

## **REQUEST FOR EXPRESSIONS OF INTEREST** **CONSULTING SERVICES**

**Selection #:** RG-T3267-P001

**Selection Method:** Simplified Competitive Selection

**Country:** Regional

**Sector:** Competitiveness, Technology & Innovation

**Funding – TC #:** ATN/CO-16793-RG

**Project #:** RG-T3267

**TC Name:** Streamlining the Issuance of Construction Permits in Antigua and Barbuda

Description of Services: To design and implement an Electronic Permitting System and One-Stop Shop for the processing of the construction permit approvals within Antigua and Barbuda.

**Link to TC Document:** <https://www.iadb.org/en/project/RG-T3267>

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: **September 5<sup>th</sup>, 2018, 11:59P.M.** (Washington D.C. Time).

The consulting services (“the Services”) include mapping and assessing the efficiency of current business processes across all agencies having responsibility for Dealing with Construction Permits. Based on the mapping, the consulting firm will reengineer and digitize the business process towards the development of an Electronic Permitting System and a One-Stop Shop for the processing of the construction permit approvals in Antigua and Barbuda.

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:

**Inter-American Development Bank**

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

**Attn: Valarie Pilgrim**

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**SUMMARY TOR**

**1. Background and Justification**

- 1.1.** On March 20, 2016, the IDB Board approved the creation of the Compete Caribbean Partnership Facility (CCPF) as 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. The ultimate goal of the Compete Caribbean Partnership Facility 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. 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.
- 1.2.** The proposed consultancy will be funded by the CCPF with the aim of creating a more enabling business environment in Antigua & Barbuda. Antigua and Barbuda is ranked 107th out of 190 countries for the aggregate ranking in the World Bank's Doing Business index for 2018. Over the last 5 years, Antigua and Barbuda's ranking in the World Bank's Doing Business index has declined from position 71 in 2014 to position 107 in 2018.
- 1.3.** The country has traditionally depended on tourism to spur growth and development; and the sector dominates Antigua and Barbuda's economy, accounting for nearly 60% of GDP and 40% of investment. Investment in new and existing tourism facilities, mainly driven by foreign direct investment, has fueled the real estate and construction industry in the country. Construction

activity, as a result of foreign investment flows, including through the country's Citizenship by Investment Programme, is part of the backbone of the economy. For *Dealing with Construction Permits*, Antigua and Barbuda is ranked 99, doing better than the Regional Average (Latin America & Caribbean) but worse than all the OECS except Grenada. Obtaining a construction permit in Antigua and Barbuda is estimated to require 19 procedures and 135 days compared to best practices of 7 procedures and 27.5 days respectively. Countries considered to be engaging in best practices, have reengineered their business processes and employed electronic permitting systems, that link all permitting agencies, to reduce the number of procedures and time required to obtain a construction permit. Depending on the nature of the project, obtaining a construction permit, might involve up to 6 different government agencies - Central Board of Health, Environment Department, Fisheries Department, and the Antigua Port Authority – and may take more than 130 days to be completed.

- 1.4. The Development Control Authority (DCA) is the agency under the Ministry of Housing, Lands & Urban Renewal charged primarily with the responsibility to ensure the orderly and progressive development of land in urban and rural areas in Antigua and Barbuda. DCA receives printed copies of construction permit applications with multiple printed copies of design prepared by architects and engineers. When errors are found in the drawings or where the plans do not comply with the local building code, the architect or engineer needs to correct and resubmit them. In many cases, this submission or resubmission process goes through three to five iterations taking as much as two months before the plans are finally approved.
- 1.5. The growing trend within the building design industry is to develop and submit plans electronically, rather than in multiple hard copies. DCA's clients (architects, engineers, contractors, building owners and homeowners) are urging a move to this more efficient approach.

## **2. Objectives**

- 2.1. The main objective of this consultancy is to design and implement an Electronic Permitting System and One-Stop Shop for the processing of the construction permit approvals in Antigua and Barbuda.

### **Scope of Services**

- 2.2. The scope of services includes the following:
  - (i) Mapping and assessing the efficiency of current business processes across all agencies having responsibility for *Dealing with Construction Permits*;
  - (ii) Developing options for reengineering and digitizing the business processes, including specifications and other details of hardware and software requirements for each option;
  - (iii) Developing a detailed work plan for designing, installing, rolling out (including change management, system testing, user and systems maintenance training), and the initial maintenance (for 1 year) of an Electronic Permitting System and One-Stop Shop;
  - (iv) Developing a system that will be able to receive and account for electronic payments;
  - (v) Designing system to allow it to receive digitally signed documents
  - (vi) Developing a system / customization of existing off the shelf software for electronic permitting of development application, testing and installation to be included ;
  - (vii) Training staff of the approval agencies, end-users, and information technology professionals who will be responsible for maintaining the system; and
  - (viii) Managing communications to engage and secure the ownership of key stakeholders.

(ix) Leveraging existing platform operated by the Government of Antigua and Barbuda.

**2.3.** The digitized system will have the following features:

- Client registration (this will either be developed or be integrated into the current eGovernment registration platform).
- Client approval submission request along with proof of payment for process to commence.
- The system should be designed in mind to include the ability to accommodate digitally signed documents.
- All drawings and other documents required by DCA will be submitted in PDF format by default, but provision should be made for the use of other sanctioned formats to be agreed upon between the client and consultant.
- All applications will be assigned in the queue in data and time order.
- DCA technician will review application and record findings in pre-set fields along notes.
- Appropriate portal access for all additional approving entities with notifications when applications are sent to them for review (Environment Department, Fire Department, Central Board of Health, Airport Authority, National Parks and Any Other)
- Software will track and record all actions taken with each application. Client will also be given access to progress of their application.
- Clients will be notified of their approved or failed applications via email.
- Once proof of payment for approved applications have been received the client will be granted access to download their approved plan and additional documentation from the portal.
- Full audit trail of all users.

**2.4.** The system will be able to generate reports based on all fields that are pre-set. Following is an illustrative list of reports that the system will generate. Application will be developed with as many standard reports as requested by DCA.

- Declined applications (date period, reason, type of structure)
- Number of applications submitted
- Average number of times applications are declined and returned to client for a pass to be given.
- Average time for the processing of applications
- Number of applications submitted to each additional agency for approval and their statistical data

**2.5.** With respect to managing communications, major tasks will include (i) communicating information aimed at educating potential users on electronic permitting systems and providing clarifications and feedback to address stakeholder concerns; (ii) keeping stakeholders informed of the progress of the project; (iii) managing the launch of the Electronic Permitting System and One-Stop Shop; (iv) packaging user training materials and other relevant content to update the DCA website; and (v) communicating early results and providing timely explanations for any early/teething problems.

### **3. Qualifications**

Contractual teams should have specific expertise and knowledge, which will be the main criterion for their selection. It is anticipated that the team would comprise of individuals with strong competencies in the below areas but this is not meant to restrict team compositions to exact roles described below.

#### **I. Team Leader and Trainer**

Academic Degree / Level & Years of Professional Work Experience:

- Advanced degree in IT/Computer Science

Experience

- Minimum of 10 years of experience in systems and software development including: (i) web enabled development of comparable projects; (ii) development of electronic permitting systems; and leading project teams for complex IT projects.

Other Skills

- Project management
- Training design, delivery and evaluation
- Excellent and proven track record of previous works with governments and/or multilaterals.
- Change management/capacity building
- Fluency in English
- Strong interpersonal, verbal and written communication skills

**II. Information Technology Consultant**

Academic Degree / Level & Years of Professional Work Experience:

- A Bachelor's degree in Computer Science/ Applications, Systems Engineering, Information Systems or related fields, with emphasis in Systems Analysis and Design.

Experience

- A minimum of 5 years of progressively responsible professional experience in best practice implementation as well as: Analyzing Information, Analyzing Requirements, Programming Skills, Software Design, Software Debugging, Software Documentation, Software Testing, Problem Solving, Teamwork, Software Development Fundamentals, Software Development Process, Software Requirements.
- Experience in business process modeling including documenting and analyzing functional procedures and workflows, business process reengineering and definition and evaluation of user requirements in the selection or development and implementations of IT systems.
- Work experience in managing projects with a preference in development and implementation of web-based or client-server based systems using any standard development tools.
- Experience with PHP, Web services, SOAP, XML, XSLT, AJAX, Drupal is considered an asset.
- Experience in Open-Source tools and software is an asset

#### Other Skills

- Proven ability to advise and train users in the use of complex systems/applications and related matters and effectively prepare specifications and other written reports/documentation in a clear and concise style. Ability to communicate with various levels of technical experience (developers, end-users, management and support staff);
- Competent in the following technologies: Java, .NET, ADO, JSP, HTML5, JavaScript, ASPX, SQL Server and Oracle in a heterogeneous environment (Windows and Linux).

### **III. Communications Specialist**

Academic Degree / Level & Years of Professional Work Experience:

- Master's degree in Journalism; Mass Communications; Public Relations or related field.

#### Experience:

- At least 10 years of working experience in communications with significant experience in designing implementing communication strategies to support the implementation of development projects.
- Ability to develop, promote, implement, monitor and evaluate Communications Strategies.
- Specific experience in the following areas: social media management, media relations, and event management

#### Other Skills:

- Good communication and organizational skills, with demonstrated evidence of capacity to produce and present good reports.
- Sound understanding of a results-oriented approach to planning and implementation
- Sound monitoring or data collection and analysis skills.
- Proficiency with social media sites (twitter, Facebook, LinkedIn, Pinterest, YouTube).
- Proficiency with basic video/media editing tools.
- Demonstrated proficiency at using data to drive communications' (google analytics, etc.)
- Knowledge and understanding of issues impacting the ease of doing business in the Caribbean and ongoing business climate reform initiatives.
- Excellent ability to communicate in English both written and spoken.