
**Support in the development of Government Decrees on
Tourism Law**

**Project number/
cost centre:
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1. Context

In recent years, Armenia's tourism sector has experienced steady growth, reaching an unprecedented number of 2.3 million tourists in 2023 and registering a significant increase in the tourist numbers compared to the previous year. Tourism in Armenia holds substantial potential for contributing to economic growth, generating employment and providing income opportunities, and driving regional progress.

Acknowledging this potential, the Armenian government has prioritized enhancing the regulatory framework for the tourism sector. The previous tourism law adopted in 2003 already provided a legal framework for the development of the tourism sector. However, over the past two decades, the tourism landscape has developed significantly, requiring a comprehensive update to the legal and regulatory environment to ensure it meets nowadays standards and further supports sustainable growth.

In this regard, in December 2023, a new Tourism Law was adopted by National Assembly of the Republic of Armenia, marking a significant milestone in the modernisation of Armenia's tourism sector. Key objectives of the new law among others, include protecting the interests of consumers, enhancing the professional qualifications and standards within the tourism industry and ensuring the safety and security of tourists by setting quality and technical standards. Thus, the law also introduces a number of measures designed to enhance the quality, safety, and competitiveness of tourism services provided in the country.

In this framework, the Tourism Committee of the Ministry of Economy of the Republic of Armenia, is currently developing a series of government decrees, that derive from the new Tourism Law. The development and adaptation of these decrees are essential to put in action the new Tourism Law and ensure its effective implementation.

Within the frame of its support to the tourism sector in Armenia through the Private Sector Development and Vocational Education and Training Armenia (PSD TVET Armenia) project funded by BMZ, GIZ announces a tender for the development of three government decrees for the newly adopted Tourism Law.

The primary **objective** of this assignment is to provide the Tourism Committee topic-specific and legal support to jointly draft, review and finalize three sub-legislative decrees to be presented to the government of Armenia for adoption and ratification of the decrees, ensuring they align with international standards and best practices while addressing local needs and challenges.

The decrees to be developed include:

1. **GOAM Decree on "Technical requirements for qualification of tour buses, specifications, qualification procedure, and standards thereof, forms of the qualification certificate and the sign, the validity period of the qualification certificate, the procedure for granting the certificate, and the grounds for termination of qualification".**

- This decree aims to ensure that tour buses meet safety and quality standards, thereby enhancing the overall safety and reliability of tour bus services for tourists, in addition also enhancing the customer experience.

* Definition of Tour Buses based on the Tourism Law: "**Tour bus** – a transport vehicle with at least 9 seats (save for the driver's seat), which is used for non-scheduled transfer of tourists.

In addition, a **Regulatory Impact Assessment (RIA) document** should be developed and approved for the GOAM Decree on "Technical requirements for qualification of tour buses, specifications, qualification procedure, and standards thereof, forms of the qualification certificate and the sign, the validity period of the qualification certificate, the procedure for granting the certificate, and the grounds for termination of qualification".

The Regulatory Impact Assessment (RIA) will aim to evaluate the potential impact and effects of proposed regulation in a systemic approach. It will involve analyzing the anticipated economic, social and environmental impacts, both positive and negative, to ensure that the regulation achieves its intended objectives efficiently and effectively without imposing unnecessary burdens.

2. **GOAM Decree on "Defining the quality and technical criteria for the provision of tourism services containing a threat to human life or health".**

- This decree focuses on regulating high-risk tourism activities, setting forth the necessary health and safety measures, equipment standards, and qualifications for service providers to minimize risks to tourists and employees.

3. **MOE Decree on "Defining the procedure for maintaining the register of tourism resources*, the content of the database".**

- This decree aims to develop the procedure for the establishment of a comprehensive and up-to-date database of tourism resources, facilitating better planning, promotion, and management of tourism assets across the country.

* Definition of tourism resources based on the tourism law: "**Tourism resources** – historical-cultural, religious, natural, human, healthcare, social-economic, infrastructure related and other resources aimed at the intellectual, material, physical and other needs of tourists, which can be considered as tourism product or object of attraction or be included in a tour package."

2. Tasks to be performed by the contractor

The contractor is responsible for providing the following services:

1. Tasks of the Sector-Specific Expert for GOAM Decree on "Technical Requirements for the Qualification of Tour Buses"

- **Planning and Initial Assessment:** Conduct an initial assessment of current regulations and standards for tour buses. Develop a detailed work plan for the development of the decree, including timelines and milestones.
- **Examination of Best Practices:** Research international best practices and standards for the qualification of tour buses. Identify key elements and processes that can be adapted to the Armenian context.
- Be part of the **working group/ advisory board** to be formed specifically to drive the exchange and discussions, and consult in the development of the decree.
- **Sector Consultation and Coordination:** Engage with stakeholders, including tour (bus) operators, tourism associations, and safety regulators. Facilitate workshops and consultations to gather input and feedback.
- **Drafting and Review:** Jointly and in close cooperation with the Tourism Committee and GIZ, prepare a draft of the decree, incorporating working group's/stakeholders'

input and best practices. Draft and finalise a Regulatory Impact Assessment (RIA) document to evaluate the potential effects of the new regulations.

- **Finalization and Presentation:** Revise the draft based on feedback from the Tourism Committee, GIZ and other relevant stakeholders. Present the final draft to the Tourism Committee for approval (or further processing). Following negotiations between the Tourism Committee and the government, assist the committee in incorporating the received feedback into the decree.

2. Tasks of the topic-specific Expert for GOAM Decree on "Defining the Quality and Technical Criteria for High-Risk Tourism Services"

- **Planning and Initial Assessment:** Conduct an assessment of existing high-risk tourism services and current safety standards. Develop a comprehensive work plan for the development of the decree with timelines and milestones.
- **Examination of Best Practices:** Research global best practices in managing and regulating high-risk tourism activities. Identify applicable standards, safety measures and certification processes for adoption in Armenia.
- Be part of the **working group/ advisory board** to be formed specifically to drive the exchange and discussions, and consult in the development of the decree.
- **Sector Consultation and Coordination:** Engage with relevant adventure/ outdoor/ active service providers, tourism associations, and safety experts. Organize consultations and workshops to gather insights and suggestions.
- **Drafting and Review:** Jointly and in close cooperation with the Tourism Committee and GIZ prepare an initial draft of the decree, ensuring alignment with international standards and local needs. Collect and incorporate feedback from stakeholders and experts.
- **Finalization and Presentation:** Revise the draft based on input from the Tourism Committee, GIZ and stakeholders. Present the finalized decree to the Tourism Committee for approval (or further processing). Following negotiations between the Tourism Committee and the government, assist the committee in incorporating the received feedback into the decree.

3. Tasks of the topic-specific Expert for MOE Decree on "Maintaining the Register of Tourism Resources, the Content of the Database"

- **Planning and Initial Assessment:** Assess the current status of tourism resource databases and registers. Develop a work plan for the development of the decree, outlining key steps and timelines.
- **Examination of Best Practices:** Investigate international best practices in maintaining and updating tourism resource registers. Identify technologies and methodologies suitable for implementation in Armenia.
- Be part of the **working group/ advisory board** to be formed specifically to drive the exchange and discussions, and consult in the development of the decree.
- **Sector Consultation and Coordination:** Consult with regional tourism offices, DMOs, database management experts and/or other relevant stakeholders.
- **Drafting and Review:** Jointly and in close cooperation with the Tourism Committee, Marzpetarans, other relevant public bodies (such as Ministry of Environment, Ministry of Education, Science, Culture and Sport) and GIZ, draft the decree, ensuring it includes comprehensive procedures and standards for maintaining the register. Incorporate stakeholder feedback and expert recommendations into the draft.

- **Finalization and Presentation:** Revise the draft based on input from the Tourism Committee, GIZ and stakeholders. Present the final draft to the Tourism Committee for approval (or further processing). Following negotiations between the Tourism Committee and the government, assist the committee in incorporating the received feedback into the decree.

4. Tasks of the Legal Expert for the Three Decrees:

- **Planning and Coordination:** Develop a work plan for the development of the decree in collaboration with the topic-specific experts. Coordinate tasks to ensure consistency and alignment across all three decrees.
- **Examination of Legal Frameworks:** Review existing national and international legal frameworks relevant to each decree. Ensure all drafts comply with Armenian law and international obligations.
- **Legal Drafting and Review:** Provide legal expertise in drafting and reviewing each decree. Ensure legal coherence and correct language used in the decrees. In addition, provide recommendations for implementation and enforcement strategies, to be included in the draft legal documents.
- Be part of the **working group/ advisory board** to be formed specifically to drive the exchange and discussions, and consult in the development of the decree.
- **Stakeholder Consultation:** Participate in stakeholder consultations to provide legal insights and address legal concerns.
- **Finalization and Approval:** Assist in the revision of decrees based on feedback from government bodies and stakeholders. Prepare legal documentation for the approval process and present the final drafts to tourism committee. Following negotiations between the Tourism Committee and the government, assist the committee in incorporating the received feedback into the decree.

The contractor reports regularly to GIZ in accordance with the current General Terms and Conditions of Contract for supplying services and work of the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH.

Certain milestones, as laid out in the table below, are to be achieved during the contract term:

Milestones/process steps/partial services	Deadline/place/person responsible	
	Decree 1, Yerevan	Decree 2&3, Yerevan
Submission of the draft version of the decree and RIA (only for first decree needed) for first feedback from the working group	01.09.2024	01.02.2025
Presentation of the revised decree to the stakeholders	01.10.2024	01.03.2025
Final version of the decree submitted to the Tourism Committee, incorporating working groups/ stakeholders feedback and revisions.	01.11.2024	01.04.2025
Final version of the "Regulatory Impact Assessment" (RIA) document for Government decree on Tour Bus Qualification (in Armenian language).	01.11. 2024	not applicable
Submission of the final decree, including the Regulatory Impact Assessment (RIA) for Decree 1, for reinforcement after	20.12.2024	20.05.2025

incorporating government feedback.		
Brief report on the stakeholder consultations and recommendations shared and/or integrated into the decree (in English language)	15.12.2024	31.06.2025

Period of assignment: from July, 2024 until August, 2025.

3. Concept

In the tender, the tenderer is required to show *how* the objectives defined in Chapter 2 (Tasks to be performed) are to be achieved, if applicable under consideration of further method-related requirements (technical-methodological concept). In addition, the tenderer must describe the project management system for service provision.

Note: The numbers in parentheses correspond to the lines of the technical assessment grid.

Technical-methodological concept

Strategy (1.1): The tenderer is required to consider the tasks to be performed with reference to the objectives of the services put out to tender (see Chapter 1 Context) (1.1.1). Following this, the tenderer presents and justifies the explicit strategy with which it intends to provide the services for which it is responsible (see Chapter 2 Tasks to be performed) (1.1.2).

The tenderer is required to present and explain its approach to **steering** the measures with the project partners (1.3.1) and its contribution to the **results-based monitoring system** (1.3.2).

The tenderer is required to describe the key **processes** for the services for which it is responsible and create an **operational plan** or schedule (1.4.1) that describes how the services according to Chapter 2 (Tasks to be performed by the contractor) are to be provided. In particular, the tenderer is required to describe the necessary work steps and, if applicable, take account of the milestones and **contributions** of other actors (partner contributions) in accordance with Chapter 2 (Tasks to be performed) (1.4.2).

The tenderer is required to describe its contribution to knowledge management for the partner (1.5.1) and GIZ and to promote scaling-up effects (1.5.2) under **learning and innovation**.

Project management of the contractor (1.6)

The tenderer is required to explain its approach for coordination with the GIZ project. In particular, the project management requirements specified in Chapter 2 (Tasks to be performed by the contractor) must be explained in detail.

The tenderer is required to draw up a **personnel assignment plan** with explanatory notes that lists all the experts proposed in the tender; the plan includes information on assignment dates (duration and expert months) and locations of the individual members of the team complete with the allocation of work steps as set out in the schedule.

Further requirements (1.7)

The tenderer is required to consider cross-cutting themes e.g. gender equality, gender ratio.

4. Personnel concept

The tenderer is required to provide personnel who are suited to filling the positions described, on the basis of their CVs (see Chapter 7), the range of tasks involved and the required qualifications.

The below specified qualifications represent the requirements to reach the maximum number of points in the technical assessment.

Key expert 1

Topic-specific Expert for the development of the GOAM Decree on "Technical Requirements for the Qualification of Tour Buses"

Qualifications of key expert 1

- Education/training/qualification (2.1.1): Bachelor or Master degree in transportation, or a related (tourism) field
- Language (2.1.2):
 - Knowledge of Armenian as the main working language (Level C1 compared to the Common European Framework of Reference for Languages; 7 out of 10 points),
 - knowledge of English (level B2 in the Common European Framework of Reference for Languages; 3 out of 10 points)
- General professional experience (2.1.3): 7 years of experience in transportation safety, vehicle standards, or related areas.
- Specific professional experience (2.1.4):
 - 4 years of experience in working on regulatory frameworks and standards in relevant field (4 out of 10 points).
 - 3 years of experience in working on national and international transportation and specifically passenger transport safety standards and regulations (4 out of 10 points).
 - Experience in drafting or contributing to drafting of 2 regulatory documents and conducting Regulatory Impact Assessments (RIA) (2 out of 10 points).
- Soft skills (other: 2.1.8):
 - Strong research and analytical skills to evaluate best practices and adapt them to the local context.
 - Excellent communication and stakeholder engagement skills.

Key expert 2

Expert for the development of the MOE Decree on " Defining the Quality and Technical Criteria for High-Risk Tourism Services "

Qualifications of key expert 2

- Education/training/qualification (2.2.1): Bachelor or master degree in Tourism Management, Risk Management, or a related field.
- Language (2.2.2):
 - Knowledge of Armenian as the main working language (Level C1 compared to the Common European Framework of Reference for Languages; 7 out of 10 points),
 - knowledge of English (level B2 in the Common European Framework of Reference for Languages; 3 out of 10 points).
- General professional experience (2.2.3): 5 years of experience in the tourism industry, particularly in adventure or high-risk tourism.
- Specific professional experience (2.2.4):
 - 4 years of experience in safety standards and risk management practices for high-risk tourism activities (4 out of 10 points).

- 3 years of experience in developing and implementing safety protocols for high-risk tourism activities (4 out of 10 points).
- Experience in drafting regulatory and safety documents (2 out of 10 points).
- Soft skills (other: 2.2.8):
 - Strong research capabilities to identify and apply international best practices.
 - Excellent facilitation and stakeholder engagement skills.

Key Expert 3

Topic-Specific Expert for the development of the GOAM decree on "Maintaining the Register of Tourism Resources, the Content of the Database"

Qualifications of key expert 3

- Education/training/qualification (2.3.1): Bachelor or master degree in Information Management, Tourism Management, or a related field.
- Language (2.3.2):
 - Knowledge of Armenian as the main working language (Level C1 compared to the Common European Framework of Reference for Languages; 7 out of 10 points),
 - knowledge of English (level B2 in the Common European Framework of Reference for Languages; 3 out of 10 points)
- General professional experience (2.3.3): 7 years of experience in information management, statistics or tourism resource management.
- Specific professional experience (2.3.4):
 - 5 years of experience in developing large scale databases, preferably in tourism sector (4 out of 10 points).
 - 4 years of experience in database management systems and knowledge of best practices for maintaining tourism resource registers (4 out of 10 points).
 - Experience in drafting similar regulatory and procedural documents (2 out of 10 points).
- Soft skills (other: 2.3.8)
 - Strong analytical skills and attention to detail.
 - Excellent communication and stakeholder engagement skills.

Key Expert 4

Legal Expert for the Three Decrees:

Qualifications of key expert 4

- Education/training/qualification (2.4.1): Master's degree in law, preferably with a focus on administrative or regulatory law.
- Language (2.4.2):
 - Knowledge of Armenian as the main working language (Level C1 compared to the Common European Framework of Reference for Languages; 7 out of 10 points)
 - knowledge of English (level B2 in the Common European Framework of Reference for Languages; 3 out of 10 points)
- General professional experience (2.4.3): 10 years of experience in legal practice, with significant experience in regulatory and legislative processes.
- Specific professional experience (2.4.4):
 - 7 years of experience in drafting and reviewing legislative and regulatory documents (4 out of 10 points).
 - 5 years of experience in contributing to national and international legal frameworks relevant to the tourism sector (4 out of 10 points).
 - Experience to conduct legal reviews and ensure compliance with broader legislative

frameworks (2 out of 10 points).

5. Costing requirements

Assignment of personnel and travel expenses

Accommodation costs which exceed this up to a reasonable amount and other main forms of transport can be reimbursed against evidence.

All business travel must be agreed in advance by the officer responsible for the project.

Specification of inputs

Fee days	Number of experts	Number of days per expert*	Total	Comments
Development of Decree 1 on "Defining the Quality and Technical Criteria for High-Risk Tourism Services" and Regulatory Impact Assessment	2	25	50	
Development of Decree 2 on "Defining the Quality and Technical Criteria for High-Risk Tourism Services"	2	15	30	
Development of Decree 3 on "Maintaining the Register of Tourism Resources, the Content of the Database"	2	10	20	
Total			100	

* the number of days per expert can vary as long as the total number of days remain as indicated.

6. Requirements on the format of the tender

The structure of the tender must correspond to the structure of the ToRs. In particular, the detailed structure of the concept (Chapter 3) should be organised in accordance with the positively weighted criteria in the assessment grid (not with zero). The tender must be legible (font size 11 or larger) and clearly formulated. It must be drawn up in English (language).

The complete tender must not exceed 10 pages (excluding CVs). If one of the maximum page lengths is exceeded, the content appearing after the cut-off point will not be included in the assessment. External content (e.g. links to websites) will also not be considered.

The CVs of the personnel proposed in accordance with Chapter 4 of the ToRs must be submitted using the format specified in the terms and conditions for application. The CVs

shall not exceed 4 pages each. They must clearly show the position and job the proposed person held in the reference project and for how long. The CVs can also be submitted in Armenian (language).

Please calculate your financial tender based exactly on the parameters specified in Chapter 5 Quantitative requirements. The contractor is not contractually entitled to use up the days, trips, workshops, or budgets in full. The number of days, trips and workshops and the budgets will be contractually agreed as maximum limits. The specifications for pricing are defined in the price schedule.

7. Annexes

- Tourism Law Link: [Armenian Legal Information System](#)