

ASSOCIATION OF CARIBBEAN STATES (ACS)

REQUEST FOR PROPOSAL (RFP)

Ref: RFP.OSG.CONSULT.1.digitisationP1.2023

Subject: Request for Proposal to retain the services of an external consultant to undertake an assessment of the digital environment of the Secretariat of the Association of Caribbean and develop a digital transformation strategy.

Dear Sir/Madam,

The Association of Caribbean States (ACS) seeks to retain the services of a consultant to conduct an assessment of the digital environment of the Secretariat of the Association of Caribbean and develop a digital transformation strategy. In that regard the organisation hereby issues this Request for Proposal (RFP) to determine the interest and capacity of companies/providers in carrying out the required services and invites you to participate by submitting a response.

1. Background

The Association of Caribbean States (ACS) is a regional intergovernmental organisation that was established by virtue of the Convention Establishing the Association of Caribbean States (the Convention) done in Cartagena de Indias, Colombia on July 24 1994. Article III of the Convention identifies its purpose as that of “consultation, cooperation and concerted action” in order to identify and promote implementation of policies and programmes geared towards sustainable development in the areas of trade, transport, tourism, disaster risk reduction and the preservation of the Caribbean Sea. The organisation’s headquarters (Secretariat) is situated in the Republic of Trinidad and Tobago with a staff of 32 persons who service its membership, which comprises 25 Member States and 10 Associate financially contributing Members. The organisation also engages with partners that include observers and social actors.

The Secretariat currently operates with both digital and hard copy records with the aim of creating an entirely digital environment. Its daily activities include the dissemination of correspondence by digital means to stakeholders throughout the world, receipt of correspondence, administrative internal tasks and communications; hosting meetings, seminars and similar events and housing records.

2. Main Objective

To examine the current state of the digital environment of the organization in order to determine gaps and identify systems and processes as part of a digital transformation strategy that aids in creating an optimal digital working environment.

3. Scope of Work

The selected consultant will be expected to execute the services on a phased basis in the following manner:

Phase 1: Assessment

- 3.1 Assess our current digital maturity and identify gaps, opportunities, and areas for improvement.
- 3.2 Develop a comprehensive digital transformation strategy that aligns with our business objectives and addresses both short-term and long-term goals.
- 3.3 Provide recommendations on the most suitable technologies, tools, and platforms to achieve our strategic objectives.
- 3.4 Identify potential risks and challenges and develop mitigation strategies.
- 3.5 Develop a change management plan to facilitate the smooth implementation of the digital transformation initiative.
- 3.6 Provide a high-level implementation roadmap, including key milestones and timelines; as well as Terms of Reference for the implementation phase

4. Proposal Requirements

Proposals should include the following information:

- 4.1 Firm profile, including a brief history, areas of expertise, and relevant experience with digital transformation projects.
- 4.2 Proposed project approach, including methodologies, tools, and frameworks that will be used during the consultation phase.
- 4.3 Detailed work plan, outlining the tasks and deliverables to be completed during the project, with estimated timelines.
- 4.4 Schedule of Fees/breakdown of project budget to be reflected in **United States Dollars**.

5. Deliverable

A detailed Report reflecting the assessment of the digital environment of the ACS Secretariat and providing a comprehensive digital transformation strategy including Terms of Reference and a roadmap, both components to be in alignment with the elements outlined in the Scope of Works at article 3 of this RFP.

6. Timetable

Date	Process
12/06/23	Release of RFP on ACS website
26/06/23	Deadline for clarifications
30/06/23	Pre-Bid Meeting
7/07/23	Issue of clarifications
14/07/23	Deadline for Submissions
24/07/23	Notification of Award
28/07/23	Signature of Contract

7. Contract period

The Contract period with the Consultant shall be for a period of 2 months. The ACS may, subject to the general terms of the RFP, include additional scope elements within the tenure of the engagement and extension thereof. The Consultant will be paid separately for the additional scope on mutually agreed details of the scope of work.

8. Fee

The fee for the services provided will be fixed through a competitive bidding process.

9. Period of Validity

Respondents will be bound by their Proposals for a period of **90 days** from the deadline for submission of Proposals.

In exceptional cases and prior to the expiry of the original Proposal validity period, the ACS may ask respondents in writing to extend this period by 40 days. Such requests and responses must be made in writing. Respondents that agree to do so

will not be permitted to modify their Proposals and are bound by the revised period of validity.

10. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

%	Criteria
30	<p>10.1 Relevant experience and expertise in digital transformation consultation:</p> <ul style="list-style-type: none"> • Demonstrated experience in working with organizations of similar size and industry, showcasing the consulting firm's ability to understand and address the unique challenges and opportunities of the specific sector. • Proven track record of developing and implementing successful digital transformation strategies that have led to measurable improvements in business performance, operational efficiency, and customer satisfaction. • Expertise in relevant technologies, platforms, and tools, such as cloud computing, data analytics, artificial intelligence, and automation, which are essential components of a comprehensive digital transformation initiative. • Familiarity with industry-specific regulations and compliance requirements, ensuring that the proposed digital transformation strategy adheres to all relevant laws and guidelines. • Strong partnerships and collaborations with leading technology vendors and solution providers, enabling the consulting firm to recommend and implement the most appropriate and cutting-edge solutions for the client.
10	Quality and feasibility of the proposed approach and work plan.
30	Ability to demonstrate successful outcomes in similar projects.
5	Qualifications and experience of the project team.
20	Pricing proposal and overall value for money.
5	References
100	Total

11. Language

The Proposals, all correspondence and documents related to this process exchanged by the Respondent and the ACS must be written in the language of the procedure, which is English.

12. Preparation of Proposals

The ACS will not reimburse costs associated with the preparation or presentation of any proposal.

13. Organisation of Proposal

Part A: Technical Proposal

- I. Letter from Respondent
- II. Firm Qualifications
- III. Staff Qualifications
- IV. Scope of Work
- V. Timeline for Scope of Work
- VI. Evidence of Previous Experience
- VII. References (at least 2)
- VIII. Certifications

Part B: Financial Proposal

Provide a breakdown of the cost of service in **United States Dollars**.

14. Submission Guidelines

Participants are invited to submit responses to each of the two phases.

- (i) Responses should be submitted on or before **14th July 2023**, via email to tenders@acs-aec.org **subject:**

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- (ii) The enclosed **Non-Disclosure Agreement** should also be signed and returned with responses.
- (iii) All proposals are considered final after the date and time for receipt of submission as reflected in this RFP document.

- (iv) Proposals may be considered non-responsive if any portion of the Proposal is not in keeping with the requirements as outlined herein.
- (v) Clarification of offer – to assist in the scrutiny, evaluation and comparison of bids, the ACS may, at its discretion ask for clarification on a bid. The request for such will be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.
- (vi) Corrigendum - At any time prior to the last date of receipt of Proposals, the ACS, may, for any reason whether at its own initiative or in response to clarification(s) sought from bidders, modify the RFP contents by amendment. Any such Corrigendum shall be deemed to be incorporated into this RFP. Clarification/Amendment, if any will be notified on the ACS website.
- (vii) Clarifications – Respondents may seek clarification on the RFP by submitting such requests to the email address provided.
- (viii) Late bids – any bid received after the deadline will not be considered.

Recipients of this RFP are kindly requested to acknowledge receipt of this solicitation document via the abovementioned email address.

Please note that this RFP is not to be construed in any way as an offer to contract.

The ACS reserves the right to use the information provided by respondents to this process for any purpose deemed necessary and legally appropriate. All submissions become the property of the ACS.

While looking forward to working with you, please do not hesitate to forward questions to the mail address cited above.

Rodolfo Sabonge
Secretary General