

# **TRINIDAD AND TOBAGO BUREAU OF STANDARDS**

**DEVELOPMENT OF THE ACCREDITATION KNOWLEDGE MANAGEMENT SYSTEM (AKMS) - a knowledge management information system with a web portal for accessing and managing electronic documentation and records based on open source software (preferably).**

## **REQUEST FOR EXPRESSIONS OF INTEREST**

### **1.0 BACKGROUND**

Trinidad and Tobago Bureau of Standards (TTBS) is a body corporate established under the Standards Act Ch 82:03. Trinidad and Tobago Laboratory Accreditation Service (TTLABS) was established in accordance with Section 3(2)(c) of the Act as the “national laboratory accrediting body” under TTBS. TTLABS has both national and international stakeholders.

TTLABS is to be established as an independent accreditation body, a body corporate, with its own Act of Parliament and Regulations, and with a Board of Directors under the purview of the Ministry of Trade and Industry, for the accreditation of all conformity assessment bodies. This decision was Cabinet-approved in December 2018.

An Electronic Document and Records Management System for the identified operations, here after known as the Accreditation Knowledge Management System (AKMS) is required for TTLABS and the independent accreditation body.

### **2.0 GENERAL OBJECTIVES**

The Trinidad and Tobago Bureau of Standards (the Bureau) is seeking a suitably qualified Supplier, to provide services for the development of a knowledge management information system (preferably open source), to submit Expressions of Interest to develop, install and hand over the Accreditation Knowledge Management System (AKMS), including two rounds of revisions by the Bureau, testing, a design manual, a user manual and initial training of staff.

TTBS now invites interested eligible individuals/organizations to submit Expressions of Interest indicating qualifications and experience required to provide these services

Further details can be found in the attached draft Terms of Reference.

### **3.0 SCOPE OF WORK**

The Supplier will perform the activities described hereunder and any other activities necessary to accomplish the stated objectives of the assignment, whether or not a specific activity is cited in the Terms of Reference. Throughout the assignment, the Supplier will liaise with the TTLABS Team, which will be appointed to lead and monitor the Project.

The main tasks/activities are described below:

1. Develop a web portal Electronic Document and Records Management System, known as the AKMS based on open source software preferably;
2. Provide testing/developer adjustments to the satisfaction of the TTLABS Team;
3. Provide training for the use and management of the AKMS;
4. Install the final product;
5. Provide a User Manual;
6. Provide a Design Manual; and
7. Handover the completed system with a six-month warranty for service.

#### **4.0 DURATION**

This development is to be facilitated over the period of one year [inclusive of development, alpha and beta testing, training and handover of design and user manuals]. The AKMS is to be developed over a period of four (4) calendar months followed by two (2) calendar months for beta testing, developer adjustments (if needed).

#### **5.0 DELIVERABLES AND REPORTING REQUIREMENTS**

The Supplier will report to the TTLABS Team and the Executive Director, TTBS. The outcome of this project is to have the functional AKMS. The Supplier will be required to submit/deliver the following:

<b>NO</b>	<b>DELIVERABLE</b>	<b>DELIVERY TIMEFRAMES (WORKING DAYS)</b>	<b>CLIENT REVIEW PERIOD (WORKING DAYS)</b>	<b>PAYMENT AMOUNT</b>	<b>REPORT DETAILS</b>
1.	Project plan for finalization. (project timeline or Gantt Chart)		Within two weeks from the inception meeting	Ten percent (10%) of contract price payable upon approval of Deliverable	Electronic MS Word, emails, PDF and Meetings with TTLABS Team and IT
2.	Interim reports on progress of the project	Timeline to be decided	Suggested fortnightly		Electronic MS Word, emails, PDF and Meetings with TTLABS Team and IT
3.	Finalization of the AKMS.	Within five to six months of commencing the assignment.			Alpha/acceptance testing plan and report

4.	Beta testing of the AKMS with TTLABS Staff.	Within four months of commencing the assignment.	Four months	Forty percent (40%) of contract price payable upon approval of Deliverable	Beta testing plan and report.
5.	Submission of user manuals and design manuals.	Within five months of commencing the assignment.	Five months	Thirty percent (30%) of contract price payable upon approval of Deliverable	User manuals and Design manuals.
6.	Requisite training, which will be recorded, for applicable personnel in the user and the design manuals.	Within five months of commencing the assignment.		Ten percent (10%) of contract price payable upon approval of Deliverable	Training agenda and materials.
7.	Close out report two weeks after the end of training	Within six months of commencing the assignment.	Six months		Electronic MS Word, emails, PDF
8.	Six-month warranty for after-delivery service	Within six months of commencing the assignment.	Six months	Ten percent (10%) of contract price payable upon approval of Deliverable	Document.
9.	Negotiations of an SLA for post implementation.	To be determined			To be determined.

## 6.0 CHARACTERISTICS OF THE SUPPLIER

The characteristics of Supplier are outlined as follows:

- Personnel based on qualifications and stated ability to meet requirements.
- Start and Contract Duration: 1st Quarter of 2022 - One (1) calendar month after signing of contract.

Place(s) of work: The Supplier will initially be required to work remotely. No in-person engagements are envisaged at this time. **This requirement will be reviewed given COVID-19 precautions in place at time of negotiations with shortlisted Supplier and may be reviewed periodically.**

## **7.0 REQUIREMENTS, SKILLS AND CORE COMPETENCIES**

This project requires the services of a Supplier with experience in the development of, installation of, implementation of, training in and support for an organization-specific knowledge management information system, with the provision of User and Design Manuals. The Supplier should be able to provide evidence to support specific expertise and knowledge for the development/management of knowledge management information systems, which will be the main criterion for selection.

The Supplier should possess the following qualifications and experience:

1. A Degree and/or certifications in a related field or evidence of foundational training.
2. At least five (5) years' experience in similar information system development projects for organizations. Experience in knowledge management information systems management will be an asset.
3. Strong interpersonal and communication skills; ability to be tactful and flexible in dealing with personnel at all levels of an organisation, analytical and problem-solving skills.
4. Excellent command of written and spoken English.

## **8.0 SELECTION CRITERIA**

In order to be considered for evaluation, the Supplier must have met minimum qualifications and at least five (5) years' work experience in knowledge management information systems development in the CARICOM Region or in a developing country will be an asset.

<b>CRITERIA</b>	<b>WEIGHT</b>
CRITERIA 1: Experience in information systems development and/or management related to the ToR	40
CRITERIA 2: Qualifications and skills of team/ key personnel	40
CRITERIA 3: Evidence of knowledge transfer capacity/training	20

## **9.0 SUBMISSION REQUIREMENTS**

All submissions must be in English Language, delivered via the form and media stated by the TTBS and delivered on the date requested and addressed to:

Procurement Officer  
Trinidad and Tobago Bureau of Standards  
Century Drive  
Trincity Industrial Estate,  
Macoya, Tunapuna  
Trinidad, WI  
Email: [procurement.officer@ttbs.org.tt](mailto:procurement.officer@ttbs.org.tt)  
Ph: 1(868)662-8827 Ext 2004

## **10.0 RESPONSIBILITY OF THE CLIENT**

The TTBS, as the Executing Agency for the Project, shall support the Supplier.

Accordingly, the TTBS shall:

- Facilitate the arrangements for interviews and provision of access to documents. Efforts will also be made to have the Supplier provided with relevant reports, information and contacts;
- Provide a Counterpart Team to guide the knowledge management information systems development.
- Provide relevant and appropriate information as required by the Supplier.

## **11.0 RESPONSIBILITY OF THE SUPPLIER**

The Supplier will:

- Absorb all other expenses including direct staff, office space and facilities, computer systems and software, telecommunication systems, travel expenses, and any other incidentals.
- Undertake the activities of the project utilizing primarily its own resources.
- Respect and adhere to the proposed time-frames.
- Conduct meetings in a professional, responsible manner.
- Ensure the confidentiality of all aspects of the process/consultancy.
- Respect and adhere to internal policies.

## **12.0 WORKING LANGUAGE**

The working language shall be English.

## **13.0 CONFIDENTIALITY**

The Consultant shall not, except as authorized by TTBS or required by the stipulated duties under the contract, use for the Supplier's own benefit or gain or divulge to any persons, firm, company or other organization whatsoever any confidential information belonging to the

Government/TTBS or relating to the affairs or dealing which may come to the supplier's knowledge during the engagement. This restriction shall cease to apply to any information or knowledge which may subsequently come into the public domain other than in breach of this clause.

#### **14.0 PERSONNEL CONFLICT**

If conflict develops between the Supplier's personnel and any TTLABS Staff, it must be reported to the Manager, TTLABS immediately by the respective Supplier's personnel or by the Supplier. In the event the conflict involves the Manager, such conflict must be reported to the Executive Director, TTBS.

If a conflict develops between the Supplier's company and TTLABS or TTBS in relation to the project, the laws of the Republic of Trinidad and Tobago will be applied.

#### **15.0 INSURANCE OF AKMS:**

The Supplier is responsible for maintaining full insurance coverage, including third-party liability, for all software/equipment, personnel and services covered under this proposal until the knowledge management information systems is officially the property of TTLABS.