

EASTERN CARIBBEAN TELECOMMUNICATIONS AUTHORITY

TERMS OF REFERENCE

Short-term Consultancy to Develop 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 Contracting States.

As part of overall efforts to improve its 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. ECTEL also intends to provide its staff with the requisite training to facilitate efficient and effective operation of the RIM System.

ECTEL therefore wishes to engage an individual consultant to undertake a short-term assignment which will result in the enhancement of the Authority's current RIM System.

2. Objectives

The objectives of this consultancy are to:

- (i) Develop a comprehensive Records and Information Management (RIM) System for the ECTEL Directorate;
- (ii) Design and implement an appropriate training programme for the staff of ECTEL in support of the RIM System

3. Scope of Work

The consultant shall undertake the tasks as detailed below. In undertaking the tasks, the consultant shall identify and assess important issues that should be addressed in the assignment and shall review these issues with the ECTEL Directorate and the NTRCs, as appropriate. The consultant shall:-

- (i) Conduct an inventory of the types of records maintained by ECTEL personnel;
- (ii) Review the existing records management procedures being employed at the ECTEL Directorate;
- (iii) Examine the arrangements for monitoring of all documents originating from the National Telecommunications Regulatory Commissions (NTRCs) and the Ministry/Minister responsible for Telecommunications in each ECTEL Member State, and assess whether the recording and routing arrangements for these documents facilitate response in keeping with mandatory or requested timelines;
- (iv) Prepare a Records Inventory Report which provides the results of tasks (i), (ii) and (iii) above.
- (v) Assess the sufficiency of arrangements and staffing required to undertake regular monitoring, filing and retrieval of electronic and other mail;
- (vi) Determine the key elements required for the design of back-up systems and external storage of electronic data;
- (vii) Design and implement an appropriate Records and Information Management System (RIMS) for ECTEL, including a records classification scheme, for effective collection, storage and retrieval of the Directorate's documents;
- (viii) Define a Records Retention and Disposition System for the retention and disposal of documents (hardcopy and electronic);
- (ix) Advise on a system for the procurement, documentation and retrieval of reference material;
- (x) Design and implement a classification and cataloguing system for the collection, storage and retrieval of reference library materials and documents;
- (xi) Prepare a Records and Information Management Procedures Manual which will cover tasks (vii) to (x) above;
- (xii) Recommend methods/approaches and required training to ensure that filed records are maintained and kept up to date;
- (xiii) Identify any necessary tools that would assist with the Records Management function;
- (xiv) Prepare a Report on a proposed RIMS, which will cover tasks (v) to (xii) above;
- (xv) Conduct training sessions for the staff of ECTEL on the newly adopted protocols for the management of information, including any new software solutions which may be required for use;

- (xvi) Solicit feedback from ECTEL staff, as well as undertake random monitoring of the various processes of the new RIMS;
- (xvii) Submit a Training Report which will provide the results of tasks (xiv) and (xv);
- (xviii) Prepare a Final Report on the overall assignment.

4. Deliverables

The consultant shall prepare and submit the following documents, namely: a **Records Inventory Report**, a **Report on a Proposed Records and Information Management System for ECTEL**, a **Records and Information Management Procedures Manual**, a **Training Report** and a **Final Report**.

- (i) The **Records Inventory Report** will provide a synopsis of the types of records maintained by ECTEL personnel. This report will identify non-records and noted duplications, as per the business processes and functions outlined in ECTEL's work programme. The Records Inventory Report will also identify the legislative and fiscal requirements of ECTEL's records.
- (ii) The **Report on a Proposed Records and Information Management System for ECTEL** will present –
 - a Records and Information Management Policy;
 - an Electronic Records and Information Management Policy
 - an Electronic Mail Policy;
 - an appropriate Records Classification Scheme;
 - a Retention and Disposition Policy
 - A Retention and Disposition Schedule which includes a Records Retention Key
- (iii) The **Records and Information Management Procedures Manual** will describe the procedures for managing and maintaining ECTEL's records and information.
- (iv) The **Training Report** will provide an assessment of the response of ECTEL staff to the implementation of newly adopted policies, protocols, processes for the management of ECTEL's records and information, and also the application of any new software solutions.
- (v) The **Final Report** will, among other things –
 - Describe the activities and tasks undertaken during the assignment and the circumstances that impacted positively or negatively on the conduct of the assignment;
 - Present all of the conclusions and recommendations arising from the assignment;

- Show how the stated objectives of the assignment have been achieved;
- Provide recommendations for follow-up activities related to this assignment.

The schedule for submission of the reports and manual is provided in the following table:

Deliverable	Time for Submission (from commencement of assignment)
Records Inventory Report	4 weeks
Report on a Proposed Records and Information Management System for ECTEL	6 weeks
Records Information Management and Procedures Manual	4 weeks
Training Report	8 weeks
Final Report	4 weeks

6. 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:

- Master’s Degree in Archives and Records Management;
- Five years work experience in records management, information management or a related field;
- CRM/RIM certification;
- Expertise and experience in designing and establishing records/information management systems;
- Fluency in both written and spoken English.

7. Duration

The Assignment is expected to be undertaken over a period of twenty-six (26) weeks.

8. Reporting Requirements

All the reports and the manual for the assignment are to be submitted, in hard copy and electronic formats acceptable to the ECTEL Directorate, to the Human Resource Manager. The documents to be produced and submitted are:-

- (i) Records Inventory Report;
- (ii) Report on a Proposed Records and Information Management System for ECTEL;
- (iii) Records and Information Management Procedures Manual;
- (iv) Training Report;
- (v) Final Report.

9. Responsibilities of ECTEL

ECTEL will assign staff members to liaise with the Consultant during the assignment. The Consultant shall report to the Human Resource Manager of ECTEL. ECTEL will also provide following support services and facilities without any charge –

- Access to reports, information, data and to other ECTEL personnel, as appropriate, and in a timely manner;
- Office space, office furniture, photocopy facilities, local transport and administrative support.

10. Closing Date

The Consultant's proposal for undertaking the exercise should be submitted in a sealed envelope marked "CONFIDENTIAL Bid for Records and Information Management System" and addressed to the Human Resource Manager, Eastern Caribbean Telecommunications Authority, P O. Box 1886, Castries, Saint Lucia, to reach not later than **Friday, 15th March 2013**.