

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

**Selection # as assigned by e-Tool:** *TT-T1096-P004*

**Selection Method:** *Simplified Competitive Selection*

**Country:** *Trinidad and Tobago*

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

**Funding – TC #:** *ATN/CO-17725-TT*

**Project #:** *RG-T3519*

**TC name:** *ESTABLISHMENT OF THE TRINIDAD AND TOBAGO ACCREDITATION SERVICE FOR CONFORMITY ASSESSMENT*

**Link to TC document:** <https://www.iadb.org/en/project/TT-T1096>

**Description of Services:** **Consultancy to Perform a Market Survey of Laboratories and Medical Laboratories to create a comprehensive database and Design a Customer Relationship Management System for The Trinidad and Tobago Accreditation Service for Conformity Assessment (TTASCA)**

The Compete Caribbean Partnership Facility through 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.

The Compete Caribbean Partnership Facility (CCPF) is executing the above-mentioned operation through, 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: 6th July, 2022 at 5:00 P.M. (Washington D.C. Time).

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.

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.

The overall objective of this consultancy is to develop and establish a comprehensive market survey of testing, calibration and medical laboratories in Trinidad and Tobago and the Caribbean and a Customer Relationship Management System that will be used by TTASCA for effective and efficient management and monitoring of its potential market of conformity assessment bodies

### *Scope*

The scope of services for this Terms of Reference will focus on 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). This solution needs to be expandable to include inspection bodies, certification bodies and other types of conformity assessment bodies with time.

### *Activities*

Some of the following key activities the consulting firm will carry out in the Terms of Reference that will facilitate the achievement of the objective of the project are as follow:

1. 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.
2. 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.
3. 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 and laboratories.
4. 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.
5. Collect information from the laboratories. In order to collect, verify and update the database of testing, calibration and medical laboratories (both public and private), information pertaining to (but not limited to) the following aspects should be obtained:
6. 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.

7. Understanding of market requirements inclusive of 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. and any other information deemed relevant by the consultant.
8. Submission of Customer Relationship Management System and Initial National and Regional Database 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. The summary must include propositions for market segments and target markets.

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.

The IDB 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.

#### *Summary*

**Term:** the consultancy will have a duration of 9 months.

**Location:** Trinidad and Tobago

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: *Claudia Stevenson, SECTOR LEAD SPEC-* [claudiast@iadb.org](mailto:claudiast@iadb.org) cc [zeprinem@iadb.org](mailto:zeprinem@iadb.org).

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Inter-American Development Bank

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