

# EASTERN CARIBBEAN TELECOMMUNICATIONS AUTHORITY

## TERMS OF REFERENCE

### RECORDS AND INFORMATION SPECIALIST/CONSULTANT

#### **Short-term Assignment/Consultancy to Implement a Records Management System for the Eastern Caribbean Telecommunications Authority (ECTEL)**

#### **1. Background**

The Eastern Caribbean Telecommunications Authority (ECTEL) was established by Treaty signed by the Commonwealth of Dominica, Grenada, St. Kitts and Nevis, Saint Lucia and St. Vincent and the Grenadines on May 4, 2000 in St George's Grenada. ECTEL is a regional body with legal personality; its main function being to provide recommendations and advice on Telecommunications matters to the National Telecommunications Regulatory Commissions (NTRCs) in the various Member States.

As part of overall efforts to improve its records management systems, ECTEL wishes to establish a Records and Information Management (RIM) System to cover conventional paper-based records as well as electronic records at its Directorate, which is located in Castries, Saint Lucia. As such, in 2013 a Consultancy was undertaken resulting in recommendations for implementing and improving ECTEL's RIM system.

ECTEL therefore wishes to engage an individual consultant to undertake a short-term assignment of 31 weeks, which will result in the implementation of recommendations from the Consultant's Final Report: "Implementing an Integrated Records Management Programme at the Eastern Caribbean Telecommunications Authority".

#### **2. Objectives**

The objectives of this consultancy/employment are to:

- (i) Develop RIM policies and procedures that are in accordance with international standards, to be enforced by the Directorate;
- (ii) Implement the newly designed RIM System for the proper management of both paper-based and electronic records;
- (iii) Train support/departmental staff in record keeping practices.

### **3. Scope of Work**

The Consultant will serve as Records and Information Specialist, supporting the implementation of a newly designed RIM System for ECTEL and providing a coordinated and systematic approach to recordkeeping.

The Consultant shall undertake the tasks as detailed below. In undertaking the tasks, the Consultant shall capture, document and share lessons learned with the ECTEL Directorate so that best practices can be identified, understood and considered for implementation.

The Consultant shall be responsible for the following:-

- (i) Facilitating the development and implementation of a RIM System, and maintaining these to meet administrative, legal and financial requirements and provide timely access;
- (ii) Ensuring compliance with applicable fiscal, legal and administrative requirements (such as ISO15489 certification) and working closely with General Counsel on legal and regulatory issues that impact recordkeeping, such as the Freedom of Information Act, Data Protection and other national or regional legislation;
- (iii) Completing and implementing new records management policies and classification systems;
- (iv) Completing and implementing retention and disposal schedules;
- (v) Implementing measures to preserve corporate memory and heritage
- (vi) Implementing a specifically designed records disaster preparedness and recovery plan;
- (vii) Training records and administrative support staff on the newly adopted protocols for the management of information, including any new software solutions which may be required for use;
- (viii) Identifying any necessary tools or resources that would assist with the Records Management function;
- (ix) Recommending budgets and resources to include the provision of technical input for the procurement of essential RIM materials;
- (x) Recommending an appropriate Electronic Document and Records Management System (EDRMS).

#### **4. Deliverables and Reporting Deadlines**

Given the above scope of work, ECTEL is seeking the Consultant to deliver the following:

<b>Step</b>	<b>Activity</b>	<b>Deadline</b>
1.	RIM Policies and Procedures Report/Manual	4 weeks
2.	Records Storage and Conversion Programme	12 weeks
3.	Vital Records Programme	5 weeks
4.	Records Disaster Preparedness and Recovery Plan	4 weeks
5.	Training Report/Manual	3 weeks
6.	Recommendation of EDRMS Options	1 week
7.	Final Report (include an Assessment or Audit)	2 weeks

#### **5. Qualifications**

The individual should have expertise in records management and/or information management. The consultant will be selected based on experience and capacity in carrying out this type of work. The consultant will have the following minimum qualifications:

- An Honours Undergraduate Degree combined with a Certificate or Diploma in Records and Archives Management;
- At least three (3) years experience in a supervisory position related to recordkeeping;
- An understanding of information technology as it relates to recordkeeping;
- Good interpersonal and communication skills are necessary;
- A Master's Degree in Records and/or Information Management will be an asset, as well as expertise and experience in designing and establishing records/information management systems.

#### **6. Duration**

The Assignment is expected to be undertaken over thirty-one (31) weeks, on-site at the ECTEL Headquarters, Saint Lucia.

#### **7. Responsibilities of ECTEL**

ECTEL will assign the Records Assistant to work with the Consultant during the assignment. The Records Assistant will:

- Report to the Records and Information Specialist/Consultant; and
- Perform and assist the Records and Information Specialist/Consultant with all tasks assigned.

The Consultant will have access to reports and information, as appropriate, and in a timely manner.

## 8. Proposal Submission

Interested individual Consultants must submit the following documents/information to demonstrate their qualifications:

- A. Proposal:
  - i. Explaining why you are the most suitable for the assignment;
  - ii. Brief methodology on how you will conduct the work.
- B. Financial Proposal: The applicant is required to provide a list of all costs associated with the assignment; these costs should be broken down by activity (where necessary), and, if appropriate, into foreign and local currency.
- C. Curriculum Vitae highlighting past experience in similar assignments and at least two (2) references.
- D. Certification certificates.

## 9. Criteria Evaluation

Proposals will be evaluated based on the following criteria:

<b>Selection Criteria</b>	<b>Available Points</b>
<b>At least three years' experience as a Records Management Professional</b>	10
<b>Relevant university degree</b>	10
<b>Proven experience improving records management systems</b>	20
<b>Demonstrated experience implementing records management systems; including the preparation of guidelines, manuals and reports</b>	45
<b>Methodology for conducting the assignment</b>	15
<b>Total Available Points</b>	<b>100</b>

Only submissions that obtain a minimum of 75 points based on the evaluation criteria will be considered. The Financial Proposal of Consultants who meet the minimum qualification mark will be examined and the Consultant with the least cost proposal will be invited to negotiations.

#### **10. Closing Date**

The Consultant's proposal for undertaking the assignment should be submitted in a sealed envelope marked "CONFIDENTIAL Bid for Records and Information Management Consultant" and addressed to the Managing Director, Eastern Caribbean Telecommunications Authority, P O. Box 1886, Castries, Saint Lucia, to reach not later than the close of business on **Friday 19<sup>th</sup> December, 2014.**