

REQUEST FOR EXPRESSIONS OF INTEREST

SAINT LUCIA

OECS REGIONAL TOURISM COMPETITIVENESS PROJECT

IDA Credit #6000-LC

Assignment Title: Consultancy to Facilitate Training of Vendors at The Castries Market in Customer Service

Reference No.: SLU-RTCP-CS-IC-TOV-01-20

Saint Lucia has received financing from the World Bank towards the cost of the OECS Regional Tourism Competitiveness Project (ORTCP) and intends to apply part of the proceeds for a Consultancy to Facilitate Training of Vendors at The Castries Market in Customer Service.

The consulting services (“the Services”) include training at least thirty (30) vendors who serve and interact directly and regularly with visitors at the Castries Central market (including vendors at the Arcade). In this regard, the Consultant will provide participants with effective customer service practices and techniques that are likely to result in increased visitor spending; develop the human resource capacity in the local tourism sector; encourage and foster more enriching and engaging interactions between customers and vendors.

The detailed Terms of Reference (TOR) for the assignment can be found at the following website; www.finance.gov.lc

The Department of Economic Development, Transport and Civil Aviation now invites eligible individual consultants (“Consultants”) to indicate their interest in providing the Services. Interested Individual Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services; (Curriculum Vitae, description of similar assignments, etc). Interested Consultants should have the following requisite minimum qualifications and professional experiences listed below for undertaking the assignment.

QUALIFICATIONS AND EXPERIENCE REQUIREMENTS for Selection of an Individual Consultant are:

Minimum Required Education and Experience

- At least a Bachelor’s Degree in Education, Business Development, Marketing, or related field
- At least seven (7) years’ facilitating/delivering training in Customer Service;

Specific Qualification Criteria

Documented evidence demonstrating:

- Proven experience in conducting training and business development support to grassroots persons
- Work on at least three (3) assignments/projects relevant to the Tourism sector
- Minimum five (5) years' experience in conducting similar trainings with at least five (5) different groups
- Experience in conducting similar assignments in Saint Lucia and/or other territories in the OECS
- Exposure to tourism source markets in the region and internationally
- Ability to speak and understand creole would be an advantage

The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank's *Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers January 2011 Revised July 2014* ("Consultant Guidelines"), setting forth the World Bank's policy on conflict of interest.

A Consultant will be selected in accordance with the Individual Consultants (IC) method set out in the World Bank's *Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers January 2011 Revised July 2014* ("Consultant Guidelines").

Further information can be obtained by email during office hours 8:00 a.m. - 4:00 p.m. (0800 to 1600 hours).

Expressions of interest must be submitted in a written form by email to the address below by **April 30, 2020**.

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