



REQUEST FOR EXPRESSIONS OF INTEREST
CONSULTING SERVICES
BANK-EXECUTED OPERATIONS
FULL COMPETITIVE SELECTION PROCESS

PROJECT NAME: Conduct a Needs Assessment and Design Guidelines for Implementing a Digital Skills Training Program

SELECTION PROCESS #: TT-T1154-P001

SELECTION METHOD: Full Competitive

COUNTRY: Trinidad and Tobago

SECTOR OR DEPARTMENT: Institutions for Development

TC NAME: Strengthening Digital Inclusion among Vulnerable Groups in Trinidad and Tobago

FUNDING – TC #: ATN/JF-21069-TT

LINK TO TC DOCUMENT: <https://www.iadb.org/en/project/TT-T1154>

Attention Consulting Firms: Important Update Regarding BEO Bidder Portal Registration

Effective July 1, all consulting firms, both new and previously registered in the [BEO Portal](#), **must add their Business Partner Number (BP Number)** to their organization's profiles to participate or continue participating in a BEO procurement process.

Please refer to the [FAQs](#) in the Portal for more details on "**How to Find or Obtain Your BP Number**".

Avoid delays by not waiting until the last moment to complete this update. This process may take up to **48 hours** to complete and could prevent your organization from participating in a BEO Process.

For further questions or assistance, use the [live chat](#) on the BEO Bidder Portal page or email us at ocs.procurement@iadb.org

The Inter-American Development Bank (the Bank) was established in December of 1959 to help accelerate economic and social development in Latin America and the Caribbean. Today, the Bank is a major catalyst in mobilizing resources for the region (For more information about the Bank, please refer to the Bank's website at www.iadb.org.)

Section 1. Purpose of this Request for Expression of Interest

1.1 The Bank is executing the above-mentioned project. The Bank intends to contract consulting services described in this Request for Expressions of Interest (REOI). The purpose of this REOI is to obtain sufficient information to enable the Bank to evaluate if the eligible consulting firms (CF) have the experience and qualifications relevant to provide the consulting services requested by the Bank.



1.2 As defined in the Corporate [Procurement Policy \(GN-2303-33\)](#), participating CF must be from a Bank's Member Country¹ or Territory² to be eligible to submit an Expression of Interest (EOI). The Bank will conduct the shortlisting process of the CF that expressed interest. The shortlisted CF will then be invited to continue further in the procurement process.

1.3 This REOI is not to be construed as either an RFP or an offer to contract and in no way obligates the Bank to contract anyone. The Bank reserves the right to reject any and all participating CF for any or no reason without having to provide an explanation. The Bank does not bind itself in any way to select any participating consulting firm. No debrief will be provided as to why CF have or have not been shortlisted.

Section 2. Instructions to the eligible consulting firms

2.1 Expressions of interest must be delivered using the *Bidder Portal for the Selection and Contracting of Consulting Firms for Bank-Executed Operations* (the Portal) (<http://beo-procurement.iadb.org>) by: *January 26, 2025, 5:00 P.M. (Washington, D.C., Time)* in PDF format only (Max. 45MB).

2.2 To access the Portal, the CF must generate a registration account, including **all** the data requested by the Portal. In the event that any of the information requested is not included, the consulting firm will not be able to participate in this or any other Bank-executed selection process for operational work. If the consulting firm has been previously registered, please validate that you have **all** the consulting firm's information updated and complete before submitting an EOI.

2.3 Eligible CF may partner in the form of a Consortium/joint venture (JV) to enhance their qualifications. Such Consortium/JV shall appoint one of the CF as the representative responsible for the communications, the registration in the Portal, and the submission of the corresponding documents.

2.4 Interested CF may obtain further information during office hours, 09:00 AM to 05:00 PM (**Washington, D.C. Time**), by sending an email to: [Kayla Grant, kaylag@iadb.org](mailto:kaylag@iadb.org)

¹ **Member Countries:** Argentina, Austria, Bahamas, Barbados, Belgium, Belize, Bolivia, Brazil, Canada, Colombia, Costa Rica, Chile, Croatia, Denmark, Dominican Republic, Ecuador, El Salvador, Finland, France, Germany, Guatemala, Guyana, Haiti, Honduras, Israel, Italy, Jamaica, Japan, Mexico, Netherlands, Nicaragua, Norway, Panama, Paraguay, People's Republic of China, Peru, Portugal, Republic of Korea, Slovenia, Spain, Suriname, Sweden, Switzerland, Trinidad & Tobago, United Kingdom, United States, Uruguay and Venezuela.

² **Eligible Territories:** a) Guadeloupe, French Guiana, Martinique, Reunion – as Departments of France; b) U.S. Virgin Islands, Puerto Rico, Guam – as Territories of the USA; c) Aruba – as a constituent country of the Netherlands; and Bonaire, Curacao, Saint Marten, Saba, St Eustatius – as Departments of the Netherlands; d) Hong Kong – as a Special Administrative Region of the People's Republic of China.



Inter-American Development Bank

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2.5 The Bank hereby invites eligible CF to indicate their interest in providing the services described below in the draft Terms of Reference for the consulting services. Interested CF must provide information establishing that they have the necessary experience and are qualified to perform the services. So that all responses may be properly evaluated, eligible CF must include in their submissions the information requested in the following section, with full and clear explanations.

Section 3. Consulting Services

3.1 The consulting services include the development of guidelines that support an intervention aimed at enhancing digital skills among PLWDs, including a component for internship opportunities.]

3.2 Although there is no standard format for presenting an Expression of Interest, eligible CF must submit an EOI containing the following information:

- 1) Basic Information—Provide the official name of CF, the contact's name, email address, phone numbers, and office address (es) of the key contact (s) responsible for the EOI.
- 2) Background—Provide a description of the CF. The CF may include brochures or documents that provide information about its organization, history, mission, structure, and number of staff.
- 3) Experience related to the requested consulting services—Provide all kinds of evidence the CF considers appropriate to show its experience and expertise in delivering services similar to those described in Annex A, Terms of Reference (e.g., brochures, reports, studies, description of similar assignments, references to cases in which it has provided similar services, experience in similar conditions, availability of appropriate skills among staff, etc.)

3.3 Estimated budget: USD\$80,000.00

Annex A. Draft Terms of Reference

Please note that the attached Terms of Reference may be subject to changes by the Bank. The CF that have been shortlisted will be notified of these changes.

ANNEX A – Terms of reference

Consultancy to Conduct a Needs Assessment and Design Guidelines for Implementing a Digital Skills Training Program for Persons Living with Disabilities (PLWDs) in Trinidad and Tobago

1. Background and Justification

1.1. This initiative is an integral part of the Technical Cooperation (TC) project titled "Strengthening Digital Inclusion among Vulnerable Groups in Trinidad and Tobago," funded by the Japanese Special Fund and executed by the Inter-American Development Bank (IDB). This project is aimed at enhancing digital inclusivity across several vulnerable groups, including Persons Living with Disabilities (PLWDs), the elderly, and residents in rural areas. It focuses on the development of digital tools, curricula, and capabilities that are essential for fostering equitable access to digital resources.

1.2. Within the framework of this TC, this specific consultancy targets the empowerment of Persons Living with Disabilities (PLWDs) through the creation of tailored guidelines for an advanced digital skills training program. The need for such specialized guidelines is critical, as they provide a structured approach to integrating PLWDs into the digital world, ensuring they benefit from technological advancements.

2. Objectives

2.1. The consulting firm engaged for this task will develop guidelines that support an intervention aimed at enhancing digital skills among PLWDs, including a component for internship opportunities. The detailed set of guidelines should be actionable and tailored to the unique needs of PLWDs. These guidelines will address the requirements of various stakeholders, including:

- An advisory Committee that is tasked with overseeing the support for PLWDs throughout all phases of the training program, from recruitment to post-training career services.
- Training Providers and Instructors that are equipped with the necessary tools and knowledge to effectively teach and support PLWDs.

- Participants should include both individuals with and without identified disabilities, ensuring inclusivity and accessibility in training.
- Stakeholders and Funding Agencies to provide guidance on the financial and administrative support necessary for the success of the program.
- A Monitoring, Evaluation, and Learning (ME&L) framework for monitoring progress, evaluating impact, and providing opportunities for continuous learning and improvement.
- Ensure the guidelines serve as a practical tool for various stakeholders involved in digital training, including training providers, programme administrators, and support staff.
- Align the development and implementation of these guidelines with national digital inclusion strategies and international best practices. Ensure that these guidelines are pragmatic and cater to the needs of various stakeholders involved in the training lifecycle, from preparatory stages through to career integration.

3. Scope of Services

3.1. The consultancy will design the operating guidelines for the implementation of digital training programs for Persons Living with Disabilities (PLWDs). Services include the mapping and assessment of existing training frameworks, the creation of new guidelines tailored to the needs of PLWDs, and the development of a monitoring, evaluation, and learning framework for the continuous improvement of training resources and supports.

4. Key Activities

4.1. The consultancy will undertake several critical tasks, including:

- **Hold Discussions with the IDB Project Team:** Engage in strategic discussions to align on project objectives, methodological approaches, expected outputs and outcomes, and address any execution-related issues.
- **Review Existing Guidelines and Literature:** Review existing guidelines and related literature specifying how to support PWD in vocational training programs, focusing on those that relate to advanced digital skills training programs. Provide a matrix of guidelines by different types of disabilities (if needed). Propose a methodology for developing a set of guidelines to support Persons with Disabilities in an advanced digital skills training program in Trinidad and Tobago.
- **Develop a Methodology for a Needs Assessment for PLWDs in the digital space in Trinidad and Tobago.** Lead consultations with stakeholders, and develop a methodology for qualitatively assessing the digital skills needs of PLWDs. Include techniques to differentiate between persons with different types of disabilities and therefore different needs, especially pertaining to assistive technologies and services to accompany the person in the digital space and in acquiring digital skills.
- **Conduct the Needs Assessment for PLWDs in the digital space in Trinidad and Tobago** and present findings by type of disability and age groups. Based on the Needs Assessment Inventory of specialized equipment (i.e., assistive technologies, support

services, and curriculum adaptation that would be needed for PLWDs to participate in an advanced digital skills training program, by type of disability

- **Develop Operating Guidelines:** Develop a set of operating guidelines to implement a digital skills learning program and internship focused on PLWDs. The content of the Operating Guidelines should be developed in agreement with the IDB and MDT and should include, but not be limited to the following elements: (a) proposal for an advisory committee tasked with overseeing support for PWD in all phases of the digital skills training program, from recruitment to post-training career services, (b) the digital skills training provider, (c) instructors for the training program, (d) program participants which includes people with and without identified disabilities, and (e) stakeholders and funding agencies involved in supporting the program from a financial and/or administrative perspective. Formulate a comprehensive set of guidelines that addresses the needs of various actors involved in the training program, such as the advisory committee, training providers, instructors, and participants with and without disabilities.
- **Inventory Review and Enhancement:** Evaluate the completeness and comprehensiveness of an existing inventory carried out by a separate consultancy, which focuses on specialized equipment and support services needed for PLWDs. Provide improvements and enhancements where necessary.
- **Develop Monitoring, Evaluation, and Learning (ME&L) framework:** Create a detailed ME&L plan for the digital skills training program and internship. Establish monitoring and evaluation criteria to assess the effectiveness of the digital skills training program and measure outcomes such as participant progress, skills acquisition, and overall program impact.
- **Periodic Meetings and Presentations:** Conduct regular meetings with the IDB team and present the progress and results of the consultancy to both internal and external stakeholders.

5. Expected Outcome and Deliverables

5.1 The general outcome of this consultancy is to significantly enhance the accessibility and effectiveness of digital skills training programs for Persons Living with Disabilities (PLWDs) in Trinidad and Tobago. This will be achieved through the development of tailored guidelines that address the specific needs of PLWDs across various roles within the training ecosystem. Each of the key activities outlined will culminate in corresponding deliverables, which are structured as follows to ensure comprehensive coverage and accountability throughout the consultancy's execution:

- **Deliverable 1 (Workplan):** The work plan will include an initial review of existing guidelines and related literature and guidelines for and proposed methodological approach for a set of guidelines tailored to supporting PWD in Trinidad and Tobago to participate in an advanced digital skills training program. Include a preliminary matrix of guidelines for different actors and for PWD with different types of disabilities, timeline for the execution of the main deliverables for the consultancy.
- **Deliverable 2 (Needs Assessment, Draft Operating Guidelines, Internship Plan, and ME&L Framework):** Draft Guidelines and facilitate validation meeting with stakeholders to

obtain inputs on key guidelines along different dimensions of the matrix (i.e., by type of disability and type of actor involved in the intervention). A draft set of guidelines and presentation describing the (a) key guidelines by type of actor involved in the digital skills training program intervention, (b) review of the inventory of specialized equipment, support services and curriculum adaptation needed to support participation of PWDs. ME&L Framework that includes baseline data, targets and templates for data collection for the digital skills training program.

- **Deliverable 3 (Final Operating Guidelines):** Final set of guidelines incorporating feedback to the draft (Deliverable 2). Presentation to stakeholders.

6. Project Schedule and Milestones

6.1. The duration of the consultancy is seven (7) months and the consultancy is structured around key milestones to ensure timely and effective delivery:

7. Reporting Requirements

7.1. Every report must be submitted to the Bank in an electronic file for review and dissemination to the project steering committee. The report should include cover, main document, and all annexes. Zip files will not be accepted as final reports, due to Records Management Section regulations.

7. 2 The consulting firm will adhere to a strict reporting schedule to maintain transparency and accountability throughout the project's duration. These reporting requirements include:

- **Close Collaboration:** The firm will work closely with the Competitiveness, Technology, and Innovation Division of the Institutions for Development Sector (IFD) at the IDB, which provides essential technical assistance and knowledge products in areas like digital transformation and productive development.
- **Monthly Updates and Final Presentation:** Monthly updates will be provided to the IFD, detailing progress, challenges, and any necessary adjustments. The consultancy will conclude with a final presentation of the developed guidelines and a comprehensive report that incorporates stakeholder feedback.
- **Feedback Integration:** Systematic integration of feedback from IFD and other stakeholders will be crucial. The firm will document how this feedback has influenced the project deliverables and outline any project scope adjustments resulting from stakeholder insights.

8. Acceptance Criteria

8.1. The acceptance of deliverables will be based on specific criteria to ensure clarity and mutual understanding between all parties:

- **Criteria for Evaluation:**
 - **Compliance with Specifications:** Each deliverable must adhere strictly to the specifications outlined in the TOR.

- **Quality of Content:** The content should be clear, comprehensive, and practical for effective implementation.
- **Incorporation of Feedback:** Deliverables must integrate feedback from the IDB and other stakeholders effectively.
- **Process for Acceptance:**
 - **Initial Review:** The IDB's Competitiveness, Technology, and Innovation Division will review each deliverable for compliance with the established criteria.
 - **Revisions and Resubmission:** Necessary revisions will be communicated to the consulting firm, which will have a specified timeframe to address and resubmit.
 - **Final Approval:** Deliverables that meet all criteria and revisions will receive final approval from the designated authority within the IDB.
- **Authorization for Acceptance:**
 - The project manager or a designated authority from the IDB's division will formally accept the work by signing off on each deliverable, confirming it meets all requirements and expectations.

9. Other Requirements

9.1. To maintain integrity and compliance throughout the consultancy, additional requirements include:

- Strict adherence to the IDB's operational protocols and security guidelines.
- Ensuring all team members comply with necessary health and safety standards, particularly in light of ongoing public health concerns.

10. Payment Schedule

10.1. The payment structure is designed to motivate timely and effective completion of milestones:

<u>Deliverable #</u>	<u>Percentage</u>	<u>Planned Date to Submit</u>
Deliverable 1.	15%	1 month after signing the contract
Deliverable 2.	35%	4 months after signing the contract
Deliverable 3.	50%	6 months after signing the contract

11. Supervision

11.1. The consulting firm will operate under the close supervision of the IDB's Competitiveness, Technology, and Innovation Division, which will provide ongoing guidance, review deliverables, and

approve modifications as necessary to meet the project's objectives. The Consultancy will also be expected to work closely with the MDT in ensuring alignment with the Government's Strategy and standards.

12. Qualifications to utilize in Criteria for Selection:

- **Consulting Firm Experience:** At least three (3) years' experience working with organizations to identify digital skills demand and to develop digital skills curriculum. The firm must have a portfolio of successful cases, including evidence of bootcamp trainees being employed after completion of the bootcamp.
- **Key Expert 1 (Lead Consultant, Learning and Skills Expert):** At least seven (7) years' experience in leading the design and implementation of digital skills curriculum. Minimum of a Bachelor's degree or equivalent in Information Communication Technology, Computer Science, or other relevant area.
- **Key Expert 2 (PLWD Expert):** At least 5 years of progressive experience in practicing or researching how to support Persons Living With Disabilities (PLWDs) in different contexts including countries at different stages of economic development, and in vocational training programs. Experience or research knowledge related to how best to support PLWDs in digital skills acquisition and specialized equipment and assistive services. Proficiency in English. Experience in the Caribbean preferred.
- **Key Expert 3 (Monitoring and Evaluation Specialist):** At least a Master's degree in Economics, Applied Statistics, International Development, or a related field. At least 5 years of professional experience in statistical methods, data collection, coding and programming and consultancies related to development of surveys and data collection methodologies for supporting the monitoring and evaluation of private sector development projects and programs. Demonstrated proficiency with data collection technologies/platforms; statistical software packages; and in the design and management of surveys and data collection exercises.
- **Other Key Team Members:** Other key team members (such as instructors, career counselors, etc.) should be identified and should have skills relevant to implementing the TOR's activities. It is also desirable to have a strong communications expert and a career counselor/support on the team.