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DB Reference N°: IDB-P610506-11/20

Country: Belize

Institution: Inter-American Development Bank

Sector: Fiscal and Taxation, General - Public Sector Management

Deadline: 2020-12-29T00:00:00.00-04:00

Status: Published

Loan N°./Financing:

Project: STRENGTHENING OF TAX ADMINISTRATION PROJECT

Title: Consulting Firm to Develop, Implement and Execute a Human Resource Strengthening Plan

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Borrower/Bid No:

STRENGTHENING OF TAX ADMINISTRATION PROJECT

REQUEST FOR EXPRESSIONS OF INTEREST

Consulting Firm to Develop, Implement and Execute a Human Resource Strengthening Plan

Institution: The Ministry of Finance (MOF)

Country: Belize

Project: Strengthening of Tax Administration (STA)

Abstract: The main objective of the Project is to contribute to Strengthening Tax Administration aimed at increasing revenue collection. The specific objectives of the project are the following: (i) increasing the Government's effectiveness in tax collection; and (ii) increasing the efficiency of tax administration. These objectives will be achieved by improving tax administration governance and operational processes, and by modernizing the technological infrastructure.

Loan No.: 4839/OC-BL

Deadline: December 29, 2020

The Government of Belize (GOB) has entered into a US$ 14 Million Loan Contract Agreement (No. 4839/OC-BL) with the Inter-American Development Bank (IDB) for the execution of a five-year tax modernization project entitled "Strengthening of Tax Administration". The main beneficiaries of the Project are: (a) the Government, which will have more revenues to implement its public policies; (b) taxpayers, who will have more support and a digital environment to fulfil their tax obligations; and (c) the population, from the government policies implemented.

1. **GENERAL OBJECTIVES OF THIS CONSULTANCY**

The objective of this consultancy is the development and implementation of a human resource strengthening plan based on competence evaluation by conducting an in-dept assessment of Skills and Knowledge of BTS Personnel and implementation of accredited training programs and E-Learning Platform. This will be achieved by:

1. Critically assessing the required skills and comparing this to the existing skillsets with the aim to bridge the gaps by helping BTS employees develop the skills and boost their job performance.

2. Developing and implementing training programs. These programs will comprise of

   specific modules for the provision of training, quality and progress control, examination, and management. This development will take into consideration the newly developed job profiles to further ensure their consistency to the modernized BTS.

3. Procuring and implementing an "E-Learning" platform with reach to tax operation, general services, supporting units and management. The integrated platform will comprise of specific modules for the provision of training, quality and progress control, examination, and management. This development will take into consideration the newly developed job profiles to further ensure their consistency to the modernized BTS.

2. **SPECIFIC OBJECTIVES OF THIS CONSULTANCY**

The main purpose of the consultancy will be as follows:

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2.1 Working with BTS Management to organize an in-dept assessment of capacities and skills gaps of 275 BTS personnel over eight (8) office locations, as part of the new BTS legal, governance, organizational, administrative, and technical structure.

2.2 Working with BTS to develop and implement the training programs covering the needs identified in the HR skills gap analysis.

3. Procurement and implementation of an e-learning platform for training programs. This will take into consideration the need for a permanent system of competence in evaluation, human resource development and

future needs inclusive of senior and lower-level positions.

4. Working with partners, especially the Ministry of Education, Youth, Sports & Culture and the Ministry of Public Service, Energy & Public Utilities to develop a language around competencies and course certification.

5. Delivery of sensitization workshops to BTS personnel on e-learning platform usage and upgrades.

The expected results of this Consultancy include the following:

1. Inception report including a detailed work plan (hard and digital copies in Microsoft Word format) within a maximum period of two (2) weeks after contract signature. (See product 1)

2. Assessment Report inclusive of findings and recommendations within a maximum period of five (5) months after contract signature. (See product 2)

3. E-Learning Platform procured and implemented, set-up, train the trainers and user training delivered to BTS (inclusive of user manuals and training handbook) within a maximum period of seven (7) months after contract signature. (See product 3)

4. Educational program executed with courses accredited (inclusive of training packages and sensitization workshop to BTS, Ministry of Education and Ministry of Public Service within a maximum period of nine (9) months after contract signature (See product 4)

5. Summative report including overall results achieved, feedback of trainings and workshops within a maximum period of ten (10) months after contract signature (See product 5)

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The Consulting firm should have a minimum of five (5) years in Organizational development and design; Job analysis and job evaluation; Training needs analysis and ITC and e-learning platforms.

The lead consultant should have a Master's in Education, Human Resource Management or similar discipline. A specialized certification in HR, supply chain management or contract management is considered an asset. A minimum of five (5) years relevant working experience in human resource management conducting competency analysis, project management, program developing training/curriculum development or other relevant experience of similar consultancy. At least three (3) years of previous experience conducting skills gap and/or bench marking analysis or training assessment of similar programs and consultancy between the calendar years 2015 to 2020. Similarly, the consulting firm must demonstrate:

- Knowledge of Belize Labour laws and the Public Service
- Knowledge of traditional and modern job training methods and techniques
- Familiarity with Learning Management Software (LMS) and succession planning
- Hands-on experience organizing corporate training events and group facilitation

- Good public relations, organizational, coordination and networking skills require;
- Display critical-listening and persuasion skills.
- Experience in conducting surveys, interviews.
- Have excellent computer skills, including Microsoft Office
- Excellent analytical, research, writing and communication skills

The delivery period is ten (10) months.

The Ministry of Finance now invites eligible consultants to indicate their interest in providing the services. Interested eligible consultants should request the complete Terms of Reference and must submit an Expression of Interest providing information establishing that they are qualified to perform the services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills, etc.). *The term "consultant" means a legally-established professional consulting firm or an entity that may provide the services.*

Expression of Interest package should contain:

i. Comprehensive proposal explaining interest, experience, and competence of the consulting firm.
ii. Comprehensive resume
iii. Copy of degrees of Lead Consultant
iv. Firms experience in the assignment of similar consultancy services during the past five years.
v. Firms evidence of past jobs.
vi. Two references
vii. Proof of nationality: copy of documentation of nationality of the team of experts, copy of certificate of incorporation and information of shareholders of company specifying the shares owned by each respective shareholder of the company.

Additional documentation required for National firms:

viii. Copy of Certificate of Good Standing from Belize Company Registry
ix. Copy of Certificate of Good Standing from the Social Security Board
x. Copy of Certificate of Good Standing from the Belize Tax Service
xi. Current Trade License

Consultants will be selected in accordance with the procedures set out in the Inter-American Development Bank: *Policies for the Selection and Contracting of Consultants financed by the Inter-American Development Bank* (GN-2350-9, March 2011 edition) Selection based on the Consultants' Qualification and is open to all eligible consultants as defined in the IDB policies. The selected firm will be selected based on its experience and competence relevant to the assignment and most appropriate qualifications and references. **Only the highest ranked consulting firm from the short-listed firms will be notified and will be asked to submit a technical and price proposal.**

Interested consultants should request the Complete Terms of Reference and may obtain further information at the address below during office hours Monday to Friday 8:30 a.m. to 4:30 p.m. Mondays through Fridays. Expressions of interest must be delivered via direct mail or e-mail at the address indicated below by 4:00 p.m. on December 29, 2020.

Interested firms are asked to submit their expression of interest via e-mail to **Michelle.Longsworth@bts.gov.bz** marked STAP- Consulting Firm to Develop, Implement and Execute a Human Resource Strengthening Plan in the

subject header.

Director General

Belize Tax Service

Strengthening of Tax Administration Project

Charles Bartlett Hyde Building

Mahogany Street, Belize City

Tel: 501-222-5114

For clarifications kindly contact:

Procurement Specialist

Project Executing Unit

Strengthening of Tax Administration Project

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