



REQUEST FOR EXPRESSIONS OF INTEREST

Eastern Caribbean Telecommunications Authority

Assignment Title: Review and Update ECTEL's Human Resource Policies and Procedures

The Eastern Caribbean Telecommunications Authority (ECTEL) is desirous of engaging a consultant to Review its Staff Handbook and Human Resources Procedures.

The ECTEL now invites eligible **Individual Consultants** ("Consultants") to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The minimum required qualifications and experience are listed in section 5 of the Terms of Reference (TOR) below.

Individual Consultants wishing to signify their interest in undertaking the prescribed services are to submit an Expression of Interest (EOI) providing information demonstrating that they have the required qualifications and relevant experience to perform the services (*Curriculum Vitae, description of similar assignments*).

Submission of Expressions of Interest

Expressions of Interest can be submitted via email.

For more information or to submit Expressions of Interest, please contact:

Managing Director (Ag.),
Eastern Caribbean Telecommunications Authority
Level 5, Baywalk Mall,
Rodney Bay,
Gros Islet,
Saint Lucia
Telephone: 758-458-1701
Email: procurement@ectel.int

Copied to:

Mrs Pat Payne, ppayne@ectel.int

An electronic copy of Expressions of Interest should reach ECTEL by midnight on **28th** August **2023**.

The submissions should use the EOI template attached to this document and should include the name and address of the Consultant and shall be clearly marked in the subject line as "**Expression of Interest – Review and Update of ECTEL's Human Resources Policies and Procedures**".

Please note that Expressions of Interest should **not exceed 30 pages**.

The Terms of Reference for this consultancy and the EOI template are provided below.

Terms of Reference

Review and Update ECTEL's Human Resource Policies and Procedures

1.0 BACKGROUND

The Eastern Caribbean Telecommunications Authority (ECTEL) is an organisation established on 4th May 2000 by Treaty signed in St. George's, Grenada which was amended by Protocol Amendment dated 5th December 2019. ECTEL was established for the regulation of electronic communications for its five (5) Contracting States, namely the Commonwealth of Dominica, Grenada, St. Kitts and Nevis, Saint Lucia and St. Vincent and the Grenadines. ECTEL's Headquarters is situated at Level 5, Baywalk Mall, Rodney Bay, Gros Islet, Saint Lucia.

ECTEL consists of three (3) components - a Council of Ministers, Board of Directors (Board), and a regional Directorate.

The ECTEL Directorate currently employs twenty-five (25) full-time permanent employees, comprising Professional and Administrative staff, managed by the Managing Director, in accordance with the ECTEL Treaty. There are five (5) employees that make up the Senior Management or the Leadership Team, as Heads of Departments for the following: Departments of Technical Services, Economics and Finance, Legal Affairs, Accounts, and Human Resource and Administration.

The Board determined that ECTEL accede to the Caribbean Community Administrative Tribunal (CCAT), the regional body established for the adjudication of employment disputes. On 11th August 2022, ECTEL signed the *Declaration of Recognition of the Jurisdiction the CCAT*. The CCAT will serve as the final arbiter for employment disputes for ECTEL, and as such, the employment policies and procedures require the necessary review and alignment.

ECTEL seeks the services of a qualified consultant to review, and update ECTEL's Staff Handbook and Human Resource Manual. The successful consultant will work with the Human Resource Manager and advise on the best practices consistent with international procedures on employment law. The expected outcome at completion of this consultancy is for ECTEL to have a newly updated Staff Handbook and Human Resource Procedural Manual to successfully manage the workforce and the environment in which it operates.

2.0 OBJECTIVES

The objective of the consultancy is to provide technical expertise in strengthening the organisation's Staff Handbook and the Human Resource Procedural Manual in alignment with current international procedures on employment law.

2.1. The specific objectives of this consultancy are to review and update the Staff Handbook and Human Resource Procedural Manual to:

- 2.1.1 Align the Staff Handbook which provides for the policy position to the Human Resource Procedural Manual which outlines the procedures and or processes;
- 2.1.2 Ensure clear and unambiguous rules and procedures on employment matters, including appeals processes;
- 2.1.3 Ensure adherence to industry best practices with international employment laws/guidelines;
- 2.1.4 Ensure clear and unambiguous guidelines on behavioural expectations of the employees; and
- 2.1.5 Align Staff Handbook and Human Resource Procedural Manual to the CCAT's requirements in relation to all policies, procedures and guidelines for addressing staff concerns, complaints and/or redress, specifically the grievance and disciplinary process.

3.0 SCOPE OF SERVICES

The Consultant will be required to:

- 3.1 Review and assess the current Staff Handbook and Human Resource Procedural Manual and make recommendations and changes to ensure that the documents meet the objectives of the consultancy;
- 3.2 Make recommendations to the ECTEL Directorate on any best practice and international procedures on employment law;
- 3.3 Work closely with the Human Resource Manager (HRM) to ensure completion of the deliverables;
- 3.4 Complete the assignment by ensuring that the Staff Handbook and the Human Resource Procedural Manual are tailored to ECTEL's needs in recognition of its organisational culture;
- 3.5 Review CCAT's tribunal rules and documents to ensure that the Staff Handbook and Human Resources Manual are aligned to CCAT's requirements; and
- 3.6 Recommend training needed by the staff of the ECTEL Directorate on the revised Staff Handbook and Human Resource Procedural Manual.

4.0 QUALIFICATIONS, EXPERIENCE, SKILLS AND AREAS OF EXPERTISE

Academic Qualifications

1. At least a first degree in employment law, industrial and employee relations or a related field;
2. Post graduate qualifications in Employment Law, industrial and employee relation or a related field would be an advantage.

Experience

1. At least five (5) years of work experience in employment law, industrial and employee relations;
2. Demonstrated relevant experience in developing or reviewing employee handbooks, employment policies, guidelines and procedures in the past five (5) years; and
3. Demonstrated experience in undertaking consultancies in the OECS or CARICOM region, would be an advantage.

5.0 REPORTING REQUIREMENTS AND DELIVERABLE

The reporting requirements and schedule for deliverables can be seen below. All reports and documentation are to be submitted to:

- Human Resource Manager, ECTEL or designate.

Deliverables

The assignment is expected to be undertaken over a **seventeen (17)** week period.

DELIVERABLE	Proposed due date (in weeks/months)
Output 1: Inception report including: a) Preliminary identification and assessment of pertinent issues, risks, analysis, gaps, and constraints. b) Proposed work plan and schedule to achieve objectives.	5Weeks

Output 2: Draft Revised Staff Handbook and Human Resources Procedural Manual	8 Weeks
Output 3: Final Revised staff Handbook and Human Resources Procedural Manual	4 Weeks

ECTEL EOI Template

1. Surname:

2. First Name:

3. Date of Birth:

4. Profession:

Nationality:

5. Education:

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6. Membership of Professional Associations:

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7. Other Training:

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8. Countries of Work Experience:

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9. Languages:

10. Employment Record (Add rows as required):

From:
Employer:
Position Held:
Summary:

From:
Employer:
Position Held:
Summary:

From:
Employer:
Position Held:
Summary:

From:
Employer:
Position Held:
Summary:

From:
Employer:
Position Held:
Summary:

**11. Work undertaken that best illustrates related assignments (clearly showing role played, duration of input, complexity of work undertaken, and core competencies)
(Add rows as required)**

Name of assignment or project:
Year:
Location:
Client:
Main Project Features:
Positions held:
Activities performed:

Name of assignment or project:
Year:
Location:
Client:
Main Project Features:
Positions held:
Activities performed:

Name of assignment or project:
Year:
Location:
Client:
Main Project Features:
Positions held:
Activities performed: