

**Terms of Reference**  
**Project Administrator (Individual Consultant)**  
**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](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:

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

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

- (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 project 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 for Trade and Business Facilitation (TTBizLink) into a world-class solution based on international standards. The project is divided in 3 major components:

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 and Tobago.

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

## **2.0 General Objective of Consultancy**

The general objective of this Consultancy is to provide comprehensive administrative support services to the Strengthening of the Single Electronic Window for Trade and Business Facilitation Programme. This includes performing technical and project related tasks related to the coordination and oversight of the project to ensure that project milestones are realized.

### **2.1 The Specific Objectives**

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

- Tracking project progress;
- Support effective organization of the project assisting in identifying and solving administrative problems;
- Assisting in budget preparations;
- Assisting in planning and execution activities;
- Assistance in preparing project related reports and other documentation;
- Coordinating and scheduling of project meetings;
- Prepare Minutes and other written correspondence
- Management of Project files and records;
- Maintain and update the electronic file register on SharePoint;
- Ensuring the execution of a stakeholder management plan and
- Other administrative support to smoothly implement project activities and improve expected Programme outputs

## **3.0 Activities**

The Consultant shall carry out the following activities:

- Assist in the collection, compilation and analysis of data relating to the project;
- Assist in monitoring, managing and responding to project risks and recommend and implement agreed solutions;

- Assist in the development and execution of a stakeholder management plan;
- Ensure that all project related documents are updated and reporting requirements are met;
- Perform project post implementation activities such as soliciting feedback from stakeholders and preparing related reports;
- Ensure that an automated filing system is maintained for all functional areas of the project;
- Assist with managing changes to project scope, cost, schedule, and quality and ensure that all changes are documented and approved;
- Establish project work plan and schedule, monitor, review and evaluate progress on a weekly basis;
- Assist in the coordination of consultancy activities under the Project to ensure success;
- Undertake preparation for project events, including workshops, meetings, study tours, trainings, etc. This also includes preparation of background materials for use in discussions and briefing sessions on the Project's;
- Perform any other related duties.

#### **4.0 Deliverables**

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

- Monthly reports of activities undertaken, completed and results achieved.

#### **5.0 Minimum Required Qualifications and Competencies**

- BSc. in Management/Economics/Accounting or other related discipline
- At least three (3) years' practical working experience in a relevant project-related environment
- Training in Project Management as evidenced by a certificate from a recognized trainer or a recognized institution (PMP or Prince2 certification would be an asset)

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

- Knowledge of the IDB's operating procedures, guidelines and reporting requirements
  - Proficiency in preparing written documents such as minutes, letters, reports
  - Strong attention to detail and thoroughness in work product

- Ability to interact professionally and establish and maintain effective working relationships with the team members, suppliers, vendors, other government agencies and the Bank's fiduciary representatives and other stakeholders
- Ability to work under pressure and prioritize work according to deadlines
- Experience in conducting research into programme/project technical related issues
- Sound Knowledge of the procedures, laws and regulations that governs the revenue and expenditure of Ministries/Departments under the PSIP.
- Ability to prepare and present project presentations

## **6.0 Characteristics of Consultancy**

**The characteristics of this Consultancy are outlined as follows:**

- Type of Consultant: Individual
- Start Date and Duration: The consultancy will start on 1<sup>st</sup> Quarter 2020 and is expected to take approximately fifteen (15) months.
- Work location: Trinidad and Tobago - Ministry of Trade and Industry or as otherwise advised by the Permanent Secretary of the Ministry of Trade and Industry

## **7.0 Supervision and Reporting Requirements**

The Project Administrator will report to the Programme Manager and the Director of Policy and Strategy. Additionally, the incumbent will be required to liaise regularly with representatives from the IDB.

The Consultant will be expected to execute a contract with the Permanent Secretary based on a fixed fee per month 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 Project Administrator 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 Project

Administrator 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.

<b>Selection Criteria</b>		<b>Maximum Points</b>
<b>1.</b>	<b>Academic Qualifications</b>	<b>20</b>
	BSc. in Management/Economics/Accounting or other related discipline	
<b>2.</b>	<b>Experience</b>	<b>45</b>
	<b>Practical working experience in a relevant project-related environment</b>	<b>30</b>
	a) Over five years	30
	b) Four to five years' experience	25
	c) Three years' experience	20
	<b>Training in Project Management as evidenced by a certificate (PMP or Prince2 Certification is an asset)</b>	<b>15</b>
	a) PMP or Prince2 Certification	15
	b) Training in Project Management	10
<b>4.</b>	<b>Adequacy for the Assignment</b>	<b>35</b>
	a) Knowledge of the IDB's operating procedures, guidelines and reporting requirements	10
	b) Experience in preparing written documents such as minutes, letters, reports	10
	c) Experience and knowledge of procurement processes and procedures	5
	d) Knowledge of the procedures, laws and regulations that governs the revenue and expenditure of Ministries/Departments under the PSIP	5
	e) Experience in preparing and delivering Presentations	5