

Tourism Resilience Workshop in Pacific Islands
Call for Experts/Consultants

Subject : Tourism Resilience Workshop in Pacific Islands

Post Title : External Consultant

Employer : Asia Pacific Tourism Exchange Center (APTEC) on behalf of the UN Tourism Regional Support Office for Asia and the Pacific (RSOAP)

Contractual Status : Project-based

Work Period : December 2024 to March 2025

Total Contract Cost : JPY 1,420,000

Introduction:

The Regional Support Office for Asia and the Pacific (RSOAP) is planning to conduct a one-day workshop focused on building tourism resilience for Pacific Island Countries (PICs). The workshop aims to equip participants with knowledge and strategies to build organizational resilience, foster collaboration, and develop business continuity plans for tourism businesses in the face of disasters.

RSOAP is seeking qualified consultants to design, facilitate, and provide technical expertise to deliver this workshop.

The proposed workshop aims to:

- a. ***Strengthen Destination and Tourism Business Resilience in the Pacific.*** The Pacific Island Countries (PICs) encounter distinct challenges in sustaining their tourism sectors, including geographic isolation, vulnerability to climate change, and heavy dependence on tourism as a key economic driver. To address these challenges, destinations and businesses must enhance social and organizational resilience by proactively anticipating, managing, and adapting to disruptions. This requires strategic allocation of resources and capabilities to ensure business continuity while also adapting to the challenges.
- b. ***Advocate for the Culture of Resilience within the Pacific Tourism Sector.*** The workshop aims to provide a collaborative space for continuous communication and engagement among stakeholders, allowing for shared vision toward tourism resilience in the region and the development of tailored strategies based on insights from Pacific tourism players on their capacities and approaches.

Scope of Work:

The consultant will be responsible for the following tasks:

1. Workshop Design:

- Develop a detailed agenda for the one-day workshop based on the suggested structure: (1) 40–45-minute Panel Discussion and (1) 2-3 hours of group activity with participants from different backgrounds: from private businesses to national and local government, and academics.
- Design interactive group activities, including dividing participants into small groups and guiding their discussions.
- Provide key questions or challenges that participants will work on during the sessions, particularly focusing on:
 - Collaborating to enhance tourism resilience at the destination level
 - Business Continuity Planning

2. Facilitation:

- Facilitate both the panel discussion and group session, ensuring a smooth flow of presentations, discussions, and group activities.
- Engage with the participants during group discussions, offering guidance, technical input, and real-time feedback.
- Moderate group presentations and feedback sessions, encouraging meaningful interaction between participants and panelists/speakers.

3. Consultation and Guidance:

- Provide expert consultation to the small groups during the workshops, offering insights into best practices for organizational resilience and business continuity planning.
- Ensure that all participants are actively engaged and contributing to the discussion.

4. Feedback and Recommendations:

- Offer actionable feedback on the group presentations during the session, focusing on practical improvements and strategies.
- Summarize key takeaways and insights from the group discussions.
- Present final recommendations and next steps for participants to implement organizational resilience strategies in their respective contexts (use of PowerPoint slides are recommended).

5. Workshop Report:

- Provide a post-workshop report summarizing the proceedings, key insights, group outputs, and actionable recommendations for further resilience-building efforts.
- Report should include a one-page summary of the results and recommendations from the group activity.

Deliverables:

The following deliverables are expected from the consultant(s):

1. A detailed agenda and workshop design plan.
2. Onsite Facilitation of the full-day workshop, including interactive sessions.
3. Real-time engagement and consultation with participant groups during discussions.
4. Feedback on group presentations and final recommendations.
5. A final post-workshop report.

The consultant is expected to join monthly coordination meetings with RSOAP. Coordination meetings will be done following Japan Standard Time.

If the participation of the consultant's team is necessary during the onsite workshop, the proposal should include the travel expenses of the team (i.e roundtrip airfares and overnight accommodation). The organizers will only host one consultant (roundtrip airfare and accommodation) for the workshop implementation.

Minimum Qualifications:

1. At least 5 years' experience in designing and facilitating workshops, especially in the areas of tourism, resilience, and/or disaster preparedness. Advantage for those who have been involved in workshops (onsite or online) during the COVID-19 pandemic.
2. Expertise in business continuity planning and resilience strategies for tourism-related organizations.
3. Familiarity with the unique challenges faced by Pacific Island Countries (PICs), particularly with tourism.
4. Strong facilitation and communication skills, with the ability to engage participants from diverse backgrounds.
5. Previous experience working with national agencies, international organizations or development agencies focused on Pacific Island Countries or Small Island Developing States (SIDS) is highly desirable.
6. Able to travel to the Pacific for the event and attend virtual coordination meetings with the organizing committee.

Proposal Submission Requirements:

To ensure that all necessary information is provided and to facilitate the evaluation process, please follow the structure outlined below when preparing your proposal:

1. Technical Proposal:

- A brief description of the consultant's background and relevant experience in workshop facilitation and tourism resilience.
- A suggested approach and methodology for the workshop design and facilitation.
- Any innovative ideas or strategies to enhance participant engagement and learning outcomes.

2. Financial Proposal:

- A detailed cost breakdown, including consultancy fees, travel, accommodation (if applicable), and any other associated costs.
- The amounts indicated in the proposal should be in Japanese Yen and its equivalent in US Dollars.

3. CVs/Resumes:

- CVs of the lead consultant and key team members (if applicable). Ensure that each CV highlights relevant experience in workshop facilitation, tourism resilience, and disaster preparedness.

4. References:

- Contact information for at least two clients for whom the consultant has provided similar services. These references should be able to speak to your experience in similar consultancy projects.

Time Frame:

| Time | Activity | Duration |
|-------------------------|---|----------|
| November | Posting of TOR and Shortlisting of Applications | 3 weeks |
| | Selection of Contracted Consultant/Expert | 1 week |
| December | Finalization of Service Contract with the selected consultant | 2 weeks |
| | Commencement of Work: Introductory Call with organizers | 1 day |
| January | Coordination meeting on workshop flow and logistic requirements. The consultant is expected to present the panel discussion and workshop design, including a list of materials/ needed for the sessions. | 2 weeks |
| | Confirmation of travel arrangements for hosted consultant | 1 week |
| February | Implementation of Workshop at designated Pacific Island venue, including travel time | 5 days |
| February – March | Submission of Workshop Final Report (to include request of three revisions from the organizing committee) | 1 month |

Payment Terms and Conditions:

- Payment for the consultant is done in two tranches:

| Payment Schedule | Deliverable/ Estimated Payment Dates |
|------------------------------------|---|
| First Tranche (50% of fees) | Upon approval of workshop flow and design |
| | Estimated payment date: January 2025 |

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| Second Tranche (50% fees) | Upon approval of the workshop final report |
| | Estimated payment date: March 2025 |

- Payment will be done upon issuance of invoice. The consultant must issue an invoice for the **ASIA-PACIFIC TOURISM EXCHANGE CENTER**.
- For reference, if the consultancy fee is calculated in USD, the conversion will be based on the prevailing exchange rate (JPY to USD) at the time of payment.
- The consultant is responsible for covering any foreign exchange fees or differences related to currency conversion and bank transfer.

Submission Deadline:

- Proposals must be submitted no later than **November 29, 2024 (Friday)**.
- Please send your proposals via email to info@unwto-ap.org (cc: Ms. Marian Magsino at marian.rsoap@gmail.com), with the subject line: *“Consultancy Proposal – Tourism Resilience Workshop for PICs”*

Contact Information:

For any queries regarding this proposal request, please contact:

Ms. Marian Magsino

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