



## **PUBLIC NOTICE 2020-14 (EXTENSION)**

**December 21, 2020**

### **Request for Proposal for Professional Consulting Services – Human Resources**

The Telecommunications Commission (“the Commission”) is seeking Requests for Proposal from a qualified firm that is skilled, competent and experienced in the field of Organizational Development to conduct a comprehensive review of the Commission’s Human Resources (“HR”).

#### **1. Background**

The Commission was established in 2004 with the coming into force of the Telecommunications Ordinance. Since that time, the Commission has grown and so too has its operational needs. The Board now recognize the need to review the current HR capacity, identify gaps and address any areas of weakness that may exist in the organization as we grow and develop our sector.

#### **2. Purpose**

The purpose of the HR Organizational Review, will be to look at all aspects of its current practices and make recommendations for improving the following areas:

- The Commission’s compliance with HR (e.g. organizational policies, and best practices)
- Assess current HR structure against the Commission’s Vision, Mission, Values, and Strategy
- Explore how to better service the needs and satisfaction levels of relevant stakeholders including the Board of Directors, HR, Governance requirements, Senior Management, Management, and Employees
- Define and streamline the work processes used to carry out functional work within Human Resources
- Determine what needs to be done, how these changes will benefit the Commission, and how to prioritize problem areas in terms of significance

### **3. Requirements for proposal**

The proposal shall include:

- Cover letter
- A detailed overview of the proposed methodology
- Names of the key personnel to be assigned to the project accompanied by resumes/cv
- Detailed financials

### **4. Objectives**

The objectives of the HR Organizational Review are:

- To perform a SWOT analysis review on current HR organizational structures, roles, accountabilities, and engagement arrangements
- To review all systems, policies and practices related to HR to determine the effectiveness of these systems
- To review the HR systems in comparison with other similar organizations and modify them to meet the leading practices of HR management
- To locate gaps, lapses, or shortcomings in the implementation of the policies, procedures, practices, and directives of the HR department and to know the areas where non-implementation and/or wrong implementation has hindered the planned program and activities
- To evaluate the current HR competencies and identify gaps and requirements to ensure the organization is fulfilling legislated requirements and leading practices
- To perform a due diligence review
- To establish a baseline for future improvements
- To enhance the organization's and the department's reputation in the community
- To provide clear, prioritized recommendations regarding the above, and any other areas that may be deemed important in the development of HR function in the future.

### **5. Scope of Work**

The scope of the HR Organizational Review will include all HR functions including:

- HR Strategy and strategic competency for senior management & management
- HR Planning and Organizational Development
- Employee Relations
- Performance Management, coaching, advisory, consulting support, HRIS/HR statistics and reporting
- HR Programs, Policies and Procedures
- Human Rights and Employment Equity

- Training and Development, Succession Planning
- Recruitment and Selection
- Job analysis & Competency Management

## **6. Deliverables**

At the conclusion of the operational and organizational reviews, the consultant shall, as described in the Scope of Work:

- provide a summary of findings that effectively summarizes and communicates the information reviewed
- identify key issues and opportunities
- formulate recommendations in a priority order
- provide updated job descriptions for current and any recommended positions
- Talent management and succession plan for current and future team members

A draft report with an Executive Summary shall be issued to the Director General. The document shall include:

- the summary of findings and recommendations as identified in the Scope of Work
- Any spreadsheets or other documentation prepared by the Consultant which shall be provided to the Commission in electronic format

A Final Report shall be issued following comments on the draft report. In addition, the Commission will require a PowerPoint presentation to the Director General and Chairman of the Commission. The Final Report should provide sufficient information for policy decisions regarding operational and service options. Three (3) hard copies of the Final Report will be required along with an electronic copy.

## **7. Working Relationships**

This RFP is being issued by the Commission. It is expected that the successful Consultant will report to the Director General on data gathering and review of data information.

## **8. Submission requirements:**

- The deadline date for submission is Wednesday, January 13, 2021, at 4:00 PM
- All prices must be in United States Dollars (USD) including all discounts, applicable fees, and charges (TCI taxes and duties do not apply)
- All quotations must be valid for at least ninety (90) calendar days from the submission date
- All quotes must include a copy of the proposer's current Business Licence Certificate in the appropriate class of business

- All queries and clarifications regarding this request for quotation shall be submitted via e-mail, and directed to:

**Kenva William**  
**Director General**  
TCI Telecommunications Commission  
Providenciales  
Turks and Caicos Islands  
Email: consultations@tcitelecommission.tc

Please note the Commission reserves the right to accept or reject any proposal received.

## **9. Payment and timeline**

The organizational review services contractor will be compensated for the Services on a fixed-fee basis unless otherwise specifically indicated in the proposer's proposal.

In the event that additional services are required during the term of the Agreement, the Commission will issue a Request for Additional Services to the successful proposer for the specific additional services to be performed.

This project should be completed within 90 days of contract award.

Please submit your firm's qualifications, identify key staff to be assigned to this project, provide resume's for each key staff member, provide at least five (5) professional references for work that was performed similar to that requested in this RFP, and provide a detailed description of your approach to the project, deliverables, time schedule.

If you have any comments, questions, or concerns, please feel free to contact the Director General, Kenva Williams on the email provided above.

## **10. Evaluation Criteria**

The Commission will base its evaluation of the proposals on the following criteria:

1. Payment rates
2. Qualifications
3. Demonstrated skill, ability, and integrity of each proposer to perform the Services required by the Contract Documents
4. Any other factor or criteria that the Commission, in its sole discretion, deems or may deem relevant or pertinent for such evaluation