



RFP – Revitalization of CTO

Summary of Potential Bidders' Questions and Responses

Questions	Responses
What is the role that respective country specific tourism authorities and associated entities (in each country) will play within this scope of work?	There will be need for engagement with each member country to provide feedback, comments, positions etc.
Is a past CTO strategic plan available to review? Have there been any studies conducted post COVID regarding the state of the Caribbean tourism industry?	Previous strategic plans can be shared. Caribbean Tourism Performance reports have been conducted post covid
What are the countries within scope where we have to perform specific procedures included in the RFP. <ul style="list-style-type: none"> • b. Does the in-scope countries include all countries that are members of the CTO? 	See below link to CTO membership. All CTO members should be engaged. Government Members List – OneCaribbean.org
Have CTO members been surveyed about the organization? If so, are the results available for review?	Members have been surveyed and results can be shared.
Does CTO expect the consultants to travel to every country? Or does CTO have a short list of priority countries?	Travel is not mandatory, virtual platforms can be used. All 25 members should be engaged along with the Allied Board.
Will there be any upcoming CTO events during the research period for the strategy that will attract a broad representation of stakeholders and members?	Events during the research period would be the STC conference from April 22-24 th , in Grenada followed by Caribbean Week in New York, June 17 – 21 st , 2024. Virtual platforms are the recommended method for consultations.
Does CTO have liaisons in country that can be called up?	Key contacts per member state can be provided.
Did CTO conduct a State of the Industry study in 2023?	Caribbean performance report for 2023 was prepared and is available for purchase prior to the submission of the proposal. Information on how to purchase is at the link: Buy CTO Tourism Statistics – OneCaribbean.org
Will the consultants have member level access to the data, sector reporting?	Statistics produced by CTO will be made available.

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<p>Does CTO and/or any of the countries collect data regarding how tourism dollars benefit (or leak) from the country? Are there other Key Performance Indicators that are being collected? Employment, tax generation, length of stay?</p>	<p>This is currently not collected by CTO.</p>
<p>Is CTO existing country level reporting sufficient for this analysis? Or will additional primary research be needed?</p>	<p>Additional research will be required.</p>
<p>What CTO events are upcoming where there will be groups of CTO members available for engagement and consultative sessions?</p>	<p>Virtual platforms are the recommended method for consultations.</p>
<p>Is past CTO organizational development analysis accessible ?</p>	<p>Yes, where available.</p>
<p>Is there an updated Caribbean Sustainable Tourism Policy Framework?</p> <p>Would this task essentially be an update of the past framework?</p>	<p>The Caribbean Sustainable Tourism Policy and Development Framework 2020 was an update to the original one called the Caribbean Sustainable Tourism Policy Framework (CSTPF) published in 2008.</p>
<p>CTO's Community Based Tourism work appears to cover this in some depth. Has this work been updated since the last version in January 2021?</p>	<p>There is no update since the CBT Handbook and Toolkit were developed in 2019. However in 2022 a 'Health, Safety, Service Standards and Guidelines Chapter' was added to the Handbook as part of addressing COVID 19 and other health protocols</p>
<p>Will the Consultant be able to access the CTO technology resources, i.e. Visitor Intelligence Database for Analytics (VISA), TIMS, TSAFT, and the CTO Visitor Survey?</p>	<p>The software contains confidential data from countries and access is not available.</p>
<p>Have member and stakeholder surveys been conducted to help prioritize other areas and markets?</p>	<p>Yes</p>