

Invitation to tenders:

Desktop study and guidance on non-state, non-judicial complaint mechanisms with practical perspectives for the tourism sector

1 Roundtable Human Rights in Tourism

The Roundtable Human Rights in Tourism e.V. (RT) is a multi-stakeholder initiative promoting human rights in tourism with currently 33 members, including tour operators, travel associations, non-governmental organisations and certification bodies from six countries. The non-profit association contributes to the implementation of the UN Guiding Principles on Business and Human Rights in a sector characterised in particular by small and medium-sized enterprises with a very complex international value chain. Support services in the framework of the implementation of National Action Plans on Business, and Human Rights must therefore also be judged by how they empower small and medium-sized enterprises to fully comply with their individual human rights due diligence obligations.

2 Background

According to the UN Guiding Principles (25- 31), companies have a responsibility to act with human rights due diligence along their value chain. A corresponding statutory duty was established in June 2021 when the German Parliament adopted the Act on Corporate Due Diligence Obligations in Supply Chains. The given recommendations to the European Commission by the European Parliament for a corresponding EU directive also provide a corporate duty to implement effective non-judicial grievance mechanisms.

The UN Guiding Principles state that, in addition to governmental complaints bodies and individual mechanisms at the company level, industry-wide, multi-stakeholder, and other collaborative initiatives are a strategy to meet corporate responsibility and provide effective grievance mechanisms. ***Easily accessible non-judicial grievance mechanisms fulfil a complementary function for more effective human rights protection in various respects. Moreover, well-functioning grievance mechanisms serve as "early warning systems", enabling companies to adjust their mandatory risk assessment.***

Establishing and providing a functioning grievance mechanism is a major challenge for many companies, especially in service-intensive sectors like tourism. Small and medium-sized tour operators (SMEs), in particular, lack concrete proposals for action. They are confronted with the questions:

- How can we systematically map the human rights risks, issues and challenges for our stakeholders and develop solutions at the company level or together with other tourism stakeholders and local partners?
- How to set up and design such a grievance mechanism in practice that is effective and continuously and securely accessible to all rights holders along the value chain of our own company and our business partners?

The RT, as a multi-stakeholder initiative for the tourism industry, sees the great need for action and the great potential to create effective access to dialogue formats. In this context, it is crucial to bundle engagement at individual companies' level and link it with mechanisms at other stakeholders, such as local public bodies. Therefore, RT would like to contract a specialised consultancy in the field of business and human rights for the conceptual and methodological concept and conduction of a study and the development of practical tourism-related recommendations.

3 Type and scope of the requested services

Measures planned under the project

- a. Analysis and description of existing and/planned complaint mechanisms
 - Conduct comprehensive research and analysis of current discussions and studies with regard to human rights complaint mechanisms
 - Mapping of relevant existing instruments, approaches and good practice examples/ projects for a low-threshold, practical complaint mechanism
 - Analyses and evaluation of existing reporting mechanisms in tourism, including their strengths and weaknesses
 - Collection and summary of relevant information on specific possibilities, requirements and processes to set up an effective grievance mechanism for the tourism sector
- b. Description of specific demands for the development of a complaint mechanism at destination level
 - Exemplary stakeholder mapping at the destination level (including identification of stakeholders from the public and private sectors as well as NGOs) and description of their potential role in a complaint mechanism
 - Exemplary risk-mapping to prioritise rights holders for whom the grievance mechanism should serve
- c. Development of concrete recommendations and proposals for implementation strategies
 - Define a suitable process and relevant instruments for the design and implementation of a low-threshold grievance mechanism for the tourism sector, focusing on SME tour operators.
 - Propose, discuss and consult recommendations with tour operators.
 - Adaption of recommendations according to feedback.
 - Proposals should be as practice-oriented as possible and consider specific tourism-related topics and the concrete interaction between SME tour operators from Europe and their partners along their value chain (hotels, incoming agencies, etc.).

Expected Outcome

- An overview of current discussions, studies, instruments and approaches for a practical grievance mechanism
- Practical recommendations and concrete proposals for implementation for tourism stakeholders and the Roundtable Human Rights in Tourism that have been consulted with tourism stakeholders, also in destinations, regarding specific needs and topics of the tourism value chain

4 General Specifications

Language

The contract is to be conducted in English; all results are to be written in English.

Documentation and Publications

- The project's progress (any presentations, working papers, etc., prepared in advance or presented during the meetings) and the results must be documented and handed over to the client.
- At the end of the project, complete documentation of the services provided must be handed to the client.
- All results of the order become the property of the client.

5 Execution Period

The processing of the project is scheduled from 1 June to 20 August 2022.

6 Project Budget

The project is being implemented through the Roundtable Human Rights in Tourism and financed by public funding from the Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH on behalf of the German Federal Government (BMZ). The whole project is billed through the Roundtable Human Rights in Tourism. The overall project budget is 15.000 €.

7 Qualification of Consultants / Project Managers

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

- Comprehensive knowledge and up-to-date overview of human rights laws, as well as of human rights and business-related standards, guidelines, indicators and actors
- Excellent understanding of the methodology of quantitative and qualitative research and interview development and conduction
- Top-notch knowledge and understanding of human rights issues related to tourism, preferably with practical working experiences in the tourism sector
- Extensive network with practitioners from the private sector, including relevant institutions and civil society organisations

8 Form and Content of Offers

The offer should be written in English and should not exceed the scope of 5 DIN A4 pages plus attachments. The offer is legally binding and must name a contact person for questions.

The offer should include:

- Nomination of the project team and the project manager (including details of qualification and relevant experience).
 - o A contact person must be named for all work packages.
 - o In the case of a consortium, the offer must include an authorised representative.
 - o What experiences do you and your employees have in the tender-relevant area? Is there any specific expertise in the institution for the advertised topic? Are you anchored in networks (tourism networks, NGOs in the field of human rights and business, etc.)? Please explain and prove your experience with CVs and project references.
- Content description
 - o Describe how the services specified in the service description under 3. should be carried out. The description should contain sufficiently concrete information on the procedure and individual work steps/packages to be selected in the processing of the subtasks. Please add a time and resource plan for the individual work steps.
- Specification of the offer price
 - o Please indicate the estimated costs of the individual project phases/work packages as well as the total costs of the project. Please break down the costs per project phase in detail. In addition, the hourly and daily rates for the intended project staff should be specified.
 - o The prices need to be quoted in Euro as gross prices incl. VAT. The indicated price must be a flat fixed price, including personnel and material costs as well as all necessary travel and other incidental expenses. When calculating travel costs, the bidder must follow the guidelines of the German Federal travel expense law (BRKG).

Tenders must be submitted by Monday, 16.05.2022, 12.00 noon.

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

There is no compensation for preparing the submitted documents or the offer.

Contact:

Roundtable Human Rights in Tourism e.V., c/o Ventura TRAVEL, Lausitzer Strasse 31, D-10999 Berlin
Jara Schreiber (Coordinator); Tel. +49 (0)151 45 83 87 95

info@humanrights-in-tourism.net | www.humanrights-in-tourism.net