

REQUEST FOR EXPRESSIONS OF INTEREST CONSULTING SERVICES

Selection # as assigned by e-Tool: BL-T1110-P001

Selection Method: Full Competitive Selection

Country: Belize

Sector: Competitiveness, Technology, and Innovation (IFD/CTI)

Funding – TC #: ATN/CO-16736-BL

Project #: BL-T1110

TC name: Leveraging Digital Technology for Improving the Business Climate in Belize

Description of Services: The objective of this consultancy is to design and deploy a feasible technological solution that incorporates digital technology for integrating and improving connectivity and data sharing among key actors resulting in the measurable increased efficiency of the selected business process. The systems integration solution should build an API capable of growing overtime and incorporating new actors interested in information sharing and participating in the business processes.

Link to TC document: <https://www.iadb.org/en/project/BL-T1110>

The Inter-American Development Bank (IDB) is executing the above-mentioned operation. For this operation, the IDB intends to contract consulting services described in this Request for Expressions of Interest. Expressions of interest must be delivered using the IDB Portal for Bank Executed Operations (<http://beo-procurement.iadb.org/home>) by: July 10, 2018, 5:00 P.M. (Washington D.C. Time).

The consulting services (“the Services”) include developing a process mapping on two to three business processes with the ultimate goal of selecting one business process for reengineering and simplification. A needs assessment will then take place to understand the needs of users to be impacted by changes in the business process method. Based on the outcomes and recommendations arising from the needs assessment, the consulting firm will design a secure and high-performance integration solution responding to the needs and preferences of users. They will develop the design specifications, system configuration, customization, and Quality Assurance after which they are expected to deploy the technological solution, conduct training, develop an operations manual, and monitor short term results. This consultancy is expected to be completed by the second quarter of 2019.

Eligible consulting firms will be selected in accordance with the procedures set out in the Inter-American Development Bank: [Policy for the Selection and Contracting of Consulting firms for Bank-executed Operational Work](#) - GN-2765-1. All eligible consulting firms, as defined in the Policy may express an interest. If the Consulting Firm is presented in a Consortium, it will designate one of them as a representative, and the latter will be responsible for the communications, the registration in the portal and for submitting the corresponding documents.

The IDB now invites eligible consulting firms to indicate their interest in providing the services described below in the draft summary of the intended Terms of Reference for the assignment. Interested consulting firms must provide information establishing that they are qualified to perform the Services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.). Eligible consulting firms may associate in a form of a Joint Venture or a sub-consultancy

agreement to enhance their qualifications. Such association or Joint Venture shall appoint one of the firms as the representative.

Interested eligible consulting firms may obtain further information during office hours, 09:00 AM to 05:00 PM, (Washington D.C. Time) by sending an email to: *Galileo Solis* (galileos@iadb.org).

Inter-American Development Bank

Division: *Competitiveness, Technology, and Innovation (IFD/CTI)*

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SUMMARY TOR

Design and Pilot of Technological Solution

BELIZE

BL-T1110

Public Link: <https://www.iadb.org/en/project/BL-T1110>

Leveraging Digital Technology for Improving the Business Climate in Belize

1. Background and Justification

- 1.1. 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. On March 20, 2016, the IDB Board approved the creation of the Compete Caribbean Partnership Facility (CCPF), Phase 2 of Compete Caribbean, which will be implemented over the period 2017-2020. CCPF is a multi-donor Trust Fund jointly funded by the United Kingdom’s Department for International Development (DFID), the Caribbean Development Bank (CDB), and the Government of Canada.
- 1.3. The ultimate goal of CCPF is to support the Caribbean region in increasing productivity and Caribbean firms’ contribution to economic growth. The specific objectives are to (i) support firms to grow, innovate and enter new sectors and markets; and (ii) to promote an environment that enables innovation and growth. The Facility will support productivity and economic growth in the Caribbean by focusing on two thematic pillars: (i) productivity and innovation in firms; and (ii) enhancing the business and innovation climate. It is intended that CCPF should (a) focus on the specific needs of the more vulnerable countries; (b) support gender and diversity initiatives; (c) promote climate change adaptation/resilience activities; (d) foster the strengthening of institutions; and (e) promote

scalability. The Facility is being executed by Inter-American Development Bank and henceforth all procedures related to operations and implementation thereof must comply with IDB policies.

- 1.4. Phase 1 (2010-17) supported the creation of 12,000 jobs (80% for women and youth); increased revenue generated by participating firms and clusters (USD\$153m or a 41% increase); increased exports by participating firms and clusters (USD\$37m or a 23% increase); introduced environmental technologies or adoption of change innovations through nine private sector projects; and improved the business environment in several Caribbean countries (e.g., in 2015, Jamaica's World Bank Doing Business rank for Getting Credit moved to 12, a significant improvement when compared to 189 in 2014).
- 1.5. Key local partner on this project is the Government of Belize's (GOB) Economic Development Council (EDC) which was established in 2011 to serve as Belize's official mechanism for dialogue between the public and private sectors. The mandate of the EDC, as outlined by the EDC Act No. 28 of 2017, is to promote a better understanding of business climate issues, foster improvement in the business environment by making recommendations to the Prime Minister and relevant Government Ministries, and to facilitate the implementation of reforms, thereby encouraging development and economic growth. The EDC is supported by a technical secretariat, the Public Private Desk in the Office of the Prime Minister tasked with the responsibility to executed the Action Plan of the EDC. The EDC has worked on several key business climate reforms which included: (i) Trade and Tax reform (ii) Building Sector Reform (iii) Packaging and Labelling Reform and (iv) Starting a Business reform to name a few.
- 1.6. Creating the necessary conditions for the private-sector to be successful is a core strategy taken by governments globally for improving economic growth prospects and combating poverty. Evidence suggests that regulatory reforms are good for economic growth. Essential to efforts for increasing efficiencies that lead to an improved business climate are reengineering and simplifying public service processes within the current regulatory framework with consideration made for upcoming legal reforms. Information and Communications Technology (ICT) can then complement and enhance the streamlining of processes for improved service delivery. Digital technology, such as application programming interface (API), can: (i) facilitate end users' access and interface with government entities, (ii) remove the need for travel (time and cost) and the submission of paper documents; and (iii) improve intra-agency communication thereby reducing the time taken for approval when multiple agencies are involved.
- 1.7. Building on the policy reform efforts of the Economic Development Council (EDC) of Belize for facilitating business activity, and taking into stock the Government of Belize's Central Information Technology Office's (CITO) efforts to modernize the delivery of public services to improve efficiency for effective delivery of public services based on citizen needs through the use of ICTs, this project has been designed to test an approach for reengineering and digitizing the delivery of public services that are critical to improving the business climate in Belize. Modeled as a pilot for gathering lessons on such an approach to private-sector development, this project will act as a demonstration exercise to encourage participation among other actors key to improving the business and investment environment through the application of ICT.
- 1.8. Key to achieving the objectives of this project for implementing a process innovation that simplifies and increases the efficiency of business processes, is the implementation of a technological solution to integrate multiple systems from different institutions to improve data sharing and automatizing processes.

2. Objectives

- 2.1. The objective of this consultancy is to design and deploy a feasible technological solution that incorporates digital technology for integrating and improving connectivity and data sharing among key actors resulting in the measurable increased efficiency of the selected business processes. The systems integration solution should build an API capable of growing overtime and incorporating new actors interested in information sharing and participating in the business processes. It should also be capable of serving as a replicable template for other business processes.

3. Scope of Services

- 3.1. This is an estimated nine (9) month consultancy. The consulting firm will conduct a process mapping on two to three business processes with the ultimate goal of selecting one business process for reengineering and simplification. A needs assessment will then take place to understand the needs of users to be impacted by changes in the business process method.
- 3.2. Based on the outcomes and recommendations arising from the needs assessment, the consulting firm will design a secure and high-performance integration solution responding to the needs and preferences of users. They will develop the design specifications, system configuration, customization, and Quality Assurance after which they are expected to deploy the technological solution, conduct training, develop an operation manual, and monitor short term results.

4. Key Activities

- 4.1. **Inception Meeting, Desk Review, and Progress Reporting.**
- 4.2. **Process Mapping and Analysis.** Using a process mapping tool, present an evaluative graphic representation of the inputs and outputs of two to three selected businesses processes. The business processes are based on the World Bank's Doing Business methodologies (i.e. starting a business).¹ In consultation with the IDB and the EDC, select one Business Process and propose recommendations for business process reengineering and simplification in terms of immediate changes within the current regulatory environment and within the current technological framework that can lead to quick wins.
- 4.3. **Needs Assessment:** Utilizing a user-focused approach, conduct a needs assessment that incorporates the needs of potential users. The project team (IDB and EDC) will provide the consultancy with guidance in determining the sample size and make-up particularly given that business regulatory burdens differ according to the size, ownership (women-owned and men owned firms), location, and sector of the business.
- 4.4. **Functional Specifications of the Integration Solution:** Provide a detailed definition of the integration solution and how it will operate.
- 4.5. **Implementation Plan.** Based on standard Agile methodologies for software development, create a work plan outlining estimated schedule, agreed upon milestones, and resources required to achieve an effective implementation of the integration system.
- 4.6. **Design Specifications, System Configuration, Customization, Development and Quality Assurance:**

¹ See "[The Case for Leveraging Digital Technologies for Improving the Business Climate in Belize](#)" for more information

Design a secured and high-performance integration solution responding to the needs and preferences of users.

- Design front end user prototype interface that responds to the needs and preferences of users, embed security features (identification, authentication, and authorization) to encrypt and protect data, develop protocols for data sharing which take into consideration legal restrictions to data sharing, and provide built-in analytics that collect data on metrics and usage;
- Develop the system's design specifications. Identify interfaces among systems, data conversion, authentication protocols, coding language/languages (to be determined after the needs assessment and with input/guidance by the Project Team) etc.
- The consultancy must conduct Quality Assurance practices throughout all the different phases of the implementation of the solution. Test the design amongst a sample of end users. Ensure the overall system works in accordance with developed specifications.
- Tests should include stress tests to validate the performance of the system under different conditions and by different users and roles.
- Develop a visual analytics tool for displaying real-time performance metrics that tracks time taken to complete processes, user inputs, usage, efficiency, and other such KPIs as defined in conjunction with the EDC, IDB, and key stakeholders.
- protocols Technical documentation should be provided properly documenting source code, database diagrams, and any resource developed by the consultancy.

4.7. System Implementation and Support: Deploy the technological solution, ensuring the system is operational including provision of support after deployment.

4.8. Operations Manual and Training. Design operations manuals that cover all procedures and internal workflows. Execute at least two on-site training sessions for staff to be recorded and posted online for future reference. At least one training should be an advanced training for IT specialists from government entities.

4.9. Monitor Results. Establish mechanisms for real-time data collection on usage and other performance metrics to be defined in collaboration with the project team. Develop user feedback mechanisms (i.e. through comment boxes and/or online survey).