

FAIR TRADING COMMISSION

IMPROVING THE INFORMATION & COMMUNICATION TECHNOLOGY INFRASTRUCTURE

TERMS OF REFERENCE

BACKGROUND

The Fair Trading Commission (FTC), an agency of the Ministry of Industry Investment & Commerce has received assistance from the World Bank Group (WBG) for the purpose of enhancing the Competition Policy framework and level of competition in the Jamaican economy. The purpose is to (a) ensure that a pro-competition approach is taken in the regulatory reforms; (b) increase the FTC's capacity for implementing successful competition advocacy in collaboration with the WBG Competition Policy Team; (c) support the FTC to implement its mandate in enforcing the Fair Competition Act (FCA); and (d) advocate for a regulatory framework that promotes well-functioning markets in the economy.

The FTC investigates about five hundred complaints per year and maintains a workflow management system and storage database (CIMS) which contains relevant information on all cases; provides for ease of access to the data as well as the generation of custom made reports of various types. Complaints are categorized as either competition protection or consumer protection, as determined by the FCA. The system also allows the FTC to maintain the integrity of all cases and provide reliable and current information at various stages of the investigative process. CIMS requires upgrading; it was last upgraded in 2007.

The Project will allow for: (a) upgrading CIMS to a more efficient version; (b) upgrading Windows Server from 2003 to 2012; (c) changing the backup software to a more cost effective solution; (d) increasing the capacity of the servers and upgrading the firewall; and (e) changing office equipment including desktop computers which were purchased in 2008.

OBJECTIVES

This document details the requirements at the Fair Trading Commission for an upgrade of their information technology environment which includes CIMS and a related document management system, storage facility and backup systems. This upgrade should increase the efficiency of FTC's information management processes.

CHARACTERISTICS OF THE WORK

Type of Consultancy — Firm

Duration — October 2014 to January 2015.

Place of Work — Tasks will be undertaken in Kingston, Jamaica at the office of the Fair Trading Commission, 52 – 60 Grenada Crescent, Kingston 5.

Qualifications & Experience — Expertise in information and communication technology strategic planning; Government of Jamaica procurement guidelines; project management; infrastructure design and deployment; information technology network systems; technical support services; and hardware and software requirements for an office network environment which houses web based software, workflow and database management systems that is used by 20 persons.

ACTIVITES

The Scope of Work includes:

1. Evaluation of proposals for equipment that is needed.
2. Assist with sourcing and purchasing equipment that is needed.
3. Install and configure equipment ensuring compatibility with IT infrastructure.

Main Activities & Responsibilities of the Consultant

1. Evaluation of Proposals for equipment that is needed.
 - a. Together with the FTC, issue RFQ.
 - b. Together with the FTC, evaluate submitted proposals.
 - c. Prepare report
2. Assist with sourcing and purchasing equipment that is needed.
 - a. Guide the process of acquiring equipment by assessing equipments' suitability and compatibility prior to purchase.
3. Install and configure equipment ensuring compatibility with IT infrastructure.
 - a. Upon completion, assess IT infrastructure, its components and equipment to ensure that all components are functioning in an efficient manner.
4. Report on the status of the activities and the progress of the work.

Responsibilities of the FTC

- Review project scope and objectives and advise on changes as required.
- Facilitate the Consultant with access to technical and business process information and FTC personnel as required for the project.
- Participate in project status meetings.
- Coordinate and manage the activities of the Consultant.
- Issue RFQ developed in collaboration with the Consultant.
- Develop and agree on procurement contract and manage contractual arrangements with the selected vendor.
- Ensure that deliverables are reviewed by the appropriate personnel within the agreed timeframes.
- Obtain and provide information, data, and decisions within an agreed time frame in order to ensure continuity of the work in accordance with the stated objectives.

- Assist with resolving project issues as is necessary.
- Handle the procurement of the equipment that is needed.

TIMELINE & PAYMENT SCHEDULE

Payments will be made in two equal parts at the end of the second month of the contract and at the end of the contract period on the basis of assessments that are conducted by the Executive Director and Project Manager, and that are approved by the Commissioners.

SUPERVISION AND COORDINATION

Day to day monitoring will be done by the Project Manager and the Information Technology unit of the FTC. Assessment of the outcomes and transfer of technical knowledge will be supervised by the Executive Director.

August 26, 2014