Contents

TERMS OF REFERENCE
Industry-specific skills strategy in a selected sector to support the alignment of workforce with its current and future needs

JAMAICA

JA-T1267

Support for Skills Development for Strategic Jamaican Industries

1. Background and Justification

1.1. Over the past decade, Jamaica has made notable progress on economic stabilization and reform. As a small open economy, Real GDP growth averaged a little over 1.0% from 2000 to 2024, with several economic shocks. Since 2013, the Government of Jamaica implemented fiscal, monetary, and structural reforms, supported by IMF programmes and the IDB, stabilizing the economy, improving debt consolidation, budget performance, credit risk, financial buffers, and reducing debt-to-GDP from 135% in 2013 to 69.8% in 2024.

1.2. Despite these efforts, Jamaica's economy lacks diversification, increasing vulnerability to external shocks. Vision 2030 Jamaica includes 31 sector plans. Services and tourism stand out, though tourism remains vulnerable, as shown by Hurricane Melissa in 2025 causing losses of 56.7% of GDP. Disaster Risks Financing (DRF) covers less than 10% of damages. The Government of Jamaica prioritizes logistics, manufacturing, and construction, and advancing skilled workers through HEART/NSTA Trust as a statutory agency of the Ministry of Education, Skills, Youth and Information (MoESYI).

1.3. Addressing labor shortages requires a comprehensive approach, tackling two key challenges: (i) limited services supporting workforce access, particularly for women, youth, and migrants in high demand sectors; and (ii) the skills system's limited capacity to produce high-quality skills for fast-growing industries.

1.4. Despite low unemployment (3.3% in 2025), 55% of the employed workforce has no formal qualifications, limiting firms' growth. Difficulties in recruiting skilled labor arise from multiple constraints. First, **misalignment between skills development and the country's growth strategy, including environmental** commitments persists, despite Vision 2030 Jamaica, NDCs, and sectoral plans. Second, **lack of involvement of employer in the skills development system** limits identification of emerging occupations and reduces incentives to invest in training. These constraints weaken the training ecosystem's ability to deliver skills aligned with industry needs. Although HEART/NSTA Trust provides training through Enhanced Job Readiness (EJR), On-the-Job Training (OJT), and Apprenticeships, programmes remain insufficiently aligned, limiting outreach to inactive populations and contributing to shortages driven by lack of locally trained professionals and poor training quality.

1.5. **Limited capacity to attract FDI and increase exports in manufacturing and logistics sectors.** Jamaica has been successful in attracting FDI flows and promoting exports in Tourism and Global Services; however, new dynamic engines of growth must be prioritized. The country has potential to become a continental logistics hub and a regional light manufacturing powerhouse. Transport represents 11% of GDP and Manufacturing around 9%, yet further growth through the external sector is required. Key constraints include limited capacity of JAMPRO compared to global best practices, and limited services and opportunities for SMEs seeking to export. Notwithstanding, JAMPRO's ExportMax programme has shown strong results across cohorts, supporting export growth and first-time exporters.

1.6. **Lack of efficient systems to produce strategic data**. The absence of mechanisms to collect, track and analyze strategic data generates information gaps for decision-making in skills development and FDI attraction, including identifying industry imbalances by gender or disability status and emerging skills linked to environmental goals. The DoBusiness portal provides information on investment opportunities in Logistics, Infrastructure, and Manufacturing. However, key constraints persist absence of information on Construction, inconsistent sector data limiting comparability, and insufficient disaggregated data on human capital needs, affecting skills alignment and investment appeal.

1.7. To address the above-referenced challenges, the government has requested IDB's assistance to finance operation JA-L1091 to foster the development of key strategic economic sectors. This operation will support investments to: (i) improve TVET system's capacity to align workers' skills with the three prioritized industries' requirements; and (ii) improve the country's capacity to increase exports and attract Foreign Direct Investment (FDI) in manufacturing and logistics.

1.8. The Social Sector (SCL) has a multidisciplinary team convinced that investing in people is the way to improve lives and overcome the challenges of development in Latin America and the Caribbean. Together with the countries of the region, the Social Sector builds public policy solutions to reduce poverty and to improve the education, work, social protection and health services that citizens receive. The Sector's work aims to promote a more productive region with equal opportunities between men and women and with greater inclusion of the most vulnerable populations.

1.9. The Social Protection and Labor Markets Division (SPL) is dedicated to strengthening social protection systems and labor markets in Latin America and the Caribbean, with a focus on promoting inclusion, access to quality employment, well-being, and autonomy across all stages of life—from childhood to older age.

1.10. The team: The Social Protection and Labor Markets Division (SPL) prepares and supervises operations that strive to advance the goals of poverty reduction, equal opportunities, and economic growth. The team works on safety nets and transfers, early childhood development, and aging by enhancing caregiving services, expanding the coverage of social insurance and pensions, and strengthening support systems for vulnerable populations. SPL also focuses on improving employment services and training programs, ensuring better access to decent jobs, and fostering a more dynamic and inclusive labor market.

1.11. In this context, the IDB is supporting Jamaica with a Technical Cooperation (TC) JA-T1267, with the objective of supporting the preparation and execution of the JA-L1091 project, which aims to foster the development of key economic sectors (manufacturing, construction and logistics) in Jamaica. The specific objectives are: (i) to improve TVET system's capacity to align workers' skills with the three prioritized industries' requirements; and (ii) to improve the country's capacity to increase exports and attract FDI in manufacturing and logistics.

2. Objectives

2.1. The objective of this consultancy is to develop an industry-specific skills strategy in a selected sector to support the alignment of workforce with its current and future needs.

2.2. Develop recommendations to strengthen the alignment between selected sector skills demand and the supply of training.

2.3. Based on the assessment and recommendations developed, the consultant will:

- Determine how existing training programs, institutional resources, employer partnerships, and sector initiatives can be used to respond to the selected sector skills demand;
- Identify the main gaps to be addressed to improve the alignment between logistics training provision and current and emerging labor market needs;
- Recommend priority actions to improve the selected sector's training content, employer engagement, work-based learning opportunities, and the development of skills required for the economic transition;
- Estimate the resources required, at least in technical, institutional, human resource, and financial terms, to support implementation of the proposed recommendations.

3. Scope of Services

3.1. The consultancy firm will develop an industry-specific skills strategy in a selected sector to support the alignment of workforce with its current and future needs. The assignment will include employer consultations, occupational profiling, analysis of skills gaps, review of relevant training provision, and recommendations to strengthen alignment between the selected sector needs and the skills development system. The consultancy will also identify practical measures to improve employer engagement, training relevance, work-based learning opportunities, and institutional responses to the skills required for a more competitive sector.

4. Key Activities

4.1. Carry out a diagnostic assessment of current and emerging skills demand in the selected sector, with attention to occupations, skills requirements, recruitment challenges, and workforce gaps.

4.2. Conduct consultations or interviews with key sector stakeholders, including employers, industry associations, HEART/NSTA Trust, JAMPRO, the Ministry of Education, Skills, Youth and Information, the Ministry of Labour and Social Security, training providers, and other relevant public and private sector institutions.

4.3. Identify priority occupations and occupational profiles in the sector, including the knowledge, technical skills, digital skills, managerial skills, socioemotional skills, and sustainability related skills required by employers.

4.4. Identify and prioritize skills gaps affecting firms, including gaps related to operational efficiency and digitalization.

4.5. Review existing sector related training programs, qualifications, certifications, and work based learning opportunities to assess their alignment with employer demand and emerging sector needs.

4.6. Identify relevant international and regional good practices in the sector skills development.

4.7. Develop recommendations to improve the alignment between the selected sector skills demand and training provision, including recommendations on training content, delivery modalities, assessment, certification, quality assurance, and employer participation.

4.8. Prepare a final set of practical recommendations to support HEART/NSTA Trust, JAMPRO, and relevant industry stakeholders in strengthening the selected sector skills development, with a focus on competitiveness, export readiness, and the economic transition.

5. Expected Outcome and Deliverables

This consultation must submit the following products. All these products must be approved to be considered final products.

5.1. **Work plan:**

5.2. **Selected Sector Skills Demand Assessment:** A report characterizing current and emerging skills demand in Jamaica's selected sector, including priority occupations, occupational profiles, recruitment challenges, employer needs, workforce gaps, and skills required to support the economic transition.

5.3. **Training Supply and Skills Gap Analysis:** A report assessing the alignment between existing sector related training programs, qualifications, certifications, work-based learning opportunities, and employer demand. The report should identify gaps in training content, delivery, assessment, certification, quality assurance, and employer participation.

5.4. **Recommendations for Selected Sector Skills Development:** A final report presenting recommendations to strengthen the alignment between the selected sector skills demand and training provision. The report should include priority actions, proposed training improvements, employer engagement mechanisms, institutional responsibilities, resource considerations, and measures to support the development of skills in the context of the economic transition.

6. Project Schedule and Milestones

Deliverables	Planned Submission
Product 1. Workplan (5.1)	One week after the signing of the contract
Product 2. Submission and approval of the Sector Skills Demand Assessment (5.2)	3 months after the signing of the contract
Product 3. Submission and approval of Training Supply and Skills Gap Analysis (5.3)	8 months after the signing of the contract
Product 4. Submission and approval of the Recommendations for the selected sector Skills Development (5.4)	12 months after the signing of the contract

7. Reporting Requirements

7.1. Every report must be submitted to the Bank in an electronic file. The report should include cover, main document, and all annexes. This file must also be in an electronic format used by the Bank, such as one of the MS Office, JPG and / or TIFF formats. ZIP files (compressed) will not be accepted as final reports due to the regulations of the Bank File Management Section.

8. Acceptance Criteria

8.1. The reports will be accepted only after incorporating the changes and comments received in the different reviews, and approved, in writing, by the TC team leader. All deliverables and documents must be validated with HEART/NSTA Trust and the IDB prior to delivery.

9. Requirements

9.1. The consulting firm must be from one of the Banks' 48 member states.

10. Supervision and Reporting

10.1. The firm must report and present the results to the TC team leader, Dulce Baptista (SCL/SPL), according to the different milestones or when one of the parties deems it necessary. The frequency of communication will depend on the need for comments and approvals agreed upon at the beginning of the consultancy. It will be the Firm's responsibility to ensure that such meetings are held, and the reports are presented to the Bank.

11. Schedule of Payments

11.1. Payment terms will be based on project milestones or deliverables. The Bank does not expect to make advance payments under consulting contracts unless a significant amount of travel is required. The Bank wishes to receive the most competitive cost proposal for the services described herein.

11.2. The IDB Official Exchange Rate indicated in the RFP will be applied for necessary conversions of local currency payments.

Payment Schedule

Deliverable	%
Product 1. Workplan (5.1)	20%
Product 2. Submission and approval of the Sector Skills Demand Assessment (5.2)	20%
Product 3. Submission and approval of Training Supply and Skills Gap Analysis (5.3)	20%
Product 4. Submission and approval of the Recommendations for the selected sector Skills Development (5.4)	40%
TOTAL	100%

12. Qualifications required

12.1. The company needs to:

- Have at least 10 years of experience in labor market analysis, skills demand assessments, workforce development, TVET, specific sector development, private sector development, or related fields.

- Have demonstrated experience conducting skills assessments, occupational profiling, training needs assessments, employer consultations, or sector studies.
- Speak English fluently. Spanish will be considered an asset.
- Know the context of labor markets, skills development systems, and private sector development in Latin America and the Caribbean. Specific knowledge of Jamaica will be considered a plus.

12.2. The work team will be composed of at least:

- Project Manager, with demonstrated experience managing labor market studies, skills assessments, workforce development projects, or private sector development assignments.
- Labor Market and Skills Assessment Expert, with at least 10 years of experience conducting labor market analysis, skills demand assessments, occupational profiling, training needs assessments, or workforce development studies.
- Sector Specialist, with experience in the selected sector.
- TVET and Training Systems Specialist, with experience assessing training provision, curriculum alignment, certification, work-based learning, apprenticeships, quality assurance, and employer engagement in skills development.
- Private Sector Engagement Specialist, responsible for supporting employer consultations, industry association engagement, stakeholder mapping, and the identification of mechanisms to strengthen private sector participation in skills development.

13. Characteristics of the contract

- **Start date and duration:** January 2028, 12 months.
- **Place of work:** Remote and Jamaica and country of establishment of the selected consultancy firm.
- **Working language:** English, Spanish

Consultancy 1.2. Training and assistance to strengthen operational and managerial capacities related to the development and implementation of the National Skills Strategy

TERMS OF REFERENCE
Operational and Managerial Capacities Consultant

Post of Duty: Remote

The IDB Group is a community of diverse, versatile, and passionate people who come together on a journey to improve lives in Latin America and the Caribbean. Our people find purpose and do what they love in an inclusive, collaborative, agile, and rewarding environment.

About this position

The IDB is supporting the Government of Jamaica to transform the skills ecosystem from a supply driven nature to a more demand driven one through the operation "Skills Development for Strategic Jamaican Industries" (JA-L1091). The overall objective of this operation is to foster the development of key strategic economic sectors (Manufacturing, Construction and Logistics). Technical cooperation JA-T1267 supports the implementation of JA-L1091. The specific objectives are: (i) to improve TVET system's capacity to align workers' skills with the three prioritized industries' requirements; and (ii) to improve the country's capacity to increase exports and attract FDI in manufacturing and logistics. To support this work, we are seeking a skilled and resourceful consultant to help strengthen operational and managerial capacities. The consultant will focus on improving the design and delivery of the TVET system including digital tools, coordination mechanisms, and employer engagement, to support the expansion and the strategic sectors.

You will work in the Social Protection and Labor Markets Division (SPL), within the Social Sector (SCL). The Social Sector (SCL) has a multidisciplinary team convinced that investing in people is the way to improve lives and overcome the challenges of development in Latin America and the Caribbean. Together with the countries of the region, the Social Sector builds public policy solutions to reduce poverty and to improve the education, work, social protection and health services that citizens receive. The Sector's work aims to promote a more productive region with equal opportunities between men and women and with greater inclusion of the most vulnerable populations.

The Social Protection and Labor Markets Division (SPL) is dedicated to strengthening social protection systems and labor markets in Latin America and the Caribbean, with a focus on promoting inclusion, access to quality employment, well-being, and autonomy across all stages of life—from childhood to older age.

The team: The Social Protection and Labor Markets Division (SPL) prepares and supervises operations that strive to advance the goals of poverty reduction, equal opportunities, and economic growth. The team works on safety nets and transfers, early childhood development, and aging by enhancing caregiving services, expanding the coverage of social insurance and pensions, and strengthening support systems for vulnerable populations. SPL also focuses on improving employment services and training programs, ensuring better access to decent jobs, and fostering a more dynamic and inclusive labor market.

What you'll do:

- Assess the current operational and managerial capacities of HEART/NSTA Trust and JAMPRO and its partner institutions, identifying specific areas for improvement.
- Design and deliver targeted training programs to build institutional skills in project management, labor intermediation strategies, and the effective operation of HEART/NSTA Trust .
- Provide ongoing technical assistance in the planning, implementation, and monitoring of key tools and systems such as the Labor Market Information System (LMIS).
- Organize workshops, peer learning sessions, and stakeholder coordination meetings to encourage institutional alignment and knowledge exchange across relevant entities.
- Develop and apply a monitoring and evaluation framework to assess the effectiveness of capacity-building and training interventions and guide continuous improvement.
- Advise on strategies to ensure efficient use of human and financial resources in the delivery of the national skills strategy.
- Produce a strategic roadmap outlining short-, medium-, and long-term steps for strengthening skills strategy delivery, including risk mitigation, implementation milestones, and resource planning.

Deliverables and Payments Timeline:

Deliverable #	**Percentage**	**Planned Date to Submit**
Workplan: a comprehensive workplan detailing all scheduled training sessions, technical assistance activities, and stakeholder engagement meetings, including a chronogram with timelines and responsibilities.	**10%**	**1 month after the start of the contract**
Product 1: a first monitoring report detailing progress of the training and technical assistance activities, including assessments of participant engagement and preliminary learning outcomes.	**30%**	**3 months after delivering product 1**
Product 2: a second monitoring report summarizing outcomes of the capacity-building efforts, including measurable improvements in staff competencies, service delivery protocols, and system implementation.	**30%**	**6 months after delivering product 2**
Product 3: a final recommendations report outlining a strategic roadmap for sustaining and scaling improvements in labor market, with proposed actions, timelines, risk mitigation strategies, and resource considerations.	**30%**	**12 months after delivering product 3**

What you'll need

- **Education:** Master's degree in public administration, labor economics, human resources, social protection, public policy, or other fields relevant to the responsibilities of the role.

- **Experience:** At least 8 years of work experience in implementing, monitoring, and/or managing labor market programs, public employment services, or skills development and training initiatives, preferably in collaboration with government institutions.
- **Languages:** Proficiency in English and Spanish

Key skills:

- Learn continuously.
- Collaborate and share knowledge.
- Focus on clients.
- Communicate and influence.
- Innovate and try new things.

Requirements:

- **Citizenship:** You are a citizen of one of our 48-member countries.
- **Consanguinity**: You have no family members (up to the fourth degree of consanguinity and second degree of affinity, including spouse) working at the IDB, IDB Invest, or IDB Lab.

Type of contract and duration:

- **Type of contract:** Products and External Services Consultant (PEC), Lump Sum
- **Length of contract:** 12 months
- **Work Location:** Remote.

Our culture

At the IDB Group we work so everyone brings their best and authentic selves to work, willing to try new approaches without fear, and where they are accountable and rewarded for their actions. Diversity, Equity, Inclusion and Belonging (DEIB) are at the center of our organization. We celebrate all dimensions of diversity and encourage women, LGBTQ+ people, persons with disabilities, Afro-descendants, and Indigenous people to apply.
We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job interview process. If you are a qualified candidate with a disability, please e-mail us at diversity@iadb.org to request reasonable accommodation to complete this application.
Our Human Resources Team reviews carefully every application.

About the IDB Group

The IDB Group, composed of the Inter-American Development Bank (IDB), IDB Invest, and the IDB Lab offers flexible financing solutions to its member countries to finance economic and social development through lending and grants to public and private entities in Latin America and the Caribbean.

About IDB

We work to improve lives in Latin America and the Caribbean. Through financial and technical support for countries working to reduce poverty and inequality, we help improve health and education and advance infrastructure. Our aim is to achieve development in a sustainable, climate-friendly way. With a history dating back to 1959, today we are the leading source of development financing for Latin America and the Caribbean. We provide loans, grants, and technical assistance; and we conduct extensive research. We maintain a strong commitment to achieving measurable results and the highest standards of integrity, transparency, and accountability.

Follow us:

https://www.linkedin.com/company/inter-american-development-bank/
https://www.facebook.com/IADB.org
https://twitter.com/the_IDB

TERMS OF REFERENCE
Development of a Blueprint for an online market promotion platform to improve SME visibility in regional and global markets

JAMAICA

JA-T1267

Support for Skills Development for Strategic Jamaican Industries

1. Background and Justification

1.1. Over the past decade, Jamaica has made notable progress on economic stabilization and reform. As a small open economy, Real GDP growth averaged a little over 1.0% from 2000 to 2024, with several economic shocks. Since 2013, the Government of Jamaica implemented fiscal, monetary, and structural reforms, supported by IMF programmes and the IDB, stabilizing the economy, improving debt consolidation, budget performance, credit risk, financial buffers, and reducing debt-to-GDP from 135% in 2013 to 69.8% in 2024.

1.2. Despite these efforts, Jamaica's economy lacks diversification, increasing vulnerability to external shocks. Vision 2030 Jamaica includes 31 sector plans. Services and tourism stand out, though tourism remains vulnerable, as shown by Hurricane Melissa in 2025 causing losses of 56.7% of GDP. Disaster Risks Financing (DRF) covers less than 10% of damages. The Government of Jamaica prioritizes logistics, manufacturing, and construction, and advancing skilled workers through HEART/NSTA Trust as a statutory agency of the Ministry of Education, Skills, Youth and Information (MoESYI).

1.3. Addressing labor shortages requires a comprehensive approach, tackling two key challenges: (i) limited services supporting workforce access, particularly for women, youth, and migrants in high demand sectors, and (ii) the skills system's limited capacity to produce high-quality skills for fast-growing industries.

1.4. Despite low unemployment (3.3% in 2025), 55% of the employed workforce has no formal qualifications, limiting firms' growth. Difficulties in recruiting skilled labor arise from multiple constraints. First, **misalignment between skills development and the country's growth strategy, including environmental** commitments persists, despite Vision 2030 Jamaica, NDCs, and sectoral plans. Second, **lack of involvement of employer in the skills development system** limits identification of emerging occupations and reduces incentives to invest in training. These constraints weaken the training ecosystem's ability to deliver skills aligned with industry needs. Although HEART/NSTA Trust provides training through Enhanced Job Readiness (EJR), On-the-Job Training (OJT), and Apprenticeships, programmes remain insufficiently aligned, limiting outreach to inactive populations and contributing to shortages driven by lack of locally trained professionals and poor training quality.

1.5. **Limited capacity to attract FDI and increase exports in manufacturing and logistics sectors.** Jamaica has been successful in attracting FDI flows and promoting exports in Tourism and Global Services; however, new dynamic engines of growth must be prioritized. The country has potential to become a continental logistics hub and a regional light manufacturing powerhouse. Transport represents 11% of GDP and Manufacturing around 9%, yet further growth through the external sector is required. Key constraints include limited capacity of JAMPRO compared to global best practices, and limited services and opportunities for SMEs seeking to export. Notwithstanding, JAMPRO's ExportMax programme has shown strong results across cohorts, supporting export growth and first-time exporters.

1.6. **Lack of efficient systems to produce strategic data**. The absence of mechanisms to collect, track and analyze strategic data generates information gaps for decision-making in skills development and FDI attraction, including identifying industry imbalances by gender or disability status and emerging skills linked to environmental goals. The DoBusiness portal provides information on investment opportunities in Logistics, Infrastructure, and Manufacturing. However, key constraints persist absence of information on Construction, inconsistent sector data limiting comparability, and insufficient disaggregated data on human capital needs, affecting skills alignment and investment appeal.

1.7. To address the above-referenced challenges, the government has requested IDB's assistance to finance operation JA-L1091 to foster the development of key strategic economic sectors. This operation will support investments to: (i) improve TVET system's capacity to align workers' skills with the three prioritized industries' requirements; and (ii) improve the country's capacity to increase exports and attract Foreign Direct Investment (FDI) in manufacturing and logistics.

1.8. The Social Sector (SCL) has a multidisciplinary team convinced that investing in people is the way to improve lives and overcome the challenges of development in Latin America and the Caribbean. Together with the countries of the region, the Social Sector builds public policy solutions to reduce poverty and to improve the education, work, social protection and health services that citizens receive. The Sector's work aims to promote a more productive region with equal opportunities between men and women and with greater inclusion of the most vulnerable populations.

1.9. The Social Protection and Labor Markets Division (SPL) is dedicated to strengthening social protection systems and labor markets in Latin America and the Caribbean, with a focus on promoting inclusion, access to quality employment, well-being, and autonomy across all stages of life—from childhood to older age.

1.10. The team: The Social Protection and Labor Markets Division (SPL) prepares and supervises operations that strive to advance the goals of poverty reduction, equal opportunities, and economic growth. The team works on safety nets and transfers, early childhood development, and aging by enhancing caregiving services, expanding the coverage of social insurance and pensions, and strengthening support systems for vulnerable populations. SPL also focuses on improving employment services and training programs, ensuring better access to decent jobs, and fostering a more dynamic and inclusive labor market.

1.11. In this context, the IDB is supporting Jamaica with a Technical Cooperation (TC) JA-T1267, with the objective of supporting the preparation and execution of the JA-L1091 project, which aims to foster the development of key economic sectors (manufacturing, construction and logistics) in Jamaica. The specific objectives are: (i) to improve TVET system's capacity to align workers' skills with the three prioritized industries' requirements; and (ii) to improve the country's capacity to increase exports and attract FDI in manufacturing and logistics.

2. Objectives

2.1. The objective of this consultancy work is to develop a Blueprint for an online market promotion platform to improve SME visibility in regional and global markets. The blueprint will define the platform's purpose, target users, core functionalities, content requirements, governance arrangements, technical requirements, sustainability considerations, and implementation steps. The consultancy will also identify how the platform can include information.

2.2. The consultancy will assess the needs of SMEs, exporters, buyers, investors, business support organizations, and relevant public and private sector stakeholders to determine the information, services, and digital functionalities required for an effective online market promotion platform. The assessment should consider the specific needs of SMEs operating in or linked to Logistics and Manufacturing, including barriers to market access, visibility, export readiness, buyer engagement, and access to information on sustainable logistics practices.

2.3. Based on the assessment, the consultant will develop a platform blueprint that includes, at a minimum, information on:

- Target users and user journeys, including SMEs, exporters, buyers, investors, business support organizations, and public sector administrators;
- Proposed platform features and functionalities to promote SME visibility in regional and global markets;
- Content requirements, including SME profiles, product and service listings, sector information, market intelligence, export support services, and information on sustainable logistics practices;
- Data requirements, including information to be collected, managed, updated, verified, and displayed on the platform;
- Governance and institutional arrangements for platform ownership, administration, content management, quality assurance, and sustainability;
- Technical requirements, including system architecture, interoperability needs, cybersecurity considerations, accessibility, analytics, and maintenance requirements;
- Implementation steps, including sequencing, resource needs, risks, mitigation measures, and options for scaling the platform over time.

3. Scope of Services

3.1. The consultancy firm will develop a blueprint for an online market promotion platform for SMEs to improve their visibility in regional and global markets, with a particular focus on supporting export promotion in Logistics and Manufacturing. The assignment will assess the needs of SMEs, exporters, buyers, investors, business support organizations, and relevant public and private sector stakeholders, and will identify the platform features, content, data requirements, governance arrangements, technical specifications, sustainability considerations, and implementation steps needed to guide the future development of the platform.

4. Key Activities

- Carry out a diagnostic of the current market promotion, export promotion, and SME visibility mechanisms available to Jamaican SMEs, with particular attention to firms operating in or linked to Logistics and Manufacturing.
- Review existing digital tools, platforms, databases, business support services, export promotion channels, and market information resources used by JAMPRO, relevant public institutions, private sector organizations, and industry associations.
- Conduct consultations or interviews with relevant stakeholders, including JAMPRO, HEART/NSTA Trust, SMEs, exporters, buyers, investors, business support organizations, industry associations, and other public and private sector entities, to identify market access challenges, visibility gaps, user needs, and platform priorities.
- Identify priority user groups and user journeys for the proposed online market promotion platform, including SMEs, exporters, buyers, investors, business support organizations, platform administrators, and other relevant users.
- Identify and define the core platform functionalities required to improve SME visibility in regional and global markets, including SME profiles, product and service listings, sector information, buyer engagement features, market intelligence resources, export support information, and links to business support services.
- Assess the information and data requirements for the platform, including the types of data to be collected, displayed, updated, verified, managed, and protected.
- Develop the proposed governance and institutional arrangements for the platform, including ownership, administration, content management, data quality assurance, stakeholder roles, maintenance responsibilities, and sustainability considerations.
- Develop the technical and functional specifications for the platform blueprint, including system requirements, interoperability needs, cybersecurity considerations, accessibility, analytics, maintenance, and scalability.
- Prepare an implementation plan for the future development and rollout of the online market promotion platform, including proposed actions, sequencing, estimated resource needs, institutional responsibilities, risks, and mitigation measures.

5. Expected Outcome and Deliverables

This consultation must submit the following products. All these products must be approved to be considered final products.

5.1. **Work plan**.

5.2. **Current State and Needs Assessment Summary:** A diagnostic report characterizing the current market promotion, export promotion, and SME visibility mechanisms available to Jamaican SMEs, with particular attention to Logistics and Manufacturing. The report should summarize existing platforms, tools, data sources, business support services, stakeholder needs, market access challenges, visibility gaps, and priority requirements for the proposed online market promotion platform.

5.3. **Platform Concept and Functional Requirements Report:** A report defining the proposed platform concept, target users, user journeys, core functionalities, content requirements, data requirements, governance arrangements, and technical considerations. The report should include features to improve SME visibility in regional and global markets.

5.4. **Blueprint for the Online Market Promotion Platform for SMEs:** A final blueprint for the proposed online market promotion platform, including the platform's objectives, users, functional and technical specifications, content and data management requirements, governance and institutional arrangements, sustainability considerations, implementation steps, estimated resource needs, risks, mitigation measures, and options for future scaling.

6. Project Schedule and Milestones

Deliverables	Planned Submission
Product 1. Workplan (5.1)	One week after the signing of the contract
Product 2. Submission and approval of the Current State and Needs Assessment Summary (5.2)	2 months after the signing of the contract
Product 3. Submission and approval of the Platform Concept and Functional Requirements Report (5.3)	3 months after the signing of the contract
Product 4. Submission and approval of the Blueprint for the Online Promotion Platform for SMEs Digital Transformation Roadmap and Data Protocol Inputs (5.4)	15 months after the signing of the contract

7. Reporting Requirements

7.2. Every report must be submitted to the Bank in an electronic file. The report should include cover, main document, and all annexes. This file must also be in an electronic format used by the Bank, such as one of the MS Office, JPG and / or TIFF formats. ZIP files (compressed) will not be accepted as final reports due to the regulations of the Bank File Management Section.

8. Acceptance Criteria

13.1. The reports will be accepted only after incorporating the changes and comments received in the different reviews, and approved, in writing, by the TC team leader. All deliverables and documents must be validated with HEART/NSTA Trust and the IDB prior to delivery.

9. Requirements

The consulting firm must be from one of the Banks 48 member states.

10. Supervision and Reporting

10.1. The firm must report and present the results to the TC team leader, Dulce Baptista (SCL/SPL), according to the different milestones or when one of the parties deems it necessary. The frequency of communication will depend on the need for comments and approvals agreed upon at the beginning of the consultancy. It will be the Firm's responsibility to ensure that such meetings are held, and the reports are presented to the Bank.

11. Schedule of Payments

11.1. Payment terms will be based on project milestones or deliverables. The Bank does not expect to make advance payments under consulting contracts unless a significant amount of travel is required. The Bank wishes to receive the most competitive cost proposal for the services described herein.

11.2. The IDB Official Exchange Rate indicated in the RFP will be applied for necessary conversions of local currency payments.

Payment Schedule

Deliverable	%
Product 1. Workplan	20%
Product 2. Submission and approval of the Current State and Needs Assessment Summary	20%
Product 3. Submission and approval of the Platform Concept and Functional Requirements Report	20%
Product 4. Submission and approval of the Blueprint for the Online Market Promotion Platform for SMEs	40%
TOTAL	100%

12. Qualifications required

12.1. The company needs to:

- Have at least 10 years of experience in digital platform design, market promotion platforms, export promotion, SME development, investment promotion, digital transformation, e commerce, or private sector development.
- Have demonstrated experience developing platform blueprints, functional requirements, digital service concepts, user journeys, technical specifications, or implementation plans for public institutions, business support organizations, private sector associations, or development partners.
- Have experience working on initiatives related to SME visibility, export readiness, buyer engagement, market access, investment promotion, logistics, manufacturing, or sustainable business practices.
- Speak English fluently. Spanish will be considered an asset.
- Have knowledge of the private sector development, export promotion, SME, logistics, manufacturing, or investment promotion context of Latin America and the Caribbean. Specific knowledge of Jamaica will be considered a plus.

12.2. The work team will be composed of at least:

- Project Manager, with demonstrated experience managing digital platform design, export promotion, SME development, investment promotion, or private sector development projects.
- Digital Platform Specialist, with at least 10 years of experience designing digital platforms, online marketplaces, business promotion platforms, e commerce solutions, or digital service models.
- Export Promotion and SME Development Specialist, with experience supporting SMEs, exporters, business support organizations, export readiness initiatives, buyer engagement, and access to regional or global markets.
- Logistics and Manufacturing Sector Specialist, with experience in logistics, manufacturing, value chains, market access, sector development, or sustainable logistics practices.
- User Experience and Service Design Specialist, responsible for identifying user needs, developing user journeys, defining platform requirements, and improving the experience of SMEs, exporters, buyers, investors, administrators, and other platform users.

- Data and Platform Governance Specialist, with experience in data collection, data management, content management, data quality assurance, platform administration, cybersecurity considerations, and institutional governance arrangements.
- Technical Business Analyst, responsible for translating stakeholder needs into functional requirements, technical specifications, implementation steps, cost considerations, risks, and options for scaling the platform.

13. Characteristics of the contract

- Start date and duration: January 2027, 5 months.
- Place of work: Remote and Jamaica and country of establishment of the selected consultancy firm.
- Working language: English, Spanish

Consultancy 2.2. Training and technical assistance to strengthen institutional capacity for the development, coordination, and implementation of Jamaica's investment and export promotion strategy for Logistics and Manufacturing

TERMS OF REFERENCE

Training and Technical Assistance Consultant for Export Promotion in Logistics and Manufacturing

Post of Duty: Remote

The IDB Group is a community of diverse, versatile, and passionate people who come together on a journey to improve lives in Latin America and the Caribbean. Our people find purpose and do what they love in an inclusive, collaborative, agile, and rewarding environment.

About this position

The IDB is supporting the Government of Jamaica to transform the skills ecosystem from a supply driven nature to a more demand driven one through the operation "Skills Development for Strategic Jamaican Industries" (JA-L1091). The overall objective of this operation is to foster the development of key strategic economic sectors (Manufacturing, Construction and Logistics). Technical cooperation JA-T1267 supports the implementation of JA-L1091. The specific objectives are: (i) to improve TVET system's capacity to align workers' skills with the three prioritized industries' requirements; and (ii) to improve the country's capacity to increase exports and attract FDI in manufacturing and logistics. To support this work, we are seeking a skilled and resourceful consultant to help strengthen operational and managerial capacities. The consultant will focus on improving the design and delivery of the TVET system including digital tools, coordination mechanisms, and employer engagement, to support the expansion and the strategic sectors.

You will work in the Social Protection and Labor Markets Division (SPL), within the Social Sector (SCL). The Social Sector (SCL) has a multidisciplinary team convinced that investing in people is the way to improve lives and overcome the challenges of development in Latin America and the Caribbean. Together with the countries of the region, the Social Sector builds public policy solutions to reduce poverty and to improve the education, work, social protection and health services that citizens receive. The Sector's work aims to promote a more productive region with equal opportunities between men and women and with greater inclusion of the most vulnerable populations.

The Social Protection and Labor Markets Division (SPL) is dedicated to strengthening social protection systems and labor markets in Latin America and the Caribbean, with a focus on promoting inclusion, access to quality employment, well-being, and autonomy across all stages of life—from childhood to older age.

The team: The Social Protection and Labor Markets Division (SPL) prepares and supervises operations that strive to advance the goals of poverty reduction, equal opportunities, and economic growth. The team works on safety nets and transfers, early childhood development, and aging by enhancing caregiving services, expanding the coverage of social insurance and pensions, and strengthening support systems for vulnerable populations. SPL also focuses on improving employment services and training programs, ensuring better access to decent jobs, and fostering a more dynamic and inclusive labor market.

What you'll do:

- Assess the current operational and managerial capacities of HEART/NSTA Trust, JAMPRO, and relevant industry associations, identifying specific areas that require strengthening to support the development and implementation of Jamaica's strategy to increase and promote exports in Logistics and Manufacturing.
- Design and deliver targeted training programs to enhance the skills of HEART/NSTA Trust, JAMPRO, and relevant industry association staff in areas such as project management, export promotion, sector coordination, and implementation of activities aligned with private sector needs.
- Provide ongoing technical assistance to HEART/NSTA Trust, JAMPRO, and relevant industry associations, supporting the planning, design, and implementation of activities related to the strategy to increase and promote exports in Logistics and Manufacturing.
- Organize workshops, peer learning sessions, and coordination meetings with key stakeholders to foster collaboration and ensure alignment across institutions involved in skills development, export promotion, investment facilitation, and private sector engagement.
- Develop and implement a monitoring framework to track the effectiveness of training activities and technical support, and adjust approaches based on feedback and emerging needs.
- Advise on the efficient use of financial and human resources to ensure the sustainability of institutional capacity improvements related to export promotion and sector coordination. Produce a practical implementation support plan that outlines clear steps, timelines, and milestones for enhancing institutional capacities in support of the development and implementation of Jamaica's strategy to increase and promote exports in Logistics and Manufacturing, including risk management measures and budget considerations.

Deliverables and Payments Timeline:

Deliverable #	**Percentage**	**Planned Date to Submit**
Workplan: A comprehensive workplan detailing all scheduled training sessions, technical assistance activities, and stakeholder engagement meetings. The workplan will include a chronogram outlining timelines, responsibilities, and key dependencies for each activity.	**10%**	**Q1 2027**
Report 1: A first monitoring report detailing the progress of the training programs and technical assistance activities, including assessments of participant engagement, learning outcomes, and emerging institutional capacity needs.	**30%**	**Q2 2027**
Report 2: A second monitoring report summarizing the outcomes of the capacity building initiatives, including improvements in staff competencies, coordination practices, implementation processes, and adherence to agreed protocols or operational arrangements.	**30%**	**Q3 2027**

Report 3: A final recommendations report presenting a practical roadmap for sustaining and scaling improvements in institutional capacity to support the development and implementation of Jamaica's strategy to increase and promote exports in Logistics and Manufacturing, including proposed actions, timelines, resource considerations, and risk mitigation strategies.	**30%**	**Q4 2027**

What you'll need

- **Education:** Master's degree in public administration, labor economics, human resources, social protection, public policy, or other fields relevant to the responsibilities of the role.
- **Experience:** At least 8 years of work experience in implementing, monitoring, and/or managing labor market programs, public employment services, or skills development and training initiatives, preferably in collaboration with government institutions.
- **Languages:** Proficiency in English and one of the other Bank official languages (Spanish, French or Portuguese) is required.

Key skills:

- Learn continuously.
- Collaborate and share knowledge.
- Focus on clients.
- Communicate and influence.
- Innovate and try new things.

Requirements:

- **Citizenship:** You are a citizen of one of our 48-member countries.
- **Consanguinity**: You have no family members (up to the fourth degree of consanguinity and second degree of affinity, including spouse) working at the IDB, IDB Invest, or IDB Lab.

Type of contract and duration:

- **Type of contract:** Products and External Services Consultant (PEC), Lump Sum
- **Length of contract:** 12 months
- **Work Location:** Remote.

Our culture

At the IDB Group we work so everyone brings their best and authentic selves to work, willing to try new approaches without fear, and where they are accountable and rewarded for their actions. Diversity, Equity, Inclusion and Belonging (DEIB) are at the center of our organization. We celebrate all dimensions of diversity and encourage women, LGBTQ+ people, persons with disabilities, Afro-descendants, and Indigenous people to apply.

We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job interview process. If you are a qualified candidate with a disability, please e-mail us at diversity@iadb.org to request reasonable accommodation to complete this application. **Our Human Resources Team reviews carefully every application.**

About the IDB Group

The IDB Group, composed of the Inter-American Development Bank (IDB), IDB Invest, and the IDB Lab offers flexible financing solutions to its member countries to finance economic and social development through lending and grants to public and private entities in Latin America and the Caribbean.

About IDB

We work to improve lives in Latin America and the Caribbean. Through financial and technical support for countries working to reduce poverty and inequality, we help improve health and education and advance infrastructure. Our aim is to achieve development in a sustainable, climate-friendly way. With a history dating back to 1959, today we are the leading source of development financing for Latin America and the Caribbean. We provide loans, grants, and technical assistance; and we conduct extensive research. We maintain a strong commitment to achieving measurable results and the highest standards of integrity, transparency, and accountability.

Follow us:

https://www.linkedin.com/company/inter-american-development-bank/
https://www.facebook.com/IADB.org
https://twitter.com/the_IDB

TERMS OF REFERENCE
High-level Digital Transformation roadmap towards the digitalization of their service provision, including mapping of key processes across at HEART/NSTA

JAMAICA

JA-T1267

Support for Skills Development for Strategic Jamaican Industries

1. Background and Justification

1.1. Over the past decade, Jamaica has made notable progress on economic stabilization and reform. As a small open economy, Real GDP growth averaged a little over 1.0% from 2000 to 2024, with several economic shocks. Since 2013, the Government of Jamaica implemented fiscal, monetary, and structural reforms, supported by IMF programmes and the IDB, stabilizing the economy, improving debt consolidation, budget performance, credit risk, financial buffers, and reducing debt-to-GDP from 135% in 2013 to 69.8% in 2024.

1.2. Despite these efforts, Jamaica's economy lacks diversification, increasing vulnerability to external shocks. Vision 2030 Jamaica includes 31 sector plans. Services and tourism stand out, though tourism remains vulnerable, as shown by Hurricane Melissa in 2025 causing losses of 56.7% of GDP. Disaster Risks Financing (DRF) covers less than 10% of damages. The Government of Jamaica prioritizes logistics, manufacturing, and construction, and advancing skilled workers through HEART/NSTA Trust as a statutory agency of the Ministry of Education, Skills, Youth and Information (MoESYI).

1.3. Addressing labor shortages requires a comprehensive approach, tackling two key challenges: (i) limited services supporting workforce access, particularly for women, youth, and migrants in high demand sectors, and (ii) the skills system's limited capacity to produce high-quality skills for fast-growing industries.

1.4. Despite low unemployment (3.3% in 2025), 55% of the employed workforce has no formal qualifications, limiting firms' growth. Difficulties in recruiting skilled labor arise from multiple constraints. First, **misalignment between skills development and the country's growth strategy, including environmental** commitments persists, despite Vision 2030 Jamaica, NDCs, and sectoral plans. Second, **lack of involvement of employer in the skills development system** limits identification of emerging occupations and reduces incentives to invest in training. These constraints weaken the training ecosystem's ability to deliver skills aligned with industry needs. Although HEART/NSTA Trust provides training through Enhanced Job Readiness (EJR), On-the-Job Training (OJT), and Apprenticeships, programmes remain insufficiently aligned, limiting outreach to inactive populations and contributing to shortages driven by lack of locally trained professionals and poor training quality.

1.5. **Limited capacity to attract FDI and increase exports in manufacturing and logistics sectors.** Jamaica has been successful in attracting FDI flows and promoting exports in Tourism and Global Services; however, new dynamic engines of growth must be prioritized. The country has potential to become a continental logistics hub and a regional light manufacturing powerhouse. Transport represents 11% of GDP and Manufacturing around 9%, yet further growth through the external sector is required. Key constraints include limited capacity of JAMPRO compared to global best practices, and limited services and opportunities for SMEs seeking to export. Notwithstanding, JAMPRO's ExportMax programme has shown strong results across cohorts, supporting export growth and first-time exporters.

1.6. **Lack of efficient systems to produce strategic data**. The absence of mechanisms to collect, track and analyze strategic data generates information gaps for decision-making in skills development and FDI attraction, including identifying industry imbalances by gender or disability status and emerging skills linked to environmental goals. The DoBusiness portal provides information on investment opportunities in Logistics, Infrastructure, and Manufacturing. However, key constraints persist absence of information on Construction, inconsistent sector data limiting comparability, and insufficient disaggregated data on human capital needs, affecting skills alignment and investment appeal.

1.7. To address the above-referenced challenges, the government has requested IDB's assistance to finance operation JA-L1091 to foster the development of key strategic economic sectors. This operation will support investments to: (i) improve TVET system's capacity to align workers' skills with the three prioritized industries' requirements; and (ii) improve the country's capacity to increase exports and attract Foreign Direct Investment (FDI) in manufacturing and logistics.

1.8. The Social Sector (SCL) has a multidisciplinary team convinced that investing in people is the way to improve lives and overcome the challenges of development in Latin America and the Caribbean. Together with the countries of the region, the Social Sector builds public policy solutions to reduce poverty and to improve the education, work, social protection and health services that citizens receive. The Sector's work aims to promote a more productive region with equal opportunities between men and women and with greater inclusion of the most vulnerable populations.

1.9. The Social Protection and Labor Markets Division (SPL) is dedicated to strengthening social protection systems and labor markets in Latin America and the Caribbean, with a focus on promoting inclusion, access to quality employment, well-being, and autonomy across all stages of life—from childhood to older age.

1.10. The team: The Social Protection and Labor Markets Division (SPL) prepares and supervises operations that strive to advance the goals of poverty reduction, equal opportunities, and economic growth. The team works on safety nets and transfers, early childhood development, and aging by enhancing caregiving services, expanding the coverage of social insurance and pensions, and strengthening support systems for vulnerable populations. SPL also focuses on improving employment services and training programs, ensuring better access to decent jobs, and fostering a more dynamic and inclusive labor market.

1.11. In this context, the IDB is supporting Jamaica with a Technical Cooperation (TC) JA-T1267, with the objective of supporting the preparation and execution of the JA-L1091 project, which aims to foster the development of key economic sectors (manufacturing, construction and logistics) in Jamaica. The specific objectives are: (i) to improve TVET system's capacity to align workers' skills with the three prioritized industries' requirements; and (ii) to improve the country's capacity to increase exports and attract FDI in manufacturing and logistics.

2. Objectives

2.4. The objective of this consulting work is to produce a High-level Digital Transformation roadmap towards the digitalization of their service provision, including mapping of key processes across at HEART/NSTA Trust that will serve as an input for the development of a protocol to collect, manage, track and harmonize data and run data quality control processes.

2.5. The roadmap should include, at a minimum, information on:

- Key service delivery processes to be digitalized or improved;
- Institutional roles and responsibilities for implementing digital transformation actions;
- Digital tools, systems, platforms, and interoperability needs;
- Data collection, management, tracking, harmonization, and quality control requirements;
- User experience considerations for trainees, employers, training providers, HEART/NSTA staff, and other relevant users;
- Capacity, financing, change management, and implementation requirements.
- Based on the workshop, process mapping, and roadmap developed:
- Determine how existing HEART/NSTA Trust systems, tools, data, staff capacity, and institutional arrangements can be used to support the digitalization of service provision;
- Identify the main process, data, system, and coordination gaps that should be addressed to improve HEART/NSTA Trust's digital service provision;
- Define the key inputs required for the development of a protocol to collect, manage, track, harmonize, and quality assure data across relevant HEART/NSTA Trust processes;
- Estimate the resources required, at least in technical, technological, financial, institutional, and human resource terms, to support implementation of the proposed roadmap.

3. Scope of Services

3.2. The consultancy firm will carry out a high-level diagnostic and process mapping exercise to support the design of a digital transformation roadmap for HEART/NSTA Trust's service provision. The assignment will assess selected services, systems, workflows, data flows, and institutional arrangements, and will facilitate a digital transformation workshop with relevant stakeholders. The consultancy will produce recommendations to guide the digitalization of HEART/NSTA Trust's service provision and generate inputs for the development of protocols to collect, manage, track, harmonize, and quality assure data across key institutional processes.

4. Key Activities

- Carry out a diagnostic of selected HEART/NSTA Trust service provision processes, including how services are accessed, delivered, documented, tracked, reported, and monitored.
- Review existing HEART/NSTA Trust digital tools, systems, platforms, forms, databases, workflows, and data management practices relevant to service delivery.
- Map key service delivery processes across HEART/NSTA Trust, including processes related to trainee registration, training delivery, certification, employer engagement, apprenticeships,

job readiness, reporting, and other priority services identified with HEART/NSTA Trust and the IDB.

- Conduct consultations or interviews with relevant HEART/NSTA Trust units, MoESYI, IDB, employers, training providers, and other stakeholders to identify service delivery challenges, digitalization needs, user experience issues, and data gaps.
- Support the IDB and HEART/NSTA Trust in preparing messaging, workshop materials, and facilitation tools for a digital transformation workshop.
- Facilitate a digital transformation workshop with HEART/NSTA Trust and relevant stakeholders to validate key process maps, identify priority digitalization opportunities, and agree on practical areas for improvement.
- Identify priority use cases for digitalizing HEART/NSTA Trust service provision, with attention to improved efficiency, data collection, data tracking, reporting, coordination, and service quality.
- Identify the main data requirements emerging from the mapped processes, including requirements for data collection, management, tracking, harmonization, and data quality control.
- Develop roadmap recommendations for the digitalization of HEART/NSTA Trust service provision, including proposed actions, sequencing, institutional responsibilities, technical requirements, capacity needs, and resource considerations.
- Prepare a summary of inputs that can inform the subsequent development of a protocol to collect, manage, track, harmonize, and quality assure data across relevant HEART/NSTA Trust processes.

5. Expected Outcome and Deliverables

This consultation must submit the following products. All these products must be approved to be considered final products.

5.1. **Work plan**;

5.2. **Current State and Process Mapping Summary:** A diagnostic report characterizing HEART/NSTA Trust's current service provision processes, including selected workflows, digital tools, systems, forms, data flows, reporting practices, user groups, service delivery challenges, and priority areas for digitalization.

5.3. **Digital Transformation Workshop Report and Priority Use Cases:** A report summarizing the design, delivery, and results of the high-level digital transformation workshop, including stakeholder inputs, validated process maps, priority digitalization opportunities, and selected use cases for improving HEART/NSTA Trust service provision.

5.4. **Digital Transformation Roadmap and Data Protocol Inputs**: A roadmap outlining short, medium, and long term actions to support the digitalization of HEART/NSTA Trust service provision. The roadmap should include recommended actions, sequencing, institutional responsibilities, technical requirements, capacity needs, resource considerations, and key inputs for the development of a protocol to collect, manage, track, harmonize, and quality assure data across relevant HEART/NSTA Trust processes.

6. Project Schedule and Milestones

Deliverables	Planned Submission
Product 1. Workplan (5.1)	One week after the signing of the contract
Product 2. Submission and approval of the Current State Process Mapping (5.2)	3 months after the signing of the contract

Product 3. Submission and approval of the Digital Transformation Workshop Report and Priority Use Cases (5.3)	6 months after the signing of the contract
Product 4. Submission and approval of Digital Transformation Roadmap and Data Protocol Inputs (5.4)	12 months after the signing of the contract

7. Reporting Requirements

7.1. Every report must be submitted to the Bank in an electronic file. The report should include cover, main document, and all annexes. This file must also be in an electronic format used by the Bank, such as one of the MS Office, JPG and / or TIFF formats. ZIP files (compressed) will not be accepted as final reports due to the regulations of the Bank File Management Section.

8. Acceptance Criteria

8.1. The reports will be accepted only after incorporating the changes and comments received in the different reviews, and approved, in writing, by the TC team leader. All deliverables and documents must be validated with HEART/NSTA Trust and the IDB prior to delivery.

9. Requirements

9.1 The consulting firm must be from one of the Banks 48 member states.

10. Supervision and Reporting

10.1. The firm must report and present the results to the TC team leader, Dulce Baptista (SCL/SPL), according to the different milestones or when one of the parties deems it necessary. The frequency of communication will depend on the need for comments and approvals agreed upon at the beginning of the consultancy. It will be the Firm's responsibility to ensure that such meetings are held, and the reports are presented to the Bank.

11. Schedule of Payments

11.1. Payment terms will be based on project milestones or deliverables. The Bank does not expect to make advance payments under consulting contracts unless a significant amount of travel is required. The Bank wishes to receive the most competitive cost proposal for the services described herein.

11.2. The IDB Official Exchange Rate indicated in the RFP will be applied for necessary conversions of local currency payments.

Payment Schedule

Deliverable	%
Product 1. Workplan	20%

Product 2. Submission and approval of the Current State Process Mapping	20%
Product 3. Submission and approval of the Digital Transformation Workshop Report and Priority Use Cases	20%
Product 4. Submission and approval of the Digital Transformation Roadmap and Data Protocol Inputs	40%
TOTAL	100%

12. Qualifications required

12.1. The company needs to:

- Have at least 10 years of experience in digital transformation, business process mapping, service delivery improvement, institutional strengthening, data systems, or public sector modernization.
- Speak English and Spanish fluently
- Have knowledge of the institutional, labor market, skills development, or TVET context of Latin America and the Caribbean. Specific knowledge of Jamaica will be considered a plus.

12.2. The work team will be composed of at least:

- Project Manager, with demonstrated experience managing digital transformation, institutional strengthening, service delivery improvement, or public sector modernization projects.
- Digital Transformation Specialist, with at least 10 years of experience designing digital transformation strategies, roadmaps, digital service models, or technology enabled institutional reform initiatives.
- Business Process Mapping Specialist, with experience mapping institutional workflows, service delivery processes, data flows, user journeys, and operational bottlenecks.
- Data Systems and Governance Specialist, with experience in data collection, data management, data harmonization, data quality control, reporting systems, and institutional data governance.
- User Experience and Service Design Specialist, responsible for identifying user needs, service delivery pain points, digital service requirements, and practical opportunities to improve the experience of trainees, employers, training providers, and HEART/NSTA Trust staff.
- Workshop Facilitation and Change Management Specialist, responsible for supporting consultations, facilitating the digital transformation workshop, documenting stakeholder inputs, and identifying change management requirements for implementation.
- Expert in labor market information systems who will be permanent part of the project team, with at least 10 years of experience
- Expert in labor markets who will be permanent part of the project team, with at least 10 years of experience

13. Characteristics of the contract

- Start date and duration: January 2027, 12 months.
- Place of work: Remote and Jamaica and country of establishment of the selected consultancy firm.
- Working language: English, Spanish

Consultancy 3.2. Capacity Building Activities delivered to strengthen the production and use of strategic data

TERMS OF REFERENCE
Data Capacity Building Consultant

Post of Duty: Remote

The IDB Group is a community of diverse, versatile, and passionate people who come together on a journey to improve lives in Latin America and the Caribbean. Our people find purpose and do what they love in an inclusive, collaborative, agile, and rewarding environment.

About this position

The IDB is supporting the Government of Jamaica to transform the skills ecosystem from a supply driven nature to a more demand driven one through the operation "Skills Development for Strategic Jamaican Industries" (JA-L1091). The overall objective of this operation is to foster the development of key strategic economic sectors (Manufacturing, Construction and Logistics). Technical cooperation JA-T1267 supports the implementation of JA-L1091. The specific objectives are: (i) to improve TVET system's capacity to align workers' skills with the three prioritized industries' requirements; and (ii) to improve the country's capacity to increase exports and attract FDI in manufacturing and logistics. To support this work, we are seeking a skilled and resourceful consultant to help strengthen operational and managerial capacities. The consultant will focus on improving the design and delivery of the TVET system including digital tools, coordination mechanisms, and employer engagement, to support the expansion and the strategic sectors.

You will work in the Social Protection and Labor Markets Division (SPL), within the Social Sector (SCL). The Social Sector (SCL) has a multidisciplinary team convinced that investing in people is the way to improve lives and overcome the challenges of development in Latin America and the Caribbean. Together with the countries of the region, the Social Sector builds public policy solutions to reduce poverty and to improve the education, work, social protection and health services that citizens receive. The Sector's work aims to promote a more productive region with equal opportunities between men and women and with greater inclusion of the most vulnerable populations.

The Social Protection and Labor Markets Division (SPL) is dedicated to strengthening social protection systems and labor markets in Latin America and the Caribbean, with a focus on promoting inclusion, access to quality employment, well-being, and autonomy across all stages of life—from childhood to older age.

The team: The Social Protection and Labor Markets Division (SPL) prepares and supervises operations that strive to advance the goals of poverty reduction, equal opportunities, and economic growth. The team works on safety nets and transfers, early childhood development, and aging by enhancing caregiving services, expanding the coverage of social insurance and pensions, and strengthening support systems for vulnerable populations. SPL also focuses on improving employment services and training programs, ensuring better access to decent jobs, and fostering a more dynamic and inclusive labor market.

What you'll do:

- Conduct a rapid capacity needs assessment to identify gaps in the ability of HEART/NSTA Trust, JAMPRO, and relevant partner institutions to produce, manage, analyze, and use strategic data.
- Develop a capacity building plan that defines the training topics, target participants, delivery approach, schedule, and expected learning outcomes.
- Design practical training materials, tools, and guidance notes to strengthen institutional capacity in data collection, data quality assurance, data management, data analysis, reporting, and evidence-based decision making.
- Deliver capacity building sessions for HEART/NSTA Trust, JAMPRO, and relevant partner institutions on the production and use of strategic data for skills planning, sector analysis, labor market responsiveness, and investment promotion.
- Provide hands on technical support during training sessions to help participants apply data tools, templates, protocols, dashboards, or reporting formats relevant to their institutional roles.
- Facilitate workshops and peer learning sessions to promote consistent data practices, institutional coordination, and knowledge exchange across entities involved in the skills ecosystem.
- Support participants in applying improved data practices to selected use cases related to manufacturing, construction, and logistics.
- Assess participant learning and institutional uptake through pre and post training assessments, feedback forms, practical exercises, or other appropriate tools.
- Prepare a final report summarizing the capacity building activities delivered, participants reached, materials developed, learning outcomes achieved, and recommendations for sustaining the use of strategic data.

Deliverables and Payments Timeline:

Click or tap here to enter text.

Deliverable #	**Percentage**	**Planned Date to Submit**
Workplan: a comprehensive workplan detailing all the proposed capacity building approach, training topics, target institutions, participant groups, schedule of training sessions, stakeholder engagement activities, technical assistance activities, and a chronogram with timelines and responsibilities.	**10%**	2 weeks after the start of the contract
Product 1: a first progress report on the implementation of capacity building activities, including the results of the rapid capacity needs assessment, training materials developed, sessions delivered, participants reached, and initial feedback on participant engagement and learning needs.	**30%**	3 weeks after delivering the Workplan

<u>Product 2:</u> second progress report on the delivery of capacity building activities, including additional training sessions delivered, technical assistance provided, practical exercises completed, participant feedback, and evidence of improved understanding or application of strategic data practices.	**<u>30%</u>**	4 weeks after delivering product 1
<u>Product 3:</u> A final capacity building report summarizing all activities delivered, institutions and participants reached, materials and tools developed, learning outcomes achieved, remaining capacity gaps, and practical recommendations to sustain the production and use of strategic data by HEART/NSTA Trust, JAMPRO, and relevant partner institutions.	**<u>30%</u>**	3 weeks after delivering product 3

<u>What you'll need</u>

- **Education:** master's degree in economics, statistics, public policy, public administration, data science or other fields relevant to the responsibilities of the role.
- **Experience:** At least 8 years of work experience in designing, implementing, monitoring, or supporting capacity building activities related to data collection, data management, data analysis, monitoring and evaluation, labor market information systems, skills development, TVET, workforce development, or institutional strengthening, preferably in collaboration with government institutions.
- **Languages:** Proficiency in English and Spanish

<u>Key skills</u>:

- Learn continuously.
- Collaborate and share knowledge.
- Focus on clients.
- Communicate and influence.
- Innovate and try new things.

<u>Requirements:</u>

- **Citizenship:** You are a citizen of one of our 48-member countries.
- **Consanguinity**: You have no family members (up to the fourth degree of consanguinity and second degree of affinity, including spouse) working at the IDB, IDB Invest, or IDB Lab.

<u>Type of contract and duration:</u>

- **Type of contract:** Products and External Services Consultant (PEC), Lump Sum
- **Length of contract:** 12 months
- **Work Location:** Remote.

Our culture

At the IDB Group we work so everyone brings their best and authentic selves to work, willing to try new approaches without fear, and where they are accountable and rewarded for their actions. Diversity, Equity, Inclusion and Belonging (DEIB) are at the center of our organization. We celebrate all dimensions of diversity and encourage women, LGBTQ+ people, persons with disabilities, Afro-descendants, and Indigenous people to apply.
We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job interview process. If you are a qualified candidate with a disability, please e-mail us at diversity@iadb.org to request reasonable accommodation to complete this application.
Our Human Resources Team reviews carefully every application.

About the IDB Group

The IDB Group, composed of the Inter-American Development Bank (IDB), IDB Invest, and the IDB Lab offers flexible financing solutions to its member countries to finance economic and social development through lending and grants to public and private entities in Latin America and the Caribbean.

About IDB

We work to improve lives in Latin America and the Caribbean. Through financial and technical support for countries working to reduce poverty and inequality, we help improve health and education and advance infrastructure. Our aim is to achieve development in a sustainable, climate-friendly way. With a history dating back to 1959, today we are the leading source of development financing for Latin America and the Caribbean. We provide loans, grants, and technical assistance; and we conduct extensive research. We maintain a strong commitment to achieving measurable results and the highest standards of integrity, transparency, and accountability.

Follow us:

https://www.linkedin.com/company/inter-american-development-bank/
https://www.facebook.com/IADB.org
https://twitter.com/the_IDB