



Central Tenders Board Expressions of Interest Notice

CONSULTING SERVICES TO PROVIDE CLOUD SERVICES FOR THE MINISTRY OF TRADE AND INDUSTRY, GOVERNMENT OF THE REPUBLIC OF TRINIDAD AND TOBAGO (GORTT) INTER-AMERICAN DEVELOPMENT BANK (IDB) LOAN#3575/OC—TT

**TRINIDAD AND TOBAGO
STRENGTHENING OF THE SINGLE ELECTRONIC
WINDOW FOR TRADE AND BUSINESS FACILITATION
SPECIFIC PROCUREMENT NOTICE
IDB LOAN#3575/OC-TT**

The Government of the Republic of Trinidad and Tobago has received financing from the Inter-American Development Bank (IDB) for the Project, **Strengthening of the Single Electronic Window for Trade and Business Facilitation**. Funding received for the project shall be applied to the above mentioned Consultancy.

Background: The Government of the Republic of Trinidad and Tobago (GORTT) as part of its national strategy in 2009, launched the Single Electronic Window (SEW) for Trade and Business Facilitation Project, branded as TTBizLink, an IT-based trade facilitation solution. After three (3) phases of development, and with more than six thousand, five hundred (6,500) registered users, TTBizLink currently hosts forty seven (47) transactional e-services administered by twenty four (24) government agencies across seven (7) separate Ministries.

The Scope of Services for the Consultancy is to provide and support a cloud computing service for TTBizLink. **Note: It is a requirement that the primary data centre be located within Trinidad and Tobago in accordance with the existing regulatory and legal framework.**

In this regard, the Central Tenders Board (CTB), on behalf of the Executing Agency, the Ministry of Trade and Industry (MTI), invites eligible Consulting Firm(s) to indicate their interest in providing the Consulting Services. Interested firm(s) must provide information to substantiate their ability to perform the Consulting Services and shall include, at a minimum the following,

1. Standard features of offered product along with brochure / flyer. This information should include any current or pending certification as applicable
2. Hosting location of offered services
3. Disaster Recovery location of offered services
4. Typical costs of offered services and billing methodology
5. Typical Implementation and training / First time setup cost if any
6. Implementation and training procedure/ time frame and any requirements from customer's side
7. Typical customer support process
8. Typical payment terms and billing cycle
9. The standard Service Level Agreement for ensuring the quality of services (such as availability, downtime and penalty there-of)
10. Standard features ensuring security and privacy of data hosted on the platform
11. Data and server backup and recovery facilities
12. Migration of virtual servers in case of end of cloud contract/ change of platform

In addition, all submissions must be supported by a company profile inclusive of a signed transmittal letter and project summary of experience in similar projects (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills amongst staff, financial capability, etc.)

The consultant must substantiate their capabilities in developing and implementing cloud based solutions, as follows:

EOI Criteria	Evaluation
Standard features of offered product along with brochure /flyer	Brochure etc. provided
Hosting location of offered services	In-country hosting for primary site
DR location of offered services	DR site located In-country
Typical costs of offered services and billing methodology	Sample costs and billing methodology provided
Typical Implementation & training / 1st time setup cost if any	Explanation detailing how the CSP engages with a new customer
Typical customer support process	Bidder should provide brief explanation of Network Operations Centre and Helpdesk services to assist with compliance to SLA
Backup facility	Documentation describing backup facilities

EOI Criteria	Evaluation
Implementation & training procedure/ time frame and any requirements from customer's side	Explanation detailing how long it typically takes the CSP to provision cloud services for a typical customer and provide training with respect to the provisioning tools.
Typical payment terms and billing cycle	Standard payment terms and billing cycle discussed
The standard Service Level Agreement for ensuring the quality of services. (such as availability, downtime and penalty there-of)	Inclusion of a typical SLA
Standard features ensuring Security and Privacy of data hosted on the platform	Details with respect to the security features that are offered by the CSP
Migration of virtual servers in case of end of contract/ change of platform.	Explanation as to whether a Standard and interoperable cloud platform is utilised

For clarification and queries contact the Officer at Address Two (2) below from **Monday to Friday** from **8:00am to 4:00pm** local time. The duration of the assignment is approximately five (5) months (implementation) and three (3) years (maintenance).

The Expressions of Interest is open to all eligible firms as defined in the policies which can be accessed at website: <http://www.iadb.org/procurement>. *Consultants will be selected in accordance with the procedures set out in the Inter-American Development Bank: Policies for the Selection and Contracting of Consultants financed by the Inter-American Development Bank (GN 2350-9).*

An original and seven (7) copies of the document must be submitted in sealed envelope(s) clearly marked:-

"Expressions Of Interest For Consulting Services to Provide Cloud Services For the Ministry of Trade and Industry, Government of the Republic of Trinidad and Tobago (GORTT) Inter-American Development Bank (IDB) Loan#3575/OC-TT"

Envelopes must be addressed to the Chairman, Central Tenders Board at Address One (1) below and deposited in the **BROWN** Tenders Box located in the lobby of the Board's Office not later than **1:00pm (Local Time) on Thursday 28 September 2017**. Submissions will be opened publicly at **1:05 pm (Local Time)**. An authorised representative of the firm may attend the opening at Address One (1) below.

ADDRESS 1

**Chairman
Central Tenders Board
116 Frederick Street, Port of Spain, Republic of Trinidad and Tobago
Tel: 1-868-625-3565 Fax: 1-868-625-1809 Email: mofctb@gov.tt**

ADDRESS 2

**Programme Manager – Project Implementation Unit- SEW
Ministry of Trade and Industry
Level 9, Nicholas Tower, 63-65 Independence Square
PORT OF SPAIN, Republic of Trinidad and Tobago
Tel. No. 1-868-625-4516 Ext 2933 Email: PIUSEW@gov.tt**

Consultants should note that the dimensions of the slot in the Tenders Box are **37.5cm x 5.5cm** and as such, documents should be packaged accordingly.

The Central Tenders Board does not bind itself to accept any submission.

The Central Tenders Board reserves the right to cancel the Request for Expressions of Interest in its entirety or even partially, without defraying any cost incurred by any Firm in the preparation and submission of such Expression of Interest.

Late submissions will not be considered under any circumstances.

Interested Firms are advised that the Request for Expressions of Interest will be advertised on the United Nations Development Business (UNDB) Website, the IDB Website and the Ministry of Finance Website: <http://www.finance.gov.tt>

Jenepha Khan
Chairman, Central Tenders Board
Government of the Republic of Trinidad and Tobago