



Government of the Republic of Trinidad and Tobago

Ministry of Trade and Industry

Request for Expression of Interest

Consultancy for Advisory Services to Enhance the TTBizLink Application Software

Contract/Bid No: MTI/ETTAS/2017



Table of Contents

Section 1: Letter of Invitation.....	2
Section 2: Terms of Reference	4
Consultancy for Advisory Services to Enhance the TTBizLink Application Software	4
1.0 Programme Details	4
1.1 Justification for the Consultancy	4
2.0 General Objective of this Consultancy	5
2.10 Specific Objectives.....	5
3.0 Specific Activities.....	5
4.0 Characteristics of the Consultancy	6
5.0 Required skills and Core Competencies	6
5.10 Other Knowledge, Skills and Abilities Required.....	7
6.0 Deliverables	7
7.0 Supervision and Reporting Requirements	8
8.0 Working Language.....	9
9.0 Confidentiality	9
10.0 Ownership	9
11.0 Eligibility	9
Section 3: Standard Forms	10

Section 1: Letter of Invitation

Wednesday, 15 November 2017

To whom it may concern,

**Consultancy for Advisory Services to Enhance The TTBizlink Application Software,
Government of the Republic of Trinidad and Tobago, Inter-American Development Bank
(IDB) Loan #3575/OC-TT**

The Government of the Republic of Trinidad and Tobago (the “Borrower”) has received a loan (hereinafter referred to as “the Loan”) from the Inter-American Development Bank (IDB) (the “Bank”) to finance the Strengthening of the Single Electronic Window for Trade and Business Facilitation. The Borrower plans to use a portion of those funds to defray eligible expenses under the contract for which this Expression of Interest is being issued.

The Ministry of Trade and Industry (the “Client”), is seeking a suitably qualified Individual Consultant to Provide **Advisory Services to Enhance The TTBizlink Application Software** for an approximate duration of seventy (70) non-consecutive working days over a period of up to fifteen (15) months. In this regard, the MTI invites interested persons to indicate their interest in providing the consulting services as detailed in the attached Terms of Reference.

We kindly ask that Expressions of Interest (EOI) include the following in the format specified in the Request for Expression of Interest (RFEOI) document:

- Curriculum Vitae (see template at Attachment #1)
- Consultant’s Experience (see template at Attachment #2)
- Submission Letter (see template at Attachment #3)

These documents are also available on the Ministry of Trade and Industry’s website at <http://tradeind.gov.tt/>.

The EOI and all related documents must be submitted by email in English no later than by **12:00 midnight (Trinidad time) on 30th November 2017**. The EOIs should be sent to the following email: piusew@gov.tt.

An Evaluation Committee will evaluate the EOIs on the basis of the Individual’s qualifications and experience. Any request for clarification must be sent with the heading “Request for Clarification” in writing by electronic mail to the MTI’s address as follows:

Attn: Programme Manager
Email: piusew@gov.tt

As a formal part of the evaluation process, shortlisted candidates will be required to undertake an interview either face to face or online.

At any time before the submission of the EOIs, the MTI may, for any reason, amend the attached documents. Any amendment shall be issued in writing through addenda and posted on its website. MTI may at its discretion extend the deadline for the submission of EOIs.

The Ministry of Trade and Industry reserves the right to cancel the present invitation in its entirety or partially without defraying any cost incurred by individuals.

The MTI does not bind itself to accept any EOI.

Late EOIs will **NOT** be considered under any circumstances.

Yours respectfully,

Permanent Secretary
Ministry of Trade and Industry

Section 2: Terms of Reference

Consultancy for Advisory Services to Enhance the TTBizLink Application Software

1.0 Programme Details

The Strengthening of the SEW for Trade and Business Facilitation is an Inter-American Development Bank (IDB) funded programme being executed by the Ministry of Trade and Industry (MTI). The overall objective of this project is to improve the trade performance and enhance the business competitiveness of Trinidad and Tobago through the strengthening and transformation of the SEW (TTBizLink) into a world-class solution based on international standards. The expected outcomes of the project are enhanced trade performance and competitiveness of Trinidad and Tobago, improved coordination and interoperability between government agencies and main international trading partners. The project is divided in three (3) major components:

- **Component 1-** Enhancing and expanding the services of the SEW -This component will focus on upgrading the current TTBizLink to international best practices.
- **Component 2-** Enhancing the Interoperability of TTBizLink- This component will facilitate the exchange and analysis of data between TTBizLink and the information systems of key stakeholders as well as the information systems of strategic trading partners of Trinidad and Tobago.
- **Component 3-** Modernising the Legislative, Institutional Framework for International Trade and Institutional Governance of the SEW. This component will address the deficiencies in the legislative framework and strengthen the institutional governance of the SEW.

1.1 Justification for the Consultancy

The Single Electronic Window of Trinidad and Tobago, TTBizLink currently utilises an on-premise infrastructure implemented in 2010 that is being migrated to a cloud based infrastructure (by September 2018) but the application software has several limitations. These deficiencies *inter alia* include a high annual maintenance and running costs due to the highly skilled and expensive developers required and the lack of agility due to a largely custom coded system. These limitations can be addressed by enhancing the TTBizLink application software within the context of the domestic Single Window Environment aligned with international best practices.

The TTBizLink's platform hosts sensitive data for over 2000 companies and 4000 individuals

and is responsible for approximately 95% volume of cross-border trade transactions. Hence, the enhancement of TTBizLink's applications and services is essential to realize significant improvements in cost efficiency, agility, and innovation in the trade and business environment, catalyzing the growth of commerce in Trinidad and Tobago by modeling the business architecture for the economy to grow steadily.

2.0 General Objective of this Consultancy

The overall objective of the Consultancy is to provide advisory services towards the enhancement of the TTBizLink application software to realize significant improvements in cost efficiency, agility, and innovation.

2.10 Specific Objectives

The specific objectives of this Consultancy are to assist the Government of Trinidad and Tobago with the following:

- Conduct a diagnostic review and audit of the current TTBizLink Application Software to aid in the development of an enhanced and flexible version of the TTBizLink Application Software which satisfies the needs of Stakeholders and is aligned with international and common best practices.
- Develop a terms of reference, based on the approved recommendations, for a consultancy to design and develop an enhanced version of the TTBizLink Application Software in line with international and common best practices.
- Supervise and validate the enhanced build of the TTBizLink Application Software.

3.0 Specific Activities

The Consultant shall carry out the following activities:

- i. Requirements gathering: Conduct interviews with staff of the Ministry of Trade and Industry and other back-end users to understand requirements and evaluate the existing application software landscape to identify a future architecture and roadmap.
- ii. Discovery and application software health assessment: provide an accurate understanding of the TTBizLink through an application software audit and system review against a series of benchmarks and criteria, and provide a detailed written report of audit findings along with a series of recommendations for addressing issues identified. This will include diagnosing the composition and dependencies of the TTBizLink application software to reveal existing capability, policies, process, UX, UI, code, data and integration constraints, opportunities, and issues.
- iii. Recommend new innovations via visual prototypes such as APIs, HTAP, mini and microservices architectures that incorporate smaller, modularize, reusable components to rapidly build and continuously deliver software. This includes reducing the technical complexity of the

application software and optimizing/streamlining the existing application software.

- iv. Advise on methods to reduce the annual maintenance and support costs (of approximately US\$1.4 Million) of the application software by at least 50%.
- v. Recommend how the TTBizLink application software can be engineered to embed intelligence to automate routine tasks, improve business functionality and operational efficiency.
- vi. Advise on the integration of new functionalities to provide the latest applicable functions to the single window environment.
- vii. Develop and finalise a terms of reference for the design and enhancement of the TTBizLink application software that considers the following capabilities and functionalities:
 - Rapid low-code development of forms, workflows, process and rules
 - Mobile accessibility everywhere
 - Application performance monitoring and management
 - Risk-based and two-factor authentication
 - Digital signature technology
 - Web content management
 - Compatibility of software with up to date versions of all major browsers on a continuous basis
 - Enhanced, streamlined and consistent end user experience and interface design.
- viii. Provide supervision support through the key phases of the enhancement build to ensure alignment to the client requirements and validate the final enhancement build of the TTBizLink application software.

4.0 Characteristics of the Consultancy

- Type of consultancy: International Individual Consultant selection based on Qualifications (IICQ)
- Contract Duration: 70 non-consecutive working days over a period of up to 15 months
- Post of Duty: at mutual agreement but a minimum of 5 weeks must be spent in Trinidad and Tobago

5.0 Required skills and Core Competencies

The Consultant will be expected to possess the following:

- A minimum of ten (10) years practical experience in major ICT design and implementation projects.
- Seven (7) or more years' experience in the rapid delivery of business software solutions.
- Proven experience in designing application enhancement strategies that mitigate risk while meeting high performance, scalable, agile and cost effective needs.
- Successful experience in enhancing large ICT solutions preferably on Oracle platforms.
- Successful experience in requirements gathering, design, implementation, operation and/or management of modern and cloud based applications, infrastructure and

enterprise services.

- A sound knowledge of international best practices in flexible, modular, and agile technology will be an asset.
- Practical experience in projects funded by Inter-American Development Bank, World Bank, United Nations or similar multilateral organisations will be an asset.
- Academic background: An undergraduate degree in Information Systems, Computer Science, Software Engineering or equivalent and relevant technical certifications.
- Expert practical experience in Oracle technologies (including Oracle Weblogic), Java, IBM WebSphere MQ, JavaScript and XHTML.

5.10 Other Knowledge, Skills and Abilities Required

- Ability to prioritize projects and make sound decision.
- Ability to exercise sound judgment in evaluating situations and making decisions.
- Ability to analyze business and software requirements
- Excellent command of the English language.
- Strong interpersonal and analytical skills as well as the ability to work independently with minimal guidance.
- Knowledge and experience in international trade single window implementation will be an asset.
- Familiar with agile methodology, mobile-first solutions, modern responsive web applications and composite applications.
- Ability to communicate ideas clearly and effectively.

6.0 Deliverables

The consultant will be expected to produce the following deliverables:

No.	Deliverables	Delivery Timeframes (working days)	Report Details
1	Inception Report: Report detailing the methodology, updated work breakdown structure and project schedule for all project deliverables;	5 days after contract signing	Electronic submission in Microsoft Word and PowerPoint. Two (2) Bound Hard Copies
2	Progress Report 1: Report detailing findings, issues and constraints from the requirements gathering sessions and health assessment/audit of the current application software and enterprise services against a series of benchmarks and criteria.	First draft-30 days after acceptance of Inception Report Final Report 5 days after review by the Client	Electronic MS Word and PDF Two (2) bound hard copies Presentation to relevant stakeholders

No.	Deliverables	Delivery Timeframes (working days)	Report Details
3	<p>Progress Report 2: Report detailing the recommendations from the analysis of the current application software and enterprise services.</p> <p>This report shall include the design and development plan for the enhanced TTBizLink application software inclusive of all relevant maintenance and support requirements, detailed system policies, future architecture and capabilities. This report shall be in the form of a relevant, living, and actionable roadmap.</p>	<p>15 days after Final Progress Report 1</p> <p>Final Report 5 days after review by the Client</p>	<p>Electronic MS Word and PDF</p> <p>2 bound hard copies</p> <p>Presentation to relevant stakeholders</p>
4	<p>Progress Report 3: Terms of Reference for the Design, Implementation and Maintenance of an enhanced TTBizLink application software.</p>	<p>15 days after Final Progress Report 2</p> <p>Final Report 5 days after review by the Client</p>	<p>Electronic MS Word and PDF</p> <p>2 bound hard copies</p> <p>Presentation to relevant stakeholders</p>
5	<p>Supervisory Reports: Provide supervision support reports to the Client through the key phases of the enhancement build being implemented by the TTBizLink application software vendor.</p>	<p>At minimum, monthly reports after the commencement of the enhancement build</p>	<p>Electronic MS Word and PDF</p> <p>2 bound hard copies</p>
6	<p>Final Report The Final Report validating the final enhanced build of the TTBizLink application software against the approved recommendations and prototype.</p>	<p>10 days after the final enhanced build of the TTBizLink application software by Vendor</p> <p>Final Report 5 days after review by the Client</p>	<p>Electronic MS Word and PDF</p> <p>2 bound hard copies</p> <p>Presentation to relevant stakeholders</p>

7.0 Supervision and Reporting Requirements

The Consultant will report to the Director of Policy and Strategy (MTI) and the Programme Manager of the PIU. Additionally, the incumbent will be required to meet with representatives from the IDB Unit or Designate, and the Director, Strategy, Business Facilitation and Programme Management at the Ministry of Trade and Industry at regular intervals.

8.0 Working Language

The working language shall be English.

9.0 Confidentiality

The Consultant shall not, except as authorized by the MTI or required by the stipulated duties under the contract, use for the Consultant's own benefit or gain or divulge to any persons, firm, company or other organization whatsoever any confidential information belonging to the Government or relating to the affairs or dealing which may come to the provider's knowledge during the engagement. This restriction shall cease to apply to any information or knowledge which may subsequently come into the public domain other than in breach of this clause.

10.0 Ownership

All data, records, reports and other documents prepared by the Consultant, or obtained from whatever source in connection with carrying out the functions of this position, shall become and remain the property of the Ministry of Trade and Industry. The service provider shall not later than upon termination or expiration of the contract, deliver all such documents to the Ministry together with a detailed inventory thereof.

11.0 Eligibility

The applicable rules of the Government of the Republic of Trinidad and Tobago will apply in determining the eligibility and selection of the consultant. It should be noted that only individuals from member countries of the Inter-American Development Bank (IDB) are eligible to apply.

Section 3: Standard Forms

STANDARD FORMS

ATTACHMENT #1

CURRICULUM VITAE FOR CONSULTANT

1. **Name of Consultancy:** _____

2. **Name of Individual:** _____

3. **Date of Birth:** _____ **Nationality:** _____

4. **Education:** *[Indicate college/university and other specialized education, giving names of institutions, degrees obtained, and dates of obtainment]:*

5. **Membership of Professional Associations:**

6. **Other Training:** *[Indicate significant training since degrees named in 4 - Education]:*

7. **Countries of Work Experience:** *[List countries where you have worked in the last ten years]:*

8. **Languages:** *[For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:*

9. **Employment Record:** *[Starting with present position, list in reverse order every employment since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:*

From [Year]: _____ To [Year]: _____

Employer: _____

Positions held: _____

10. **Detailed Tasks Assigned:**

11. **Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned**

[Among the assignments you have been involved, indicate the following information for those assignments that best illustrate your capability to handle the tasks listed under 10-Detailed Tasks Assigned.]

<p>[List all tasks to performed under this assignment]</p>	<p>Name of assignment or project: Year: Location: Main project features: Position held: Activities performed:</p>
--	--

12. Reference: *[two client reference letters as well as the full contact information for three professional references]*

13. Certification:

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

_____ Date: _____
[Signature]
Day/Month/Year

ATTACHMENT # 2**CONSULTANT'S EXPERIENCE**

[Using the format below, provide information on each assignment for which you were legally contracted either individually as part of a corporate entity, for carrying out consulting services similar to the one requested under this assignment.]

Assignment Name:	Approx. value of the contract (in current US\$):
Country : Location within country:	Duration of assignment (months):
Name of Procuring Entity: Address:	Total No of staff-months of the assignment: Approx. value of the services provided by you or your firm under the contract (in currency US\$):
Start date (month/year):	No. of professional staff-months provided by you:
Completion date (month/year):	Name of senior professional staff of the firm involved (if applicable) and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Name of associated Consultants, if any:	
Narrative description of Project:	
Description of actual services provided by you within the assignment:	

Individual's Name: _____

ATTACHMENT # 3
SUBMISSION LETTER

*[Location,
Date]*

To: *[Name and address of MTT]*

Dear Sirs:

I, the undersigned, offer to provide the consulting services for *[Insert title of assignment]* in accordance with your advertisement dated *[Insert Date]* and my Submission. I am hereby submitting my Expression of Interest.

I hereby declare that all the information and statements made in this Expression of Interest are true and accept that any misinterpretation contained in it may lead to our disqualification.

I undertake, if my Expression of Interest is accepted, to initiate the consulting services related to the assignment as per the Terms of Reference.

Yours sincerely,

Authorized Signature *[In full and initials]*: _____

Name and Title of Signatory: _____

Address: _____