

Terms of Reference

Administrative Professional (Individual Consultant)

for the

Strengthening of the Single Electronic Window for Trade and Business Facilitation

Ministry of Trade and Industry

1.0 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. This nationwide project arose out of efforts to improve the country's ease of doing business, enhance its competitiveness, and instill a culture of excellence in GoRTT. TTBizLink, the first of its kind in the Caribbean, is a secure business portal that provides 24/7 access to trade and business related government services by allowing parties involved in trade and transport to lodge standardized information and documents at a single entry point, in order to fulfill import, export and transit-related regulatory requirements. It is a 'one-stop-shop' mainly transactional portal accessible via the link www.ttbizlink.gov.tt where private stakeholders and approving government agencies can collaborate to process necessary approvals online in a seamless and efficient manner.

After three (3) phases of development, and with more than fourteen thousand (14000) registered user accounts, TTBizLink currently hosts forty six (46) transactional e-services administered by twenty four (24) government agencies across eight (8) separate Ministries. TTBizLink has substantially reduced the need to send duplicate and repetitive information to multiple agencies, improved information sharing among government agencies and removed many of the inconsistent and fragmented trade and business processes which existed.

Despite the success of TTBizLink, the business climate in Trinidad & Tobago still presents challenges for enterprise development as highlighted by the Global Competitiveness Report 2017-2018¹ where Trinidad and Tobago ranked 83rd out of 137 countries. The Report identified "inefficient government bureaucracy" as one of the most problematic factor for doing business. Trading across borders was also reported as problematic; according to the 2019 Doing Business Report², Trinidad and Tobago ranked 105th out of 190 economies, taking an average of 92 hours and US\$749 (per container) to export, and 122 hours and US\$885 (per container) to import, significantly higher than leading countries such as Singapore (12 hours and \$372 to export, and 36 hours and \$260 to import) based on 2019 statistics.

¹ World Economic Forum, Global Competitiveness Report 2017-2018.

² World Bank, Doing Business Report 2019

More specifically, there are a number of gaps in the local trade and business facilitation architecture and in the operation of the SEW which have been jointly identified by public and private sector stakeholders including:

- (i) the SEW has not achieved interoperability with all the information systems within key logistics stakeholders (such as the Customs and Excise Division, the Port Authority of Trinidad and Tobago and the Port of Point Lisas) as well as international interoperability with main trading partners;
- (ii) current operational processes in key agencies such as Customs and Excise Division are not in line with international best practices and require an in-depth business process reengineering to further simplify and automate processes;
- (iii) although TTBizLink is available 24/7, government agencies process applications only from 8am to 4pm due to national legislative requirements;
- (iv) current risk management system in the Customs and Excise Division, as well as within the other major regulatory agencies, is rudimentary at best and requires substantial improvement;
- (v) national legislation needs to be reviewed and updated to conform to a new operating environment and facilitate the transition to a paperless environment;
- (vi) there is currently no electronic payments solution on the SEW;
- (vii) lack of a Business Continuity Plan and Data Recovery Solution for the SEW; and
- (viii) Institutional Governance of the SEW requires strengthening in order to ensure its long-term sustainability.

As a result of the problems discussed, the intent of this Project is to support the expansion of the current SEW which will benefit the private sector of Trinidad and Tobago, regardless of industry and operations volume, and in particular the trading community. Furthermore, government agencies will also benefit from the expansion of the SEW through the optimisation and simplification of their processes and capacity building.

1.1 Programme Details:

The Strengthening of the Single Electronic Window for Trade and Business Facilitation is an Inter-American Development Bank (IDB) funded Programme to be executed by the Ministry of Trade and Industry (MTI). The overall objective of this Programme is to improve the trade performance and enhance the business competitiveness of Trinidad and Tobago through the strengthening and transformation of the Single Electronic Window (TTBizLink) into a world-class solution based on international standards. The expected outcomes of the Programme are enhanced trade performance and competitiveness of Trinidad & Tobago and improved coordination and interoperability between government agencies and main international trading partners.

The Programme is to be implemented in three (3) main components, with the following objectives:

Component 1- Enhancing and expanding the services of the Single Electronic Window -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 & Tobago.

Component 3- Modernizing the Legal, Institutional Framework for International Trade and Institutional Governance of the TTBizLink. This component will address the deficiencies in the legal and regulatory framework and strengthen the institutional governance of the TTBizLink.

2.0 General Objective of Consultancy

The general objective is to provide clerical/secretarial and administrative support duties to the Strengthening of the Single Electronic Window for Trade and Business Facilitation Programme.

3.0 Activities

The Consultant shall carry out the following activities:

- Assists in the planning of meetings, workshops and conferences;
- Be responsible for day-to-day project correspondence, information sharing and ensuring that appropriate follow-up actions are taken.
- Prepare minutes of project meetings.
- Assist in procurement of catering services
- Maintain the asset register
- Assists in the coordination of travel arrangements by preparing costing, obtaining quotes from travel agencies and performing other related tasks;
- Maintains file register and filing system electronically and in hardcopy file, keeping with established systems, procedures and the operations manual of the project;
- Receives, records, sorts and routes incoming and outgoing correspondence and other documents;
- Composes and issues routine correspondence; also prepares drafts of more complex correspondence and reports of meetings, conferences etc. as directed;
- Orders, issues, and maintains inventory of supplies and equipment;
- Files memoranda, letters, reports and other documents;
- Generates a wide variety of documents such as letters, memoranda, minutes, reports, and spread sheets utilizing appropriate software;

- Attends to queries and ascertains the business of callers and visitors and guides them accordingly;
- Operates standard office equipment such as photocopiers, scanners, facsimile machines and binders;
- Assists in the preparation of budgetary and expenditure statement by collecting and inputting relevant data as directed;
- Assists in the preparation of monthly newsletters;
- Assists in coordination between partners and stakeholders;
- Undertakes basic information gathering, as directed, and compiles data for entry; enters and/ or verifies data;
- Determines the need for, and prepares or oversees the requisition, receipt, storage, distribution and maintenance of office supplies and equipment; and
- Performs other related duties as assigned.

4.0 Deliverables

- Monthly reports of activities undertaken

5.0 Characteristics of Consultancy

The characteristics of this Consultancy are outlined as follows:

- Type of Consultant: Individual
- Start Date and Duration: The consultancy will start 1st Quarter 2020 and for a duration of fifteen (15) months
- Work location: Ministry of Trade and Industry Office or as otherwise advised by the Permanent Secretary of the Ministry of Trade and Industry.

6.0 Required skills and Core Competencies:

The Administrative Professional will be expected to possess the following:

- Minimum of four (4) years' experience performing clerical/ secretarial and administrative support duties;
- Training as evidenced by the possession of an Association of Business Executives Diploma (ABE); or Certificate in Public Administration (CPA) or equivalent; and
- At least three (3) years experience in a project environment.

6.1 Other Knowledge, Skills and Abilities Required:

- Knowledge of modern office practices and procedures such as video conferencing and SharePoint ;
- Knowledge of relevant Public Service rules, regulations, instructions and procedures;
- Demonstrated ability to work as an effective team member in a complex and fast paced environment
- Fast learning, resourceful, and excellent computer skills
- Proficiency in the use of Microsoft Office Suite;
- Ability to use the internet for research purposes;
- Ability to compose and prepare documents such as letters, memoranda, minutes and reports;
- Ability to make arithmetical computations;
- Ability to use standard office machines such as photocopiers, scanners, binders and facsimile machines;
- Ability to exercise sound judgment in evaluating situations and in making decisions; and Excellent interpersonal and communication skills (verbal and written in English)
Detailed oriented and ability to multi-task effectively

7.0 Supervision and Reporting Requirements

The Consultant will report to the Director of Policy and Strategy, and Programme Manager of the Project Implementation Unit (PIU). The Consultant will be expected to execute a contract with the Permanent Secretary based on a fixed fee per month subject to the submission of relevant monthly performance reports.

8.0 Working Language

The working language shall be English.

9.0 Location of Assignment

The Administrative Professional will work from the Ministry of Trade and Industry Office or as otherwise advised by the Permanent Secretary of the Ministry of Trade and Industry. The Consultant shall also be expected to provide no less than forty hours of consulting time per week at the Offices of the Ministry of Trade and Industry.

10.0 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.

11.0 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. The Consultant may retain a copy of such documents but shall not use them for purposes unrelated to this contract without prior written approval of the Ministry.

12.0 Eligibility

Applicants are invited to submit proposals in accordance with the separate tendering instructions provided. 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.

| Selection Criteria | | Maximum Points |
|---------------------------|--|-----------------------|
| 1. | Academic Qualifications | 15 |
| | Association of Business Executives Diploma (ABE) or Certificate in Public Administration (CPA) or equivalent | |
| 2. | General Experience | |
| | Practical working experience in a relevant project-related environment | 30 |
| | a) Over five years | 30 |
| | b) Four to five years' experience | 25 |
| | c) Three years' experience | 20 |
| 3. | Specific Experience | |
| | Experience in performing secretarial duties | 35 |
| | a) Over four (4) experience in performing clerical/secretarial and administrative duties | 35 |
| | b) Four (4) experience in performing clerical/secretarial and administrative duties | 30 |
| 4. | Adequacy for the Assignment | 20 |
| | a) Experience working in the public sector | 5 |
| | b) Working knowledge of Microsoft Office Suite | 5 |
| | c) Knowledge of modern office practices and procedures | 5 |
| | d) Experience in preparing written documents such as minutes, letters, reports | 5 |