

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

Selection Method: Firm Procurement – Simplified Competitive

Country: *Trinidad and Tobago*

Sector: *IFD/CTI-Competitiveness, Technology and Innovation Division*

Funding – TC #: *ATN/CO-17725-TT*

Project #: *TT-T1096*

TC name: *Establishment of the Trinidad and Tobago Accreditation Service for Conformity Assessment*

[Link to TC document](#)

### *Description of Services:*

#### **Consultancy to Develop and Establish a Laboratory Inventory and Customer Relationship Management System for The Trinidad and Tobago Accreditation Service for Conformity Assessment (TTASCA)**

The overall objective of this consultancy is to develop a national inventory of testing, calibration and medical laboratories in Trinidad and Tobago and their current accreditation status and the industries that they serve. The consultant will be required to create a regional inventory of laboratories utilizing existing regional sources and conducting the activities necessary to close the data gaps identified.

Accreditation is an independent endorsement by a third-party entity of the competence of a conformity assessment body to reliably perform specific quality tasks against internationally recognized standards. Conformity assessment bodies include medical laboratories, testing laboratories, calibration laboratories, inspection bodies and certification bodies, as well as, proficiency testing providers, reference material producers and verification bodies. Conformity assessment processes are necessary as evidence of compliance with a country's or industry's regulations and requirements. In this regard, internationally recognized accredited conformity assessment processes are essential to reduce the technical barriers to trade that may be faced by exporters through demands for repeat testing, certification and/or inspection and other such impediments – real or artificial - when their goods reach foreign markets.

A National Quality Policy for Trinidad and Tobago 2018-2030 was approved by Cabinet on April 12, 2018, along with an Implementation Plan and Communication Plan. The National Quality Policy aims to facilitate the attainment of higher levels of productivity, innovation, consumer health, environmental protection and competitiveness of local business on the global market, through the strategic strengthening and reform of the country's National Quality Infrastructure (NQI). The main components of the NQI are: Standards; Metrology; Conformity Assessment Services; Accreditation; and Information Awareness and Education Programmes. The objectives of the approved Policy are:

- To improve Trinidad and Tobago's Quality Infrastructure operating framework;
- To reform the legal framework to support the integration of Quality Infrastructure in commerce, trade and all relevant social activities;
- To build the human capital, develop the physical infrastructure needed and strengthen agencies and stakeholders; and
- To develop a system of continuous learning, adaptation and communication.

In December 2018, Cabinet approved the establishment of an independent accreditation body, to be established as a Body Corporate, under the name Trinidad and Tobago Accreditation Service for Conformity Assessment (TTASCA). TTASCA will be established with its own Act of Parliament and Regulations for the accreditation of all conformity assessment bodies, and with a Board of Directors under the purview of the Ministry of Trade and Industry. This will require amendments to the Standards Act and Regulations to remove the accreditation functions from the TTBS. In addition, new legislation will be necessary to expand TTASCA's scope of activities to move beyond TTLABS' current remit of the accreditation of laboratories and to include the accreditation of inspection and certification bodies as well. As of February 2022, a Regulatory Impact Assessment of the establishment of TTASCA has been undertaken, leading to the development of a legislative brief to guide the creation of the new legislation.

The Compete Caribbean Partnership Facility (CCPF) 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: *April 22, 2022*, 5:00 P.M. (Washington D.C. Time).

The consulting services ("the Services") include the development of an inventory and customer relationship management system with laboratories (testing, calibration, medical laboratories; whether public or private sector; whether for service to the parent company, a reference laboratory or a commercial entity) to be implemented over a 6-month period. This consultancy will enable TTASCA to identify and target potential customers and services required. It will also allow TTASCA to plan capacity building for interventions for the laboratories as well as develop the accreditation body's strategic marketing and operational plan. The information will be used to establish a laboratory database and an appropriate Customer Relationship Management (CRM) System for TTASCA that is expandable. This CRM System will also have to be interoperable so that it can be linked to other systems established by TTASCA.

#### **Key Activities:**

- I. *Conduct inception meetings and finalize work plan.* Meetings are to be held with the relevant staff of Compete Caribbean, TTLABS and the Ministry of Trade and Industry via teleconferencing, videoconferencing or face-to-face, where practical, to review and discuss the assignment, clarifying the roles and responsibilities and the extent of logistical support to be provided to the Consultant. A work plan should be prepared and submitted within two weeks of the commencement of the engagement.
- II. Participate in meetings with end users of CRM system to ensure compliance with policies and recommendations of TTLABS and the Ministry of Trade and Industry to develop a more in-depth understanding of:
  - Project stakeholders and their information needs.
  - Desired specifications for CRM System
  - Gaps, duplications and streamlining opportunities.
  - Client expectations of the CRM system.
- III. *Secondary Research.* Information pertaining to previous laboratory surveys and lists of laboratories should be reviewed at the consultant's initiative along with existing databases. Reports or any other suitable information from the national and regional quality institutions.
- IV. *Primary Research.* Information pertaining to the laboratories should be collected and/or updated, and verified through mechanisms such as reviewing websites and social media pages, conducting virtual interviews, making telephone calls, conducting electronic surveys, networking and mailings, etc. The consultancy does not cater for travel duty.
- V. *Collect information from the laboratories.* In order to collect, verify and update the inventory of testing, calibration and medical laboratories (both public and private), information pertaining to (but

not limited to) the following aspects should be obtained:

- Laboratory Particulars such as Name of laboratory, Address, Contact information, Website and social media presence, Size of Company and Laboratory, if a department in the Company, Number of total employees including technical staff, Legal and ownership status, Company Purpose/Mandate, and Strategic Plans/Goals/Objectives
- Industry and Markets served such as local, export, petrochemical, paint, food, etc.
- Understanding of market requirements
- Scope of testing, calibration or medical laboratory: object of testing or calibration, tests or calibrations performed, methods used, range of measurement, equipment
- Accreditation status
- Participation in proficiency testing and/or interlaboratory comparison schemes and proficiency testing and/or interlaboratory comparison needs
- Competence development needs such as training, equipment, etc.
- Any other information deemed relevant by the consultant.

A template document can be created to capture this information and mapped to the existing database.

- VI. Procure and install the agreed solution for the CRM system.
- VII. Prepare and execute a comprehensive System Test Plan and Test Cases.
- VIII. Resolve issues which arise from the round of testing.
- IX. *Submit the Customer Relationship Management System and Initial National and Regional Inventories of Laboratories.* The Customer Relationship Management (CRM) System will be handed over to TTASCA with design/administrative and user manuals. The initial reports of the inventories of the national and regional testing, medical and calibration laboratories should be submitted as two separate reports. The laboratory inventory and CRM System shall be searchable and sortable to allow for appropriate filtering of data. A Summary Findings report on the national and regional inventories is also expected, which includes the methodology employed, data gathering and verification processes, and the summary of the data in broad topic areas such as number of medical laboratories, number of accredited laboratories, etc.
- X. Provide support to TTLABS after the launch of the CRM system for a period of at least 1 month. Liaise with the staff of TTLAS to assess the performance and identify glitches of the solution.

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-2765-4. 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.

CCPF now invites eligible consulting firms to indicate their interest in providing the services described above 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 (IFD/CTI)

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