

**Country: JAMAICA**  
**Project: INFORMATION AND COMMUNICATIONS TECHNOLOGY PROJECT**  
**Sector: Consultants**  
**Abstract: RE-ENGINEERING CONSULTING SERVICES**  
**Loan No. 1438/OC-JA**  
**Contract/Bid No. MCST/2005/0005**

The Government of Jamaica has received a loan from the Inter-American Development Bank (IDB) to assist in financing the Information and Communications Technology Project (ICT). The Ministry of Commerce, Science and Technology is executing this project.

The activities of the ICT project are structured in four components:

- Strengthening of the Ministry of Commerce, Science and Technology to enable it to play a leading role in increasing Jamaica's e-readiness
- Support for the increased use of ICT in the public sector
- Support for expanding internet access in low-income communities
- Training related to all project components

A portion of the fund will be used to engage consultants to conduct a re-engineering analysis of public sector revenue processes.

The Ministry of Commerce, Science and Technology now invites eligible firms from IDB's member countries to submit prequalification information to the Project Manager at the address below.

A shortlist of three to six individual consultants or firms will be selected in accordance with the following criteria:

- Background and qualifications
- Similar work done including:
  - Re-engineering of business processes
  - Change management
  - Design of Taxpayer Support Programs (call center /on-line support)
  - Design and implementation of inter and intra agency strategy
  - Design of contingency plans/procedures when web channels are not available
  - Feedback mechanism to enhance systems and service delivery
- Prior experience in Jamaica or in a similar country
- Availability

The general objective of the consultancy is to: (i) conduct a comprehensive review of the fiscal processes and procedures in order to remove inefficiencies/bottlenecks; (ii) provide specific recommendations to improve the workflow and efficiency; and (iii) develop a plan for implementing the recommendations.

The consultancy will be undertaken in three distinct phases:

- Phase I – Define and document processes
- Phase II – Conduct re-engineering exercises and sign off new processes
- Phase III – Define implementation plan and detailed design and specification

Some of the duties include:

- Design a taxpayer support program by establishing and utilizing the "call centre" concept in the delivery of services
- Develop human resource management strategies including training and re-deployment for persons affected by the reengineering of processes
- Establish collaborative framework for intra and inter agency work
- Document, measure and assess current fiscal agency processes operating in the existing environment
- Develop detailed process maps
- Identify issues and opportunities for immediate improvements
- Obtain approval and sign off
- Envision and design re-engineered processes
- Develop contingency plans and alternate procedures for situations when the web channels are not available
- Set performance criteria and targets for changed processes
- Document target environment
- Prepare implementation plan

--Approval of re-design

Submissions should be delivered to the address below by 6 January 2006.

Firms seeking to be pre-qualified must show proof of their technical and educational capacities, and relevant experience for the provision of services.

Ministry of Commerce, Science and Technology  
IDB Project Execution Unit  
Attn: Project Manager  
PCJ Building, 36 Trafalgar Rd.  
Kingston 10, Jamaica  
Tel: (876) 754-6355  
E-mail: [rgordon@mct.gov.jm](mailto:rgordon@mct.gov.jm)

IDB559-667/05