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CENTRAL AMERICAN BANK FOR ECONOMIC INTEGRATION  
COUNTRY OFFICE IN THE REPUBLIC OF CHINA (TAIWAN)

中美洲銀行駐中華民國(臺灣)國家辦事處 函

受文者：財團法人台灣觀光協會

發文日期：2024年4月10日

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速別：速件

密等及解密條件或保密期限：

附件：

主旨：有關協請貴單位週知並邀請臺灣廠商參與本行辦理「貝里斯國家永續旅遊總體規劃—遊客流量分析研究」顧問標案事，敬請查照。

說明：

- 一、中美洲銀行(CABEI)(下稱本行)係為國際多邊開發銀行，總部設於宏都拉斯並於2021年在臺設立辦事處，本處主要協助在台發債籌資，並促進臺企赴中美洲從事投資貿易或參與技術顧問案，以協助我會員國經濟及社會發展。位於中美洲的貝里斯係為本行區域內非創始會員國，亦為中華民國(臺灣)重要邦交國。
- 二、本案係透過中華民國(臺灣)外交部與CABEI合作之「臺灣-CABEI夥伴關係信託基金」共同推動，期使促進臺貝觀光旅遊產業技術交流合作。
- 三、鑒於旅遊觀光業為貝里斯第一大創匯產業，該政府在國家永續旅遊總體規劃指出，疫情後邊境重開放與遊客安全及回流

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之間具有非常高的關連性。為有效提升訪貝遊客管理，遂將海陸邊境檢查站設施優化，作為推動該國觀光產業重點方向。

四、本研究案旨在協助貝國政府邊境管理局(BMA)選定轄下四處邊境檢查站，包括：Santa-Elena、Benque Viejo del Carmen、San Pedro Saca Chispas 及 Punta Gorda，進行現代化設施及遊客管理系統之評估、優化及標準作業流程建立，並與相關單位合作以提升服務效率。

五、旨揭公開招標案細節已公告於本行採購網站 (<https://proveedoreserp.bcie.org/en/index.php?id=1555&p=1&dn=344&aid=300000018963791>)，請貴單位協轉週知國內有興趣潛力廠商。本案預定截標日期為本(113)年 4 月 23 日，倘有相關疑問，請逕洽本處翁振源代理代表，e-mail：[cwong@bcie.org](mailto:cwong@bcie.org)，電話：(02)8979-0450 分機 3006。

中美洲銀行駐中華民國(臺灣)國家辦事處  
2024 年 04 月 10 日於臺北



正本：內政部國家公園署、交通部觀光署、中華民國國家發展委員會、中華民國旅行商業同業公會全國聯合會、左右國際股份有限公司、台灣永續旅行協會、台灣永續觀光旅遊協會、財團法人台灣觀光協會、台灣觀光產業永續發展協會、城都國際開發規劃管理顧問有限公司、鼎漢國際工程顧問股份有限公司、資拓宏宇國際股份有限公司、台灣旅行業國民旅遊發展協會、中華經濟研究院

副本：

# CABEI



Central American  
Bank for  
Economic  
Integration

## Terms of Reference

National Sustainable Tourism Master Plan  
– Visitor Flow Component

Public Tender

006/2024

March/2024

PÚBLICO

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## **Institutional Information**

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The Central American Bank for Economic Integration (CABEI) is a multilateral financial development institution that aims to promote economic integration and balanced economic and social development in the Central American region, which includes the founding countries and the non-founding regional countries, serving and aligning itself with the interests of all its members.

CABEI was founded in 1960 as the financial arm of Central American integration and development; it is a unique organization, both as a result of the breadth of the fields of competence in which it carries out its operations and for its objective and foundational principles. Since then, CABEI has been led by visionaries, whose leadership has brought to fruition the ends for which CABEI was established.

CABEI has 15 member countries:

- Founding countries: Guatemala, El Salvador, Honduras, Nicaragua and Costa Rica.
- Non-founding regional countries: Panama, Dominican Republic and Belize
- Extra-regional countries: Mexico, Republic of China (Taiwan), Argentina, Colombia, Spain, Cuba and the Republic of Korea.

CABEI is headquartered in Tegucigalpa, Honduras with regional offices in Guatemala, El Salvador, Nicaragua, Costa Rica, Panama, Dominican Republic, the Republic of China (Taiwan), Republic of Korea, Argentina and Spain. For further information visit the CABEI website, [www.bcie.org](http://www.bcie.org)

## **Terms of Reference Conditions**

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This Terms of Reference document is property of CABEI, and their content may not be reproduced by mechanical or electronic means, nor redistributed without the consent of the Institution.

In a reciprocal fashion, CABEI agrees not to reveal, copy or disclose the information provided by the bidders in response to this public tender.

These Terms of Reference do not oblige any natural or legal person to submit a proposal. Likewise, the presentation of proposals by the bidders does not oblige CABEI to enter into any contract.

These Terms of Reference, as well as the technical and economic proposal presented by the selected bidder, will become part of the annexes to the contract to be signed for the required services.

## **Procurement Timeline**

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The following schedule reflects this procurement's estimated dates, however, the Bank reserves the right to modify it at its sole discretion:

- |                                       |            |
|---------------------------------------|------------|
| • Request for Proposals release       | 03/21/2024 |
| • Last day to send questions          | 04/16/2024 |
| • Deadline for submitting offers      | 04/23/2024 |
| • Expected contract commencement date | 05/22/2024 |

# 1. REQUIRED CONSULTING SERVICE

## 1.1 Background

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Tourism is one of the main economic activities in Belize and had been registering a steady increase until 2019. In 2019, Belize set a new record and received more than 500,000 overnight tourists, which represented an increase of more than 50% since 2014. Similarly, the number of cruise passengers has also grown, surpassing 1 million visitors for the fourth consecutive year (Belize Tourism Board – BTB, 2020). Recently, however, the growth trend has been severely impacted by the COVID-19 pandemic, which led to the complete closure of the international borders and an unprecedented decline in the tourism sector. International visitors' arrivals (IVAs) in 2020 represented a mere 26.9% of the 2019 levels, aligned with the worldwide average year to year variation. The first trimester of 2021 IVAs decreased 75.3% versus 2020, that is, it represented just 19.5% of the 2019 levels.

After the reopening of the Philip Goldson International Airport (PGIA) on October 1st, 2020, the major gateway to international tourism in Belize, the reopening of the land borders followed on May 31st, 2021, and cruise ports reinitiated calls in July of 2021. The reopening strategy prioritized the security and well-being of visitors, residents, and employees, contributing at the same time to accelerated tourism recovery, restoration of customer confidence and generation of jobs and income for the Belizean population. Since reopening, there has been an exponential growth in number of travelers visiting the country, with the PGIA being the primary port of entry. Visitors have also commenced to enter the country via the designated land and sea-based border entry facilities. Prior to COVID-19, the land border facilities in western Belize and northern Belize were responsible for 20% of total overnight visitor arrivals to the country, primarily due to European travelers. The return to 100% recovery at these land border points has not been accomplished yet, however, a growing demand is being experienced. The 2011 National Sustainable Tourism Master Plan (NSTMO) recommended that land connectivity and sea connectivity be a primary focus in the development of the tourism product in Belize. As the update of the NSTMP is currently being finalized, it is clear that the relevance of connectivity, guest safety and security and efficient visitor management is very high.

In this context, the land and sea border facilities are critical assets for tourism development, as they serve as a logistical convergence zone for travelers, and also as points for first impression and visitor hospitality management. As a result, the Government of Belize is seeking support to ensure the visitor management systems in place at the border facilities are effective and efficient. Currently, the Border Management Agency (BMA), a statutory agency under the Ministry of Tourism and Diaspora Relations manages 4 border facilities as follows:

- Northern Border Facility – located in Santa Elena, Corozal District (Border with Mexico).
- Western Border Facility- located in Benque Viejo del Carmen, Cayo District (Border with Guatemala).
- San Pedro Point of Entry – located in San Pedro Town, Ambergris Caye, Belize District (marine-based border).
- Punta Gorda Point of Entry – located in Punta Gorda Town, Toledo District (marine-based border).

At these points of entry, the BMA manages the movement of people and cargo, in coordination with other key government agencies, such as the Immigration and Nationality Department, the Customs and Excise Department, the Belize Agricultural Health Agency, and the Belize Police Department.

## **1.2 Purpose or Objective**

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- 1.2.1 Through this consultancy, services are required to support the National Sustainable Tourism Master Plan by the development of (i) a National Visitor Management Strategy for Border Points, four individual Visitor Management Plans and Standard Operating Procedures; and (ii) Visitor Management Plans and Standard Operating Procedures (SOPs). The specific objectives are to:
- a. Assess the current visitor management systems in place at the land and sea border points and being implemented by the Border Management Agency (BMA) and other relevant border-related agencies.
  - b. Develop standard procedures, strategies and plans that would seek to improve and modernize the visitor management systems at border points.
  - c. Establish a modern visitor management system for four officially designated border facilities managed by the Border Management Agency.
  - d. Provide support to the Border Management Agency and other relevant border-related agencies to effectively implement and operationalize the developed visitor management systems at the border points.

## **1.3 Scope of Work**

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- 1.3.1 The services will be executed by the Ministry of Tourism and Diaspora Relations (MTDR), in conjunction with the Border Management Agency, and in consultation with the Immigration and Nationality Department, Customs and Excise Department, the Belize Police Department and the Belize Agricultural Health Agency, and any other relevant organizations. Services will be developed through the following activities:
- 1.3.2 Work plan. The firm will be tasked with developing and submitting a Work Plan, to determine the time and resources that will be needed to complete the Consultancy. A kick-off meeting with the MTDR, Border Management Agency, and other relevant organizations, including local stakeholders, must be conducted to subsidize the elaboration of the work plan.
- 1.3.3 Diagnostic studies. The firm must conduct an exhaustive assessment to study and measure the effectiveness of the visitor management system at four border points, namely the Santa-Elena Border Facility, the Benque Viejo del Carmen Border Facility, the San Pedro Saca Chispas Border Facility, and the Punta Gorda Border Facility, that are managed by the Border Management Agency. This shall include exercises such as visitor flow and pattern studies visitor satisfaction studies, risk assessments, visitor facility and service inventory, visitor safety and security assessment, technology capacity assessment and inventory, and any other relevant study. These studies will require in-situ assessments by the firm, including primary data collection.



- 1.3.4 Also, as a part of the diagnosis, the firm will be required to carry out consultation and dialogue with all relevant border agencies to determine their level of visitor management experience and effectiveness of their respective visitor management systems, as well as any legal considerations or constraints that must be considered during the process.
- 1.3.5 Training and implementation. Upon approval of the Plans and Standard Operating Procedures (SOPs) for the four targeted border points, the Firm will be tasked with training the Border Management Agencies (BMAs) and all relevant agencies on the strategy, respective plans and Standard Operating Procedures, inclusive of demonstrative exercises.
- 1.3.6 A part of this process will include establishing an oversight mechanism of the Plan and SOPs with BMA personnel, and an initiation of the execution of the same by the BMA through pilot phase exercises at each of the four targeted border points.

## 1.4 General and Specific Experience Required from the Consulting Firm

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- 1.4.2. **General Experience:** The selected consulting firm must demonstrate at least ten (10) years of overall successful experience in working in the provision of consulting services for the tourism sector. Particular interest will be given to firms that have previous experience in the region and/or have brought global sectorial experiences to the region.
- 1.4.3. **Specific Experience:** The selected consulting firm must demonstrate at least three (3) successful experiences in developing visitor management plans and processes. Particular interest will be given to firms that have at least three (3) experiences in developing visitor management systems at border facilities, or ports of entry.

## 1.5 Required Experience for the Work Team

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- 1.5.1 The consulting firm's team should include, but not be limited to, professional dedicated staff, fluent in spoken and written English and with the minimum qualifications and experience listed below. The project team selected must be available for remote meetings with the BTB team once a week or as required. The firm will be expected to carry out on-site visits to Belize to execute the project.
- 1.5.2 Project Coordinator/Team Lead. Minimum of a master's degree in tourism, border management, visitor management or any other equivalent or similar field. Postgraduate or graduate studies in economics, business, or related fields, would be an asset. Minimum ten (10) years' experience coordinating similar projects for tourism development and strategic planning, ideally at a national level. Minimum ten (10) years' experience with digital transformation, innovation, and tourism product development and destination planning. At least three (3) experiences leading project teams in developing initiatives equivalent to the scope of this consultancy.
- 1.5.3 Border Security and Safety Expert. Minimum of a master's degree in tourism, border management, visitor management or any other equivalent or similar field. At least ten (10) year experience equivalency in Border Security and Safety or any other equivalent or similar

field. Minimum of three (3) experiences in developing border security plans, specifically where it relates to visitor flow and traffic management.

- 1.5.4 Visitor Management Expert. Minimum of a bachelor's degree in tourism or other related areas. Minimum ten (10) years' experience with projects related to visitor flow management and visitor control management. At least three (3) experiences in developing visitor management systems at border points or points of entry.

## 1.6 Deliverables

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- 1.6.1 The consulting firm will work under the supervision of CABEI and in close collaboration with the Belize Ministry of Tourism and Diaspora Relations (MTDR), on behalf of the Government of Belize as the final recipient of the deliverable under this technical assistance. All financial reporting and payment requests will be coordinated with CABEI upon approval of the MTDR. All deliverables are to be approved by CABEI, upon the approval of the MTDR, with revision by the BMA. All reports should be submitted in WORD and PDF Formatting, and documents should be formatted with 1 inch margins, 12 pt font size, proper page numbers and reference citation. Deliverables should be submitted in English; a Spanish version should be submitted as part of the final implementation report, which will be part of the CABEI resource library.
- 1.6.2 **Deliverable 1.** Draft diagnosis report on the current visitor management system, along with a Chronogram and Gantt chart with all the main outputs detailed and planning document. Information required in the report and work plan are as follows:
- a. Description of Methodology to be utilized for the different aspects of the consultancy.
  - b. Chronological breakdown of activities and submittal dates of deliverables to be undertaken to fulfil the consultancy. Week-based detail is required.
  - c. Indication of what activities are to be done at consultant's office, and which will be field based.
  - d. Indication of what resource needs (including budget) will be required for the Consultancy. Both those to be provided by the firm and those being required from the MTDR.
- 1.6.3 **Deliverable 2.** A diagnosis report on the current visitor management system, along with general recommendations to address gaps found should be included. As a part of the diagnosis, the firm will be required to review literature pertinent to the operations of the border facilities and border services. This desk review should include, but not limited to, the following activities:
- a. Review of legislation, policies and plans that are relevant to the operations of the border facilities. This may include both domestic and international instruments or documents.
  - b. Review of guest satisfaction reports.
  - c. Review of pertinent organizational documents to determine capacity gaps and areas for improvement.
  - d. Availability of technology that can assist with visitor management.
- 1.6.4 **Deliverable 3.** Draft version of the National Visitor Management Strategy for Border Points, 4 individual Visitor Management Plans and Standard Operating Procedures. Based on finding

from Deliverable #2, the Firm will be required to develop a National Border Point Visitor Management Strategy that ensures visitor safety and security, quality visitor experience, and a clear framework for inter-agency collaboration on the same. This strategy should be developed with consideration of all land and sea border points managed by the Border Management Agency, and the strategy should be administered by the BMA. The strategy should give strong consideration on how technology can assist in the improvement of visitor management. It should also give strong consideration on how border points function as gateways along the tourism value chain, and the role and operationalization of hospitality services at border points.

- 1.6.5 **Deliverable 4.** Draft version of the Visitor Management Plans and Standard Operating Procedures (SOPs). Based on the framework established by the Strategy, the firm will then be tasked to develop individual visitor management plans and standard operating procedures for visitor management at the following four border points: Santa Elena Border Facilities, Benque Viejo del Carmen Border Facilities, Punta Gorda Border Facilities and the San Pedro (Saca Chispas) Border Facilities. The plans should be inclusive of recommendations for both soft and hard interventions to maximize the visitor crossing experience for users of the facilities. The plans should also consider organizational and staffing adjustments that will be required for BMA to effectively execute them.
- 1.6.6 **Deliverable 5.** Final version the (i) National Visitor Management Strategy for Border Points, 4 individual Visitor Management Plans and Standard Operating Procedures; and (ii) Visitor Management Plans and Standard Operating Procedures (SOPs).
- 1.6.7 **Deliverable 6.** Final implementation report, inclusive of the trainings carried out, and on the pilot exercises done at each targeted border point. Upon approval of the Plans and SOPs for the four targeted border points, the Firm will be tasked with training the BMA and all relevant agencies on the strategy, respective plans and SOPs, inclusive of demonstrative exercises. A part of this process will include establishing an oversight mechanism of the Plan and SOPs with BMA personnel, and an initiation of the execution of the same by the BMA through pilot phase exercises at each of the four targeted border points.

## 1.7 Contract Term

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- 1.7.1 CABEL and the Consulting Firm will subscribe a contract for a period of twenty four (24) weeks from the commencement order issued by CABEL.
- 1.7.2 Whenever there are causes of force majeure or fortuitous events that justify it, and there is an agreement between CABEL and the Consulting Firm regarding the causes, the term may be extended for a reasonable time deemed necessary for the Consulting Firm to satisfactorily conclude the contracted services.
- 1.7.3 The Bank reserves the right to unilaterally conclude in advance the contract without any responsibility on its part, if it is verified that the Consulting Firm, is not adequately executing any of the tasks set forth in the Technical Proposal and Terms of Reference or when the contracted services do not conform to or comply with them, budget cuts, disintegration of the Bank, etc.

## 1.8 Contract Implementation Schedule

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1.8.1 The consultancy should be completed in a period of no more than 24 weeks (6 months approx.) after contract signature. The payment schedule below provides a synopsis of the deliverables on which the firm will be paid. Payments will be completed after the final approval of each deliverable. A preliminary timetable for the deliverables under this consultancy is presented below:

	Deliverable	Time due after contract signature	Payment Amount (%) upon approval
1	Draft diagnosis report on the current visitor management system, along with a chronogram and Gantt chart with all the main outputs detailed and planning document	Week 2	10
2	A diagnosis report on the current visitor management system, along with general recommendations to address gaps found should be included	Week 8	20
3	Draft version of the National Visitor Management Strategy for Border Points, 4 individual Visitor Management Plans and Standard Operating Procedures	Week 12	15
4	Draft version of the Visitor Management Plans and Standard Operating Procedures (SOPs)	Week 12	15
5	Final version the (i) National Visitor Management Strategy for Border Points, 4 individual Visitor Management Plans and Standard Operating Procedures; and (ii) Visitor Management Plans and Standard Operating Procedures (SOPs)	Week 20	25
6	Final implementation report, inclusive of the trainings carried out, and on the pilot exercises done at each targeted border point	Week 24	15

## 1.9 Consulting Firm Obligations

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The Consulting Firm will be accountable for:

- 1.9.1. Complying with the Terms of Reference, technical offer, economic bid, and other conditions that are expressed in the corresponding contract.
- 1.9.2. Accepting CABEI's supervision and oversight as applicable and addressing CABEI's observations and/or recommendations, in close collaboration with the Government of Belize.
- 1.9.3. Committing to apply the necessary security and biosecurity measures to ensure access to the facilities only to authorized personnel. (If necessary)

## 1.10 Bank Obligations

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CABEI will be responsible for:

- 1.10.1. In close collaboration with the Government of Belize, providing the information (verbal or written) and documentation available for the preparation of the analyses and research required within the framework of the services requested.
- 1.10.2. In close collaboration with the Government of Belize, collaborate in the coordination and execution of the videoconferences and/or on-site visits required by the consultant to comply with the objectives set forth in this consultancy.

## 1.11 Fees and Payment Methods

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- 1.11.1 The Bank will pay for the services pursuant to the provisions of the signed contract, in United States Dollars or in the currency that is deemed most convenient.
- 1.11.2 The Bank will pay for the services pursuant to the provisions of the signed contract, in United States Dollars or in the currency that is deemed most convenient.
- 1.11.3 The prices provided by the bidders are their sole responsibility; any omission will be interpreted as voluntary and tending to obtain prices that will allow the bidder to submit a more advantageous offer.
- 1.11.4 The payment described in section 1.11.1 will be made effective by CABEI as shown below:
  - i. **Payment No. 1:** Ten (10%) percent of total amount, upon delivery and acceptance of Deliverable 1.
  - ii. **Payment No. 2:** Twenty (20%) percent of total amount, upon delivery and acceptance of Deliverable 2.
  - iii. **Payment No. 3:** Fifteen (15%) percent of total amount, upon delivery and acceptance of Deliverable 3.
  - iv. **Payment No. 4:** Fifteen (15%) percent of total amount, upon delivery and acceptance of Deliverable 4.
  - v. **Payment No. 5:** Twenty-five (25%) percent of total amount, upon delivery and acceptance of Deliverable 5.
  - vi. **Payment No. 6:** Fifteen (15%) percent of total amount, upon delivery and acceptance of Deliverable 6.

The bidder may propose an alternative payment arrangement in a separate document within the economic bid, which will be reviewed by CABEI who will then determine whether to accept or propose different alternatives.

- 1.11.5 CABEI fulfills its payments by means of wire transfers; the bidder must provide the name of the banking institution and account number. The authorization will be carried out pursuant to the instructions contained in Annex 2.

## 1.12 Immunities, Exemptions and Privileges

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Pursuant to its constitutive agreement, CABEL, its income, and all assets, as well as the operations and transactions that it carries out in accordance with said agreement, will be exempt from all kinds of tax and customs duties or others analogous in nature. It is also exempt from all responsibility related to the payment, withholding or collection of any tax, contribution or right; consequently, the taxes and other contributions that correspond to the Consulting Firm derived from the fees caused will be its own responsibility.

## 1.13 Service Supervision and Coordination

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The coordination and supervision of the services will be carried out by CABEL's Sovereign Public Sector Management.

# 2. EVALUATION, CONTENT AND PRESENTATION OF BIDS

## 2.1 Bid Evaluation Procedure

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The bids will be evaluated using a rating system, where there will be two types of scores: technical and economic, the sum of which is 100%.

## 2.2 Technical Evaluation 80%

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- 2.2.1 The technical evaluation aims to evaluate CABEL's satisfaction with the compliance of the characteristics of the services to be contracted and the relevant aspects to be met by the Consulting Firm.
- 2.2.2 Although the technical evaluation has a total value of 80%, to obtain the technical qualification, according to the evaluation criteria, the total value of 100% will be used. This result will then be weighted on the value of the technical evaluation (80% of 100%).
- 2.2.3 The criteria and weights to be used to carry out the technical assessment are as follows:

<b>Evaluation Criteria (As required)</b>	<b>Percentage</b>
<b>General Experience: Include minimum years of experience</b>	10%
<b>Specific Experience: Include at least three (3) successful experiences in developing visitor management plans and processes</b>	30%
<b>Methodology and compliance with the objective and scope of the consultancy</b>	10%
<b>Implementation or delivery plan</b>	10%

Evaluation Criteria (As required)	Percentage
Work Team	40%
<b>Technical Evaluation Total</b>	<b>100.0%</b>

2.2.4 In order for the offer submitted to be technically acceptable, it must obtain a minimum rating of 80%; i.e. 80%/100% of the total technical assessment; or 64%/80% of the weighted technical rating. A bid that does not meet that score will be disqualified from the process.

## 2.3 Economic Assessment 20%

2.11.1. The economic assessment shall assign the maximum weight of 20% to the lowest cost economic bid. The rest of the proposals will be assigned a score as follows:

$P_i = (E_m * [20]) / E_i$	$P_i$ = Economic Proposal Score i. $i$ = Bidder. $E_i$ = Economic Proposal i. $E_m$ = Economic Proposal with lowest cost or price.
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3 The sum of the technical and economic evaluation will result in the final qualification that will serve as the basis for the award.

## 2.4 Bid Submission Procedure

2.4.1. The offer must consist of three (3) duly identified sections:

- a. Technical bid
- b. Compliance documentation
- c. Economic bid

## 2.5 Technical Bid Contents

The technical offer must contain the following documents, which must be submitted in the following order:

- 2.5.1. Letter of Presentation (Annex 1) duly stamped and signed by the legal representative. **If the Bank's template is not used, the offer shall be disqualified.**
- 2.5.2. Payment Instructions Template (Annex 2) duly completed.
- 2.5.3. Technical Offer including a workplan and the methodology proposed by the Consulting Firm.
- 2.5.4. Curriculum Vitae of Key Personnel

**Side notes:**

- **The Information described in this section must be submitted in its entirety. If the required Information is not submitted, the bidder will lose the score for the specific evaluation criteria taking into consideration that this information is not rectifiable.**
- **If necessary, CABEL can request additional information or/and clarifications regarding the submitted offers.**

## **2.6 Compliance Documentation**

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- 2.6.1. The compliance documents to be sent in this section shall include the following information:
- a. Copy of the company's deed, articles of incorporation or constitutive act, duly registered in the Commercial Registry or its equivalent, in which the stakeholder composition of the company can be found.
  - b. Power of Attorney or Certification Copy issued by the Secretary of the Council in which the appointment of the legal representative of the company can be found.
  - c. TAX ID Copy (RUC, RTN, NIT or its equivalent in the country of origin).
  - d. At least one original bank reference, no older than 30 days after it has been issued.
  - e. Affidavit for the Prevention of Money Laundering and Financing of Terrorism, (Annex 5) completed and signed by the legal representative.
  - f. Copy of Legal Representative's passport or identification document.
- 2.6.2. The Bank reserves the right to request additional information or updated documents as it deems appropriate.

## **2.7 Economic Bid Contents**

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- 2.7.1. The financial bid shall contain the following documents placed in the following order:
- a. Properly stamped and signed economic bid template (Annex 4).
  - b. Detailed document of the stamped and signed economic bid, in which the detail of fees and related expenses required for the provision of the services must be included.
- 2.7.2. The economic bid shall be subject to the following guidelines:
- a. The economic bid must include the direct and indirect costs related to the quoted service and clearly indicate the currency in which it is expressed.
  - b. If the payment is made in United States dollars, the official exchange rate in effect at the date of the transaction will be used.
- 2.7.3. The economic bid must be submitted tax-free. CABEL will provide the taxes waiver document to the awarded bidder.



## 2.8 Bid Language

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All documentation required to participate in this tender shall be submitted in English.

## 2.9 Bid Submission

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Bids must be uploaded electronically in CABEI's Vendor Portal, which is available in this [LINK](#) and all documentation shall be uploaded in the Public Tender **No. 006/2024 "National Sustainable Tourism Master Plan – Visitor Flow Component"** following the instructions below:

- a. Proposals must be uploaded separately, as indicated in the **"Create Response"** tab under section 1 (Oferta Técnica) and section 2 (Oferta Económica).
- b. In the **"Create Response"** area, the available **"Lines"** section must be completed".
- c. Once the documents have been uploaded to the Portal in full, click the **"Submit"** button.
- d. The offers must only be submitted through CABEI's Vendor Portal, **do not send a copy to an email address.**

## 2.10 Deadline for Submission of Bids

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- 2.10.1. The deadline for receiving bids is **April 23<sup>rd</sup>, 2024.**
- 2.10.2. The bids submitted after this date shall be deemed extemporaneous and will not be taken into consideration.
- 2.10.3. Once the bid has been submitted, it cannot be withdrawn, replaced nor modified.

## 2.11 Inquiries, Deadlines and Coordination

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- 2.11.1. If there are doubts or questions regarding the Terms of Reference or the bidding process, they shall be addressed through CABEI's Vendor Portal "Public Tender **No. 006/2024 "National Sustainable Tourism Master Plan – Visitor Flow Component"** in the **"Gestionar Preguntas del Negocio"** tab.
- 2.11.2. Questions submitted regarding the Terms of Reference will be accepted no later than **April 16<sup>th</sup>, 2024.**
- 2.11.3. All questions will be answered to all Bidders in order to maintain equality in the information provided, these will be uploaded to CABEI's Vendor Portal.

2.11.4. If necessary, requests to extend the deadline for submitting bids must be made no later than **April 16<sup>th</sup>, 2024**, through CABEI's Vendor Portal or by sending the request to [adqinstitucionales@bcie.org](mailto:adqinstitucionales@bcie.org) CABEI shall submit the deadline extension request for authorization.

## **2.12 Expression of Interest**

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Bidders who wish to participate in the Tender have to send an email to [adqinstitucionales@bcie.org](mailto:adqinstitucionales@bcie.org) Expressing their interest in order to be granted access to the tender's documents.

## **2.13 Validity of Proposals**

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The bids must have a validity period of at least ninety (90) calendar days, starting on their presentation deadline.

# **3. GENERAL STANDARDS**

## **3.1 Performance Standards**

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- 3.1.1. The Consulting Firm is committed to providing its professional services and execute the tasks indicated in the Contractual Documents, certifying that it meets the highest standards of integrity and professional competence, taking into consideration the nature and purpose of the Bank as an international organization of public law and guaranteeing that it will carry out the services indicated in the Contract to be signed in a manner consistent with the aforementioned.
- 3.1.2. The Bank at all times has the right to verify the quality of the work carried out by the Consulting Firm and to request the modifications and revisions that it deems pertinent within the approach contained in these Terms of Reference.

## **3.2 Bank Rights**

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- 3.2.1. If none of the proposals received is considered to fully satisfy the requirements included in these Terms of Reference, CABEI reserves the right to declare the process void. Likewise, CABEI reserves the right to reject any proposal, annul or declare the process unsuccessful, decide to extend it, cancel it or partially or totally postpone it, decide to grant it totally or partially to one or more Consulting Firms, as well as determine whether it is convenient to its Corporate interests, without incurring in any liability to the Consulting Firm.

- 3.2.2. CABEI will make public the awarded bid for the services or provision of goods on its [Institutional Procurement Portal](#), as well as the amount and date of the award in accordance with the provisions of the current Information Security Policy.
- 3.2.3. CABEI reserves the right to supervise the activities carried out by the Consulting Firm and determine whether said activities contravene the provisions related to information security; the Bank may take the actions it deems necessary to safeguard its information, reputation and image.

### **3.3 Reasons for Disqualification of Bids**

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#### **3.3.1 Lack of a presentation letter signed by the legal representative of the company in the template provided by CABEI (Annex 1).**

3.3.2 The bids may be disqualified at any time during the process if a breach of the terms of reference occurs or is verified regarding the veracity of the information provided or the adulteration or falsification of the documentation submitted.

3.3.3 If the bids are incomplete or any of the requirements established in the terms of reference are omitted or not complied with, that are classified by the Bank as not rectifiable.

3.3.4 If the proposals are submitted somewhere different than established in the terms of reference and after the determined date and time.

3.3.5 If the documentation is presented with erasures or unjustified amendments.

#### **3.3.6 It will be disqualified if the Economic bid is submitted in the same file as the technical bid or include any economic information in the Technical Bid.**

3.3.7 Send a copy of the proposal to any of CABEI's email addresses.

3.3.8 If the technical offer, once evaluated by CABEI, does not meet the minimum score established.

### **3.4 Restrictions**

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To guarantee transparency in its procurement processes, the following persons may not participate, directly or indirectly, in the supply of consulting services for CABEI.

3.4.1 Active functionaries or employees, ex-officials or ex-employees and retirees of CABEI for a period of two (2) years from their separation, in addition to spouses or housemates, nor relatives by blood or affinity up to the second degree, inclusive, of officials or active CABEI employees.

3.4.2 Juridical persons involving anyone indicated in the previous paragraph, considered individually or jointly, be holders of more than twenty-five percent (25%) of the share capital or hold a position of management or representation, for major purchases amounting ten thousand dollars (US\$10,000), currency of the United States of America, or its equivalent in any other currency.

### **3.5 Protests or Appeals Regarding the Public Tender**

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Any bidder who has participated in this tender and has a complaint regarding its outcome can access the Reporting Channel available on the CABEI's website to issue such complaint. [www.bcie.org](http://www.bcie.org)

### **3.6 Confidentiality Clause**

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3.6.1 The Consulting Firm and, where appropriate, the personnel in charge of offering the services described in this document, must exercise the greatest secrecy and confidentiality in relation to conversations, data, documents and general information of the Bank that by any means comes to be of their knowledge, and in general, of any prior event or element, whether material or conceptual.

3.6.2 Any serious breach of the foregoing, defined as serious and which negatively affects the Bank's official relations with national authorities at any level, or which results in public or commercial dissemination that in any way damages the confidentiality of the Bank's information, may give rise to terminate the contract; the latter will be done by written communication to the Consulting Firm denouncing such events.

### **3.7 Acceptance of the Code of Ethics**

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The bidder declares, that it is aware of the principles, norms and corporate ethical values as well as individual values that prevail at CABEI within the framework of the Code of Ethics, which is attached to these Terms of Reference, and that in case of being selected, it must follow observance and compliance without any restrictions; any breach of said norm will give the Bank the right to terminate the procurement and/or contracting in advance without any responsibility on its part and without prejudice to the pertinent criminal and civil actions.

### **3.8 Annexes**

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- a. Annex 1 - Presentation letter.
- b. Annex 2 - Payment Instructions Template.
- c. Annex 3 - ML-TF Affidavit Form.
- d. Annex 4 - Economic offer Template.
- e. Annex 5 – CABEI's Policies (Code of Ethics, Integrity Provisions, Risk Management Policy for Money Laundering, Terrorism, Proliferation of Weapons of Mass Destruction, Integrity and Sanctions).
- f. Annex 6 - CABEI Contract Template.



## **Public Tender Notice 006/2024**

Tegucigalpa, Honduras  
March 22<sup>nd</sup>, 2024

The Central American Bank for Economic Integration (CABEI) invites bidders to participate in the **Public Tender 006/2024 “National Sustainable Tourism Master Plan – Visitor Flow Component”**.

### **PURPOSE OF THE CONTRACT**

The objective of this contract is to support the National Sustainable Tourism Master Plan by the development of (i) a National Visitor Management Strategy for Border Points, four individual Visitor Management Plans and Standard Operating Procedures: and (ii) Visitor Management Plans and Standard Operating Procedures (SOPs).

The specific objectives are to:

- a) Assess the current visitor management systems in place at the land and sea border points and being implemented by the Border Management Agency (BMA) and other relevant border-related agencies.
- b) Develop standard procedures, strategies and plans that would seek to improve and modernize the visitor management systems at border points.
- c) Establish a modern visitor management system for four officially designated border facilities managed by the Border Management Agency.
- d) Provide support to the Border Management Agency and other relevant border-related agencies to effectively implement and operationalize the developed visitor management systems at the border points.

### **DEADLINE FOR SUBMITTING PROPOSALS**

The deadline for submitting proposals is **April 23<sup>rd</sup>, 2024**.

### **EXPRESSION OF INTEREST**

Bidders who wish to participate in the Public Tender must send an email to [adqinstitucionales@bcie.org](mailto:adqinstitucionales@bcie.org) expressing interest in obtaining the Tender’s documentation.