



GOVERNMENT OF THE DEMOCRATIC SOCIALIST REPUBLIC OF SRI LANKA

MINISTRY OF TOURISM & LANDS

**SRILANKA TOURISM DEVELOPMENT AUTHORITY
(SLTDA)**

**HIRING OF INDIVIDUAL CONSULTANT (INVESTIGATION) AND 2 NOS. OF
INVESTIGATION OFFICERS FOR THE ENFORCEMENT UNIT OF SLTDA**

Contract No: SLTDA/HR&PM/C/IC/Investigation-Enforcement/2022/06

**Sri Lanka Tourism Development Authority
No.80, Galle Road, Colombo 03
July 2022**

**HIRING OF INDIVIDUAL CONSULTANT (INVESTIGATION) AND 02 NOS. OF
INVESTIGATION OFFICERS FOR ENFORCEMENT UNIT OF SLTDA**

Contract No: SLTDA/HR&PM/C/IC/Investigation-Enforcement/2022/06

Invitation for Bids

1. The Chairman, Departmental Consultancy Procurement Committee of Sri Lanka Tourism Development Authority invites eligible and qualified Consultants to indicate their interests to provide the individual consultancy services on Investigation.
2. Accordingly, Interested Individual Consultants must provide information indicating that are qualified to perform the services described in the given Terms of Reference (TOR)
3. The detailed Terms of References (TOR) is available on SLTDA website (<http://www.slttda.lk/careers>) for your reference from **22nd July 2022** to **5th August 2022**. All are requested to refer the relevant TOR and apply the respective positions.
4. Interested bidders may obtain further information from Assistant Director (Procurement), Procurement Division (4th floor), Sri Lanka Tourism Development Authority, No.80.Galle Road, Colombo 03 contact No.0112426800 Ext: 305
5. Interested Individual Consultants should send their Curriculum Vitae with the copies of the certifications to prove the required relevant qualification and the relevant previous experiences to the following address to reach on or before **14.00 hrs. On 5th August 2022** & mark as **“HIRING OF INDIVIDUAL CONSULTANT (INVESTIGATION) AND 02 NOS. OF INVESTIGATION OFFICERS FOR ENFORCEMENT UNIT OF SLTDA”** at the left hand corner of the Envelop.
6. Interviews will be held for shortlisted individuals and Department Consultants Procurement Committee decision will be the final decision of the selection process.

Chairman,
Departmental Consultancy Procurement Committee,
Procurement Division (4th Floor),
Sri Lanka Tourism Development Authority,
No.80, Galle Road,
Colombo 03.

HIRING OF INDIVIDUAL CONSULTANT (INVESTIGATION) AND 02 NOS. OF INVESTIGATION OFFICERS FOR ENFORCEMENT UNIT OF SLTDA

Contract No: SLTDA/HR&PM/C/IC/Investigation-Enforcement/2022/06

To: Chairman,
Departmental Consultancy Procurement Committee
Sri Lanka Tourism Development Authority
No.80, Galle Road, Colombo 03

..... 2022

1. Having examined the Tender Document including TORs for the execution of the above-named consultancies, I undersigned, offer to execute and complete such service therein in conformity with the aforesaid TOR in accordance with the Conditions.
2. I undertake, if my offer is accepted, to commence the service as stipulated in the Tender, and to complete the whole of the scope of work within allocated time.
3. I understand that the Consultancy Procurement Committee decision will be the final decision.

Signature :

Name :

Address :

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TERMS OF REFERENCE (TOR) – INVESTIGATION OFFICERS

Report to	: Investigation Consultant (Enforcement)
Application Deadline	: 5th August 2022
Type of Assignment	: Contract basis
Duration of Assignment	: 12 months
Proposed date of Commence	: 1st September 2022

Section i: Background

As per the section 48 (4) of Tourism Act No. 38 of 2005 no Tourist Enterprise or Service shall carry on business unless they are registered with Sri Lanka Tourism Development Authority.

Any Tourist Enterprise or Service carrying on business without being registered or who have not been issued with a license shall be guilty of an offence under the section 63 of the said Tourism Act.

Therefore, Sri Lanka Tourism Development Authority has established an Enforcement Unit and is in the process of inspecting and investigating the unregistered Tourist Enterprises.

Section ii: Objectives

To inspect and investigate the unregistered enterprises as directed by Investigation Consultant.

Section iii: Scope of Work

- Carry out inspections on unregistered & registered tourist enterprises
- Conduct inquiries and record statements from respondents in their respective languages
- Conduct investigations and submit inspection reports
- Carry out inspections on unregistered tourist enterprises
- Attend to complaints assigned
- Conduct investigations and record statements from respondents and witnesses in their respective languages
- Submit investigation reports and recommendations based on the outcome of the investigations conducted
- Give evidence in Courts

Section v: Expected output and Deliverable

- Carry out investigations within the stipulated time period, in accordance with the instructions received from the Investigation Consultant Enforcement Unit
- Analyze the report and evidence submitted by Investigations officer

- Record statements from the respondents and witnesses in their respective language, which can be produced in Courts
- Handling of Complains which are not handling by the Tourist Police Division and submission of reports for each complain.
- Prepare investigation reports in English language and submit complete files with all necessary documents in relation to each and every investigation carried out
- Give evidence in Courts

Section VI: Timeline

No	Activity	Proposed timeline
01	Carry out inspections and investigations in areas assigned to them by the Consultant Enforcement Unit.	12 months
02	Attend to complaints assigned	
03	Assist Internal inspection teams	
04	Attend to any other investigations assigned	
05	Attend to courts work such as giving evidence on behalf of SLTDA	
06	Provide assistance when addressing burning issues in relation to Tourism Industry	

Section vii: Payment Terms:

- Transport will be provided by SLTDA when it is needed.
- Monthly payment will be issued upon submission of the payment request based on the nos. of tasks performed.

Section viii: Responsibilities of the investigation officers

- To make sure that the specific work program given by the Consultant Enforcement Unit to be completed within the specified time.
- Assist to SLTDA officers when it is needed.

Section ix: Responsibility of the SLTDA

1. Awarding the contract with detailed scope of work.
2. To allocate suitable office space and other prerequisites. Ex: - Stationary, Laptops etc...
3. Monthly payment will be issued upon submission of the payment request from the consultant based on the nos. of task performed.

4. Transport for inspections / complains handling will be provided by SLTDA when it is needed.

Section x: Legal Compliances, Professional Background and Experience, & other recruitment considered to select an investigation officer.

Qualifications and Experience

- Retired police officers who held the rank of or above the rank of a Sub Inspector.
- Preference will be given to officers with experience in investigation for more than 5 in special units such as the CID, Narcotics and Fraud Bureaus and Criminal Branches.
- More than 20 years unblemished service record before the retirement.
- Proficiency in Sinhala and English is a must as the recording statements from respondents mostly will be in Sinhala or English and final investigation reports should always submit in English language.
- Process a knowledge on Microsoft Office Package.
- Proficiency in Tamil Language and exposure in Tourism Industry would be added advantages
- Preference will be given to applicants who possessed diplomas in Criminal Investigation or Law.

TERMS OF REFERENCE (TOR) – INVESTIGATION CONSULTANT

Report to	: Director General / Chairman
Application Deadline	: 5th August 2022
Type of Assignment	: Contract basis
Duration of Assignment	: 12 months
Proposed date of Commence	: 1st September 2022

Section ii: Objectives

To conduct investigations in relation to unregistered & registered tourist enterprises and tourist service providers with a view of maintaining the standards and quality of services provided by them.

Section iii: Scope of Work

As head of the investigation officers attached to the unit:

- To direct investigation
- To direct and supervise complaints against registered tourist establishments and service providers
- Train investigation officers and appraise their performances
- Coordinate with legal consultant when filling cases
- Submit recommendations based on the outcome of investigations

Section iv: Methodology

- Direct & supervise the investigations and complaints in line with the given activity schedule
- Submit reports and recommendations with regard to the inspections and investigations carried out
- Assist in court cases by submitting reports as per the standard procedures

Section v: Expected output and Deliverable

- To plan and direct investigation in line with the acceptable investigation standards
- To direct and supervise complaints against registered tourist establishments and service providers
- Decide the legal aspect of the investigations and complaints received in consultation with the legal consultant
- Supervise and provide further instructions to the ongoing processes of the investigations and complaints
- Train investigation officers and appraise their performances.
- Coordinate with legal consultant when filling cases.
- Submit recommendations based on the outcome of the investigations
- Submit observations and expert opinions in relation to the Tourism Law enforcement
- Provide assistance to SLTDA in any other relevant matters
- Discuss and coordinate with the relevant director on the subject

Section vi: Timelines and Payment Terms

No	Activity	Proposed timeline
01	To plan and direct investigation in line with the acceptable investigation standards	12 months
02	To direct and supervise complaints against registered tourist establishments and service providers	
03	Decide the legal aspect of the investigations and complaints received in consultation with the legal consultant	
04	Supervise and provide further instructions to the ongoing processes of the investigations and complaints	
05	Train investigation officers and appraise their performances.	
06	Coordinate with legal consultant when filling cases.	
07	Submit recommendations based on the outcome of the investigations	
08	Submit observations and expert opinions in relation to the Tourism Law enforcement	
09	Provide assistance to SLTDA in any other relevant matters	
10	Discuss and coordinate with the relevant director on the subject	

Payment terms

- Transport will be provided by SLTDA
- Monthly payment will be issued upon submission of the payment request based on the nos. of tasks performed as per the Financial Proposal.

Section vii: Responsibilities of the investigation consultant

- To make sure that the specific scope of work given by the SLTDA to be completed as per the time duration given on the activity schedule and to monitor the progress of the investigation officers.

Section viii: Responsibility of the SLTDA

1. Awarding the contract with detailed scope of work.
2. To allocate suitable office space and other prerequisites. Ex: - Stationary, Laptops etc..

3. Monthly payment will be issued upon submission of the payment request from the consultant based on the nos. of task performed.
4. Transport for inspections / complains handling will be provided by SLTDA when it is needed.

Section ix: Legal compliances, Professional Background and Experience, & other recruitment considered to select an investigation consultant

Qualifications and Experience

- Retired Police / Army / Navy / Airforce officer who hold the rank of SSP / Brigadier / Commodore / Air Commodore or above with the experience of investigation (preferred retired Police Officer in rank SSP or above who has experience in Criminal Investigation matters)
- More than 20 years unblemished service record before the retirement.
- Experience in handling Investigations over 10 years at the Police / Army / Navy / Airforce / public sector (Government / Semi Government) organizations.
- Preference will be given for the applicants, who have the legal background on professional education and worked as consultants in Investigation activities after their retirement