

Terms of Reference

For a Consultant to develop the ICT upgrade strategy for the Bureau of Standards Jamaica (BSJ)

1. Introduction and Background

The Government of Jamaica (GOJ) has received loan financing from the International Bank for Reconstruction and Development (IBRD) towards the cost of the Strategic Public Sector Transformation Project (SPSTP). The Project Development Objective (PDO) is to strengthen public resource management and support selected public sector institutions in facilitating a more enabling environment for private sector growth. The project has 6 components divided into 2 thematic areas.

The first thematic area of the proposed intervention seeks to reinforce fiscal discipline and revenue enhancement through four main components:

- (1) Strengthening the Public Investment Management System (PIMS)
- (2) Strengthening the Budget Preparation Process and Results Based Budgeting
- (3) Adaptive Public Sector Approaches to Promote Fiscal Sustainability and Project Management
- (4) Strengthening Property Tax Compliance and Administration.

The second thematic area seeks to support those institutions that sit at the interface between the public and private sectors: Bureau of Standards of Jamaica (BSJ) and Jamaica Customs Agency (JCA) through component 5, Fostering Industrial Growth and Trade Facilitation, that will support strategic public sector institutions essential to creating an enabling environment for the private sector. The management of the project makes up the 6th component.

1.2 Component 5. Fostering Industrial Growth and Trade Facilitation

The main objective of this thematic area is the development and implementation of an integrated border clearance process through an National Single Window mechanism in which JCA and the participating border agencies will eliminate sequential interventions/inspections and either conduct joint inspections or delegate discrete primary functions to JCA.

This component will support revamping the Jamaica Customs Agency (JCA), Bureau of Standards of Jamaica (BSJ) and other border agencies so that they become service providers in accordance to international good practices.

1.3 Bureau of Standards Jamaica (BSJ)

The BSJ is a multi-functional institution governed by the Standards Act 1968, the weights and Measures of 1976 and the Processed Foods Act of 1959. The BSJ also has responsibilities under other national legislation such as the Petroleum Quality Control Act. The BSJ was divided into four(4) main technical divisions:

1. Standards and Certification Division – responsible for the development of Standards and the certification of products
2. Science and Technology Division – responsible for provision of analytical services in support of standardization and conformity assessment
3. Engineering Division –responsible for the provision of national metrology services and engineering testing.
4. Regulatory Division - responsible for quality related inspection and compliance activity

in the Jamaican marketplace

In addition, the following divisions provide support for the operations of the BSJ:

5. Human Resources Division – includes the Industrial Training Unit and the Facilities Management Department.
6. Directorate Division – includes the Office of the Executive Director, Management Information Systems (MIS), Legal Office, Corporate Affairs Office.
7. Finance and Accounting Division.

Under component 5 of the project, the former Regulatory Division of the BSJ has now been established as a separate entity known as the National Compliance and Regulatory Authority (NCRA). The NCRA is located at 19 Hope Road, Kingston 10, and is physically separated from the operations of the BSJ. However the NCRA outsources its Corporate Services (including ICT Support) from the BSJ. The BSJ's certification arm, the National Certification Body of Jamaica (NCBJ), is located on the BSJ property and receives Corporate Services from the BSJ.

1.4 Current ICT Infrastructure

I. *Human Resource Management (Server) – PeopleSoft ver 9.1, PeopleTools 8.5 2009 Copyright*

This application is used to manage some aspects of the Human Resource Management Division's functions. Leave management, Loan approvals and appraisals are among the functions managed by this application.

II. *Database (Server) Oracle*

This application was specifically employed to support the use of the PeopleSoft application.

III. *Accounting Packages (Server) – ACCPAC Sage 300 ERP*

This is used by the Finance & Accounting Division in the performance of its duties.

IV. *Interactive Payroll System (IPS)*

This software is used by the Finance & Accounting Division to prepare the payroll

V. *Job Management & Tracking System (JMTS)*

This Information System is coded in the Glassfish Server environment using Java and runs on a MySQL DBMS. This application is used to track jobs submitted by both internal and external clients as it is being processed by the labs and captures all details in connection to the job. It does not offer any business intelligence and at this point just gathers and stores information to be used by the following departments:

1. Finance Dept: Generating invoices
2. Marketing Dept: Query the list of clients and as input for the development of Communication and Marketing Strategies
3. Laboratories: The creation of work orders, the inputting of test results and preparation of reports

It is used to collect information from and by the following;

1. Clients by the Customer Service Department located at the BSJ
2. Clients by Inspectors (NCRA) either at a site (business place) or ports of entry (two international airports and different berths at the various wharfs)
3. BSJ Laboratories to assist in the generating of invoices by the Finance Dept.

All entities mentioned above operate in a Microsoft Windows environment.

2. Purpose of the Consultancy

Under Component 5, for the support and strengthening of the Bureau of Standards Jamaica (BSJ), National Compliance and Regulatory Authority (NCRA) and National Certification Body of Jamaica (NCBJ), the GOJ intends to apply part of the proceeds of the IBRD loan towards payments for an individual Consultant to do the following:

The Consultant will review all information systems and related processes in use (manual and automated) and propose improvements for the optimization and integration of all current systems. The consultancy will also analyze the gap between the capabilities of the current system and the desired capabilities as expressed by the entities being served by the system. Upon this analysis the consultant will propose a solution where necessary along with the estimated cost of the solution for the ICT upgrade of the BSJ, NCRA and NCBJ. In presenting this solution the consultant will provide the technical specifications to be used in its procurement, configuration and implementation. The consultant will also prepare the terms of reference (TOR) for the consulting firm to be engaged for the implementation and integration of the proposed solution with current systems.

3. Scope of the Services

1. Review all current information systems and related processes (manual and automated)
2. Recommend and propose improvements, optimization and integration of current systems where possible
3. Analyze the gap between the current system and the desired end product
4. Undertake a study of the possible ICT solutions available in the marketplace
5. Propose solution (where necessary) along with the estimated cost to address the identified gap in building and implementing the desired information system.
6. Organize and lead workshops for the purpose of introduction and validation of the proposed solution.
7. Provide the technical specifications to be used in the procuring, configuring and implementing of the proposed solution
8. Develop the Terms of reference for the consulting firm that will implement the proposed solution. The Terms of Reference shall comply with the World Bank and/or Government of Jamaica Procurement Guidelines
9. Recommend Institutional Capacity Building in support of the proposed solution

4. Methodology

Review and concept building

The consultant will accomplish the task in close coordination with the BSJ, NCRA and NCBJ.

The Consultant will consider the full array of options available in the marketplace. This could include open source solutions, commercial off-the-shelf products, custom software, upgrade of existing systems, etc.

The consultant will organize consulting workshops with relevant stakeholders for the purposes of:

- (a) comparative analysis of solutions in the marketplace that could meet future requirements.
- (b) presentation of the strategy used to analyze the various solutions.
- (c) introduction of the proposed solution to the stakeholders.”

Development of current system integration

The consultant will develop a plan (and budget if necessary) for the integration of current information systems where possible.

Preparation of Detail Action Plan

The consultant will develop a detailed action plan with possible time frame and budget for the implementation of the proposed solution. The consultant, in consultation with the stakeholder entities, may use any suitable/appropriate methodology for accomplishing the assigned tasks.

5. Duration and Deliverables

5.1. Duration and Estimate of Services

The assignment is for a maximum period of 5 months and is expected to commence in May 2017. The Consultant shall include all necessary costs in the provided estimate as no consideration will be made for additional costs after the issuance of contract.

5.2 Deliverables

The following deliverables shall be made to the Quality Infrastructure Coordinator after the commencement of this assignment;

Major Activities	Major Outputs	Expected Completion date
Draft Inception Report & Work Plan	Draft Inception report and tentative work plan must be submitted by the consultant	Within two (2) weeks of commencement
Inception Report and Work Plan	Brief review and confirmation of work plan; identification of issues that may affect work schedule	Within three (3) weeks of commencement
Diagnostic Report	Preliminary findings: review of existing practices and systems, and gap analysis	Within six (6) weeks of commencement
Workshops 1	<ol style="list-style-type: none"> 1. Provide comparative analysis of ICT solutions in the marketplace to meet future requirements 2. Introduce proposed solution 	Within twelve (12) weeks of commencement
Solution	<ol style="list-style-type: none"> 1. Draft Technical Specifications for implementation of proposed solution 	Within fifteen (15) weeks of commencement

	2. Draft Terms of Reference for the Consulting Firm to implement proposed solution	
Workshop 2. (Validation)	Consultant and stakeholders validate proposed solution, its Technical Specifications and the Terms of Reference	Within seventeen (17) weeks of commencement
Draft Final Report	Draft Consultancy report is presented and official documentation along final version of all deliverables	Within nineteen (19) weeks of commencement
Fortnightly Updates	Updates on the progress and key issues, as well as recommendations for the resolution of these issues.	Every fortnight

6. Reporting

The Consultant shall report to the Quality Infrastructure Coordinator. The ICT Committee of the BSJ shall serve as a Technical Advisory Committee to the QI Coordinator and shall provide necessary guidance to the consultant. The QI coordinator shall therefore seek the input of the ICT Committee on important technical matters to do with the consultancy.

Key stakeholders shall provide suggestions and feedback for the development of the solution based on their requirements and on demand. The suggestion and feedback of the key stakeholders may be provided during progress update meetings.

7. Work arrangements

The BSJ will provide a limited office space with power connectivity and internet facility. For discussion and meetings, the QI Coordinator will make all necessary arrangements.

8. Restrictions

The consultants will not have any material or immaterial interest in any of the outputs, technologies or related ICT services under this assignment. Neither will the consultant be eligible to participate in future contracts for the implementation of the proposed solutions.

In addition to the standard conflict-of-interest restrictions specified in the consultancy contract, any tangible or intellectual output created under this contract will remain the sole property of the Government of Jamaica, who will make them available to the concerned development partner. The terms of reference and the correlated products are to be handled confidentially.

9. Selection of the Consultant

An **Individual consultant** with the requisite qualifications and experience will be engaged following International Competitive Bidding (ICB) procedures in accordance with the latest edition of the World Bank's and GOJ Procurement Guidelines.

10. Key Qualifications and Experience of Consultant

The Consultant will have the following qualifications and experience:

- a. Master's Degree in Computer Science or Engineering or other IT related disciplines or demonstrated experience in informatics, engineering or related fields.
- b. Experience in drafting Terms of Reference for ICT Consultancies
- c. Experience in writing Technical Specifications for Enterprise ICT Solutions
- d. Extensive experience:
 - (i) 10+ years of professional experience in providing ICT consultancy services
 - (ii) At least five years of consulting experience in similar assignments with:
 - (iii) hands-on experience in ICT upgrades.
 - (iv) at least five years of experience working with information systems in corporate and public sector.
- e. Substantial project management and organizational change expertise. Proven proficiency in the preparation of study reports and ability to communicate project issues with high ranking officials, and to resolve key issues quickly.
- f. Knowledge of development issues facing Jamaica or other developing countries particularly related to implementation of large scale ICT systems.
- g. Expertise in managing large public sector ICT projects will be an advantage.
- h. Extensive experience with the working procedures and policies of the Government of Jamaica or similar developing countries would be desirable.
- i. Experience in master planning, expertise and extensive strategic comprehension of the various aspects of the approved design implementation plans.
- j. Extensive knowledge of market conditions and capabilities for communications technology and infrastructure in Jamaica would be desirable.
- k. Strong skills and knowledge of international standards and control frameworks in Information Security will be essential.
- l. Fluency in English is required.
- m. ICT Certifications will be an added advantage.
- n. Proven experience in Business Process Engineering/Analysis
- o. Familiarity with World Bank and/or Government of Jamaica procurement guidelines