



Request for Expression of Interest  
For  
**SEW Technical Consultant**

Contract/Bid No: MTI/SEWTC/2019

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## Section 1: Letter of Invitation

Monday 11<sup>th</sup> March 2019

To whom it may concern,

**Consultancy Services for a Single Electronic Window (SEW) Technical Consultant for the Strengthening of the Single Electronic Window, Ministry of Trade and Industry, 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 **Consultancy Services for a SEW Technical Consultant**, for an approximate duration of twelve (12) months. In this regard, the MTI invites interested persons to indicate their interest in providing consultancy 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)
- Submission Letter (see template at Attachment #2)

These documents are available on the Ministry of Trade and Industry’s website at [https://tradeind.gov.tt/eoi-sew\\_tech\\_consultant/](https://tradeind.gov.tt/eoi-sew_tech_consultant/).

The EOI and all related documents must be submitted by email in English no later than by **12:00 midnight (Trinidad time) on 1<sup>st</sup> April 2019**. The EOIs should be sent to the following email: [piusew@gov.tt](mailto: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](mailto: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 the websites identified above.

MTI may at its discretion extend the deadline for the submission of EOIs.

The MTI 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

### 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](http://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 2017-2018<sup>1</sup> where Trinidad and Tobago ranked 83<sup>rd</sup> 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 Report<sup>2</sup>, Trinidad and Tobago ranked 105<sup>th</sup> 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.

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

<sup>1</sup> World Economic Forum, Global Competitiveness Report 2017-2018.

<sup>2</sup> World Bank, Doing Business Report 2019

- 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 SEW 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 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 will be 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.

## **2.0 General Objective of Consultancy**

The overall objective of the Consultancy is to provide technical leadership and support for the Strengthening of the Single Electronic Window for Trade and Business Facilitation including the development of new e-services and full optimization of current e-services.

### **2.1 Specific Objectives**

The specific objectives of this Consultancy are to assist the Project Implementation Unit in the following:

- Design and Implementation of Project Activities.
- Support the execution of Consultancies.
- Supporting the optimization of the trade and business regulatory environment through the expansion of current e-services as well as implementation of new e-services.
- Facilitation of knowledge building and knowledge sharing in SEWs.
- Support the Project Implementation Unit in achieving identified Matrix targets.

## **3.0 Activities**

The Consultant shall carry out the following activities:

- Coordinate with consultants and project stakeholders to ensure the effective implementation of consultancies as per their respective terms of reference.
- Develop and maintain excellent working relationships with Government agencies, Ministries, and other key stakeholders.
- Plan, organize, and coordinate workshops, meetings and training sessions in consultation with consultants and stakeholders.
- Review technical reports, including project deliverables, work plans, action plans etc. and propose recommendations to the MTI, where necessary
- Prepare technical reports including but not limited to MTI Contract Management Reports required to facilitate approval of project deliverables for the respective consultancies.
- Identify opportunities for new project activities and develop relevant project documents including but not limited to project charters, terms of reference, and request for proposals etc.
- Assist in the evaluation of technical proposals.

- Attend, participate and provide necessary inputs and recommendations for project meetings, workshops and trainings.
- Support other relevant staff in preparation and consolidation of annual work plans, monthly and quarterly, Project reports and other deliverables.
- Ensure mentoring and training of project team members to foster capacity building within the MTI.
- Support the SEW Unit in monitoring and evaluation of the current performance of specific e-services against predefined performance, quality and service standards.
- Support the SEW Unit in the requirements gathering, business process reengineering and user acceptance testing involved in the expansion of current e-services and implementation of new e-services.
- Perform any other related work as assigned by the Programme Manager, Director of Policy and Strategy and Permanent Secretary.

#### **4.0 Characteristics of Consultancy**

The characteristics of this Consultancy are outlined as follows:

- Type of Consultant: Individual
- Start Date and Duration: The consultancy is for a duration of twelve (12) months.
- Work location: Trinidad and Tobago

#### **5.0 Required skills and Core Competencies**

- An Undergraduate Degree in economics management or related discipline.
- A minimum of five (5) years' experience in implementation of Single Windows.
- A working knowledge of the principles, techniques and methodologies used in executing projects.
- Certification in Project Management or Business Process Management
- Knowledge of contemporary trade facilitation practices.

#### **5.1 Other Knowledge, Skills and Abilities Required**

- The Consultant should possess excellent technical skills in requirements gathering, process mapping, solution design, solution testing and implementation.
- Computer literacy in Microsoft packages (MS Word, MS Powerpoint, MS Excel, and Microsoft Project) is an asset.
- Ability to handle multiple projects/tasks within tight timelines.
- Ability to exercise sound judgment in evaluating situations and in making decisions.



- Excellent command of the English language.
- Excellent communication skills in managing multiple stakeholders.
- Strong interpersonal, problem solving and analytical skills as well as the ability to work independently with minimal guidance.

## **6.0 Deliverables**

The Consultant will be expected in addition to his/her tasks for providing /preparing the following deliverables, among others:

- Monthly reports of activities completed and results achieved.
- MTI Contract Management Reports for approval of project deliverables.
- Project documents including but not limited to project charters, terms of reference, and request for proposals etc., as required.
- Reports and proceeding of seminars, workshops and training sessions.

## **7.0 Supervision and Reporting Requirements**

The Consultant will report to the Permanent Secretary (MTI) and the Director of Strategy, Business Facilitation and Programme Management (MTI). Additionally, the incumbent will be required to meet with representatives from the PIU at regular intervals.

The Consultant will be expected to execute a lump sum contract with the Permanent Secretary based on an agreed fixed payment schedule subject to the submission and approval of relevant monthly performance reports.

## **8.0 Working Language**

The working language shall be English.

## **9.0 Location of Assignment**

The Consultant will work from the Ministry of Trade and Industry 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.

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

8. **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: \_\_\_\_\_

9. **Detailed Tasks Assigned:**

10. **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>
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- 11. **Reference:** *[three (3) professional references with full contact information]*
- 12. **Certification:** *[Attach copies of qualifications 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**  
**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 misrepresentation contained in it may lead to 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: \_\_\_\_\_