

# REQUEST FOR EXPRESSION OF INTEREST



## SELECTION OF INDIVIDUAL CONSULTANT

### CONSULTANCY TO REVIEW AND REPACKAGE THE SADC HARMONISED ACCOMMODATION STAR GRADING AND CLASSIFICATION STANDARDS

REFERENCE NUMBER: SADC/3/5/2/454

07<sup>th</sup> JULY 2026

1. **The SADC Secretariat** is inviting Individual Consultants to submit their CV and Financial Proposal for the following services:

**“INDIVIDUAL CONSULTANCY TO REVIEW AND REPACKAGE THE SADC HARMONISED ACCOMMODATION STAR GRADING AND CLASSIFICATION STANDARDS”**

The Terms of Reference defining the minimum technical requirements for these services are attached as Annex 1 to this Request for Expression of Interest.

2. **Only Individual Consultants are eligible for this assignment provided that they fulfil the following eligibility criteria:**

- a) *they are not bankrupt or being wound up, are having their affairs administered by the courts, have entered into arrangements with creditors, have suspended business activities, are being subject of proceedings concerning those matters, or are being in any similar situations arising from similar procedures provided for in the national legislation or regulations of the SADC member states;*
- b) *they have not been convicted of offences concerning their professional conduct by a judgment which has the force of res judicata; (i.e. against which no appeal is possible);*
- c) *they have not been declared guilty of grave professional misconduct proven by any means which SADC Secretariat can justify;*
- d) *they have fulfilled obligations related to the payments of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those countries where the contract is to be performed;*
- e) *they have not been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the SADC Secretariat' financial interests; or*
- f) *they are not being currently subject to an administrative penalty.*

3. This is a global-priced proposal.
4. Your Expression of Interest must be presented as per Standard Expression of Interest Forms attached as Annex 2 to this REOI, in the English language and be accompanied by copies of all the indicated supporting documents. If the supporting documents are not in English, they shall be accompanied by a certified translation into English.

5. Proposals clearly marked **“INDIVIDUAL CONSULTANCY TO REVIEW AND REPACKAGE THE SADC HARMONISED ACCOMMODATION STAR GRADING AND CLASSIFICATION STANDARDS” – REFERENCE NUMBER**

**SADC/3/5/2/454 should be submitted** through the **COLLAB Link:** <https://collab.sadc.int/s/LMGrKMywbMaAGFo> by the deadline.

6. The deadline for submission of your proposal, to the address indicated in Paragraph 5 above, is: **28<sup>th</sup> July 2026 at or before midnight local (Botswana) time.**

- *Bidders are advised to submit their proposals during working hours (7:30am to 16:30pm) for support in case of any technical problems. The technical support team will not be available after working hours.*
- *Kindly drop your file on the link above as a zipped folder containing all your documents and label it your name. Note that there is no confirmation message for upload but the files will be uploaded once it shows “Uploaded Files”*

7. Your CV will be evaluated against the following criteria.

<b>CRITERIA</b>	<b>POINTS</b>
Qualifications and skills	20
General professional experience	20
Specific professional experience	60
<b>Total</b>	<b>100</b>

#### Technical Evaluation

The minimum technical score required to pass is 70 points. Bids not reaching 70 points shall be considered not compliant. Out of the 70 points threshold, the best technical offer is awarded 100 points. The others receive points calculated using the following formula:

$$\text{Technical score} = (\text{final score of the technical offer in question} / \text{final score of the best technical offer}) \times 100$$

#### Financial evaluation

The Evaluation Committee shall proceed with the financial comparisons of the fees between the different financial offers (fee based are established in the main Contract while for Global Price specific offers will be considered). Both the provisions for reimbursable and expenditure verification shall be excluded from the comparison of the financial bids. The offer with the lowest total fees shall receive 100 points. The others are awarded points by means of the following formula:

$$\text{Financial score} = (\text{lowest total fees} / \text{total fees of the tender being considered}) \times 100.$$

The best value for money is established by weighing technical quality against price on an 80/20 basis. This is done by multiplying:

- *the scores awarded to the technical offers by 0.80*
- *the scores awarded to the financial offers by 0.20*

8. Your proposal should be submitted as per the following instructions and in accordance with the Terms and Conditions of the Standard Contract attached as Annex 3 to this REOI:

(i) **PRICES:**

The financial proposal shall be in United States Dollars (USD) and inclusive of all expenses deemed necessary by the Individual Consultant for the performance of the contract.

(ii) **EVALUATION AND AWARD OF THE CONTRACT:**

Expressions of Interest determined to be formally compliant to the requirements will be further evaluated technically.

An Expression of Interest is considered compliant to the requirements if:

- It fulfils the formal requirements (see Paragraphs 2,3,4,5,6,7 and 8 above),
- The financial proposal (professional fees) does not exceed the maximum available budget for the contract as indicated under Para 3.

The award will be made to the applicant who obtained the highest technical score and with the financial offer within the budget as indicated under Para 3. Expressions of Interest not obtaining a minimum technical score of 70 points will be rejected.

(iii) **VALIDITY OF THE EXPRESSION OF INTEREST:**

Your Expression of Interest should be valid for a period of **120 days** from the date of deadline for submission indicated in Paragraph 6 above.

9. The assignment is expected to commence soon after the last signature of the contract.

10. Additional requests for information and clarifications can be made through the email below.

The Procuring entity: **SADC Secretariat**

Contact person: Mr Thomas Chabwera

Telephone: **3951863**

Fax: **3972848**

E-mail: [tchabwera@sadc.int](mailto:tchabwera@sadc.int)

Copy to [ymadzinga@sadc.int](mailto:ymadzinga@sadc.int) [mmushi@sadc.int](mailto:mmushi@sadc.int) and

[hmaripe@sadc.int](mailto:hmaripe@sadc.int)

The closing date for receipt of requests for clarification shall be **14<sup>th</sup> July 2026 at midnight local time Botswana.**

The closing date for responding to requests for information and clarification shall be **17<sup>th</sup> July 2026 at midnight local time Botswana.**

All questions received as well as the answer(s) to them will be posted on the SADC Secretariat's website.

**ANNEXES:**

**ANNEX 1: Terms of Reference**

**ANNEX 2: Expression of Interest Forms**

**ANNEX 3: Standard Contract for Individual Consultants**

**Sincerely,**

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**Mr Thomas Chabwera**

**Head of Procurement Unit**



## **ANNEX 1: TERMS OF REFERENCE**



**(Global Price)**

**INDIVIDUAL CONSULTANCY TO REVIEW AND REPACKAGE THE  
SADC HARMONISED ACCOMMODATION STAR GRADING AND  
CLASSIFICATION STANDARDS**

**(90 Calendar days)**

## TERMS OF REFERENCE

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## **1. BACKGROUND**

### **1.1 Procuring Entity**

Southern African Development Community Secretariat (SADC Secretariat).

### **1.2 Contracting authority**

Southern African Development Community Secretariat (SADC Secretariat)

### **1.3 Background Information**

The Southern African Development Community (SADC) is a Regional Economic Community comprising 16 Member States, namely; Angola, Botswana, Comoros, Democratic Republic of Congo, Eswatini, Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, South Africa, Swaziland, Tanzania, Zambia, Zimbabwe. Established in 1992, SADC is committed to Regional Integration and poverty eradication within Southern Africa through economic development and ensuring peace and security and improved standards of living across Southern Africa..

Within this regional agenda, tourism remains a strategic sector because it is cross-cutting, employment-intensive, investment-sensitive, and closely linked to natural resources, cultural heritage, trade, transport, and community livelihoods.

SADC has, over time, pursued regional cooperation instruments intended to strengthen the competitiveness, quality, and market readiness of the tourism sector. A harmonised regional approach to accommodation grading and classification is a critical part of that agenda because it supports comparable quality benchmarks, strengthens consumer confidence, improves destination credibility, and provides a shared frame of reference for national tourism authorities and private sector operators.

### **1.4 Current situation in the sector**

The significance of tourism as an economic sector for SADC cannot be underestimated. While specific data on tourist arrivals for the period 2020-2024 is limited, the total contribution (direct and indirect) of travel and tourism to SADC GDP was US\$ 56.6bn (7.4% of GDP) in 2023 and was forecast to grow to 62.0bn (8.00% of GDP) in 2024 and to 94.2bn (9.2% of GDP) in 2034. In terms of employment, in 2023, the total contribution which includes jobs directly and indirectly supported by the industry, was 6,92mn jobs or 4.8% of total employment in the region. Employment in the tourism sector was expected to rise to 7.56mn jobs (5.1% of total employment) in 2024, and to 10.73mn jobs (5.5% of total employment) in 2034 (WTTC, 2023).

The SADC Tourism Programme 2020-2030, which was approved by the Joint meeting of Ministers responsible for Environment, Natural Resources and Tourism in Arusha, Tanzania in 2019, aims to fast-track sustainable growth of the tourism sector in the region. The Programme pursues five core strategic goals with specific programmes and activities to be carried out at international, regional, and national

levels to support tourism development across the region. The five goals of the SADC Tourism Programme 2020-2030 are:

Goal 1: Stimulating visitor movement and flows to and within the region

Goal 2: Improving and defending the tourism reputation and image of the region

Goal 3: Developing tourism in Transfrontier Conservation Areas

Goal 4: Improving the quality of visitor experiences and satisfaction levels

Goal 5: Maximising tourism partnerships and collaboration

### **1.5. Related programmes and other donor activities**

Not applicable

## **2. OBJECTIVE, PURPOSE & EXPECTED RESULTS**

### **2.1 Overall objective**

The overall objective of the project of which this contract will be a part is as follows:

To review and repackage the guidelines contained in the SADC Harmonised Accommodation Star Grading and Classification Standards into a coherent, publication-ready, and user-friendly set of documents for regional dissemination and operational use while aligning with the latest sustainability, digital/technological, and regulatory benchmarks.

### **2.2. Purpose**

The purpose of this contract is as follows:

To improve the presentation, internal consistency, usability, and communication value of the existing standards without compromising their technical rigour or the intent of the harmonised grading framework.

### **2.3. Results to be achieved by the Contractor**

- i. A comprehensive diagnostic review of the currently available standards, identifying structural duplication, terminology inconsistencies, formatting problems, content overlaps, gaps, areas requiring clarification, and sectoral (technological) advancement.
- ii. A concise benchmark notes summarising the regional and international reference materials consulted and indicating any implications for editorial treatment, terminology, user guidance, and future technical review.
- iii. A harmonised repackaging framework that presents the standards in a more accessible and consistent format across accommodation categories.
- iv. A publication-ready draft of the repackaged SADC Harmonised Accommodation Star Grading and Classification Standards in professional language.

- v. A crosswalk matrix showing how the repackaged version maps to the source standards so that no substantive requirement is inadvertently omitted or distorted.
- vi. An executive summary and user guidance note explaining how the standards should be read and applied by regulators, assessors, and accommodation establishments.
- vii. Validated final deliverables incorporating comments from SADC Secretariat and Member States, together with a presentation deck highlighting the main revisions, structure, and recommended next steps for dissemination and use.

### **3. ASSUMPTIONS & RISKS**

#### **3.1. Assumptions underlying the project**

Not applicable

#### **3.2. Risks**

Not applicable

### **4. SCOPE OF THE WORK**

#### **4.1. General**

##### **4.1.1. Project description**

This consultancy concerns the technical review and repackaging of the SADC Harmonised Accommodation Star Grading and Classification Standards contained in the accommodation standards documents. The SADC Secretariat will provide the consultant with the full set of source documents available for the assignment, access to focal points for technical feedback, and timely consolidated comments from Member States and other designated stakeholders.

The purpose of the assignment is not to redesign the substantive policy architecture from first principles, but to technically review, rationalise, and repackage the existing standards for improved usability and publication. The assignment is expected to produce a refined, internally coherent, publication-ready standards package that can be used by SADC Secretariat as a regional reference document and communication tool.

For avoidance of doubt, any reference to current sustainability, digital or technological, accessibility, or regulatory benchmarks under this assignment is intended to inform the presentation, terminology, user guidance, and practical usability of the repackaged standards rather than to trigger a wholesale redesign of the substantive grading architecture. Where the consultant identifies areas that may warrant future policy or technical revisions beyond repackaging, these should be clearly flagged as recommendations for the SADC Secretariat's consideration.

#### **4.1.2. Geographical area to be covered**

The consultancy covers the SADC region. The primary beneficiaries are SADC Secretariat and SADC Member States, with secondary beneficiaries including national tourism authorities, quality assurance bodies, accommodation establishments, tourism associations, trainers, assessors, and development partners.

#### **4.1.3. Target groups**

The target groups for the repackaged standards include policy makers, tourism regulators, star grading/classification assessors, accommodation operators and investors, training institutions, and other tourism sector stakeholders requiring a clearer and more usable regional grading reference.

#### **4.2. Specific Work**

The main tasks and technical guidance for this consultancy shall include, but not necessarily be limited to, the following:

- i. Undertake a document review of the available source standards for Guest Houses, Nature Lodges, Self-Catering Accommodation, Urban Hotels, and Vacation Hotels/Resorts, including the overarching conceptual structure of the harmonised grading scheme;
- ii. Analyse the structure, sequencing, language, category definitions, grading logic, scoring presentation, and the treatment of quality assurance, responsible tourism, and universal accessibility components across the standards;
- iii. Identify duplication, ambiguity, inconsistent terminology, formatting weaknesses, typographical problems, outdated expressions, and areas where explanatory guidance is required to support interpretation and application;
- iv. Undertake a limited comparative scan of relevant regional and international accommodation grading, responsible tourism, accessibility, and digital-service good practices for the sole purpose of informing editorial treatment, terminology harmonisation, user guidance, and identification of issues that may require future technical review;
- v. Prepare a repackaging methodology and annotated structure for the final publication, including proposed conventions for terminology, headings, tables, numbering, notes, and annexes;
- vi. Repackage the standards into a clearer, standardised, publication-ready format that preserves the substance of the source material while improving readability, consistency, navigation, and user orientation;
- vii. Develop concise introductory text and user guidance, including an explanation of accommodation categories, intended users, the three standards pillars, how to interpret star levels, and how the repackaged document should be used;
- viii. Produce a standards cross-reference matrix showing source-to-output traceability;
- ix. Present draft outputs in virtual consultations convened by SADC Secretariat, capture comments, and revise the deliverables accordingly;
- x. Prepare the final editable manuscript(s) and a PowerPoint presentation summarising the review findings, repackaging approach, structure of the final product, and recommendations for roll-out and dissemination.

### **4.3. Project management**

#### **4.3.1 Responsible body**

The Directorate responsible for this consultancy shall be the Food, Agriculture and Natural Resources Directorate at SADC Secretariat.

#### **4.3.2 Management structure**

The consultant will report to the Tourism Coordinating Unit within the Directorate of Food, Agriculture and Natural Resources at SADC Secretariat. Strategic oversight will be provided by the relevant regional structures, while Member States and other selected stakeholders may be engaged at key milestones for technical input and validation. Relevant regional structures include:

- i. SADC Secretariat (policy coordination)
- ii. SADC Tourism Working Groups (the existing three)
- iii. SADC Business Council Tourism Alliance
- iv. National Tourism Authorities (implementation and monitoring)
- v. Private Sector and Tourism Associations (industry compliance)
- vi. Accommodation facilities assessors

#### **4.3.3 Facilities to be provided by the contracting authority and/or other parties**

The SADC Secretariat will provide the available background documents and virtual meeting facilities for the agreed consultations. Where necessary, the Secretariat will convene or coordinate the participation of SADC Tourism Working Group representatives and other designated stakeholders in virtual meetings.

## **5. LOGISTICS AND TIMING**

### **5.1 Location**

The consultant will work from his/her respective home country. The assignment will be undertaken primarily through desk review, virtual consultations, and electronic submission of deliverables.

### **5.2 Start date & period of implementation**

The intended start date is as soon as the contract is signed by both parties. The period of implementation of the contract will be ninety (90) calendar days from the signature date.

A period of 90 calendar days is considered realistic for a single consultant working remotely because the assignment requires a full technical review of multiple standards documents, preparation of a repackaging framework, drafting of publication-

ready outputs, at least two structured stakeholder consultation points, and a final revision cycle following validation.

## **6. REQUIREMENTS**

### **6.1. Staff**

#### **6.1.1 Profile of the Individual Consultant**

The assignment shall be implemented by one individual consultant.

#### **General Professional Experience**

- i. Minimum of ten (10) years of post-qualification professional experience in tourism, hospitality standards, accommodation classification/grading systems, tourism policy, quality assurance, destination competitiveness, or closely related assignments;
- ii. Proven experience in reviewing, drafting, editing, or repackaging technical standards, manuals, guidelines, frameworks, or comparable policy/operational documents intended for institutional use and publication;
- iii. Demonstrated experience in managing assignments that require documentary analysis, synthesis of complex technical material, and stakeholder consultation.

#### **Qualifications and Skills**

- i. At least a Master's degree in Tourism, Hospitality Management, Quality Assurance, Sustainable Tourism, Business Administration, Public Policy, Development Studies, or another relevant field;
- ii. Excellent technical writing, editing, and document structuring skills in English. Proficiency in French and/or Portuguese (other official SADC languages) is highly desirable to engage effectively across Member States;
- iii. Demonstrated ability to convert complex technical content into clear, user-oriented, publication-ready documents;
- iv. Good facilitation and stakeholder engagement skills for virtual consultative processes;
- v. Proficiency in standard office software required for preparation of professional deliverables in Word, Excel, and PowerPoint.

#### **Specific Professional Experience**

- i. Demonstrable a minimum of six (6) years of experience working on accommodation standards, hotel/lodging classification systems, tourism quality

assurance frameworks, or related regulatory and operational instruments by presenting certificate/letter of completion of similar projects from the relevant institution(s);

- ii. Good understanding of responsible tourism, sustainability, and universal accessibility as applied to accommodation standards;
- iii. Knowledge of the tourism sector in Southern Africa and the institutional context of regional tourism cooperation will be a strong advantage;
- iv. Experience in assignments involving regional organisations, tourism ministries, standards authorities, or development partners will be an added advantage

## **6.2. Office accommodation**

Not applicable.

## **6.3. Facilities to be provided by the contractor**

The consultant shall provide his/her own office accommodation, computer equipment, software, internet connectivity, and all other facilities necessary to execute the assignment from the home country. The consultant shall also make his/her own arrangements for routine communication, document management, and back-up of working files.

## **6.4. Equipment**

No equipment is to be purchased on behalf of the contracting authority / procuring entity as part of this service contract or transferred to the contracting authority / procuring entity at the end of this contract.

## **6.5. Incidental expenditure**

This assignment is expected to be conducted remotely. Any routine communication, connectivity, local administrative support, and other incidental costs required by the consultant to perform the work shall be deemed to be included in the financial proposal.

## **6.6. Expenditure verification**

Not applicable

# **7. REPORTS**

## **7.1. Reporting requirements**

The selected consultant shall report to the designated SADC Secretariat Project Manager. All output documents shall be submitted in English and in an editable

electronic format. Deliverables shall be professionally formatted, quality assured, and ready for review, circulation, and publication processing.

The consultant shall maintain regular communication with the SADC Secretariat and shall take into account consolidated comments received from the Secretariat and designated stakeholders at each milestone.

To summarise, in addition to any documents, reports and output specified under the duties and responsibilities above, the contractor shall provide the following reports:

<b>Tasks/Activities</b>	<b>Due by</b>
<p>a. Inception Report detailing the consultant's understanding of the assignment, methodology, work plan, consultation plan, quality control approach, and proposed annotated structure for the repackaged standards package. The report shall also include a source-document review matrix and a proposed editorial/technical repackaging framework.</p> <p>b. Present the Inception Report to a virtual inception meeting convened by the SADC Secretariat and agree on the implementation roadmap, consultation modalities, and deliverable structure.</p>	<p>Within 15 calendar days after signing the contract</p>
<p>c. Undertake a detailed technical and editorial review of the source standards and submit a Diagnostic Review Note highlighting major findings on structure, terminology, duplication, formatting, readability, cross-category consistency, and repackaging requirements.</p>	<p>Within 40 calendar days after signing the contract</p>
<p>d. Submit an Annotated Outline and Repackaging Blueprint for the publication-ready standards package, including proposed chapter structure, category navigation, standard presentation format, terminology conventions, and proposed user guidance sections.</p> <p>e. Present the outline/blueprint to a virtual consultative meeting convened by the SADC Secretariat.</p>	<p>Within 50 calendar days after signing the contract</p>
<p>f. Submit the first full draft of the repackaged SADC Harmonised Accommodation Star Grading and Classification Standards, together with: (i) an executive summary, (ii) a source-to-output crosswalk matrix, and (iii) a PowerPoint presentation of the key review findings and restructuring approach.</p>	<p>Within 60 calendar days after signing the contract</p>

<p>g. Facilitate two virtual validation meetings to discuss the first draft, capture technical and editorial inputs, and agree on the way forward toward finalisation.</p> <p>h. Submit brief validation proceedings note summarising comments received and actions proposed.</p>	<p>Within 70 calendar days after signing the contract</p>
<p>i. Submit the revised final draft of the repackaged standards incorporating comments from the validation process and SADC Secretariat review.</p>	<p>Within 80 calendar days after signing the contract</p>
<p>j. Submit the final approved package comprising: (i) final publication-ready repackaged standards in editable and PDF formats, (ii) executive summary/user guide, (iii) source crosswalk matrix, (iv) final PowerPoint presentation, and (v) final close-out report summarising the work undertaken, issues addressed, and recommendations for dissemination and roll-out.</p> <p>Total estimated professional input: 60 expert days.</p>	<p>Within 90 calendar days after signing contract</p>

## 7.2. Submission & approval of reports

Copies of all reports referred to below must be submitted to the SADC Secretariat as identified in the contract. All reports and communications with the contracting authority shall be in English and delivered in editable MS Word / Excel / PowerPoint formats, as applicable, and in PDF format for reference. The following table provides an outline of the minimum activities and deliverables expected under the assignment.

## 8. MONITORING AND EVALUATION

### 8.1. Definition of indicators

- i. This contract will be monitored and evaluated using five specific performance measures, namely inputs, outputs, efficiency, quality, and outcome.
- ii. The Input measure will monitor the level of professional effort and resources applied to deliver the assignment within the approved budget ceiling.
- iii. The Output measure will monitor the timely production of the agreed deliverables in accordance with the Terms of Reference.
- iv. The Efficiency measure will monitor whether the consultant produces high-quality deliverables within the agreed timeframe and with minimal avoidable revision cycles.
- v. The Quality measure will determine whether the deliverables meet the expectations of SADC Secretariat and designated stakeholders in terms of

technical accuracy, clarity, completeness, consistency, and publication readiness.

- vi. The Outcome measure will assess whether the final repackaged standards package improves usability, coherence, and dissemination value of the SADC Harmonised Accommodation Star Grading and Classification Standards.

## 8.2. Special requirements

Interested candidates shall submit the following in English:

- i. A technical proposal describing the consultant's understanding of the assignment, proposed methodology, work plan, quality assurance approach, and relevant experience.
- ii. A detailed curriculum vitae.
- iii. At least two references for comparable assignments successfully completed.
- iv. A financial proposal, submitted separately, indicating the proposed professional fee and any other cost items in line with this ToR; and
- v. Any additional supporting documentation required by SADC Secretariat under the applicable procurement procedures.

## 9. BUDGET

The maximum budget for the consultancy should be inclusive of professional fees, communication costs, local administrative support, taxes payable in the consultant's country of residence, and all other costs necessary to complete the assignment.

Payment schedule is related to reports and their approval, as follows:

<b>Remuneration and payment modalities. The work set out above will be paid in three tranches:</b>
30% payment upon submission and approval of the Inception Report.
30% payment upon submission and approval of the first full draft of the repackaged standards package.
Final 40% payment upon submission and approval of the final package and close-out report.

**ANNEX 2: Expression of Interest Forms.**

A.COVER LETTER FOR THE EXPRESSION OF INTEREST FOR THE PROJECT  
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B.CURRICULUM VITAE ..... 19

C.FINANCIAL PROPOSAL ..... 23



**COVER LETTER FOR THE EXPRESSION OF INTEREST FOR THE PROJECT  
INDIVIDUAL CONSULTANCY TO REVIEW AND REPACKAGE THE SADC  
HARMONISED ACCOMMODATION STAR GRADING AND CLASSIFICATION  
STANDARDS**

**REFERENCE NUMBER: SADC/3/5/2/454**

[Location, Date]

To: SADC Secretariat

Dear Sirs:

I, the undersigned, offer to provide the consulting services for the **INDIVIDUAL CONSULTANCY TO REVIEW AND REPACKAGE THE SADC HARMONISED ACCOMMODATION STAR GRADING AND CLASSIFICATION STANDARDS**, in accordance with your Request for Expression of Interests number **SADC/3/5/2/454**, dated **26 June 2026** for the sum of USD .....[..... dollars<sup>1</sup>]. This amount is inclusive of all expenses deemed necessary for the performance of the contract in accordance with the Terms of Reference requirements, and [*“does” or “does not” delete as applicable*] include any of the following taxes in Procuring Entity’s country: value added tax and social charges or/and income taxes on fees and benefits.

I hereby declare that all the information and statements made in my CV are true and accept that any misinterpretation contained in it may lead to my disqualification.

I take note that under the provisions of the SADC Procurement Policy applicable to this Request for Expression of Interest, a contract cannot be awarded to applicants who are in any of the following situations:

- a) *they are being bankrupt or wound up, are having their affairs administered by the courts, have entered into arrangements with creditors, have suspended business activities, are being subject of proceedings concerning those matters, or are being in any similar situations arising from a similar procedure provided for in the national legislation or regulations of the SADC member states;*
- b) *they have been convicted of offences concerning their professional conduct by a judgment which has the force of res judicata; (i.e. against which no appeal is possible);*
- c) *they have been declared guilty of grave professional misconduct proven by any means which SADC Secretariat can justify.*
- d) *they have not fulfilled obligations related to the payments of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those countries where the contract is to be performed.*
- e) *they have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the SADC Secretariat’ financial interests; or*
- f) *they are being currently subject to an administrative penalty.*

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I confirm that I am not in any of the situations described above, and I hereby declare that at any point in time, at the SADC Secretariat's request, I will provide certified copies of documents to prove so.

I am aware that the penalties set out in the Procurement Policy may be applied in the case of a false declaration, should the contract be awarded to me.

My proposal is binding upon me for the period indicated in Paragraph 9(iii) of this Request for Expression of Interest.

I undertake, if my Proposal is accepted, to initiate the consulting services related to the assignment not later than the date indicated in Paragraph 6 of the Request for Expression of Interest, and to be available for the entire duration of the contract as specified in the Terms of Reference.

I understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Signature [*In full and initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

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## B. CURRICULUM VITAE

*[insert full name]*

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1. Family name: *[insert the name]*
2. First names: *[insert the names in full]*
3. Date of birth: *[insert the date]*
4. Nationality: *[insert the country or countries of citizenship]*
  
5. Physical address: *[insert the physical address]*
6. Postal address
7. Phone: *[Insert Postal Address]*
8. E-mail: *[insert the phone and mobile no.]*  
*[Insert E-mail address(es)]*
  
9. Education:

Institution: [Date from – Date to]	Degree(s) or Diploma(s) obtained:
<i>[indicate the month and the year]</i>	<i>[insert the name of the diploma and the specialty/major]</i>
<i>[indicate the month and the year]</i>	<i>[insert the name of the diploma and the specialty/major]</i>

10. Language skills: (Indicate competence on a scale of 1 to 5) (1 – excellent; 5 – basic)

Language	Reading	Speaking	Writing
<i>[insert the language]</i>	<i>[insert the no.]</i>	<i>[insert the no.]</i>	<i>[insert the no.]</i>
<i>[insert the no.]</i>	<i>[insert the no.]</i>	<i>[insert the no.]</i>	<i>[insert the no.]</i>

11. Membership of professional bodies: *[indicate the name of the professional body]*

12. Other skills: *[insert the skills]*

13. Present position: *[insert the name]*

14. Years of experience: *[insert the no]*

15. Key qualifications: (Relevant to the assignment)  
*[insert the key qualifications]*

16. Specific experience in the region:

Country	Date from - Date to
<i>[insert the country]</i>	<i>[indicate the month and the year]</i>
.....	.....
<i>[insert the country]</i>	<i>[indicate the month and the year]</i>

17. Professional experience:

Date from – Date to	Location of the assignment	Company & reference person (name & contact details)	Position	Description
<i>[indicate the month and the year]</i>	<i>[indicate the country and the city]</i>	<b>Name of the Company:</b> <b>Address of the company:</b> <b>Phone:</b> <b>Fax:</b> <b>Email:</b> <b>Name and title of the reference person from the company:</b>	<i>[indicate the exact name and title and if it was a short term or a long term position]</i>	<b>Name of the Assignment:</b> <b>Beneficiary of the Assignment:</b> <b>Brief description of the Assignment:</b> <b>Responsibilities:</b>
<i>[indicate the month and the year]</i>	<i>[indicate the country and the city]</i>	<b>Name of the Company:</b> <b>Address of the company:</b> <b>Phone:</b> <b>Fax:</b> <b>Email:</b> <b>Name and title of the reference person from the company:</b>	<i>[indicate the exact name and title and if it was a short term or a long term position]</i>	<b>Name of the Assignment:</b> <b>Beneficiary of the Assignment:</b> <b>Brief description of the Assignment:</b>  <b>Responsibilities:</b>
<i>[indicate the month and the year]</i>	<i>[indicate the country and the city]</i>	<b>Name of the Company:</b> <b>Address of the company:</b> <b>Phone:</b>	<i>[indicate the exact name and title and if it was a short</i>	<b>Name of the Assignment:</b> <b>Beneficiary of the Assignment:</b> <b>Brief description of the Assignment:</b> <b>Responsibilities:</b>

Date from – Date to	Location of the assignment	Company & reference person (name & contact details)	Position	Description
		<b>Fax:</b> <b>Email:</b> <b>Name and title of the reference person from the company:</b>	<i>term or a long term position]</i>	
..... .	..... .....	..... .....	.....	.....
<i>[indicate the month and the year]</i>	<i>[indicate the country and the city]</i>	<b>Name of the Company:</b> <b>Address of the company:</b> <b>Phone:</b> <b>Fax:</b> <b>Email:</b> <b>Name and title of the reference person from the company:</b>	<i>[indicate the exact name and title and if it was a short term or a long term position]</i>	<b>Name of the Assignment:</b> <b>Beneficiary of the Assignment:</b> <b>Brief description of the Assignment:</b> <b>Responsibilities:</b>



**18. Other relevant information:** (e.g. Publications)

***[insert the details]***

**19. Statement:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

I hereby declare that at any point in time, at the SADC Secretariat's request, I will provide certified copies of all documents to prove that I have the qualifications and the professional experience as indicated in points 9 and 17 above<sup>1</sup>, documents which are attached to this CV as photocopies.

By signing this statement, I also authorize the SADC Secretariat to contact my previous or current employers indicated at point 14 above, to obtain directly reference about my professional conduct and achievements.

Date: \_\_\_\_\_

- ATTACHMENTS:**
- 1) **Proof of qualifications indicated at point 9**
  - 2) **Proof of working experience indicated at point 17**

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<sup>1</sup> *The proof of stated qualifications shall be in the form of the copies of the degrees and diploma obtained, while for the professional experience the proof shall be either acknowledgement letters from the previous employers or copies of the Purchase Order/ Contract signed with them.*

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**C. FINANCIAL PROPOSAL**

**INDIVIDUAL CONSULTANCY TO REVIEW AND REPACKAGE THE SADC HARMONISED ACCOMMODATION STAR GRADING AND CLASSIFICATION STANDARDS -REFERENCE NUMBER: SADC/3/5/2/454**

<b>N°</b>	<b>Description<sup>1</sup></b>	<b>Total (in US\$)</b>
<b>TOTAL FINANCIAL OFFER (All-inclusive lump sum)</b>		

Signature [*In full and initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

## ANNEX 3: STANDARD CONTRACT FOR INDIVIDUAL CONSULTANTS

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### STANDARD TERMS OF CONTRACT

(Individual Consultant)

#### **INDIVIDUAL CONSULTANCY TO REVIEW AND REPACKAGE THE SADC HARMONISED ACCOMMODATION STAR GRADING AND CLASSIFICATION STANDARDS -REFERENCE NUMBER: SADC/3/5/2/454.**

This Contract ("Contract") is made, between

The **SADC Secretariat**, having its principal place of business at the SADC Headquarters, Plot No. 54385, Central Business District, Private Bag 0095, Gaborone, Botswana (hereinafter referred to as the "Procuring Entity"),

and, on the other hand,

(.....); (hereinafter referred to as the "Individual Consultant"), with residence at, ... , with email contact: ; Tel:.... Passport Number issued on by the Government of...

**WHEREAS**, the Procuring Entity wishes to have the Individual Consultant to provide Technical Advice to the Executive Secretary.

**AND WHEREAS** the Individual Consultant represents and affirms that he possesses the requisite experience, qualifications, capability and skill to perform the said Services and is willing to perform these Services;

NOW THEREFORE THE PARTIES hereby agree as follows:

#### **1. Definitions**

For the purpose of this contract the following definitions shall be used:

- 1.1 **Contract** means the agreement covered by these terms including the Annexes and documents incorporated and/or referred to therein, and attachments thereto.
- 1.2 **Contract Value** means the total price of the Financial Proposal included in the Individual Consultant's quotation dated (.....) for the assignment "**INDIVIDUAL CONSULTANCY TO REVIEW AND REPACKAGE THE SADC HARMONISED ACCOMMODATION STAR GRADING AND CLASSIFICATION STANDARDS - REFERENCE NUMBER: SADC/3/5/2/454**" and reflected as such in Annex 2 of this Contract.
- 1.3 **Data Subject** means a natural person (i.e., an individual) who can be identified, directly or indirectly, by reference to Personal Data.

1.4 **Individual Consultant** means ..., the individual to whom the Procuring Entity has awarded this contract following the Request for Expression of Interest for **INDIVIDUAL CONSULTANCY TO REVIEW AND REPACKAGE THE SADC HARMONISED ACCOMMODATION STAR GRADING AND CLASSIFICATION STANDARDS -REFERENCE NUMBER: SADC/3/5/2/454**"

1.5 **Personal Data** means any information relating to an identified or identifiable living natural person. This may include an identifier such as a name or audio-visual materials, an identification number, location data or an online identifier; it may also mean information that is linked specifically to the physical, physiological, genetic, mental, economic, cultural, or social identity of a Data Subject. The term also includes data identifying or capable of identifying human remains.

1.6 **Procuring Entity** means the legal entity, namely the SADC Secretariat who procures the Services described in Annex 1 to this Contract.

1.7 **Project Director** means the Procuring Entity's authorised representative who may exercise authority attributable to her in this Contract and her details are as follows:

Ms. Marygoreth Mushi  
Programme Officer – Policy and Market Development  
Directorate of Food, Natural Resources and Agriculture  
Southern African Development Community (SADC)  
Plot 54385 New CBD  
Private Bag 0095 Gaborone,  
BOTSWANA  
Tel: +267 361 1737  
[mmushi@sadc.int](mailto:mmushi@sadc.int)

1.8 **Services** means the Services to be performed by the Individual Consultant in this Contract.

## 2. THE SERVICES

The Individual Consultant shall undertake the performance of the Services in accordance with the provisions of the Annex 1 of this Contract and shall, in the performance of the Services, exercise all the reasonable skill, care and diligence to be expected of an Individual Consultant carrying out such services.

## 3. EFFECTIVE DATE AND DURATION

3.1 This Contract shall enter into force on the date of its last signature by either of the Parties and shall be valid for a period of **ninety (90) calendar days**.

3.2 The Services shall be implemented for a period of **ninety (90) calendar days** from the effective date of the Contract.

3.3 Notwithstanding anything to the contrary in the provisions of this Contract, all activities under this Contract must be completed within the stipulated contract duration.

#### **4. PAYMENT**

4.1 The Individual Consultant shall be paid for the Services at the rates and upon the terms set out in Annex 2 to this Contract.

4.2 The Individual Consultant shall be paid a total amount of **US\$..... (State Dollars only)**, fixed cost, in accordance with the provisions of Annex 2 to this Contract.

4.3 Payment shall be made to the Individual Consultant in US dollars unless otherwise provided for under this Contract.

4.4 Unless otherwise provided in this Contract, invoices shall be delivered to and made out to the Procuring Entity and shall be paid within 30 days of receipt by the Project Director, subject to the Individual Consultant having complied with his/her obligations hereunder in full as stated in the Annex 1 and 2 to this Contract.

4.5 The Procuring Entity reserves the right to delay and/or withhold, fully or partially, payments that have not been supported by full and appropriate supporting evidence that the Services provided were delivered and accepted by the Procuring Entity.

#### **5. STATUS OF THE INDIVIDUAL CONSULTANT**

5.1 Nothing contained herein shall be construed as establishing or creating a relationship of master and servant or principal and agent or employer and employee or a partnership or a joint venture as between the Parties, it being agreed that the position of the Individual Consultant under this Contract is that of an independent contractor.

5.2 The Individual Consultant shall be responsible for paying any tax and social security contributions in his/her country of residence, for any activity deriving from this Contract. Such costs shall be assumed included in the Individual Consultant's fees.

#### **6. SUPERVISION OF THE SERVICES**

The Individual Consultant undertakes to deliver the Services in compliance with a system of quality assurance acceptable to the Procuring Entity which shall include any steps to comply with the standards operated by the Procuring Entity. The Individual Consultant shall be informed of the specific requirements in relation to this, and at the request of the Procuring Entity he shall allow access to information, records and other materials during normal office working hours as the Procuring

Entity may require in order to confirm that the work in progress is in accordance with these quality procedures.

## **7. COMPLIANCE WITH THIS CONTRACT**

The Procuring Entity shall be entitled to seek confirmation from the Individual Consultant, at any time during the delivery of this Contract, and for a period of 1 year after its completion, that the Individual Consultant has complied with the terms of this Contract. The Procuring Entity may also request the provision of reasonable documentary evidence to support this.

## **8. ASSIGNMENT AND SUBCONTRACTING**

8.1 The Individual Consultant shall under no circumstances sub-contract, assign or transfer the Contract or any part share or interest in it. Where the Individual Consultant considers it necessary to use the services of a third party, he shall inform the Procuring Entity's Project Director in writing, and only once written approval is provided can the Consultant proceed to use a third party.

8.2 When the Project Director agrees that the activities under the Contract may be performed by a third party, the third party involved in the delivery of Services in this Contract, will be under the direct control of the Individual Consultant. The Procuring Entity shall not be responsible for the third party's performance of duties or Services assigned to it, and neither for ensuring that conditions of employment are met nor for any other employment obligations relating to that person including, but not restricted to, taxation and insurance including professional indemnity insurance, employer's liability insurance and public liability insurance.

## **9. BREACH OF THE TERMS**

In the event of a breach of any terms of the Contract, a Party may serve a notice on the Party alleged to be in breach requiring the breach to be remedied within a period specified in the notice, not being longer than 30 days. If the breach has not been remedied before the expiry of the specified period, the Party not in breach may then terminate the Contract in writing and may take appropriate steps to remedy the breach.

## **10. LIABILITY OF THE INDIVIDUAL CONSULTANT**

10.1 The Procuring Entity shall rely on the Individual Consultant's skills, expertise and experience in relation to the performance of the Services in accordance with this Contract and upon the accuracy of all representations and statements

made and the advice given in connection with the provision of the Services.

10.2 In view of the reliance by the Procuring Entity set out in Clause 11.1 above, the Individual Consultant agrees to indemnify at its own expense, protect and defend the Procuring Entity, its agents and employees, from and against all actions, claims, losses or damages arising out of the Individual Consultant's performance of this Contract provided that:

(a) the Individual Consultant is notified of such actions, claims, losses or damages not later than thirty (30) Days after the Procuring Entity becomes aware of them;

(b) the ceiling on the Individual Consultant's liability to the Procuring Entity shall be limited to an amount equal to the Contract Value but such ceiling shall not apply to any losses or damages caused to third parties by the Individual Consultant's willful misconduct; and

(c) the Individual Consultant's liability shall be limited to actions, claims, losses or damages directly caused by such failure to perform its obligations under this Contract and shall not include liability arising from unforeseeable occurrences incidental or indirectly consequential to such failure.

10.3 At his own expense, the Individual Consultant shall, upon the request of the Procuring Entity, remedy any defect in the performance of the Services in the event of the Individual Consultant's failure to perform its obligations under the Contract.

10.4 The Individual Consultant shall have no liability whatsoever for actions, claims, losses or damages occasioned by the Procuring Entity omitting to act on any recommendation or overriding any act or decision of the Individual Consultant, or requiring the Individual Consultant to implement a decision or recommendation with which the Individual Consultant disagrees or on which he expresses a serious reservation.

## 11 **INSURANCE**

11.1 The Individual Consultant shall ensure that full and appropriate professional indemnity insurance and third-party liability insurance is in place for Services provided under this Contract.

11.2 Where national requirements or practices provide for different regulations or practices concerning insurance, the Individual Consultant may provide written confirmation of all insurances held and a signed declaration that these are in line with regulations or practices in their country of operation. In the event

such confirmation of the existing insurances has been provided by the Individual Consultant, and written confirmation of its acceptance has been provided to the Individual Consultant by the Procuring Entity, the obligation to meet the requirements of Clause 12.1 above of this Contract shall no longer be applicable.

- 11.3 All insurances effected by the Individual Consultant shall be effected with an insurer of good repute and the Individual Consultant agrees to maintain such insurances for a period of one (1) year from the completion of the Services under this Contract so long as such insurance continues to be available upon reasonable terms at reasonable commercial rates.
- 11.4 The provisions of this Clause shall remain in full force and effect notwithstanding the completion of the performance of the Services hereunder and the satisfaction of all other provisions of this Contract.

## **12 COPYRIGHT**

- 12.1 Unless otherwise specified in the Contract, the title of the copyright and any other intellectual property rights arising out of the performance of this Contract shall be vested in the Procuring Entity which shall have the unfettered right to assign and grant sub-licences in respect of the same. Except as permitted by the terms of this Contract, the said materials shall not be reproduced or disseminated without proper consultation with, and written permission from, the Procuring Entity. This provision shall apply to the title to rights arising from the performance under this Contract but shall not apply to the internal systems or rights in relation to the Individual Consultant's own systems not created specifically for this purpose and where the same are an important part of the Services. The Individual Consultant shall grant a free and irrevocable licence to the Procuring Entity and its assigns for the use of the same in that connection.
- 12.2 The Individual Consultant warrants that it is free of any duties or obligations to third parties which may conflict with this Contract and, without prejudice to the generality of clause 12.1 above, agrees to indemnify the Procuring Entity against any and all actions, costs damages, direct, indirect or consequential, and other expenses of any nature whatsoever which the Procuring Entity may incur or suffer as a result of the breach by the Individual Consultant of this warranty.
- 12.3 The Individual Consultant warrants that it is free of any duties or obligations to third parties which may conflict with this Contract and, without prejudice to the generality of clause 12.1 above, agrees to indemnify the Procuring Entity against any and all actions, costs damages, direct, indirect or consequential, and other expenses of any nature whatsoever which the Procuring Entity may incur or suffer as a result of the breach by the Individual Consultant of this warranty.

## **13 LIABILITY FOR PERSONAL DATA BREACH**

- 13.1 The Individual Consultant shall indemnify or hold harmless, the Procuring Entity, from and against all loss, costs, harm, claims, fines, group actions, liabilities, damages, expenses (including legal fees) suffered or incurred by the Procuring Entity or for which the Procuring Entity may become liable due to any failure by the Individual Consultant to lawfully process Personal Data under the Contract.
- 13.2 The aggregate liability of the Contractor in respect of the indemnity set out in Paragraph 13.1 above shall in no event exceed the total Contract Price.
- 13.3 The Contractor shall adhere to data protection requirements as set in this Contract.

### **13.3.1 Processing of Personal Data**

13.1.1.1 References to the term Personal Data shall only apply to Personal Data processed in the course of the performance of the obligations imposed on the Individual Consultant pursuant to or under the Contract.

13.1.1.2 The Individual Consultant shall:

- (a) process Personal Data provided by the Procuring Entity for fulfilling specific obligations and instructions from the Procuring Entity as set out in the Contract.
- (b) comply with all Applicable Data Protection Laws when Processing Personal Data.
- (c) not utilize Personal Data transferred to it by the Contracting Authority for any other purpose than provided in the Contract; and
- (d) keep the Personal Data confidential and not disclose it to third parties or in any other way use the Personal Data in contravention of the provisions of the Contract; and ensure that any of its personnel, agent, or sub-contractor who may have access to the Personal Data, commit themselves to confidentiality of the Personal Data processed under the Contract unless they are under an appropriate statutory obligation of confidentiality.

### **13.3.2 Data Subject Rights**

1. The Individual Consultant shall assist the Procuring Entity by implementing appropriate technical and organisational measures for the fulfilment of the Procuring Entity's obligations to respond to requests by Data Subjects in respect of Personal Data.

2. The Contractor shall:

- (a) promptly notify the Procuring Entity if it receives a request from a Data Subject in respect of the Personal Data;
- (b) ensure that it does not respond to any request except on the documented instructions of the Procuring Entity.
- (c) promptly notify the Procuring Entity if it receives any communication from any Supervisory or Regulatory Authority in connection with the Personal Data; and
- (d) promptly notify the Contracting Authority if it receives a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by law.

**13.3.3 Transfer of Personal Data**

- 1. The Individual Consultant shall not transfer or authorize the transfer of Personal Data outside the country of the Procuring Entity without prior written authorisation of the Procuring Entity.
- 2. Subject to Clause 13.3.3.1 above, Personal Data may only be transferred to a jurisdiction or international organisation that ensures adequate level of protection. If Personal Data processed under the Contract is transferred outside of the country of the Procuring Entity, the Individual Consultant as Data Processor shall ensure that there are appropriate safeguards to protect the Personal Data.
- 3. The Individual Consultant shall ensure the following before transferring Personal Data:
  - (a) the party receiving the Personal Data will apply a protection level equivalent to or higher than the measures set out in the Applicable Data Protection Laws; the party receiving the Personal Data has appropriate safeguards if the third country does not provide adequate level of protection; processing of Personal Data by the party receiving it is restricted to the purpose authorised by the Procuring Entity;
  - (b) and the transfer of Personal Data is compatible with the reasonable expectations of the Data Subject.

**13.3.4 Information Security**

- 13.3.4.1 The Procuring Entity must implement all appropriate technical and organisational measures necessary to ensure a level of security as required under the SADC Protection of Personal Data Policy and Applicable Law.

13.3.4.2 The Individual Consultant undertakes to inform the Contracting Authority of the technical and organisational measures it will implement to protect the Personal Data processed on behalf of the Procuring Entity.

13.3.4.3 The Individual Consultant must inform the Contracting Authority of any changes that could affect the protection of Personal Data before implementing such changes.

### 13.3.5 **Personal Data Breach**

13.3.5.1 The Individual Consultant must immediately notify the Procuring Entity of any security compromise or data breach which involves Personal Data.

13.3.5.2 The Personal Data breach notification from the Individual Consultant must provide sufficient information to allow the Procuring Entity to meet any obligations or to report or inform the affected Data Subjects.

13.3.5.3 The notification must provide the following information: a description of the nature of the data breach; a list of Data Subjects affected; and the security measures implemented or to be implemented to address the data breach. The Individual Consultant shall cooperate with the Procuring Entity and take reasonable steps as directed by the Procuring Entity to assist the investigation, mitigation, and remediation of such Personal Data breach.

### 13.3.6 **Records**

13.3.6.1 The Individual Consultant shall maintain complete, accurate and up-to-date written records of all Data Processing carried out under or in connection with the Contract.

13.3.6.2 The records maintained by the Individual Consultant shall contain the following information: the name and contact details of the Procuring Entity's representative or the Data Protection Officer, if any; the categories of Data Processing carried out on behalf of the Procuring Entity; where applicable, details of any transfers of Personal Data, including the identity of the recipient of such transferred Personal Data and the countries to which such Personal Data is transferred together with details of the appropriate safeguards put in place; and a general description of the security measures implemented by the Individual Consultant.

### 13.3.7 **Sub-Processing**

The Individual Consultant shall ensure that any Sub-Contractors processing Personal Data shall do so lawfully and in line with this Clause, where applicable.

### **13.3.8 Deletion or Return of Personal Data**

- 13.3.8.1 Upon the expiration of the Contract, or termination of the Contract, the Individual Consultant shall immediately cease processing Personal Data under its possession or control.
- 13.3.8.2 Within 10 (ten) days following the date of expiration or termination of the Contract, the Individual Consultant shall, at the written direction of the Procuring Entity, securely return or delete Personal Data including any copies of it.
- 13.3.8.3 The Individual Consultant shall provide the Procuring Entity with written certification that it has fully complied with the provisions of this Clause.
- 13.3.8.4 If the Individual Consultant is required by law to retain the Personal Data, the Individual Consultant shall advise the Procuring Entity accordingly.

## **14 SUSPENSION OR TERMINATION**

- 14.1 In response to any factors out of the control of Procuring Entity and/or to breaches of contract by the Consultant, the Procuring Entity may at any time, by giving 30 days' notice in writing, terminate in whole or in part or suspend the Individual Consultant's performance of the Services. In such event, the Individual Consultant shall be entitled to payment pursuant to sub-clause 14.4 below. If such suspension continues for a period in excess of twelve months, then either party may terminate this contract forthwith by written notice to the other.
- 14.2 The Individual Consultant may also terminate the contract unilaterally, without providing any reasons for such decision, if (s) he gives 30 days' prior written notice to the Project Director.
- 14.3 In the event of early termination of the Contract under sub-clauses 14.1, 14.2 and 14.3 of this clause, the Individual Consultant shall be entitled to a fair and reasonable proportion of the fees payable for that part of the Services carried out up to the date of such termination or suspension but this shall not include any loss of profit or contracts or any other expenses, losses or claims arising out of such termination or suspension or consequential thereupon.
- 14.4 Either Party may terminate this Contract, by giving not less than 30 days' written notice to the other Party, if, as a result of Force Majeure, either Party is unable to perform a material portion of its obligation for a period exceeding 30 days.
- 14.5 Termination shall be without prejudice to the Procuring Entity's obligation to pay for the work satisfactorily completed, or all reasonable expenses incurred, by the Individual Consultant under this Contract prior to such termination.

## **15 NO WAIVER**

No forbearance shown or granted to the Individual Consultant, unless in writing by an authorised officer of the Procuring Entity, shall in any way affect or prejudice the rights of the Procuring Entity or be taken as a waiver of any of these terms.

## **16 VARIATIONS**

Any variation to these terms or the provisions of the Annexes shall be subject to a written addendum and be signed by duly authorised signatories on behalf of the Individual Consultant and the Procuring Entity respectively.

## **17 GOVERNING LAW**

This Contract shall be governed by and shall be construed in accordance with Botswana laws.

## **18 SETTLEMENT OF DISPUTES**

- 18.1 The Parties shall use all their best efforts to settle all disputes arising out of, or in connection with, this Contract or its interpretation amicably.
- 18.2 In the event that, through negotiation, the Parties fail to solve a dispute arising from the conclusion, interpretation, implementation or termination of this Agreement, the Parties shall settle the dispute by arbitration.
- 18.3 The arbitral tribunal shall consist of three arbitrators. Each Party to the dispute shall appoint one arbitrator. The two arbitrators so appointed shall appoint the third arbitrator, who shall be the Chairperson. If within fifteen (15) days of receipt of the request for arbitration either Party has not appointed an arbitrator, or within seven (7) days of the appointment of the arbitrators the third arbitrator has not been appointed, either Party may request an appointing authority agreed by the Parties to appoint an arbitrator.
- 18.4 If no appointing authority has been agreed upon by the Parties, or if the appointing authority agreed upon refuses to act or fails to appoint the arbitrator within thirty (30) days of the receipt of a Party's request therefor, either Party may request the Chairperson of the Law Society of Botswana, to appoint the third arbitrator.
- 18.5 The appointing authority shall, at the request of one of the Parties, appoint the sole arbitrator as promptly as possible.
- 18.6 The procedure of arbitration shall be fixed by the arbitral tribunal, which shall have full power to settle all questions of procedure in any case of disagreement with respect thereto.
- 18.7 The decisions of the arbitral tribunal shall be final and binding upon the Parties.

18.8 The arbitration shall take place in Botswana and substantive law of Botswana shall apply.

**19. PRIVILEGES AND IMMUNITIES**

Nothing in or relating to this Contract shall be deemed as a waiver, express or implied, of any of the privileges and immunities of SADC Secretariat.

**20. ENTIRE AGREEMENT**

This Contract and any annexes hereto shall constitute the entire agreement between the Parties and supersedes all prior agreements, understandings, negotiations, and discussions, whether oral or written. There are no conditions, understandings, or other agreements, oral or written, express, implied or collateral between the Parties in connection with the subject matter of this Contract except as specifically set forth in this Contract and any attachments hereto.

**The following Annexes are integral part of this Contract:**

**Annex 1: Terms of Reference**

**Annex 2: Payment Schedule and Requirements**

Signed in the English language by:

For the Procuring Entity		For the Individual Consultant	
Name		Name	
Position			
Place	Gaborone	Place	
Date		Date	
Signature		Signature	

## Annex 2: Payment Schedule and Requirements

3. For Services rendered pursuant to Annex 1, the Procuring Entity shall pay the Individual Consultant an amount not to exceed the ceiling of US Dollars **[insert amount]**, which shall be considered the contract value. This amount has been established based on the understanding that it includes all of the Consultant's costs and profits as well as any tax obligation that may be imposed on the Individual Consultant in his/her country of residence.
4. The breakdown of prices is:

N°	Description	Total (in US\$)
<b>TOTAL FINANCIAL OFFER (All-inclusive lump sum)</b>		

5. The payment shall be made in accordance with the following schedule:
  - The Programme Manager shall be paid monthly upon submission and approval of the Monthly Progress Report and invoice

**4. Payment Conditions:** Payment shall be made in US Dollars not later than 30 days following submission of original invoice by the Individual Consultant, in duplicate, accompanied by the requested supporting documents. All payments under the contract shall be made by bank transfer into the bank account indicated by the Individual Consultant in her/his invoices.



Signed with Impression - Chain of Custody



**Signature Request**

Signature Request ID:	2f89551b-82a0-4b8b-b213-5306b5182554	Timestamp:	2026-07-07 16:14:57 GMT
Signee Name:	Veronica Zulu. Chingalawa	Sender Name:	Veronica Zulu. Chingalawa
Request Type:	WebSigning	Request Status:	WEBVIEWER SIGNED

**Original Document**

Document Name:	FINAL July REOI SADC Tourism revised_.docx	Document Size:	557.1 KB
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**Email Evidence**

Signee Email:	vchingalawa@sadc.int	Email Subject:	Not available in Silent Mode
Email Sent Timestamp:	Not available in Silent Mode	Email Opened Timestamp:	Not available in Silent Mode

**Web Evidence**

Signee IP Address:	41.74.50.3	Request Timestamp:	2026-07-07 16:14:23 GMT
Signee GPS (if shared):	BW: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/149.0.0.0 Safari/537.36	Terms Accepted Timestamp:	2026-07-07 16:14:33 GMT

**Annotations and Modifications**

Signature Count:	0	Form Fields Filled Count:	0
Text Annotation Count:	0	Initial All Pages Count:	1
Single Initial Count:	0		

**Signing Evidence**

Signee Mobile:	+27000000000	Sign Type:	WebSigning
Security Challenge:	NONE	Part of Workflow:	NONE
Action:	APPROVE	Reason for Action:	Approved

**Chain Of Custody Generation**

Attached Document Name:	20260707T161457.422936Z FINAL July REOI SADC Tourism revised_.docx	Attached Timestamp:	2026-07-07 16:14:57 GMT
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*Signature Request*

Signature Request ID:	6dfbd85c-f8af-4685-a482-c5e537e6552c	Timestamp:	2026-07-07 16:40:39 GMT
Signee Name:	Purpose Chifani	Sender Name:	Purpose Chifani
Request Type:	WebSigning	Request Status:	WEBVIEWER SIGNED

*Original Document*

Document Name:	FINAL July REOI SADC Tourism revised_docx.pdf	Document Size:	747.6 KB
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*Email Evidence*

Signee Email:	pchifani@sadc.int	Email Subject:	Not available in Silent Mode
Email Sent Timestamp:	Not available in Silent Mode	Email Opened Timestamp:	Not available in Silent Mode

*Web Evidence*

Signee IP Address:	102.134.169.53	Request Timestamp:	2026-07-07 16:39:42 GMT
Signee GPS (if shared):	BW: Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:152.0) Gecko/20100101 Firefox/152.0	Terms Accepted Timestamp:	2026-07-07 16:39:54 GMT

*Annotations and Modifications*

Signature Count:	1	Form Fields Filled Count:	0
Text Annotation Count:	1	Initial All Pages Count:	0
Single Initial Count:	0		

*Signing Evidence*

Signee Mobile:	+27000000000	Sign Type:	WebSigning
Security Challenge:	NONE	Part of Workflow:	NONE

*Chain Of Custody Generation*

Attached Document Name:	20260707T164039.530964Z FINAL July REOI SADC Tourism revised_docx.pdf	Attached Timestamp:	2026-07-07 16:40:39 GMT
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