

**REQUEST FOR CURRICULUM VITAE**

**Issued on** **February 25, 2024**

**for**

 **TRAINER**

***Tender #*:** TIU/2024/MYHR+/3CV-001

***Project Name:*** GOJ Public Sector Transformation Programme IADB JA-L1073 – Support to the Public Sector Transformation Programme

**Procuring Entity:**

Transformation Implementation Unit, Ministry of Finance and the Public Service



**February 2024**

**SECTION 1: INSTRUCTIONS TO CONSULTANTS (ITC)**

**TENDER#: TIU/2024/MYHR+/3CV-001**

The Transformation Implementation Unit is seeking a Trainer who will have responsibility for the organisation, scheduling, and delivery of training for users, to ensure the relevant entities are able to effectively operate the new MyHR+ system and the associated business processes.

1. An individual will be selected based on the Consultants’ Qualifications (CQS) in accordance with the Individual Consultant Selection Method set out in the Government of Jamaica Handbook of Public Sector Procurement Procedures.
2. We kindly ask that your submission must include:
* Curriculum Vitae;
* Any other documents proving the Consultant’s experience.
1. All documents should be done in **PDF** format and submitted via email to:
* **Email address:** procurement@transformation.gov.jm
* **Email Subject:** TIU/2024/MYHR+/3CV-001– Trainer

The deadline for receipt of your submission by the Procuring Entity is **March 13, 2024.**

1. An email confirmation will be sent for all submissions received electronically before the specified deadline.No hard copy document should be submitted. **Late submissions will not be accepted.**
2. All documents submitted should be in English.
3. From the date that the submission is opened to the time the Contract is awarded, the Consultant should not contact the Client on any matter related to their submission. Any effort by the Consultant to influence the Client in the examination, evaluation, ranking of Curriculum Vitae, and recommendation for award of Contract may result in the rejection of the Consultant’s submission.
4. The evaluation committee, appointed by the Client, evaluates the CVs based on their responsiveness to the Terms of Reference.
5. Individuals may request clarifications of any of the attached documents up to (and including) **March 8, 2024**. Clarifications must be sent via email to:
* **Email address:** procurement@transformation.gov.jm
* **Email Subject:** TIU/2024/MYHR+/3CV-001– Trainer

**TERMS OF REFERENCE**

**Individual Consultancy – Trainer**

1. **BACKGROUND**

The Government of Jamaica (Go) outlined a policy for Public Sector Transformation including the establishment of the Public Sector Transformation Implementation Unit (TIU) in January 2017 to spearhead implementation. The vision of a transformed public sector is a modern public service that is fair, values people, and consistently delivers high quality services.

The transformation programme is being supported by funding from the Inter-American Development Bank (IDB) over six years and aims to address quality, cost, and efficiency of public services in Jamaica. The programme is being executed by the Office of the Prime Minister (OPM) and has two main components: (1) ***Enhancing Quality of Public Services***; and (2) ***Enhancing Efficiency in Public Spending***.

The programme focuses on five critical areas of service delivery in the first phase. These include: (i) the introduction of shared corporate services (SCS) in eight operational areas; (ii) wage bill management to reduce the wage bill to GDP ratio to nine percent by FY2018/19; (iii) human resource management (HRM) transformation; (iv) public sector efficiency and ICT; and (v) rationalisation of public bodies.

The challenges to be addressed are: (i) the underutilization of Information and Communication Technologies (ICTs) across the public sector; (ii) cumbersome processes to access public services; (iii) a relatively large and expensive workforce; (iv) too many public bodies in existence and lack of adherence to the accountability framework; and (v) limited capacity to implement public sector reform initiatives.

1. **ROLE SUMMARY**

The Trainer will have responsibility for the organisation, scheduling, and delivery of training for users to be trained to operate effectively the new MyHR+ system and the associated business processes. The consultant will provide subject matter expertise to any training partner that may be contracted to assist in the delivery of training to the wider public sector and the development of online training content.

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1. **CHARACTERISTICS OF THE CONSULTANCY**
* Type of Consultancy: Individual Consultant
* Place of Work: Jamaica
1. **SCOPE OF WORK**

The Trainer will be required to:

* Deliver the successful training of the differing user types according to their roles, using either face to face or virtual delivery.
* Assist in identifying the facilities and materials that will be required for the user training and establish/create these.
* Assist in formulating the initial user training schedule in accordance with the entity roll-out schedule to ensure the relevant entity users are trained prior to their relevant system go-live.
* Be a part of the MyHR+ Project Team, participate in all governance meetings and report on the status of the workstream in accordance with the project methodology and reporting processes.
* Assist in coordinating with the in-scope entities to ensure the entities are making their end users available for the training in accordance with the training schedule.
* Initial delivery of post go-live support and floor walking to each of the in scope entities.
1. **METHODOLOGY**

The consultant is expected to use accepted and proven methodologies for carrying out the assignment. The consultant will develop and supply deliverables as specified in this TOR.

1. **DELIVERABLES**

The deliverables under this project are as specified in the table below.

| **Key Deliverables** | **Performance Standard** |
| --- | --- |
| Training Manuals | Training manuals containing relevant training material, class exercises, reviewed, printed and bound. |
| Training Session | Deliver Training sessions of 12-15 participantseither virtually or face to face. |
| Training Schedule | Schedule of dates for delivery of training. |
| Readiness of Training Facilities  | Facilities booked and equipped with necessary equipment; Trainers sourced and ‘contracted for’. |
| Attendance and Evaluations | Participants sign an attendance sheet and complete training evaluation at the end of training. |
| Online Training content | Develop online training content, How-To Guides and videos |

1. **COORDINATION AND REPORTING**

The Trainer will report to the MyHR+ Project Manager and will be required to submit weekly and monthly reports on the deliverables under the project**.**

**Sign-Off Procedure**

Deliverables will be considered approved when they are accepted and signed off by the MyHR+ Project Manager based on the defined and agreed performance standards for delivery.

**Variations**

All proposed changes to the work plan and deliverables must be agreed with the MyHR+ Project Manager. Where such changes are more than minor, these will require further agreement beyond the MyHR+ Project Manager.

1. **TECHNICAL EXPERTISE REQUIRED**

The Trainer is expected to have a strong understanding and experience in delivery of training.

The Trainer will be expected to have conducted similar assignments and will be expected to have the following minimum qualifications:

***Education and Experience***

At least a Bachelor’s degree from a recognized University or equivalent qualification, with at least three (3) years’ experience in a similar position.

The Trainer will be expected to demonstrate the following competencies:

* Excellent oral and written communication skills.
* Capacity to solve complex problems in a short period of time.
* Knowledge of technology and systems that enables automation.
* Advanced planning and organizational skills and analytical/logical skills.
* Advanced project management skills and discipline.
* Strong interpersonal and relationship building skills.
* Strong facilitation skills.
* Ability to work effectively as a team player in a dynamic environment.
* Proficiency in using online Virtual platforms such as Microsoft Teams or Zoom.
1. **LOCATION AND SUPPORT**
* The Trainer will be provided with offices in Kingston, Jamaica, and any assistance as may be reasonably required to undertake the duties identified in this TOR.
* The Trainer must be able to participate in project activities during business hours, as well as non-business hours on a regular basis as the position demands.
* Travel will be required for the purpose of site visits, troubleshooting, and off-site support.
1. **COMMENCEMENT DATE AND PERIOD OF EXECUTION**

The Trainer must be prepared to commence the assignment April 2024.