



MINISTRY OF TOURISM AND ENVIRONMENT
REPUBLIC OF MALDIVES

TERMS OF REFERENCE

IULAN NO: (IUL)88-SS/88/2025/381

CONDUCTING MALDIVES VISITOR SURVEY (MVS) 2025

Requesting for Proposal (RFP) – Single Envelope

Issued on: 6th August 2025
Issued By: Tourism Research Section

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Section 1

Tender Sheet

#	Tender Ref.	Details
1	Project Name	Conducting the Maldives Visitor Survey 2025
2	Pre-Bid Meeting	-
3	Bid Queries	All queries regarding this bid must be submitted to: Venue: Ministry of Tourism & Environment Deadline: Monday, 11th August 2025, 13:00 hrs Email: tenders@mote.gov.mv CC: stat@tourism.gov.mv Phone: +960 301 8300 / +960 302 2200
4	Instruction for Bid Submission	Proposals must be submitted in sealed envelopes addressed to the Ministry of Tourism & Environment and clearly marked: <i>“Do not Open Before 18th August 2025 at 1105hrs – Proposal for Conducting the Maldives Visitor Survey 2025 – (IUL)88-SS/88/2025/381” and the submitting party’s name and address</i> Late bids will be rejected.
5	Bid Submission Deadline	Venue: Ministry of Tourism & Environment, 5th Floor, Velaanage Deadline: Wednesday, 18th August 2025 Time: 11:00 am
6	Bid Opening	Venue: Ministry of Tourism & Environment, 5th Floor, Velaanage Date: Wednesday, 18th August 2025 Time: 11:05 am
7	Work Required	Please refer to Section 5 for details of the work required
8	Evaluation Criteria	Please refer to Annex 15 for detailed evaluation criteria

Section 2

Information for Bidders

A. GENERAL INFORMATION

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|---|-----|---|
| 1. Introduction | 1.1 | This <i>Request for Proposal (RFP)</i> is open to entities with the capacity and experience to conduct tourism-related surveys or research in the Maldives. General information pertaining to this RFP is provided in the <i>Tender Sheet</i> . |
| | 1.2 | Detailed requirements are outlined under <u>Section 5, Scope of Work and Related Information</u> . |
| 2. Eligible Bidders | 2.1 | All duly registered business entities in the Maldives are eligible to participate in this procurement process. |
| | 2.2 | If eligibility extends to any parties other than those stated in Clause 2.1, it shall be specified in the <i>Tender Sheet</i> . |
| 3. Requirements for Bid Document | 3.1 | The bid must comply with <i>Tender Sheet</i> and the materials included on the <i>Checklist</i> (Annex 1) as a single document. |
| | 3.2 | Proposals must be typed in English in an easy-to-read font. Each page must be sequentially numbered, signed, and stamped by the authorized representative of the bidder. |
| | 3.3 | 3.3.1 For companies, a <i>Power of Attorney</i> must be submitted if signed by any individual other than the Managing Director. |
| | | 3.3.2 For partnerships, a <i>Power of Attorney</i> must be submitted if signed by any individual other than the Managing Partner. |
| | | 3.3.3 For cooperative societies, a <i>Power of Attorney</i> must be submitted if signed by any individual other than the Chairperson. |
| 4. Permissible Number of Proposals per Bidding Entity | 4.1 | Each bidder is permitted to submit only 1 (one) proposal. Submission of multiple proposals shall result in the disqualification of all submissions by that bidder. |
| 5. Cost of Bid Preparation | 5.1 | All expenses incurred in preparing and submitting the bid shall be borne by the bidder. The Ministry shall bear no responsibility or liability for such expenses. |
| 6. Conflict of Interest | 6.1 | Bidders must disclose any close familial relationship with any employee of the Ministry or any institution directly under the Ministry. |
| | 6.2 | Failure to disclose such relationships may result in disqualification. |

B. DOCUMENTS RELATING TO THE BID

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|-------------------------------------|-------|---|
| 7. Structure of the Tender Document | 7.1 | The bid documents consist of the following components and any amendments thereto: |
| | 7.1.1 | Tender Sheet (Section-1) |
| | 7.1.2 | Instructions to Bidders (Section-2) |
| | 7.1.3 | General and Special Provisions of the Agreement (Section-3) |
| | 7.1.4 | Annexes (Section 4) |
| | 7.1.5 | Scope of Work and Related Information (Section-5) |

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| 8. Clarification of information regarding the bid | 8.1 It is the responsibility of the bidder to seek clarification on any aspect of the Tender Document. |
| 9. Amendments to the Tender | 9.1 The Ministry reserves the right to amend the Tender Document at any time prior to the bid submission deadline by issuing an addendum.
9.2 Any amendments issued under Clause 9.1 shall be deemed an integral part of the Tender Document. |
| 10. Language of Submission | 10.1 All bid documents shall be prepared in English in accordance with the templates provided in this Terms of Reference (TOR). |

C. BID PREPARATION

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|--------------|--|
| 11. Currency | 11.1 Bid prices shall be quoted in Maldivian Rufiyaa (MVR). |
| 12. Pricing | 12.1 The bid price shall be inclusive of Goods and Services Tax (GST), where applicable. The GST amount must be clearly itemized. |
| 13. Duration | 13.1 The proposed work schedule must specify the number of days required, including public holidays, unless otherwise stated.
13.2 The proposed duration must be reasonable and realistic.
13.3 The bid validity period must be at least 90 (ninety) calendar days from the bid submission date.
13.4 If the proposed duration by the highest-ranked bidder exceeds the timeframe stated in the TOR, the Ministry reserves the right to negotiate in accordance with applicable laws and regulations. |

D. BID SUBMISSION

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| 14. Sealing and Marking of Bids | 14.1 Bids must be submitted in a sealed envelope as specified in the <i>Tender Sheet</i> .
14.2 The outer envelope of the bid shall clearly state the name, address, and contact number of the bidder. |
| 15. Deadline for Submission | 15.1 The deadline for submission shall be specified in the Tender Sheet. |
| 16. Late Submission and Electronic Bids | 16.1 Bids received after the submission deadline shall not be accepted.
16.2 Unless otherwise permitted by law or regulation, bids submitted electronically shall not be accepted. |

E. BID OPENING AND EVALUATION

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| 17. Bid Opening | 17.1 If the scheduled bid opening date is declared a public holiday, the bid opening shall take place on the next official working day at the location and time specified in the <i>Tender Sheet</i> .
17.2 Errors in submitted bids shall be corrected as follows.
(i) In case of discrepancy between figures and words, the amount stated in words shall prevail.
(ii) In case of discrepancy between the bid form and supporting documents, the amount in the bid form shall prevail.
(iii) Minor arithmetic errors may be corrected during evaluation. |
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| 18. Bid Evaluation | <p>18.1 The Ministry may reject any bid in accordance with the Public Finance Regulation, including but not limited to the following grounds:</p> <ul style="list-style-type: none"> (i) Non-compliance with the requirements stated in the TOR. (ii) Inadequate pricing. (iii) Any other valid reason determined by the Ministry. <p>18.2 Proposals will be evaluated as per the evaluation criteria detailed in <u>Annex 13 – Criteria to be used for evaluation of the bids</u></p> |
| 19. Determination of Successful Bidder | <p>19.1 Written notifications shall be issued to both successful and unsuccessful bidders. Unsuccessful bidders may submit complaints within three (3) calendar days. Reasons for non-selection will be provided upon request.</p> <p>19.2 The contract shall be signed with the successful bidder after reviewing any complaints received during this period.</p> |
| 20. Award and Notification | <p>20.1 The contract shall be awarded only after complaints and inquiries submitted under Clause 19.1 have been addressed in accordance with applicable laws.</p> <p>20.2 The winning contractor must submit a letter of commitment for each team member, within 7 (seven) days of signing the contract as per template provided in <u>Annex 7 TECH FORM 6</u> and <u>Annex 8 TECH FORM 7</u>.</p> |
| 21. Execution of the Agreement | <p>21.1 In the event the successful bidder fails to execute the contract or complete the work after signing, action shall be taken pursuant to Chapter 11 of the Public Finance Regulation.</p> <p>21.2 Failure to sign the agreement within the stipulated time shall result in cancellation of the award and action as specified in Chapter 11.</p> <p>21.3 The performance security amount stated in the Tender Sheet shall be submitted in accordance with the prescribed terms.</p> |
| F. SECURITIES | |
| 22. Bid Security (excluding consultancy services) | <p>22.1 Bid securities of unsuccessful bidders shall be returned within 7 (seven) days following notification of award.</p> <p>22.2 If a bidder withdraws after bid opening or the successful bidder fails to execute the contract, the bid security shall be forfeited to the State.</p> |
| 23. Advance Payment and Guarantee | <p>23.1 Advances may be provided in accordance with the Public Finance Regulation.</p> <p>23.2 Advances may be issued where the total contract value exceeds MVR 250,000 (two hundred and fifty thousand Rufiyaa).</p> <p>23.3 Advance payment must be requested within 45 (forty-five) days of signing the contract</p> <p>23.4 If requested, an advance payment guarantee from a government-recognized bank or financial institution in Maldives must be provided.</p> <p>23.5 Advance shall not exceed 15% (fifteen percent) of the contract value and shall be recovered proportionally from interim payments.</p> |

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| 24. Performance Guarantee (excluding consultancy services) | <p>24.1 For bids exceeding MVR 500,000 (five hundred thousand Rufiyaa), a performance guarantee from a government-recognized bank or financial institution in Maldives shall be submitted.</p> <p>24.2 Failure to submit the required performance guarantee within the stipulated period shall result in cancellation of the award and forfeiture of the bid security.</p> |
| 25. Complaints and Investigations | <p>25.1 Pursuant to the point 11.02 of the Public Finance Regulation, complaints must be submitted using Form PR-14 (Annex 17 of Circular No. 13-K/CIR/2018/01).</p> <p>25.2 Complaints must be made using the PR-14 “Bidder Complaint Form – First Stage” in Annex 18 of Circular No. 13-K/CIR/2018/01.</p> <p>25.3 A written decision shall be issued to the complainant within 14 (fourteen) days using the PR-14 Response Form (Annex 19 of Circular No. 13-K/CIR/2018/01).</p> |
| 26. Submitting for Independent Review Committee for Reconsideration | <p>26.1 Appeals may be submitted to the Independent Review Committee in accordance with Rule 11.02 of the Public Finance Regulation, using Form PR-16 (Appeal Stage), with reference to Annex 21 of Circular No. 13-K/CIR/2018/01.</p> |

Section 3

General and Special Provisions of the Agreement

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| 27. Definitions | <p>27.1 "Ministry" refers to the Ministry of Tourism and Environment or any other government authority responsible for tourism regulation and oversight in the Republic of Maldives.</p> <p>27.2 "Contractor" means the firm, partnership, company, or legal entity that has submitted a bid and with whom the Ministry enters into an agreement for the execution of the specified works or services.</p> <p>27.3 "Work" refers to the services, materials, goods, or activities described in the Tender Sheet and agreed upon in the scope of this Agreement</p> <p>27.4 "Bid Price" means the total price quoted by the Contractor in the bid for executing the Work in accordance with the terms and specifications outlined in the bidding documents.</p> <p>27.5 "Agreement" refers to the legally binding contract entered into between the Ministry of Tourism and Environment and the Contractor for the execution of the Work.</p> <p>27.6 "Close Relatives" shall mean immediate and extended family members, including but not limited to spouses, parents, children, siblings, grandparents, grandchildren, aunts, uncles, cousins, and in-laws.</p> <p>27.7 "Close Associate" refers to any individual who, by virtue of their role in a business entity or personal influence, financial interest, or professional capacity, may have the ability to significantly influence the preparation, submission, evaluation, or outcome of this bid.</p> |
| 28. Exchange of Communications and Documents | <p>28.1 All notices, instructions, and other communications between the parties under this Agreement shall be made in writing, in either Dhivehi or English.</p> <p>28.2 Upon request by either party, communications may be delivered physically, via registered mail, or electronically to the addresses or email addresses specified in the bid or as later notified in writing</p> <p>28.3 If either party wishes to amend their contact details for the purposes of correspondence, written notification must be provided to the other party.</p> |
| 29. Subcontracting | <p>29.1 The Contractor may assign or subcontract a portion of the Work to a third party by obtaining prior written consent of the Ministry.</p> |
| 30. Delivery and Acceptance of Services | <p>30.1 The Contractor shall provide prior notice to the Ministry of the intended date and time of delivery of materials or completion of services.</p> <p>30.2 Upon delivery, the Ministry shall verify the quantity of materials received.</p> <p>30.3 The designated representative of the Ministry shall inspect the quality and conformity of the goods/services with the terms of the Agreement. Goods or services that meet the contractual specifications shall be deemed accepted. Any non-</p> |

		conforming items shall be rejected and returned at the Contractor's expense
31. Contract Duration	31.1	The Contractor shall complete the provision of services within the timeframe specified in the Agreement.
	31.2	In the event of delays caused by force majeure, manufacturing issues, or other justifiable causes, the affected party shall notify the other in writing within the contractual period, clearly stating the reason for the delay.
	31.3	Any request for extension of time shall be made in writing and considered in accordance with the Public Finance Regulation
32. Liquidated Damages and Termination for Delay	32.1	In the event the Contractor fails to complete the Work (excluding consultancy services) within the agreed timeframe, the Ministry shall impose liquidated damages in accordance with Article 10.65 of the Public Finance Regulation.
	32.2	The liquidated damages shall be calculated as follows: - For contracts with a value less than MVR 5,000,000: LD = CP × 0.005 × D - For contracts with a value exceeding MVR 5,000,000: LD = CP × 0.0025 × D
		Where: LD = Liquidated Damages CP = Contract Price D = Number of days delayed beyond the agreed completion date
	32.3	The Ministry shall deduct the applicable liquidated damages from the Contractor's invoice or any amount due. Only the remaining balance shall be paid.
	32.4	If the liquidated damages exceed 15% (fifteen percent) of the total contract value, the Ministry reserves the right to terminate the Agreement.
33. Termination of the Agreement	33.1	The Ministry reserves the right to terminate the Agreement, in whole or in part, if the Contractor fails to perform the Work in accordance with the terms and conditions set forth herein.
	33.2	Upon termination of the Agreement for any reason, the parties shall, within 3 (three) working days, execute a written record identifying completed and pending works. A complete inventory of the Contractor's equipment or materials at the site shall be compiled within the same period. The Ministry shall not be held liable for any claims regarding such assets after this period.
34. Other Matters	34.1	In the event any term of this Agreement is found to be in conflict with prevailing laws or if new regulations are enacted that affect the Agreement, the parties agree to amend the conflicting provisions in good faith to ensure compliance while preserving the integrity of the Agreement.
35. Taxes and Other Fees	35.1	The Contractor shall bear full responsibility for the payment of all applicable taxes, customs duties, import license fees, and any other statutory charges arising in connection with the execution of the Work.

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| 36. Amendments | 36.1 No modification, variation, or amendment to this Agreement shall be valid unless made in writing and signed by both parties. |
| 37. Law applicable to this tender / agreement | 37.1 This Agreement shall be governed by, construed, and enforced in accordance with the laws and regulations of the Republic of Maldives. |
| 38. Dispute Resolution | <p>38.1 Any dispute, controversy, or claim arising from or in connection with this Agreement that cannot be resolved amicably between the parties shall be referred to the competent courts of the Republic of Maldives.</p> <p>38.2 In the event of ambiguity or deficiency in the terms of this Agreement, the parties shall first attempt to resolve such issues through mutual negotiation. Failing resolution, the matter shall be submitted to the courts.</p> <p>38.3 In the event of any inconsistency between the Terms of Reference (TOR) and the Public Finance Regulation (PFR), the provisions of the Public Finance Regulation shall prevail.</p> |

Section 4

Annex 1: Checklist for Documents to be submitted by the bidder

#	Documents to be submitted	✓/✗	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, Work Plan and Sample data collection tools and proposed coding/analysis framework – (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 (Consultant). 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 (Annex 6: TECH FORM - 5)		
6	Cooperative Profile Sheet issued by the Ministry of Economic Development <i>Profile taken from website: www.business.egov.mv</i>		
7	Business Profile Provide a brief description of the background and organisation of your business		
8	Tax Clearance Report		
9	Experience Letter(s) – (Business) Include at least one sample of a similar analytical report produced by the proponent <i>Proponents have the option to submit a link of the report/s</i>		
10	Documentation of conflict or non-conflict of interest – (Annex 14)		
Financial Proposal			
11	Financial Breakdown Form – (Annex 9: FIN FORM – 1)		
12	Details of Financial Situation – Annex 10: FIN FORM 2 Average Annual Turnover- Annex 11: FIN FORM 3 Line of Credit Letter – Annex 12: FIN FORM 4 - Business entities that have not completed one year (from the date of business registration to date of bid announcement) are required to submit the bank statement of the business's bank account. (Bank statement should be from the date of account opening to date of bid announcement) Supporting Documents - Financial statements of the business for the year 2024, 2023 & 2022		
13	Current Contract Commitments / Work in Progress – (Annex 13 -FIN FORM 5)		

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 - Form FIN – 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. Bid Submitted by (Authorized signatory)			
Name:		Signature	Stamp
Designation:			
Date:			

Annex 3: TECH FORM 2

Approach, Methodology and Work Plan	
Technical approach, methodology and work plan are key components of this Proposal. The Consultant is requested to submit Proposal with the following areas clearly described: a) <i>Methodology for each activity,</i> b) <i>Work Plan</i> c) <i>Sample data collection tools and proposed coding/analysis framework</i>	
a)	Technical Approach and Methodology <i>[In this chapter the Consultant should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.]</i>
b)	Work Plan <i>[In this chapter the Consultant should highlight the main activities and sub-activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan.]</i>
c)	Sample data collection tools and proposed coding/analysis framework <i>[In this chapter the Consultant should explain the tools and techniques that will be used for data collection along with the proposed coding mechanism/analysis framework that will be used within the data analysis process, highlighting how the data will be categorized, interpreted, and synthesized to generate meaningful insights that align with the objectives of the study. The Consultant will also outline the data management protocols to ensure accuracy, confidentiality, and integrity of the collected data]</i>

Annex 4: TECH FORM 3

Work Schedule							
Consultancy Service for:							
Deliverables	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week (...)
Stakeholder Consultation Meeting (prior to questionnaire design)							
Questionnaire for approval							
Data Collection							
Data Analysis							
Draft Survey Report for review							
Final Survey Report (in both editable and print-ready formats) which should include the following components: ▶ Executive summary ▶ Survey methodology ▶ Analytical findings (cross-tabulated by top 10 markets and regions, with comparisons to previous surveys, where ever applicable) ▶ Conclusions and strategic recommendations ▶ Annexes: survey instrument, data tables, graphs, etc.							
Stakeholder Presentation							
Electronic Submissions of: ▶ Raw data in spreadsheet format ▶ Output tables/infographics ▶ Final presentations (PowerPoint format) ▶ Survey Questionnaire in all languages							

Annex 5: TECH FORM 4

Curriculum Vitae		
1	Name of Consultant:	
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 Consultant 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 Consultant 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 Environment	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

Annex 6: TECH FORM 5

Letter of Commitment

(Company letterhead)

[Location, Date]

To: [Name and address of Client]

Ref no: _____

Dear Sir/Madam,

I am writing to confirm our company's availability to provide the required services to "Maldives Visitor Survey 2025"- for the Ministry of Tourism and Environment.

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

I undertake, if this proposal is accepted upon receipt of the Ministry of Tourism and Environment'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:

Annex 7: TECH FORM 6

Letter of Commitment

(Team Leader)

[Location, Date]

To: [Name and address of Client]

Ref no: _____

Dear Sir/Madam,

I am writing to confirm my commitment to provide services as the Team Leader to “Maldives Visitor Survey 2025”- for the Ministry of Tourism and Environment.

I confirm my availability for the project duration, to complete and deliver the whole of the services assigned to me in the scope of services.

Yours sincerely,

Name:

ID card No:

Date:

Signatory:

Note: CV should be submitted along with the supporting documents

Annex 8: TECH FORM 7

Letter of Commitment

(Team Member)

[Location, Date]

To: [Name and address of Client]

Ref no: _____

Dear Sir/Madam,

I am writing to confirm my commitment to provide services as the team member **(specify position)** to “Maldives Visitor Survey 2025”- for the Ministry of Tourism and Environment.

I confirm my availability for the project duration, to complete and deliver the whole of the services assigned to me in the scope of services.

Yours sincerely,

Name:

ID card No:

Date:

Signatory:

Note: CV should be submitted along with the supporting documents for each team member

Annex 9: FIN FORM 1**Financial Breakdown Form****Date:****Reference No.:** (generated by the proponent)

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

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

Indicate the total cost with detail cost to be paid in Maldivian Rufiyaa (MVR).

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 10: 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 2024	Year 2023	Year 2022
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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 11: 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
2024		
2023		
2022		
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 12: 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 13: 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 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 14: 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: • <i>that should I/We have any “close relative” or “close associate” working at Ministry of Tourism and Environment, 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);</i> • <i>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;</i> • <i>that I/We will inform the at Ministry of Tourism and Environment, without delay, of any situation constituting a conflict of interest or could give rise to a conflict of interest;</i> • <i>that I/We have not made, and will not to make, any offer of any type whatsoever from which an advantage can be derived under the contract;</i> • <i>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;</i> • <i>that I/We understand that the at Ministry of Tourism and Environment 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.</i>		
☐ 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:		Stamp
Signature:		
Date:		

Annex 15: 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) Technical Competencies and Experiences – [Total 65 points]	
Business Profile Provide here a brief description of the background and organization of your Business.	15
Similar experiences and technical competences in previous projects <i>5 points for each documented assignment, up to a maximum of 3</i>	15
Approach and methodology a) Demonstration of an understanding of the objective of the assignment in the context of the project (20 points) b) Proposal on methodology on carrying out the activities (15 points) i. Sample data collection tools and proposed coding/analysis framework ii. proposed details of the tools and techniques used in the data collection iii. proposed coding mechanism/analysis framework in data analysis process iv. includes interpretation of data to align with the objectives of this study v. includes the data management protocols to ensure accuracy, confidentiality, and integrity of the collected data	35
(B) Work Schedule and Relevance of Previous Work – [Total 20 points]	
Evaluation of Work Schedule a) Work plan structure and clarity, identifying milestones and list of outputs (10 points) b) Feasibility and practicality of timeline, with realistic and achievable time estimates for each task that align with the TOR, proposed methodology and technical approach (10 points)	20
(C) Business or Firm Experience (including references) – [Total 15 points]	
Evaluation of previous analytical reports and reference letters on the competency of project completion must be provided	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 and relevant percentage weights for each position. Only Specialists who meet the minimum qualification requirements will be qualified for technical evaluation. Technical score = A+ B+ C	
Note: Only the proposals that will obtain a minimum of 60% out of 100 obtainable points will be qualified for the financial evaluation.	

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 *lowest price*, and F is the *bid price* of the proposal under consideration.

The weights given to the Technical (T) and Financial (F) proposals are:

$$T = [0.6], \text{ and } F = [0.4]$$

Financial Situation Evaluation

To be eligible the financial statements of the bidding party must show, minimum annual turnover of **MVR 60,000.00**, for the year 2024, 2023 and 2022. **(Form FIN - 3: Annual Turnover)**

(or)

To be eligible the financial statements of the bidding party must show, Minimum value of **MVR 60,000.00**, for liquid asset, for the year 2024, 2023 and 2022. – **(Form FIN - 2: Financial Situation)**

(or)

Business entities that have not completed one year (from the date of business registration to date of bid announcement) are required to submit the bank statement of the business's bank account. (Bank statement should be from the date of account opening to date of bid announcement). To be eligible the business's bank statement must show a credit balance of minimum **MVR 60,000.00**

(or)

If bidding party is unable to meet any of the above requirement they shall submit 'Line of Credit Letter' As per the template in FIN Form 4. Credit limit shall be no less than **MVR 60,000.00** – **(Form Fin - 4: Line of Credit Letter)**

Priority to MSME's**Below MVR 2,500,000**

Among bidders who pass the technical and financial evaluation, Micro, Small and Medium Enterprises (MSME's) will be assessed accordingly: The bidder with the highest ranking with a proposed price that doesn't exceed 15% of the price of the bidder with the overall highest ranking will be awarded.

Among bidders who pass the technical and financial evaluation if there is no bidder as described in (a), bidders who belong to the same island as the project is carried out will be assessed accordingly: The bidder with the highest ranking with a proposed price that doesn't exceed 10% of the price of the bidder with the overall highest ranking will be awarded.

Among bidders who pass the technical and financial evaluation if there is no bidder as described in (a) and (b), bidders who belong to the same atoll as the project is being carried out is checked and assessed accordingly: The bidder with the highest ranking with a proposed price that doesn't exceed 5% of the price of the bidder with the overall highest ranking will be awarded.

Among bidders who pass the technical and financial evaluation if there is no bidder as described in (a), (b) and (c), all Maldivian bidders will be checked and assessed accordingly. The bidder with the highest ranking with the lowest proposed price will be awarded

Among bidders who pass the technical and financial evaluation if there is no bidder as described in (a), (b), (c) and (d) all bidders will be assessed accordingly. The bidder with the highest ranking with the lowest proposed price will be awarded

Above MVR 2,500,000 – MVR 5,000,000

(a) Among bidders who pass the technical and financial evaluation, those bidders who belong to the same island as the project is carried out will be assessed accordingly: The bidder with the highest ranking with a proposed price that doesn't exceed 10% of the price of the bidder with the overall highest ranking will be awarded

(b) Among bidders who pass the technical and financial evaluation if there is no bidder as described in (a), bidders who belong to the same atoll as the project is being carried out is checked and assessed accordingly: The bidder with the highest ranking with a proposed price that doesn't exceed 5% of the price of the bidder with the overall highest ranking will be awarded.

Additional Information

Ministry of Tourism and Environment 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 Environment.

For the consultation meetings and dissemination workshop: invitations, catering and venue will be financed directly by the Ministry. This cost should NOT be included in the price quotation.

Section 5

Scope of Work and Related Information

Introduction and Background

The Maldives, renowned globally as a premier luxury tourism destination and celebrated for its pristine natural beauty, continues to thrive in an increasingly competitive global market. As the country diversifies its tourism offerings to appeal to a broader range of markets, it remains crucial to preserve its luxury brand image while promoting sustainability, product innovation, and data-driven policy and planning.

Maintaining competitiveness and ensuring sustainable development are key goals of the Maldives **Fifth Tourism Master Plan (5TMP)** which requires a deep understanding of visitor behaviour, preferences, and satisfaction levels—particularly as tourist arrivals and expectations continue to grow. To support this goal, the **Ministry of Tourism and Environment (MOTE)** conducts the **Maldives Visitor Survey (MVS)**, an exit survey administered at **Velana International Airport (VIA)**. The MVS gathers vital information on visitor demographics, experiences, and their perceptions of Maldives tourism products and related services, in shaping adaptive tourism strategies that align with global trends and evolving visitor demands.

As such, the Ministry of Tourism and Environment is seeking a contractor to carry out the **Maldives Visitor Survey 2025**.

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 MOTE in strengthening the tourism sector through the collection of reliable, and actionable data. More specifically, this survey aims to:

- Capture comprehensive visitor information, including demographics, travel behaviour, satisfaction levels, expectations, and indicative spending patterns.
- Enable evidence-based policymaking, product development, and targeted destination marketing.
- Contribute to the achievement of key 5TMP objectives, such as, such as:
 - Diversification of tourism products
 - Enhancement of service quality
 - Promotion of sustainable tourism development

The findings from the survey are expected to serve as a valuable strategic resource for both public and private sector stakeholders in shaping future tourism initiatives.

Scope of Assignment

The selected contractor will be responsible for managing all logistical, technical, and statistical aspects of the survey project. This includes:

- Conducting stakeholder consultations, involving both public and private sector tourism stakeholders

- Designing and translating the survey questionnaire
- Administering the survey at VIA
- Processing and analysing the collected data
- Compiling the final report and presenting key findings

MOTE will provide overall oversight and monitor the implementation of the project. The contractor must ensure the highest standards of data quality and ethical compliance through comprehensive enumerator training on research ethics, pilot testing, and real-time field monitoring mechanisms that safeguard participant welfare and data integrity.

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 proposed team may include and not limited to the following key personnel:

- Project Manager / Lead Researcher
- Field Coordinator
- Data Analyst / Statistician
- Enumerators / Interviewers
- Translator(s) and
- Report Writer / Communications Specialist

The team members should have academic disciplines, and/or experiences mentioned below;

- **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.
- **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)

Indicative Tasks

- **Stage 1: Stakeholder Consultation and Questionnaire Designing (21 days)**
 - ▶ Conduct stakeholder consultation meetings in coordination with MOTE to finalize the contents and themes for the questionnaire. MOTE will provide support in conducting stakeholder consultations.
 - ▶ 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 eight (8) languages: English, Italian, German, French, Japanese, Chinese (include major two dialects such as Mandarin, Putonghua, etc), Russian, 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. (aprox: **1823**, which is 99% confidence level with 3% error margin)
- **Stage 2: Conducting the Survey (21 days)**
 - ▶ Train and prepare enumerators for the survey and conduct 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. Contractor shall coordinate with MOTE to get necessary approvals and permits for the departure terminal at VIA.
 - ▶ Administer the survey with departing international tourists at VIA's departure terminal for a period not exceeding 21 days. The contractor shall ensure that all questionnaires are distributed and collected at the departure terminal.
- **Stage 3: Data analysis and presenting the findings (38 days)**
 - ▶ Clean, compile, and analyse the collected data, and present the findings in a comprehensive analytical report.
 - ▶ Include comparisons with previous MVS rounds where applicable.

▶ Submit a draft report and present the key findings to stakeholders during a dedicated dissemination meeting or workshop, to be organized with the support of MOTE.
• Stage 4: Compiling the report to Final Documentation (10 days) ▶ Incorporate necessary revisions to the report based on feedback received from the stakeholder meeting regarding the data presented and from MOTE on the draft report submitted. ▶ Submit the final report to MOTE in a print-ready format, along with all supporting documentation.

Duration of the Consultancy

The total duration for the project is **90 days** from the date of contract signing.

Deliverables & Payment Schedule

No.	Deliverables	Details	Duration	Payment Schedule	Output
1	Stage 1 – Questionnaire Design	Stakeholder consultations, questionnaire design and translation	21 Days	15%	Soft copies of the survey questionnaire in each language
2	Stage 2 – Data Collection	Conduct the exit survey at VIA	21 Days	10%	A summary report on data collection process including total number of questionnaires distributed and collected
3	Stage 3 – Data analysis and presenting the findings	Data processing, analysis, and presentation	38 Days	15%	Completion of stakeholder workshop
4	Stage 4 – Compiling the Report to Final Documentation	Incorporate necessary revisions to the report, and submission of Final report	10 Days	60%	Print ready report along with the survey dataset (soft copy)

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