



**GOVERNMENT OF THE DEMOCRATIC SOCIALIST REPUBLIC OF SRI LANKA**

**MINISTRY OF TOURISM & LANDS**

**SRILANKA TOURISM DEVELOPMENT AUTHORITY**

**INDIVIDUAL CONSULTANCY FOR PREPARATION OF KEY PERFORMANCE INDICATORS**

**(KPI) TO THE STAFF OF SLTDA**

**Contract No: SLTDA/HR&PM/C/IC/KPI/2022/09**

**Sri Lanka Tourism Development Authority**

**No.80, Galle Road, Colombo 03**

**Jan 2023**

**INDIVIDUAL CONSULTANCY FOR PREPARATION OF KEY PERFORMANCE  
INDICATORS (KPI) TO THE STAFF OF SLTDA  
Contract No: SLTDA/HR&PM/C/IC/KPI/2022/09  
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 are available on SLTDA website (<http://www.slttda.lk/careers>) for your reference from **10<sup>th</sup> Jan 2023** to **31<sup>st</sup> Jan 2023**. 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 31<sup>st</sup> Jan 2022** & mark as “INDIVIDUAL CONSULTANCY FOR PREPARATION OF KEY PERFORMANCE INDICATORS (KPI) TO THE STAFF 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,  
Sri Lanka Tourism Development Authority,  
No.80, Galle Road,  
Colombo 03.

**INDIVIDUAL CONSULTANCY FOR PREPARATION OF KEY PERFORMANCE  
INDICATORS (KPI) TO THE STAFF OF SLTDA  
Contract No: SLTDA/HR&PM/C/IC/KPI/2022/09**

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

1. Having examined the Tender Document including TOR for the execution of the above-named consultancy, 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 : .....

.....

## **TERMS OF REFERENCE (TOR)**

<b>Title of Consultancy</b>	<b>: Individual Consultancy for Preparation of Key Performance Indicators (KPI) to the Staff of SLTDA</b>
<b>Report to</b>	<b>: Director General / Chairman</b>
<b>Application Deadline</b>	<b>: 31<sup>st</sup> Jan 2023</b>
<b>Basis of Contract</b>	<b>: Assignment Basis</b>
<b>Duration of Assignment</b>	<b>: Three (3) Months</b>

### **Section I: Background**

Sri Lanka Tourism Development Authority (SLTDA) is the government authority tasked with planning, development, regulation, and policy implementation of tourism and related industries. Implementation of the Sri Lanka Tourism Strategic Action Plan 2022 - 2025 (TSP) is critical in achieving this goal.

Fast-tracking the implementation of Human Resource (HR) best practices at SLTDA is critical for delivering the TSP strategic objectives within the next 37 months. HR best practices ensure employees are motivated, individual behaviors align with achieving SLTDA objectives, grant differential rewards based on performance etc., all of which result in a revitalization of SLTDA.

Given the short time scales for delivery, SLTDA proposes to recruit an experienced Consultant for development of Key Performance Indicators to the staff of Sri Lanka Tourism Development Authority for two (02) months assignment as the optimal solution to deliver quick results.

### **Section II: Objectives**

The overall objective of SLTDA is to deliver on the TSP.

Towards this end the Consultant should work with the SLTDA senior leadership team to identify & prioritize the projects that s/he should focus on and mutually agree on key performance indicators (KPI) and timeframes for such achievement.

This proposed Consultancy for the development of the SLTDA's Outcome based Key Performance Indicators (KPIs) aims at having a robust and applicable result/ outcome-based monitoring system to measure in quantitative terms the outcomes of the work carried out by the SLTDA Team.

### **Section III: Scope of Works**

The Consultant is expected to:

Study key tourism activities assigned to SLTDA as per the Sri Lanka Tourism Strategic Action Plan 2022-2025 (TSP) and annual Action Plan of SLTDA.

Work with the SLTDA senior leadership team and Director, Human Resources & Premises Management to identify & prioritize the projects and work that the top management should focus on and mutually agree on key performance indicators (KPIs) and timeframes for such achievement.

Develop Key Performance Indicators (KPIs) of CEO, Director level and Divisional staff which aims at having a robust and applicable result/ outcome-based monitoring system to measure in quantitative terms the outcomes of the work carried out by the SLTDA Team.

#### **Section IV: Methodology**

The Consultant is expected to discuss and mutually agree with the SLTDA senior leadership team on the methodologies to be followed in order to deliver on the areas listed in “Scope of Works”.

#### **Section V: Expected output and Deliverables**

A prescribed set of regular meetings to be conducted with senior management of SLTDA and develop relevant KPIs to CEO, Director level and Divisional staff (Assistant Director, Junior Manager and below categories).

Regular updates to the senior leadership team on progress of the agreed assignment.

Presentation of developed KPIs (CEO, Director level and Divisional staff) to the SLTDA senior leadership team and finalization.

#### **Section VI: Timeline & Payment Terms**

The Consultant will be paid a mutually agreed consultancy fee at the end of the successful completion of the assignment after two (02) months period. The payment will be based on submission of finalized KPIs subject to an approval obtain by the Chairman, SLTDA.

#### **Section VII: Responsibilities of the Consultant**

The Consultant should intimately understand the TSP and work conscientiously to deliver on the enumerated objectives and KPIs of the “Objectives” and “Scope of Works” sections.

The Consultant should work closely with members at SLTDA who can contribute to delivery on the HR elements of the TSP.

The Consultant should regularly brief the SLTDA leadership team on progress. S/he should escalate and seek assistance from SLTDA leadership team to resolve issues “blocking” project delivery.

#### **Section VIII: Responsibility of the SLTDA**

Consultant’s effectiveness is very much the result of close team work between SLTDA and Consultant. The SLTDA shall facilitate the flow of information, knowledge, provide the required office space, communication channel and required resources to enable the Consultant to be effective.

**Section IX: Professional Background and Experience Considered to Select an Individual Consultant**

1. A strong and deep background as a strategic management & HR professional in a management capacity with a wide range of experiences in working with different institutions, both governmental and private. Prior experience in similar Consultancy role is essential.
2. The experience should include setting & implementing KPI based performance management and review systems.
3. A Masters' degree in a discipline related to the assignment, or equivalent professional qualification with a minimum of 15 years' experience.