

INTER-AMERICAN DEVELOPMENT BANK

JAMAICA

“SKILLS DEVELOPMENT FOR GLOBAL SERVICES SECTOR IN JAMAICA”

JA-L1079

Terms of Reference – Global Services Sector Information Portal (GSSIP) & Talent Platform Portal Development

Background

- 1.1 **The Bank:** Established in 1959, the Inter-American Development Bank (“IDB” or “Bank”) is the main source of financing for economic, social and institutional development in Latin America and the Caribbean. It provides loans, grants, guarantees, policy advice and technical assistance to the public and private sectors of its borrowing countries.
- 1.2 The Government of Jamaica has requested to the IDB the operation “Skills Development for Global Services” (JA-L1079). The total amount of this loan is US\$15 million. The programme will support the Government of Jamaica (GoJ) to develop its Global Service Sector or GSS.
- 1.3 **Objectives:** The main objective of the loan is to promote the growth of the Global Services Sector (GSS) in Jamaica particularly in higher value-added segments. Specifically, it intends to:
 - i. provide the sector with better skilled workers
 - ii. increase Jamaica’s institutional capacity to attract Foreign Direct Investment (FDI) and increase its exports. This operation proposes the following components
- 1.4 **Component 1. Skills Development for the Global Services Sector and Strengthening of the Skills Development System:** This component seeks to improve the skills development system to provide the GSS with better skilled workers, particularly in higher value-added segments. First, it will finance activities to improve the system’s ability to guarantee relevance of training to increase the share of activities that are higher up the value chain from 60% BPO to 40% KPO by 2020. Second, it will finance activities to improve the quality of training.

- 1.5 **Component 2. Global Services Sector Ecosystem:** The objective of this component is to strengthen Jamaica's capacity to attract investment and increase exports in higher value-added and digital segments. First, the component will optimize investment promotion processes as well as the institutional, regulatory and incentive framework that governs the GSS. Second, it will support the development of a strengthened value proposition for GSS firms (foreign and domestic) seeking to invest or reinvest in Jamaica. Third, it will increase JAMPRO's capacity to support MSMEs in the GSS, including through the establishment of an incubator and accelerator programme. Lastly, it will create a digital management system - building on existing one-stop shop platforms - to consolidate trade and business information and strengthen decision-making based on data analytics. A preliminary activity will undertake a data collection exercise, preparing a baseline of firms that will benefit from this operation.
- 1.6 **Execution:** JAMPRO is the executing agency of the loan under preparation (JA-L1079). The sequence of the activities to be financed will be established by JAMPRO, which will communicate this to the Bank in the context of permanent dialogue for project preparation. The activities to be carried out will be consultancy services.

2. Consultancy objective(s)

2.1 The main objective is to develop a GSS Information Portal (GSSIP) solution as the GSS-PEU's Hub for data and reporting. The web-based platform will be used by the GSS and its affiliated stakeholders and will serve as a part of the wider digital strategy and channel for the skills development framework of the GSS Project. The portal will serve as a project management tool by acting as a repository of up-to-date information relevant to project implementation, a tool to facilitate interaction between the GSS and its stakeholders, as well as by providing a visual representation on the progress made in all operations within the portfolio. This web-based platform should also include an architecture which serves as an on-line Talent Platform to host the Careers Pathway framework, provide careers information and advice to the public and to act as an on-line marketplace for skills and talent in the GSS.

2.1.1 These specifics will be hereafter explained in three (3) parts:

- i) GSS Information Portal (GSSIP)
- ii) Talent Platform Portal
- iii) Competitive Fund Portal

Objectives of the Consultancy cont'd:

3. GSSIP Details

Main activities:

3.1 Plan and design the GSSIP Site architecture for the PEU. The solution will include:

- (i) configuration of the site

- (ii) creation and configuration of internal and external-facing libraries including requests forms for creating/deleting user accounts.

3.2 Build out user interface to facilitate:

- Dashboard;
- Shared Group Calendar;
- Image Gallery (site visits, functions, etc.);
- Announcements;
- Mini Dashboard;
- Knowledge Bank including Glossary Page;
- Blogging Capabilities;
- User Login & Registration;
- Stakeholder Login & Registration;
- Monthly Infographic Report;
- Calendar Invitations;
- Contact Us details (E-Mail, notification to GSS-PEU);
- About Us details;
- Terms of usage and Privacy Agreement details;
- FAQ page;
- Data Upload (.doc, .pdf, .csv, .xlsx, etc.);
- Data Export (.doc, .pdf, .csv, .xlsx, etc.);
- Customer Relationship Management Database and;
- Link to shared GSS SharePoint documents folders.
- Downloadable Forms and Templates Page (organized by categories);
- Additional navigational option to include a portal for the Competitive Fund (CF) team;
- Training Provider registration for the CF portal;
- User login and Account management features for the CP portal;
- Data Upload and Export (.doc, .pdf, .csv, .xlsx, etc.);
- Mini Dashboard displaying KPI progress;

- Storage Archive (SharePoint, cloud storage, etc.);

3.3 Assist with the upload of content to the GSSIP.

3.4 Assist with answering or explaining technical requirements to Jampro's MIS Department.

3.5 Conduct face-to-face training on

- (i) the use of new GSSIP to PEU staff and beneficiary agencies.
- (ii) Site Administration to GSS Staff.

3.6 Prepare Technical Documentation and User Documentation related to the functioning and use of the portal.

4. Talent Platform Portal

4.1 The goal of this consultancy is to support the Global Services Sector and specifically the GSS-PEU in:

- i) Researching & developing an acceptable platform template,
- ii) Advising on technical specifications required for hosting capabilities,
- iii) Making informed decisions on the architecture best suited as a solution based on the usage of single or multiple platforms,
- iv) Proposing development combination(s)/ methods,
- v) Incorporating various systems/platforms and full User Acceptance Testing (UAT) and soft launch solutions.

4.2 Advise on best practices for infrastructure type needed to house the platform (Cloud-based, on-site server, etc.) and procurement options for most cost-effective acquisition and development for items required for setting up/ implementation of the platform.

4.3 Provide expertise in creating an integrated web application/ website portal suite or web cloud-based solution that addresses the "three pillars" of talent management:

- i) Recruitment;
- ii) Performance Management;
- iii) Learning and Development;

This will streamline or automate the workflow of the GSS including sourcing, screening, interviewing, and onboarding processes.

The purpose of the Talent Platform is to:

- 4.4 Match individuals with jobs including posting of vacancies, on-line resumes for individuals, on-line search for talent, provision of work opportunities and transparent information about individual skills and employer training quality.
- 4.5 Allow for uploading of CVs, résumés, job descriptions and other possible supported documentation for job placements which are accessed based on user privileges and protocols managed by the designated administrator.
- 4.6 Connect individuals with education and training programmes and wider career development opportunities, including job fairs, mock interviews and access to financial support
- 4.7 Support more effective talent management including assessing individual's skills, on-boarding, training and skills development.
- 4.8 Act as a national skill registration for the GSS, including skills profiles for each main job role and Skills Passports for individuals seeking to enter or develop themselves in the GSS.
- 4.9 Specifically, the Talent Platform will provide people in Jamaica with online access to the latest sector information, career pathways and skills profiles through a Careers Pathway Framework (CPF) which will be developed separately and loaded onto the Talent Platform site.

The Careers Pathway Framework (CPF) will set out:

- 4.9.1 The range of job roles in the industry, what each of these roles entails and the range of pay, benefits and conditions attached to each broad role.
 - 4.9.1.1 Inclusive of critical work functions, key tasks, skills and competences required for each main job role.
- 4.9.2 How these jobs have emerged over time and expected trends in how job roles and skills are likely to change and develop in the future;
- 4.9.3 The main entry routes into the sector and how they can be accessed.
- 4.9.4 Opportunities for advancement and development in the sector, including how people move from entry level to more senior technical, supervisory and management roles.
- 4.9.5 Training and support available to prepare for entry level roles and then to help progression in the sector.
- 4.9.6 The Talent Platform will provide on line and mobile access to job vacancies and career opportunities posted by employers as well as education and training opportunities which will be posted by HEART/NTA and other training providers.

- 4.9.7 Individuals will be able to post and update their resumes on the site and be alerted to vacancies that are relevant to their level of skills and experience. Employers will be able to search the database for potential candidates.
- 4.9.8 Individuals will be able to hold a Skills Passport on the Talent Platform, showing employers the programmes they have taken and the skills and competences they have acquired.
- 4.9.9 Individuals will be able to use the Talent Platform to assess their career interest in the GSS, identify relevant training programmes to upgrade their skills and prepare for their desired job roles. They will be able to show their current skills levels and experience on the site. They will be able to comment on the quality and effectiveness of the training they have received.
- 4.9.10 Employers will be able to use the CPF as a planning framework for career development and skills upgrading. They will be able to advertise vacancies and development opportunities and search the database for suitable candidates. Development opportunities could include work experience placements, mentoring, bursaries or other support.
- 4.9.11 Training Providers will have greater insight into the structure of the industry, sector trends, and skills that are in demand now and into the future for job entry, progression and development, to help them design programmes that address industry needs. They will be able to promote their training provision on the site.

Competitive Fund Portal

- 4.10 Build out user interface to facilitate:
 - 4.10.1 A User Registration interface for Training facilities, candidates (from Firms requesting aid) for training.
 - 4.10.2 A Learning Management System (LMS) portal which allows for training facilities and educational institutes to upload training courses offered (module overview, curriculum outline) and their duration/calendared timelines.
 - 4.10.3 Trip advisor type commenting platform for each module that participants can use to provide feedback on all trainings.
 - 4.10.4 A dashboard showing results from surveys and training output from educational and training facilities.
 - 4.10.5 Profile Interface allowing for all registered users to upload supporting documents necessary for application to the competitive fund.
 - 4.10.6 A repository tab to profiles that allow for the registered User to download supporting documents needed for application
 - 4.10.7 An admin Profile for the GSS-PEU team to review documents uploaded and provide reviews/scores or status approvals notifying registered users through email and/or user profile notification area.
 - 4.10.8 Registration, Application and Request for Co-funding FAQ and/or knowledge bank.

5. Scope of the Services

- 5.1. The Talent Platform will host the content of the Careers Pathway Framework for the industry which will be presented in a digital format, meet design and branding requirements and be technically compatible with whichever hosting infrastructure is chosen.

- 5.2. The industry is in a rapid state of development with job roles and skills requirements being likely to change very quickly. The Talent Platform must be designed in a way that is flexible and can accommodate changes, with simple tools to support updating and a clear strategy in place to support sustainability.
- 5.3. The GSS industry must be fully engaged in the development of the Talent Platform with contributions drawn from each main industry segment as defined by the Project documents, BPIAJ and the GSSB. There will need to be extensive consultation on the final design of the platform to achieve consensus that it properly reflects the breadth of industry needs.
- 5.4. The consultants will be required to examine existing Talent Platform models before recommending a specific way forward for the GSS in Jamaica.
- 5.5. The final specifications will need to meet the functionality required by the GSS without becoming too complex and costly to build and maintain.
- 5.6. This Talent Platform for the GSS should be a model that could be expanded to other parts of the economy over time.
- 5.7. The consultancy must follow best practices for IT lifecycle methodologies/guidelines similarly to Information Technology Infrastructure Library (ITIL), The Open Group Architecture Framework (TOGAF), Control Objectives for Information and Related Technologies (COBIT) or other enterprise architecture strategies applicable to meet the needs of the GSS.

6. Deliverables

Research and scoping phase:

- 6.1 Review existing Talent Platform models to identify a range of possible approaches to support the GSS in Jamaica
- 6.2 Possibly working alongside the consultant developing the CPF, discuss the proposed approach with GSS employers and the GSSB to clarify their expectations of the Talent Platform, to clarify which industry sub sectors will be included and the boundary to be drawn between the GSS and the wider IT /software development sector.
- 6.3 Discuss the concept and possible models with a range of stakeholders including Government, HEART/NTA, training providers, civil society organizations, schools and careers advisory bodies.
- 6.4 Develop a clear technical requirement/specification for the platform and recommend options for its development including the costs, benefits and challenges of:
 - 6.4.1 Purchasing or licensing an existing platform that will perform the functions required;
 - 6.4.2 Amending an existing platform to achieve the functionality required;
 - 6.4.3 Building a custom-made platform for this application.

6.5 The specification will need to include the necessary protocols to ensure that CPF content, employer, training provider and individual data will operate effectively on the platform, that it can be easily updated and can be accessed through desk and laptop computers and handheld devices including both Apple and Android mobile operating systems.

Deliverable 1.

- Provide a draft project plan containing technical specification for the GSSIP, Competitive Fund Portal/Talent Platform.
 - This should be paired with a report and recommended options for development, as set out in 6.1.4 and 6.1.5 above.
- A report on recommended options for development and implementation.
- Provide a schedule for the implementation timeline for the template for the GSSIP and the Talent Platform.

Consultation Phase:

6.6 Provide a summary of the different talent management systems available and their capabilities, pricing information and deployment options.

6.7 Prepare and make a formal presentation to the GSSB Strategy and Policy Sub Committee

6.8 Conduct consultation workshops with employers and key stakeholders to refine and develop the technical requirement and options for input into draft implementation plan.

6.9 Present the final set of options for acquisition and recommendations for implementation to the Global Services Skills Board and to key government stakeholders for validation and endorsement.

6.10 Recommend a phased implementation process, with a view to implementing core functionality first, with more sophisticated functions being added once the basic platform has been tested and proven.

Deliverable 2.

6.11 Present specification for the Talent Platform and an agreed viable option for acquiring/developing the platforms core architecture.

6.12 Meet with the GSS-PEU and the GSSB Policy & Standards Sub-Committee to present recommended structuring for the Talent Platform system, all notable functions and capabilities that match specified criteria given to the consultancy.

6.13 Provide an agreed implementation plan for UAT/Live launch.

6.14 Provide a drafted User Interface (UI) for all portals/platforms (Mock-ups or Live) to be developed

Implementation Phase:

6.15 Provide detailed technical topologies / architectures specifications to be procured in aid of implementing and maintaining the Platform, where needed.

- 6.16 Agree with the GSS PEU which strategy outlined in 6.1.4 should be adopted and which Hosting Platform to use for implementation of UAT/Live Launch.
- 6.17 Outline clear guidelines on the benefits and limitations on each package recommended to be procured for full hosting and developmental needs of the GSSIP, Competitive Fund Portal/ talent Platform.
- 6.18 Support GSS PEU in negotiating with vendors to agree terms to purchase or acquire access to the Platform and any further development that will be necessary to achieve the desired functionality.
- 6.19 Support the PEU in completing the purchase of the required hosting space and or items necessary for the GSSIP/Talent Platform, setting clear delivery dates for having it operate to the desired specification.
- 6.20 Prepare a detailed implementation plan setting out how the Platform will be commissioned, piloted and supported including the need for training of key staff.

Deliverable 3.

- 6.21 A drafted manual outlining operational instructions for the platform to be provided to the GSS-PEU's team based on bullet point 6.22.
- 6.22 Additional updates and finalized User Interface (UI) for development.

Deliverable 4.

- 6.23 Presentation to GSS-PEU and Stakeholders (Jampro, IDB, GSSB, etc.) on new GSSIP, Competitive Fund Portal and Talent Platform ready for UAT Launch.
- 6.24 Completion of training on the new Portals/Platform for the GSS-PEU.
- 6.25 Complete integration by adding the Careers Pathway Framework content to the platform and other key data including the graphical features that will enable full UAT for the GSS.
- 6.26 Pilot with a small number of individual and business users to test the functionality of the platform and add employer, individual and training provider content that can be used for demonstration purposes.
 - 6.26.1 Support the PEU in launching the portals/platform for UAT and testing its capabilities.
 - 6.26.2 Provide operating, training manuals and procedures for updates and support during UAT.
 - 6.26.3 Train key staff to be able to operate and update the platform with its content management systems.

Deliverable 5.

7 This phase should include the following:

7.1.1 Create/ provide a final training / operation manual to serve as a comprehensive knowledge base for the GSS team and future users.

7.1.2 To this end, the manuals should include sections for (not an exhaustive list):

- i) User hierarchy,
- ii) User role descriptions,
- iii) Contact details for Platform retailer’s support line,
- iv) Documented processes for all measures,
- v) Information and documentation security guidelines to be followed by all users,
- vi) Contingency procedures for preventive maintenance measures,
- vii) and other recommendations for documentation.

7.2 Handover of the new GSSIP and Talent Platform.

7.3 Live launch of the GSSIP, Competitive Fund Portal and Talent Platform with all features operating effectively and efficiently and fully integrated with the Careers Pathway Framework.

7.4 Present a final report listing all functional requirements of the Talent Platform and GSSIP, outcomes of UAT and go live.

Deliverable 6: Talent Platform is live and operating effectively.

1. Reports/Deliverables GSSIP

	Reports/Deliverables	Expected Timelines	Review Periods	Payment Schedule
1	Submission of: <ul style="list-style-type: none"> • Inception Report • Project Plan including the finalized requirements and technical specification • A schedule for delivery of a drafted template for the GSSIP, Competitive Fund Portal and the Talent Platform • A report and recommended options for development 	No Later than 15 days after contracted date	7 Days	15% Upon acceptance of Inception report and project plan

2	<p>Submission and approval of:</p> <ul style="list-style-type: none"> • The Core Architecture for the GSSIP, Competitive Fund Portal and Talent Platform. • An agreed specification for the Talent Platform • An agreed implementation plan • A Drafted User Interface (UI). 	No Later than 15 days after acceptance of Inception report and project plan	5 Days	10% Upon acceptance of architecture, agreed specs and implementation plan
3	<p>Submission and approval of:</p> <ul style="list-style-type: none"> • Additional updates and finalized UI. • Drafted Operating/Training manual, procedures developed 	No Later than 50 days after acceptance of architecture, agreed specs and implementation plan	5 Days	25% Upon acceptance of updates to UI and Drafted operational manual
4	<ul style="list-style-type: none"> • Presentation to PEUs Staff and Stakeholders on new UAT ready GSSIP, Competitive Fund Portal & Talent Platform • Completion of trainings for the GSS-PEU. • Integrate Career Pathway Framework for UAT • Upload of content from selected pool of employers and registration of candidates for UAT • Provide a training plan for additional stakeholders • A minimum viable product containing all key features required for the both the GSSIP and talent Platform for UAT launching inclusive of a functioning Careers Pathway Frameworks. 	No Later than 50 days after acceptance of updates to UI and Drafted operational manual	7 Days	35% Upon acceptance of Beta presentation, training plan and minimum viable product for UAT launch of all interfaces and functionality of the GSSIP/Talent Platform
5	<p>Project completion:</p> <ul style="list-style-type: none"> • Handover of finalized technical administrator and user documentation • Handover of the new GSSIP, Competitive Fund Portal and Talent Platform. • Live launch of the Talent Platform with all features are operating effectively and efficiently • Final report listing all functional requirements of the Talent Platform and GSSIP, outcomes of UAT and go live 	No Later than 45 days after acceptance of Beta presentation, training plan and minimum viable product for UAT launch of all interfaces and functionality of the GSSIP/Talent Platform	7 Days	15% Upon acceptance of architecture, agreed specs and implementation plan

8. Qualifications and Experience of the Consultancy Firm

Firm must have

8.2 Consulting Firms Experience Requirements:

The consulting firm should have at least 10 years' experience in the IT Industry with approximately 4 years' experience executing ICT consultancies. The firm should be able to exhibit at least 5 years' experience working with government entities.

At a minimum, the firm must indicate 3 key experts suited for this assignment. Key experts must at a minimum must have the following qualifications and possess the following attributes.

8.3 Expected Qualifications & Certifications of the Consultancy

8.3.1 The consultant(s) must ideally have:

- A degree in Information Technology Systems Design and Development, Computer Information Science, Web Development or a related discipline.
- An extensive (6-8 years +) high level experience in this field.
- At least 4 year's work experience on IT, Web App and Mobile App Platform development or similar projects as described above.
- Experience in working with the Government of Jamaica.
- Experience in working with the private sector on projects relating to sector competitiveness and skills (ideally on projects related to the GSS)
- Excellent technical, written and oral communication skills

Strong interpersonal skills and a proactive approach to problem solving

8.4 Consulting Firm - Key Experts Programming Experience:

- Demonstrable programming ability (Various Java oriented languages, Spring, XML, REST, NoSQL Database (MongoDB, Cassandra), Distributed System, RDBMS, ePub3, MVC frameworks, Design Patterns, GWT, JSON, Ruby, Python, C#, C++, etc.) with in-depth understanding of underpinning techniques.
- Advance experience in mobile development.
- Demonstrable machine learning skills (Examples should be provided in supporting portfolio submitted with EOI)
- Exhibit skills in code structuring, database knowledge, algorithms and data structures, amongst others.

- Experience in LAMP (Linux, Apache, MySQL, PHP/Python/Perl) and/or server-side Java programming with Web 1.0 MVC frameworks and experience in JEE technologies like Servlets, JSPs, EJBs, Web Services, JMS, JAXB.

8.5 Team leader

- Proven experience of leading a team of software engineers including performance, development and quality assurance measures.
- A degree in IT systems design and development or equivalent in Computer Science, Software Engineering, Information Technology or similar technical degree.
- A postgraduate degree is required unless the consultant has extensive (8 years +) executive level experience in this field.
- Experienced with all ancillary technologies necessary for Internet applications: HTTP, TCP/IP, POP/SMTP, etc.
- Demonstrable experience working on high scalability projects involving cloud-based infrastructure design and implementation
- Working knowledge of object-oriented design and development skills
- Good understanding of Web Services protocols such as REST, SOAP and API design for extensibility and portability
- At least 4 year's work experience on IT Platform development or similar projects.
- 5 years' experience of working with the Government of Jamaica.
- 5-8 years of experience working with the private sector on issues relating to sector competitiveness and skills, ideally with the GSS
- Excellent technical, written and oral communication skills
- Strong interpersonal skills and a proactive approach to problem solving

8.6 Use Experience (UX) Designer qualifications:

A degree in Bachelor of Science in Computer Programming, Data Science / Social Science Analytics, Technology & Innovation Management, IT Project Management or other certifications in the same or similar discipline of study. Demonstrable experience in translating concepts into user flows, wireframes, mockups and prototypes that lead to intuitive user experiences.

The UX Designer is expected to also:

- Facilitate the GSS-PEU's product vision by researching, conceiving, sketching, prototyping and user-testing experiences for digital products.

- Design and deliver wireframes, user stories, user journeys, and mockups optimized for a wide range of devices and interfaces for the Platform.
- Identify design problems and devise elegant solutions in a timely manner.
- Make strategic design and user-experience decisions related to core, and new, functions and features to ensure ease of use for the platform.
- Take a user-centered design approach and rapidly test and iterate your designs. To ensure an effective and efficient UAT period and final product launch.
- Collaborate with GSS-PEU's team members and affiliated stakeholders to ensure effective Quality Assurance steps are being followed throughout the consultancy's duration.
- Three or more years of UX design experience. Preference will be given to candidates who have experience designing complex solutions for complete digital environments.
- Expertise in standard UX software such as Sketch, OmniGraffle, Axure, In Vision, UX Pin, Balsamiq, Framer, and the like is a must. Basic HTML5, CSS3, and JavaScript skills are a plus.
- Ability to work with clients to understand detailed requirements and design complete user experiences that meet client needs and vision.
- Extensive experience in using UX design best practices to design solutions, and a deep understanding of mobile-first and responsive design.
- A solid grasp of user-centered design (UCD), planning and conducting user research, user testing, A/B testing, rapid prototyping, heuristic analysis, usability and accessibility concerns.
- Ability to iterate designs and solutions efficiently and intelligently.
- Ability to clearly and effectively communicate design processes, ideas, and solutions to teams and clients.
- A clear understanding of the importance of user-centered design and design thinking.
- Ability to work effectively in a team setting including synthesizing abstract ideas into concrete design implications.

8.1 Supporting areas of competencies for the Team:

- Portfolio demonstrable experience in implementing web portals with mobile a supporting mobile app.
- Working knowledge of integrating Microsoft SharePoint 2013/2016 with Web Development
- Extensive knowledge of web development techniques inclusive of data science and machine learning
- User-Experience (UX) Designing and Full Stack Development skills
- Experience in creating an easy to use content management interface

- Demonstrable knowledge of integrating Mobile Development and Machine Learning programming skills
- Creating, automating and launching User Databases
- Multimedia design and editing, Multimedia programming and technology
- Ability to express facts and ideas in a clear and organized manner, both orally and in writing.
- Strong teamwork orientation and effective communication skills.
- Superior attention to detail.

8.7 Characteristics of the Consultancy

- Consultancy category and modality: Consulting Firm, Lump Sum
- Contract duration: 7 months
- Place(s) of work: External consultancy/Jamaica Country Office
- Supervision & Reporting: Skills Development Specialist

9 Acceptance Criteria

9.1 All final deliverables should be submitted to the Skills Development Specialist in an editable format. All reports will be reviewed by the supervisor of the consultancy and feedback given within the outlined review period.

10 Supervision and Reporting

The coordination and supervision of this consultancy will be undertaken by the Programme Execution Unit PEU working closely with the GSSB.

11 Schedule of Payments

- Payment terms will be based on the acceptance of project milestones or deliverables
- The consultancy firm must submit an invoice for the deliverables completed as outlined.
- All invoices provided for payment must be sent in an electronic imaged format (such as .pdf, .gif or .jpg) to protect against alteration.
- Invoices that are in Excel, Word or any other editable format will not be accepted.

12 Consanguinity:

12.1 Pursuant to applicable Bank policy, candidates with relatives (including the fourth degree of consanguinity and the second degree of affinity, including spouse) working for the Bank as staff members or Complementary Workforce contractual, will not be eligible to provide services for the Bank.

13 Diversity:

13.1 The Bank is committed to diversity and inclusion and to providing equal opportunities to all candidates. We embrace diversity based on gender, age, education, national origin, ethnic origin, race, disability, sexual orientation, religion, and HIV/AIDs status. We encourage women, Afro-descendants and persons of indigenous origins to apply.

-END-