



# REQUEST FOR CURRICULUM VITAE

Issued on: September 27, 2026

for

## MDA LIAISON AND SERVICE DATA COLLECTION SPECIALIST

**Tender#:** TIU/2026/GSD/CQS-001

**Project:** IADB JA-L1094 | 6080/OC-JA – Continued Support to  
the Public Sector Transformation Programme

**Procuring Entity:** Transformation Implementation Unit, Ministry of  
Finance and the Public Service



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## SECTION 1: INSTRUCTIONS TO CONSULTANTS (ITC)

### TENDER#: TIU/2026/GSD/CQS-001

The Government of Jamaica (GoJ), represented by the Ministry of Finance and the Public Service, Transformation Implementation Unit (TIU), seeks to find an MDA Liaison and Service Data Collection Specialist. The consultant will manage day-to-day engagement with an assigned portfolio of MDAs and guide designated MDA personnel through the Government of Jamaica Services Database (GSD) onboarding and data collection lifecycle.

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1. The Government of Jamaica will select an individual based on the Consultants' Qualifications (CQS) using the Individual Consultant Selection Method 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 (sample form attached).
  3. All documents should be in PDF format and submitted via the GOJ's Electronic Procurement Portal ([www.gojep.gov.jm](http://www.gojep.gov.jm)). Registration instructions are available on the website.
  4. The Procuring Entity's deadline for receipt of your submission is **October 12, 2026**.
  5. 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.**
  6. All documents submitted should be in English.
  7. From the date the submission is opened to when the contract is awarded, the Consultants should not contact the Client on any matter related to their submission. Any effort by Consultants 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 Consultants' submissions.
  8. The evaluation committee, appointed by the Client, evaluates the CVs based on their responsiveness to the Terms of Reference.
  9. Individuals may request clarifications of any of the attached documents up to (and including five (5) days before the submission date; consequently, the deadline for clarification is **October 7, 2026**. Requests for clarification must be made via the GOJEP Portal.
  10. The Client will post clarification responses on the GOJEP website ([www.gojep.gov.jm](http://www.gojep.gov.jm)). The response will include an explanation of the query (without identifying the source of inquiry).
  11. At any time before the submission of the curriculum vitae, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by an invited individual, amend the attached documents. Any amendment shall be issued in writing through addenda and posted on the GOJEP portal. The Client may at its discretion, extend the deadline for submitting a curriculum vitae.
  12. Information relating to the examination/evaluation, comparison, and post-qualification of submissions, as well as recommendation of contract award, shall not be disclosed to consultants or any other persons

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not officially concerned with such process until publication of the Contract Award. Any effort by a consultant to influence the Purchaser in the examination, evaluation, comparison, and post-qualification of the submissions or contract award decisions may result in the rejection of its submission. Notwithstanding, from the time of opening to the time of Contract Award, if any Consultant wishes to contact the Purchaser on any matter related to the process, it should do so in writing.

13. The Client reserves the right to terminate the procurement process and reject all submissions at any time prior to the award of contract, without thereby incurring any liability to the affected Consultant on the ground of the Client's action. **The Client reserves the right to withdraw this invitation without providing reason(s) at any time before the deadline for submission of curriculum vitae.**
14. Individuals will be required to submit a Tax Compliance Certificate (TCC) within fifteen (15) days of notification of contract award.

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## SECTION 2: TERMS OF REFERENCE

### 1.0 SERVICES REQUIRED

The Government of Jamaica (GoJ), represented by the Ministry of Finance and the Public Service, Transformation Implementation Unit (TIU), is seeking the services of a qualified MDA Liaison and Service Data Collection Specialist. The consultant will manage the day-to-day engagement with an assigned portfolio of MDAs and guide designated MDA personnel through the Government of Jamaica Services Database (GSD) onboarding and data collection lifecycle.

### 1.1 BACKGROUND TO THE PUBLIC SECTOR TRANSFORMATION PROGRAMME

The Government of Jamaica (GOJ) outlined a policy for Public Sector Transformation including the establishment of the 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 strategic outcomes of the public sector transformation programme are (i) effective customer service of GOJ delivered consistently through a service delivery methodology that puts decision-making closer to the customer; (ii) knowledge-based workers trained, developed and competitively compensated; (iii) e-Government transformation – a digital government; (iv) strong external relationships and partnerships built and maintained; (v) processes streamlined through data sharing and integration; and (vi) an innovative, proactive and productive public administration.

Phase One of the programme was implemented over six years and sought to address quality, cost, and efficiency of public services in Jamaica. The programme was executed by the TIU in the Ministry of Finance and the Public Service and focused on five critical service delivery areas. These were: (i) the introduction of shared corporate services in specific operational areas; (ii) compensation management; (iii) human resource management transformation; (iv) public sector efficiency and ICT; and (v) rationalisation of public bodies.

Building on the foundation and achievements of Phase One, the TIU will continue to advance a portfolio of transformation initiatives under Phase Two. This next phase will deepen and institutionalise reform through the operationalisation of the Shared Services Department; the continued rollout of MyHR+ across ministries, departments and agencies; improvements to the GOJ classification system; further, rationalisation of public bodies; the introduction of key enabling technologies; and continued investment in building the skills and capabilities of the public sector workforce.

Collectively, these initiatives are intended to move transformation beyond individual projects towards institutional change. While Phase One established the foundational platforms, pilots and reform architecture, Phase Two will focus on deepening adoption, scaling successful reforms, improving service delivery, strengthening workforce capability and embedding measurable performance across the public sector.

### 2.0 ASSIGNMENT OBJECTIVE

The MDA Liaison and Service Data Collection Specialist will manage day-to-day engagement with an assigned portfolio of MDAs and guide designated MDA personnel through the Government of Jamaica Services Database (GSD) onboarding and data collection lifecycle. The Specialist will coordinate work plans and follow-ups, explain required concepts and instruments, review submissions, document and resolve queries, perform quality checks, maintain engagement records, and provide concise progress and analytical reports to the TIU Project Manager.

The role requires a blend of Government of Jamaica institutional knowledge, data collection and quality assurance capability, public sector analysis, stakeholder coordination, facilitation, project monitoring and

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clear communication. The Specialist is expected to work collaboratively, exercise sound judgement, protect information entrusted to the project and maintain a strong service orientation.

### **3.0 SCOPE OF WORK**

#### **3.1 Mobilisation, Planning and Portfolio Management**

- Participate in mobilisation sessions with TIU and the GSD Project Team to confirm assigned MDAs, priorities, tools, standards, responsibilities, protocols and escalation routes.
- Prepare and maintain a detailed portfolio work plan and engagement schedule aligned with the approved project plan and data collection cycle.
- Establish and maintain an MDA contact register, stakeholder map, onboarding tracker, submission tracker, query log, action log and evidence repository.
- Assess the readiness and support needs of assigned MDAs and tailor engagement activities within approved project methods and guidance.
- Coordinate meetings, workshops and follow-up sessions required to advance onboarding and data collection.

#### **3.2 MDA Engagement and Onboarding**

- Serve as the consistent operational point of contact for assigned MDAs and maintain professional working relationships with senior sponsors, data collection leads, service data leads and relevant technical staff.
- Explain the purpose of the GSD Project, the role of the GSD, required MDA responsibilities, expected outputs, data standards, timelines and approval arrangements using approved materials.
- Support MDAs to identify appropriate internal focal points, confirm participation arrangements and establish realistic submission schedules.
- Facilitate onboarding and orientation for new cohorts and refresher support for existing participants.
- Record stakeholder concerns, dependencies, decisions and agreed actions and ensure timely follow-through.

#### **3.3 Service Data Collection and Technical Guidance**

- Guide MDA staff in service identification and in completing approved electronic data collection instruments, templates and GSD workflows.
- Clarify data definitions, fields, classifications, evidence requirements and submission procedures without altering approved standards.
- Support MDA staff to locate, organise and reconcile source information relating to services, clients, channels, volumes, performance, staffing, costs and other approved data fields.
- Coordinate submission, resubmission and clarification cycles and maintain an auditable record of outstanding and resolved queries.
- Identify recurring difficulties in instruments or guidance and propose practical improvements to the Project Team.

#### **3.4 Data Review, Validation and Quality Assurance**

- Conduct first-level completeness, consistency, reasonableness and validity checks on data received from assigned MDAs.
- Compare submissions with available supporting evidence and identify missing, duplicated, inconsistent, outdated or unclear information.
- Prepare structured feedback and work with MDA focal points to correct and complete submissions.
- Apply approved quality standards, checklists, naming conventions, version controls and acceptance thresholds.
- Maintain a data quality log showing queries, responsible persons, actions, status and resolution.

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- Confirm when datasets are ready for technical review and integration into the GSD, subject to final approval by authorised project personnel.

### **3.5 Analysis and Service Reform Support**

- Prepare concise analytical notes that identify patterns, gaps, anomalies, dependencies, overlaps, duplications or potential opportunities for service improvement within assigned MDA data.
- Support qualitative and quantitative analysis of service delivery information using approved tools and methods.
- Contribute portfolio-level observations to dashboards, briefing notes, reports and workshops led by the Project Team.
- Participate in the development and testing of approved tools for service analysis or reform, drawing on MDA experience and submitted data.
- Distinguish clearly between verified data, MDA explanations, analytical observations and recommendations.

### **3.6 Monitoring, Reporting, Risk and Issue Management**

- Monitor planned versus actual progress for each assigned MDA and maintain current status information.
- Identify barriers to onboarding, participation, submission, validation or approval and agree corrective actions with responsible parties.
- Escalate unresolved risks, issues, delays, quality concerns, resource constraints and decisions to the TIU Project Manager in a timely manner.
- Prepare weekly status updates and monthly progress reports covering achievements, next steps, outstanding actions, risks, issues and support required.
- Immediately notify the TIU Project Manager of any matter that may materially affect the assignment or project outcomes and propose feasible corrective action.

### **3.7 Capacity Building and Knowledge Transfer**

- Deliver practical coaching, demonstrations, data clinics and job aids using approved project content.
- Support MDA focal points to understand and independently perform recurring data maintenance responsibilities.
- Document lessons learnt, frequently asked questions and recommended refinements to guidance, instruments and operating procedures.
- Provide a complete and orderly handover of portfolio records, outstanding actions and institutional knowledge at the end of the assignment.

### **3.8 Information Management and Professional Conduct**

- Maintain complete, accurate and appropriately organised electronic records in locations designated by the TIU.
- Protect confidential, personal, restricted or sensitive information and comply with applicable GOJ/TIU information-management, privacy, security and records requirements communicated for the assignment.
- Use project data only for authorised purposes and promptly report suspected loss, misuse, unauthorised access or disclosure.
- Declare actual or potential conflicts of interest and avoid activities that could compromise impartiality or public trust.
- Perform other directly related duties reasonably assigned by the TIU Project Manager, provided they remain consistent with the purpose of the assignment.

#### 4.0 DELIVERABLE

All deliverables shall be submitted electronically in English, use approved TIU templates where provided, be suitable for a non-technical audience, identify sources and assumptions, incorporate review comments and maintain appropriate version control. Final acceptance will be based on completeness, accuracy, timeliness, consistency with approved standards and written approval by the designated TIU authority.

| REF. | DELIVERABLE                                      | MINIMUM CONTENT / ACCEPTANCE REQUIREMENTS                                                                                                                                                                                                                                                                                                                                                                                       | TIMING                                                       |
|------|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| 1    | Inception Report and Portfolio Work Plan         | Confirmed portfolio; engagement approach; stakeholder/contact map; detailed schedule; tools and registers; reporting arrangements; initial risks, assumptions and dependencies; approved by the TIU Project Manager.                                                                                                                                                                                                            | Within ten (10) working days of commencement, or as agreed.  |
| 2    | MDA Onboarding and Engagement Packages           | Completed onboarding checklist; meeting records; attendance; decisions; actions; support needs; stakeholder feedback; evidence filed for each assigned MDA.                                                                                                                                                                                                                                                                     | Per approved portfolio schedule.                             |
| 3    | Completed and Validated Service Data Submissions | Completed instruments or platform submissions; first-level quality checks; query resolution record; validation checklist; supporting evidence; readiness recommendation for integration.                                                                                                                                                                                                                                        | Per approved data collection cycle and MDA schedule.         |
| 4    | Weekly Portfolio Status Update                   | Planned versus actual progress; status by MDA; submissions received; outstanding actions; decisions; constraints; risks and issues; next-week priorities.                                                                                                                                                                                                                                                                       | Weekly                                                       |
| 5    | Monthly Report                                   | The Monthly Report shall provide a summary of activities completed, status by assigned MDA, onboarding progress, data collection and validation results, outstanding actions, risks, issues, mitigation measures, analytical observations, planned activities for the subsequent reporting period and any support required from the project team. Approval of the Monthly Report will constitute the basis for monthly payment. | Monthly                                                      |
| 6    | Analytical Notes and Briefing Inputs             | Evidence-based observations on service delivery gaps, patterns, overlaps, duplication, dependencies or reform opportunities; clear distinction between facts and recommendations.                                                                                                                                                                                                                                               | As requested and at agreed portfolio milestones.             |
| 7    | Capacity-Building and Knowledge Products         | Session materials or approved job aids; clinic/coaching record; frequently asked questions; documented lessons and recommendations for improving guidance or instruments.                                                                                                                                                                                                                                                       | Throughout the assignment; consolidated at agreed intervals. |
| 8    | Final Assignment and Handover Report             | Portfolio completion status; accepted datasets; unresolved items; consolidated risks/issues; lessons                                                                                                                                                                                                                                                                                                                            | Within ten (10) working days before contract                 |

| REF. | DELIVERABLE | MINIMUM CONTENT / ACCEPTANCE REQUIREMENTS                                        | TIMING             |
|------|-------------|----------------------------------------------------------------------------------|--------------------|
|      |             | learnt; recommendations; complete handover register and repository confirmation. | end, or as agreed. |

## 5.0 METHODOLOGY AND PERFORMANCE STANDARDS

The Specialist shall apply a practical, participatory and structured approach that supports MDA ownership while maintaining approved project standards. The approach shall include:

- Segmentation of assigned MDAs by readiness, complexity, size, service volume and support needs, using criteria approved by TIU.
- Clear baselines, milestones, responsibilities and follow-up dates for each MDA.
- Iterative review and feedback cycles so that quality concerns are addressed early.
- Use of standard checklists, registers, templates, naming conventions and document controls.
- Evidence-based reporting and traceability from original submission through clarification, correction and acceptance.
- Early escalation of unresolved risks, issues and decisions.
- Coordination with the wider GSD Project Team to ensure consistent guidance across portfolios.
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### 5.1 Indicative Performance Measures

| PERFORMANCE AREA    | INDICATIVE STANDARD                                                                                                                        |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Timeliness          | Activities and deliverables completed in accordance with the approved work plan; emerging delays escalated promptly.                       |
| Portfolio control   | Current and auditable engagement, submission, action, query, risk and issue records maintained for assigned MDAs.                          |
| Data quality        | Submissions reviewed against approved completeness, consistency, reasonableness and evidence requirements before readiness recommendation. |
| Stakeholder service | Clear, professional and responsive support; commitments documented and followed through.                                                   |
| Reporting           | Accurate, concise, decision-oriented reports submitted on schedule and accepted with limited avoidable rework.                             |
| Knowledge transfer  | MDA focal points and TIU counterparts receive practical guidance and usable handover materials.                                            |

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## 6.0 GOVERNANCE, SUPERVISION AND WORKING RELATIONSHIPS

| ROLE / GROUP                                    | ACCOUNTABILITY / DECISION RIGHTS                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Executive Director, TIU / Project Sponsor       | Provides strategic oversight and approves matters reserved for the Sponsor under the TIU governance arrangements.                                                                                                                                                                                                 |
| TIU Project Manager                             | Direct supervisor and principal point of accountability for work planning, priorities, performance monitoring, review of reports, acceptance recommendations, risk and issue escalation and day-to-day direction.                                                                                                 |
| GSD Project Team                                | Provides approved project methods, technical guidance, instruments and coordination support; collaborates on onboarding, data review and service analysis during the relevant project period.                                                                                                                     |
| MDA Senior Sponsor / Head of Entity or Delegate | Supports institutional participation, confirms accountable focal points, addresses escalated barriers and facilitates approval of the MDA submission.                                                                                                                                                             |
| MDA Data Collection and Service Data Leads      | Coordinate internal data collection, provide evidence, respond to queries, validate content and maintain service information in accordance with agreed responsibilities.                                                                                                                                          |
| MDA Liaison Specialist                          | Coordinates the assigned portfolio, provides approved guidance, conducts first-level quality assurance, maintains records, reports status and escalates matters. The Specialist does not approve policy, alter data standards or provide final acceptance of MDA datasets unless expressly authorised in writing. |

The Specialist will participate in project meetings and may be required to work with the TIU technical, data, project management, communications and other specialists. The Specialist shall maintain a single, consistent line of reporting through the TIU Project Manager unless otherwise directed in writing.

## 7.0 CHARACTERISTICS OF THE ASSIGNMENT

**Nature of the Assignment:** The assignment is on a purely contractual basis. The tenure will be co-terminus with the contract duration.

**Level of effort:** The Consultant shall devote sufficient time during and outside of regular business hours as needed to meet the requirements of the assignment over the duration of the contract.

This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

**Location:** Kingston, Jamaica | Travel may be required to other Government entities within and outside the Kingston Metropolitan Area.

The contract is expected to be executed in a hybrid work environment where there is a blend of in-office and remote engagements.

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**Payment Modality**

Monthly payments based on a monthly report.

**8.0 MINIMUM QUALIFICATION AND EXPERIENCE**

The incumbent must meet the minimum required qualifications as detailed below or based on equivalency. Equivalency decisions are made based on a combination of education and experience that would provide the required knowledge and abilities.

**EDUCATION AND EXPERIENCE**

The consultant will be expected to have conducted assignments of similar scope and will be expected to have the following minimum qualifications:

- A bachelor's degree from a recognised university in Public Policy, Public Administration, Economics, Development Studies, Management Studies, Social Sciences, Statistics, Research, Project Management or another relevant discipline.
- Postgraduate training or professional certification in a relevant field is an asset.

**Experience**

- At least five (5) years of relevant professional experience in public administration, stakeholder coordination, data collection, research, monitoring, project implementation or a related field.
- Demonstrated experience working with Government of Jamaica ministries, departments, agencies or public bodies.
- Experience designing, administering or supporting surveys, interviews, templates or other structured data collection instruments.
- Experience reviewing qualitative and quantitative information for completeness, consistency, accuracy and validity.
- Experience coordinating multiple stakeholders, tracking actions and managing delivery against agreed timelines.
- Experience preparing concise analytical, progress and decision-support reports for management.
- Experience facilitating workshops, training, coaching or organisational capacity-building activities.
- Experience in public sector reform, service delivery improvement, policy/programme analysis or performance monitoring is an asset.
- Familiarity with electronic data collection platforms, Excel and collaborative document-management tools is required; experience with statistical or qualitative analysis tools is an asset.

**REQUIRED COMPETENCIES**

- Strong knowledge of GOJ institutional structures, administrative processes, planning and accountability arrangements.
- Excellent stakeholder engagement, relationship management, facilitation and customer-service skills.
- Strong analytical thinking, attention to detail and problem-solving judgement.
- Ability to explain technical data requirements clearly to non-technical audiences.
- Ability to manage competing priorities, work independently and meet deadlines across multiple MDAs.
- High standards of integrity, confidentiality, neutrality and professional conduct.
- Clear written and oral communication skills and the ability to produce concise, well-structured reports.

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- Proficiency in Microsoft Word, Excel, PowerPoint, Outlook and Teams or equivalent collaboration tools.
  - Willingness and ability to travel to MDAs and work outside normal hours when authorised and necessary.

**COMMENCEMENT DATE AND PERIOD OF EXECUTION**

The consultant must be prepared to commence the assignment no later than December 1, 2026.