English.
- **Coordination:**
 - o The entire project is handled in close cooperation and intense exchange with the client (RT). A close exchange with the coordinator is desired.
 - o The content development for the digital tool (3.b) is handled in close cooperation with the service providers for technical web development. The tender invitation for the IT development will be commissioned within the next weeks and is not part of this contract.
 - o The actual on-site assessment to test the developed blueprint is not part of this contract. A strong coordination with the planning team throughout the process is very important and strongly required.
- **Documentation and Publications:**
 - o The progress of the project (any presentations, working papers, etc. prepared in advance or presented during the meetings) and the results must be documented and handed over to the client.
 - o At the end of the project, a complete documentation of the services provided must be handed to the client.
 - o All results of the order become the property of the client.

5 Execution Period

The processing of the project is scheduled from 1 May to 15 October 2019. During September the methodology will be tested, so the blueprint has to be finalized before. After the testing, revisions have to be included in the final blueprint.

The period of service provision is roughly divided into the following phases:

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| May 2019: | - Research and Project Planning |
| June – July 2019 | - Concept and methodology development for HRIA incl. ongoing training for RT members |

- Development of practical guidance and detailed impact assessment plan (blueprint) incl. ongoing training for RT members
- July – August 2019: - Integration of blueprint in Get Started tool in coordination with IT consultancy
- October 2019: - Finalisation and adaption of blueprint based on conducted on-site assessment to test the blueprint (planned for September 2019, not part of this tender)
- Dissemination of final blueprint and practical guidance to tourism businesses
 - Definition of follow-up measures and action plan

6 Project Budget

The project is being implemented through the Roundtable Human Rights in Tourism e.V. and financed by private sector contributions and public funding from the Gesellschaft für internationale Zusammenarbeit (GIZ) GmbH on behalf of the German Federal Government (BMZ). The whole project is billed through the Roundtable Human Rights in Tourism.

Additional budgets are available for the technical integration of the developed blueprint in the online tool (3.b) and the on-site assessment to test the developed blueprint in the destination (planned for September).

7 Qualification of Consultants / Project Managers

In order to meet the complexity of the specific topic and to ensure an effective project implementation, the contractor should have the following qualifications:

- Very good knowledge and overview of human rights law, standards, guidelines, indicators and actors
- Very good knowledge in the methodology of Human Rights Risk Assessments and/ or Human Rights Impact Assessments
- Very good knowledge and understanding of human rights issues related to tourism, preferably with practical working experiences in the tourism sector
- Extensive network with practitioners from the tourism industry, including relevant institutions and civil society organisations
- Very good communication and capacity building skills
- Experience in conducting projects in non-profit sectors

8 Form and Content of Offers

The offer should be written in English and should not exceed the scope of ten DIN A4 pages plus attachments. The offer is legally binding and must name a contact person for questions.

The offer should include:

- Nomination of the project team and the project manager (including details of qualification and relevant experience).
 - o A contact person must be named for all work packages.
 - o In the case of a consortium, the offer must include an authorized representative.
 - o What experiences do you and your employees have in the tender-relevant area? Is there any specific expertise in the institution for the advertised topic? Are you anchored

in networks (tourism networks, NGOs in the field of human rights and sustainability, etc.)? Please explain and prove your experience with CVs and project references.

- Content description

- Describe how the services specified in the service description under 3. should be carried out. The description should contain sufficiently concrete information on procedure and individual work steps / packages to be selected in the processing of the subtasks. Please add a time and resource plan for the individual work steps.

- Specification of the offer price

- Please indicate the estimated costs of the individual project phases / work packages as well as the total costs of the project. Please break down the costs per project phase in detail.
- In addition, the hourly and daily rates for the intended project staff should be specified.
- The prices need to be quoted in Euro as gross prices incl. VAT. The indicated price must be a flat fixed price, including personnel and material costs as well as all necessary travel and other incidental expenses.
- When calculating travel costs, the bidder must follow the guidelines of the German Federal travel expense law (BRKG).

Tenders must be submitted by 25.04.2019, 12.00 noon.

Please send the offer as a single PDF file (1 document, max 4 GB) by e-mail to the Roundtable Coordinator Jara Schreiber via info@humanrights-in-tourism.net.

There is no compensation for the preparation of the submitted documents or the offer.

Contact:

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