

## Stakeholder Consultation 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

We are looking for a result-oriented, engaging and proactive Stakeholder Consultant. As a Stakeholder Consultant, you will conduct a comprehensive stakeholder consultation process to identify problems and opportunities relevant to the design, development and dissemination of a Rules of Origin Calculator for Argentina, Brazil, Uruguay and Paraguay.

You will work in the Rules of Origin Smart Calculator Team, part of the Trade and Investment Division. This team is responsible for implementing projects that promote regional cooperation, from the creation of border infrastructure to the management of regional public goods and the negotiation of treaties.

### What you'll do:

- Identify and analyze similar tools, initiatives, and ID vendors (regional and international) relevant to the TC objectives.
- Conduct structured interviews with exporters, relevant government officials/agencies, and business associations in participating countries.
- Design and administer a short survey among firms to collect data on current challenges, needs, and opportunities.
- Organize and facilitate an orientation meeting and one regional (or virtual) workshop with key stakeholders to discuss findings and validate results.
- Prepare the Problem and Opportunity Definition Report summarizing the findings, including a validated problem statement and potential areas for intervention.
- Support the needs of the Rules of Origin Smart Calculator team and other related initiatives.

### Deliverables and Payments Timeline:

<u>Deliverable #</u>	<u>Percentage</u>	<u>Planned Date to Submit</u>
1. <u>Work Plan and Methodology</u>	25%	January, 2026
2. <u>Benchmark and Stakeholder Consultation Report</u>	35%	February, 2026
3. <u>Final Report (with survey summary, challenges and opportunities report)</u>	40%	March, 2026

- **Education:** Master's degree in economics, international trade, public policy, or related field, or other fields relevant to the responsibilities of the role.
- **Experience:** At least 7 years of professional experience in stakeholder engagement, trade facilitation, or competitiveness projects. Proven experience conducting surveys and interviews across multiple countries. Strong analytical and report-writing skills.
- **Languages:** Proficiency in Spanish and English, spoken and written, is required. Additional knowledge of French and Portuguese is preferable.

**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:** 3 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](mailto: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,

**HRD Terms of Reference****ANNEX A**

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.

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**About IDB Lab**

Is the innovation laboratory of the IDB Group. We mobilize financing, knowledge, and connections to drive innovation for inclusion in Latin America and the Caribbean. We believe innovation is a powerful tool that can transform our region, providing today unprecedented opportunities to populations that are vulnerable due to economic, social, or environmental factors. IDB Lab has a commitment to gender quality and diversity as part of its development mandate. The Strategy and Impact unit supports IDB Lab in the development of strategy, connections and knowledge, and impact measurement and reporting.

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**About IDB Invest**

IDB Invest, a member of the IDB Group, is a multilateral development bank committed to promoting the economic development of its member countries in Latin America and the Caribbean through the private sector. IDB Invest finances sustainable companies and projects to achieve financial results and maximize economic, social, and environmental development in the region. With a portfolio of \$14.1 billion in asset management and 325 clients in 25 countries, IDB Invest provides innovative financial solutions and advisory services that meet the needs of its clients in a variety of industries.

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## Legal and PTA Analysis of Regional Rules of Origin Consultant

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### About this position

We are looking for a methodical, analytical, and detail-oriented consultant with deep knowledge of trade law and regional integration frameworks. As Legal and PTA Analysis of Regional Rules of Origin Consultant, you will map, analyze, and validate all preferential tariff products and related RoO requirements across participating countries' PTAs, as well as the legal frameworks and liabilities associated with self-certification.

You will work in the Rules of Origin Smart Calculator Team, part of the Trade and Investment Division. This team is responsible for implementing projects that promote regional cooperation, from the creation of border infrastructure to the management of regional public goods and the negotiation of treaties.

### What you'll do:

- Compile and analyze all products with preferential tariffs in participating countries' PTAs.
- Identify and compare all RoO requirements applicable under each PTA.
- Analyze national legislation, regulations, and administrative procedures related to origin certification and self-certification.
- Identify potential legal liabilities and institutional responsibilities for exporters, customs authorities, and platform administrators.
- Conduct virtual validation meetings with national focal points and trade authorities to confirm findings and ensure accuracy.
- Prepare Terms of Use, Privacy Policy, and Automated Disclaimers ensuring compliance with international best practices and local legal frameworks.
- Prepare a comprehensive report summarizing findings, validated analyses, and final legal instruments for adoption.
- Support the needs of the Rules of Origin Smart Calculator team and other related initiatives.

### Deliverables and Payments Timeline:

Deliverable	Percentage	Planned Date to Submit
1. Work Plan and Methodology	<b>25%</b>	<b>January, 2026</b>
2. Draft PTA and RoO Mapping Report	<b>35%</b>	<b>February, 2026</b>
3. Final Legal and PTA Analysis Report	<b>40%</b>	<b>March, 2026</b>

- **Education:** Master's degree in Law, International Trade Law, or other fields relevant to the responsibilities of the role.
- **Experience:** At least 7 years of professional experience in trade law, preferential trade agreements, or customs and origin regulations. Demonstrated experience drafting legal documents for digital platforms or trade facilitation systems. Excellent analytical, writing, and communication skills
- **Languages:** Proficiency in Spanish and English, spoken and written, is required. Additional knowledge of French and Portuguese is preferable.

**Key skills:**

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**Requirements:**

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Selection process #: :::::::

**TERMS OF REFERENCE****DEFINITION OF BUSINESS AND TECHNICAL REQUIREMENTS FOR THE ROO CALCULATOR**

REGIONAL  
RG-T4875

<https://www.iadb.org/en/project/RG-T4875>

RULES OF ORIGIN SMART CALCULATOR

**1. Background and Justification**

- 1.1.** The Inter-American Development Bank (IDB) is supporting the development of a Regional Rules of Origin (RoO) Calculator to facilitate exporters' compliance with origin requirements under various Preferential Trade Agreements (PTAs). The tool aims to simplify firms' ability to determine origin eligibility, reduce compliance costs, and promote greater utilization of trade agreements across participating countries.
- 1.2.** To achieve this, a solid foundation of business and technical requirements is needed to ensure that the Calculator's functionalities are aligned with the needs of users, participating governments, and the ConnectAmericas platform. The consulting firm will play a key role in defining, validating, and documenting these requirements in collaboration with the IDB and participating countries.

**2. Objectives**

- 2.1.** The objective of this consultancy is to define and validate the business and technical requirements for the RoO Calculator, ensuring the solution meets user needs, integrates with ConnectAmericas' infrastructure, and is ready for development.
- 2.2.** Specific objectives include:
  - 2.2.1. Producing User Stories and Mock-ups describing key functionalities and workflows.
  - 2.2.2. Validating these outputs with end-users and participating countries.
  - 2.2.3. Preparing and validating Terms of Reference (ToRs) for the software development phase of the RoO Calculator.

**3. Scope of Services**

- 3.1.** The consulting firm will provide technical and analytical support to define, document, and validate the business and system requirements for the RoO Calculator, ensuring full alignment with ConnectAmericas' architecture and user experience principles.

**4. Key Activities****4.1. Requirement Gathering and Analysis**

- 4.1.1. Review existing documentation, data structures, and comparable trade facilitation tools.
- 4.1.2. Conduct interviews and focus groups with participating countries and potential users.

**4.2. Development of User Stories and Mock-ups**

- 4.2.1. Develop detailed user stories reflecting system use cases and expected functionalities.
- 4.2.2. Produce mock-ups (UX/UI wireframes) that illustrate the Calculator's main features and user flows.

**4.3. Validation Workshops**

- 4.3.1. Organize and conduct validation sessions with end-users, government focal points, and IDB teams.
- 4.3.2. Incorporate feedback and produce a revised set of user stories and mock-ups.

**4.4. Preparation of ToRs for RoO Calculator**

- 4.4.1. Prepare comprehensive technical and functional ToRs for the future software development consultancy.
- 4.4.2. Validate ToRs with IDB and participating country representatives.

**5. Expected Outcome and Deliverables**

- 5.1. Inception Report: Detailed work plan, methodology, and validation roadmap.
- 5.2. User Stories and Mock-ups (Draft): Complete set of user stories and visual mock-ups.
- 5.3. Validation Report: Summary of validation sessions and revisions.
- 5.4. Final User Stories and Mock-ups: Validated documents incorporating all feedback.
- 5.5. Draft ToRs for Development: Comprehensive draft ToRs for the RoO Calculator development.
- 5.6. Final ToRs: Validated and approved ToRs.

**6. Project Schedule and Milestones**

- 6.1. The duration of the consultancy will be three (3) months from contract signature. The consulting firm must adhere to the timeline defined in the deliverables table.

**7. Reporting Requirements**

- 7.1. The firm will submit all reports and deliverables in English and editable electronic format. Virtual presentations will be required at each key milestone for validation and approval.

**8. Acceptance Criteria**

- 8.1. Deliverables will be reviewed and approved by the IDB Technical Team and participating country representatives. Acceptance will depend on:
  - 8.1.1. Completeness and accuracy of requirements documentation.
  - 8.1.2. Clarity and usability of mock-ups and user stories.
  - 8.1.3. Incorporation of feedback from validation workshops.
  - 8.1.4. Compliance with ConnectAmericas' technical integration guidelines.

**9. Consulting Firm and Team Requirements****9.1. The consulting firm must demonstrate:**

- 9.1.1. Proven experience in business analysis and software requirement definition, ideally for trade facilitation or e-government tools.
- 9.1.2. Expertise in UX/UI design and user-centered digital product design.
- 9.1.3. Experience in preparing technical ToRs for IT systems or platforms.

**9.2. Key experts should include:**

- 9.2.1. Team Leader / Business Analyst: 10+ years in system requirement analysis.
- 9.2.2. UX/UI Designer: 5+ years of experience in mock-up and wireframe design.
- 9.2.3. Technical Architect: Expertise in system integration and data interoperability.

**10. Other Requirements****10.1. Given that the RoO Calculator will be hosted within the ConnectAmericas environment, the consulting firm must ensure that all proposed solutions, documentation, and deliverables comply with the following requirements:**

- 10.1.1. Data Security and Confidentiality: All information, datasets, and documentation shared by the IDB and participating countries must be treated as confidential. The consulting firm shall not disclose or reproduce any information without prior written authorization from the Bank.
- 10.1.2. IT Access and Integration: Access to the ConnectAmericas technical environment will be coordinated through the IDB's IT and platform administration teams. Any access to sandbox environments, APIs, or authentication protocols will require prior approval.
- 10.1.3. Compliance with ConnectAmericas Standards: All proposed mock-ups and technical documentation must adhere to ConnectAmericas' established UI/UX design standards, data management guidelines, and integration architecture.
- 10.1.4. System Downtime / Maintenance: If system tests or demonstrations require temporary access to ConnectAmericas components, the firm must coordinate schedules to minimize downtime and disruption to platform operations.
- 10.1.5. Data Protection: The consulting firm must comply with the IDB's Information Security and Data Privacy Policies and ensure that any user information gathered during validation sessions is anonymized and securely stored.

**11. Supervision and Reporting****11.1. The firm will report to the **Project Team Leader**, Integration and Trade Sector (PTI/INT), IDB. Biweekly coordination meetings will be held to monitor progress, and feedback will be provided within five (5) working days of deliverable submission.**

**12. Schedule of Payments**

**12.1.** 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.

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

<b>Payment Schedule</b>	
<b>Deliverable</b>	<b>%</b>
1. Inception Report	10%
2. Final User Stories and Mock-ups	40%
3. Final ToRs for Development	50%
<b>TOTAL</b>	100%

**HRD Terms of Reference  
Governance Model Design and Validation Consultant**

**ANNEX A**

**Post of Duty: Remote**

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**About this position**

We are looking for a strategic, organized, and collaborative Governance Model Design and Validation Consultant. As Governance Model Design and Validation Consultant, design and validate the Governance Model for the regional RoO initiative, including the structure and functions of the Project Steering Committee.

You will work in the Rules of Origin Smart Calculator Team, part of the Trade and Investment Division. This team is responsible for implementing projects that promote regional cooperation, from the creation of border infrastructure to the management of regional public goods and the negotiation of treaties.

**What you'll do:**

- Review relevant background materials, institutional arrangements, and outputs from previous consultants (Stakeholder Consultation, Legal/PTA Analysis, and Technical Requirements).
- Identify existing coordination mechanisms in trade facilitation or regional integration initiatives.
- Propose the structure, composition, and functions of the Project Steering Committee and Functional Teams.
- Define roles and responsibilities, communication flows, and decision-making processes.
- Produce the Governance Model Report, including detailed description of institutional arrangements and implementation roadmap.
- Develop Guidebooks for Participants, providing clear instructions and reference materials for exporters, government officials/agencies, and business associations.
- Support the needs of the Rules of Origin Smart Calculator team and other related initiatives.

**Deliverables and Payments Timeline:**

<b><u>Deliverable #</u></b>	<b><u>Percentage</u></b>	<b><u>Planned Date to Submit</u></b>
1. Work Plan and Methodology	25%	January, 2026
2. Draft Governance Model	35%	February, 2026
3. Final Governance Model and Validation Report, including Guidebooks	40%	March, 2026

- **Education:** Master's degree in Public Administration, International Relations, Economics, or other fields relevant to the responsibilities of the role.
- **Experience:** At least 7 years of experience in institutional design, project governance, or regional coordination mechanisms. Proven experience facilitating multi-country stakeholder processes. Excellent analytical, writing, and facilitation skills.
- **Languages:** Proficiency in Spanish and English, spoken and written, is required. Additional knowledge of French and Portuguese is preferable.

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Selection process #: :::::::

## **TERMS OF REFERENCE**

### DEVELOPMENT OF THE ROO CALCULATOR

REGIONAL

RG-T4875

<https://www.iadb.org/en/project/RG-T4875>

RULES OF ORIGIN SMART CALCULATOR

#### **1. Background and Justification**

- 1.1.** The Inter-American Development Bank (IDB) is supporting the development of a Regional Rules of Origin (RoO) Calculator to assist firms in determining compliance with preferential trade agreement (PTA) origin requirements. This tool will enhance trade facilitation by reducing the complexity of origin verification and promoting greater use of PTAs across participating countries.
- 1.2.** Following the definition of business and technical requirements, this consultancy will lead the development, testing, and documentation of the RoO Calculator. The tool will be built and integrated into ConnectAmericas, ensuring user-friendly access, interoperability, and scalability for future expansion.

#### **2. Objectives**

- 2.1.** The main objective of this consultancy is to design, develop, test, and document a fully functional RoO Calculator that can be integrated into the ConnectAmericas platform.
- 2.2.** Specific objectives include:
  - 2.2.1. Develop the database model and system architecture.
  - 2.2.2. Design and validate the UX/UI of the RoO Calculator.
  - 2.2.3. Build a Minimum Viable Product (MVP) of the Calculator.
  - 2.2.4. Conduct and oversee the BETA testing phase, incorporating feedback from participating countries.
  - 2.2.5. Develop and deploy the RoO Calculator 2.0, incorporating validated improvements.
  - 2.2.6. Produce technical documentation for version 2.0 to support maintenance and future updates.

#### **3. Scope of Services**

- 3.1.** The consulting firm will be responsible for the end-to-end technical development of the RoO Calculator, including front-end, back-end, database, and integration layers. All work must be compatible with ConnectAmericas' authentication, security, and interoperability standards.

#### **4. Key Activities**

##### **4.1. Inception and System Design**

- 4.1.1. Review and refine system requirements based on Consultant 3's documentation.
- 4.1.2. Define the data model, system architecture, and technology stack.
- 4.1.3. Develop an inception report outlining the work plan, timeline, and development environment setup.

##### **4.2. MVP Development**

- 4.2.1. Build the RoO Calculator MVP covering core functionalities: data upload, rules matching, and origin determination logic.
- 4.2.2. Conduct internal unit and integration testing.
- 4.2.3. Deliver MVP source code and initial documentation.

##### **4.3. BETA Testing and Validation**

- 4.3.1. Deploy MVP in a controlled testing environment.
- 4.3.2. Organize validation sessions with participating countries and end-users.
- 4.3.3. Identify and document bugs, usability issues, and functional improvement areas.

##### **4.4. Development of RoO Calculator 2.0**

- 4.4.1. Implement validated improvements based on BETA feedback.
- 4.4.2. Finalize production-ready version (RoO Calculator 2.0) integrated into ConnectAmericas.
- 4.4.3. Conduct performance, security, and interoperability testing.

##### **4.5. Technical Documentation and Handover**

- 4.5.1. Produce full technical documentation, including system architecture, data model, APIs, deployment procedures, and maintenance manual.
- 4.5.2. Support knowledge transfer to the ConnectAmericas and IDB technical teams.

#### **5. Expected Outcome and Deliverables**

- 5.1.** Inception Report: Work plan, system architecture, database model, and technology stack.
- 5.2.** RoO Calculator MVP and Source Code: Functional MVP version and codebase with documentation.
- 5.3.** BETA Validation Report: Summary of user testing, validation sessions, and improvement recommendations.
- 5.4.** RoO Calculator 2.0: Final, validated version of the Calculator, fully integrated and tested.
- 5.5.** Technical Documentation: Complete technical documentation and maintenance manual.

## **6. Project Schedule and Milestones**

The duration of the consultancy will be **eight (8) months** from contract signature.

<b>Milestone</b>	<b>Timeline</b>
Inception & Architecture	Month 1–2
<b>Milestone</b>	<b>Timeline</b>
MVP Development	Month 2–4
BETA Testing	Month 5–6
Final Version (2.0) & Documentation	Month 6–8

## **7. Reporting Requirements**

- 7.1.** All reports and deliverables shall be submitted in English in editable electronic format.
- 7.2.** The consulting firm shall hold biweekly virtual meetings with the IDB Project Team and ConnectAmericas developers.
- 7.3.** Key deliverables will be subject to review and validation by the IDB and representatives of participating countries.

## **8. Acceptance Criteria**

- 8.1.** Acceptance of deliverables will be based on:
  - 8.1.1. Compliance with the approved system architecture and functional requirements.
  - 8.1.2. Successful completion of BETA testing with validated improvements.
  - 8.1.3. Full integration and interoperability with ConnectAmericas.
  - 8.1.4. Completeness and clarity of technical documentation and source code.

## **9. Consulting Firm and Team Requirements**

- 9.1.** The consulting firm must demonstrate:
  - 9.1.1. Proven experience in software development for digital trade or public platforms (minimum 8 years).
  - 9.1.2. Demonstrated expertise in database design, web application development, and system integration.
  - 9.1.3. Experience with UX/UI design and user validation.
  - 9.1.4. Familiarity with API-based systems, cloud deployment, and security compliance.
- 9.2.** Key experts required:
  - 9.2.1. Project Manager / Lead Developer: 10+ years of experience in full-stack development and agile project management.
  - 9.2.2. Back-end Developer: Experience in relational database design, API development, and system scalability.
  - 9.2.3. Front-end / UX-UI Designer: Experience with responsive design, accessibility, and interactive data visualization.
  - 9.2.4. QA Engineer / Tester: Experience in testing and validation methodologies for digital government tools.

9.2.5.

## **10. Other Requirements**

- 10.1.** The firm must comply with IDB's Information Security and Data Privacy Policies.
- 10.2.** All deliverables must be compatible with ConnectAmericas' architecture and integration protocols, including authentication and data exchange standards.
- 10.3.** Any external libraries or third-party tools used must be properly licensed and documented.
- 10.4.** Access to testing or staging environments will be coordinated with the ConnectAmericas technical team.

## **11. Supervision and Reporting**

- 11.1.** The consulting firm will report to the Project Team Leader, Integration and Trade Sector (INT/INT), IDB. Comments and feedback will be provided within five (5) working days of deliverable submission.

## **12. Schedule of Payments**

- 12.1.** 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.
- 12.2.** The IDB Official Exchange Rate indicated in the RFP will be applied for necessary conversions of local currency payments.

<b>Payment Schedule</b>	
<b>Deliverable</b>	<b>%</b>
1. Inception Report and System Architecture	10%
2. RoO Calculator MVP and Source Code	20%
3. BETA Validation Report	20%
4. RoO Calculator 2.0	10%
5. Technical Documentation and Handover	10%
<b>TOTAL</b>	100%

[Suggested structure]

Selection process #: :::::::

## TERMS OF REFERENCE

### INTEGRATION OF RULES OF ORIGIN CALCULATOR NEW DATA AND FUNCTIONALITIES INTO CONNECTAMERICAS

REGIONAL  
RG-T4875

<https://www.iadb.org/en/project/RG-T4875>

RULES OF ORIGIN SMART CALCULATOR

#### **1. Background and Justification**

- 1.1.** The Inter-American Development Bank (IDB) is supporting the development of a Regional Rules of Origin (RoO) Calculator to assist firms in determining compliance with preferential trade agreement (PTA) origin requirements. This tool will enhance trade facilitation by reducing the complexity of origin verification and promoting greater use of PTAs across participating countries.
- 1.2.** The Rules of Origin (RoO) Calculator is being integrated into ConnectAmericas (CA) to simplify origin compliance and promote trade across participating countries. To ensure full interoperability, the platform must integrate new data sources, link user profiles, and enable seamless user navigation between CA and the RoO Calculator. This consultancy is required to technically connect CA systems, guarantee secure authentication, and develop the APIs and user flows that will enable a seamless experience for companies using CA.

#### **2. Objectives**

- 2.1.** Ensure full technical integration between ConnectAmericas and the RoO Calculator platform.
- 2.2.** Implement authentication mechanisms compatible with CA's existing identity and access management system.
- 2.3.** Enable automatic linking between CA company profiles and RoO Calculator user accounts.
- 2.4.** Design and implement user flow from CA Dashboard into the RoO Calculator.
- 2.5.** Develop, test and document all APIs required for data exchange.

#### **3. Scope of Services**

- 3.1.** The consulting firm will:
  - 3.1.1.** Integrate CA's authentication protocols (SSO/OAuth or equivalent) with the RoO Calculator.
  - 3.1.2.** Enable automatic syncing and linking of CA company profiles with RoO Calculator accounts and user sessions.
  - 3.1.3.** Design seamless user navigation from CA Dashboard into the RoO Calculator without

duplicate login.

- 3.1.4. Lead API architecture design, development, deployment, and testing.
- 3.1.5. Conduct validation with CA technical teams and RoO development teams.
- 3.1.6. Provide technical documentation and knowledge transfer.

#### **4. Key Activities**

- 4.1.** Review technical specifications of CA authentication and user profile systems.
- 4.2.** Develop secure single sign-on (SSO) or OAuth2-based authentication bridge.
- 4.3.** Map company profile data fields between CA and RoO systems; develop automated linkage logic.
- 4.4.** Prototype and validate user journey (UX/UI flow) from CA to RoO Calculator.
- 4.5.** Develop RESTful APIs for authentication, profile linkage, and data exchange.
- 4.6.** Perform unit, integration, and user acceptance testing (UAT).
- 4.7.** Provide troubleshooting support and improvements during rollout.

#### **5. Expected Outcome and Deliverables**

- 5.1.** Technical Integration Plan & Data Mapping Report: Document detailing authentication requirements, system architecture, and mapping of company profile data between CA and RoO systems.
- 5.2.** Authentication Module (SSO/OAuth2 Integration): Fully functional Single Sign-On (SSO) or OAuth2-based authentication bridge between ConnectAmericas and the RoO Calculator.
- 5.3.** Company Profile Linking Functionality: Automated mechanism to connect CA company profiles with user accounts in the RoO Calculator (data fields mapped and synced).
- 5.4.** User Flow Design and Prototype: UX/UI flow from CA Dashboard to RoO Calculator, including wireframes/prototypes validated with CA team.
- 5.5.** API Design, Development and Testing Package: Set of RESTful APIs for authentication, company profile exchange, and data transfer; includes unit and integration testing results.
- 5.6.** Final Technical Documentation & Handover Report: Complete documentation of system architecture, API endpoints, user flow, test results, and a knowledge transfer session for CA/IDB teams.

#### **6. Project Schedule and Milestones**

- 6.1.** The duration of the consultancy will be five (5) months from contract signature.

<b>Month</b>	<b>Milestone / Deliverable</b>
Month 1	Integration plan & data mapping completed
Month 2	Authentication protocol integrated
Month 3	Company profile linking enabled

<b>Month</b>	<b>Milestone / Deliverable</b>
Month 4	User flow prototypes validated; API development
Month 5	Testing & deployment; Documentation & handover

## **7. Reporting Requirements**

- 7.1.** Monthly progress report with status of activities and challenges.
- 7.2.** Virtual meetings every two weeks with the IDB and CA technical teams.
- 7.3.** Deliverables submitted in English in digital format (PDF + source files).

## **8. Acceptance Criteria**

- 8.1.** Deliverables will be accepted upon:
  - 8.1.1. Compliance with technical specifications and security requirements.
  - 8.1.2. Functional demonstration of integration with no critical errors.
  - 8.1.3. Approval by IDB's Project Team Leader and ConnectAmericas IT Coordinator.

## **9. Consulting Firm and Team Requirements**

- 9.1.** The consulting firm must demonstrate:
  - 9.1.1. Proven experience in software development for digital trade or public platforms (minimum 8 years).
  - 9.1.2. Demonstrated expertise in database design, web application development, and system integration.
  - 9.1.3. Experience with UX/UI design and user validation.
  - 9.1.4. Familiarity with API-based systems, cloud deployment, and security compliance.

- 9.2.** Key experts required:

- 9.2.1. Project Manager / Lead Developer: 10+ years of experience in full-stack development and agile project management.
- 9.2.2. Back-end Developer: Experience in relational database design, API development, and system scalability.
- 9.2.3. Front-end / UX-UI Designer: Experience with responsive design, accessibility, and interactive data visualization.
- 9.2.4. QA Engineer / Tester: Experience in testing and validation methodologies for digital government tools.

## **10. Other Requirements**

- 10.1.** Data Security and Confidentiality: All information, datasets, and documentation shared by the IDB and participating countries must be treated as confidential. The consulting firm shall

not disclose or reproduce any information without prior written authorization from the Bank.

**10.2.** IT Access and Integration: Access to the ConnectAmericas technical environment will be coordinated through the IDB's IT and platform administration teams. Any access to sandbox environments, APIs, or authentication protocols will require prior approval.

**10.3.** Compliance with ConnectAmericas Standards: All proposed mock-ups and technical documentation must adhere to ConnectAmericas' established UI/UX design standards, data management guidelines, and integration architecture.

**10.4.** System Downtime / Maintenance: If system tests or demonstrations require temporary access to ConnectAmericas components, the firm must coordinate schedules to minimize downtime and disruption to platform operations.

**10.5.** Data Protection: The consulting firm must comply with the IDB's Information Security and Data Privacy Policies and ensure that any user information gathered during validation sessions is anonymized and securely stored.

## 11. Supervision and Reporting

**11.1.** The consultant will report to the Project Team Leader (IDB) and coordinate with the ConnectAmericas IT team. Feedback on deliverables will be provided within 10 working days.

## 12. Schedule of Payments

**12.1.** 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.

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

Payment Schedule	
Deliverable	%
1. Technical Integration Plan & Data Mapping Report	10%
2. Authentication Module (SSO/OAuth2 Integration)	20%
3. Company Profile Linking Functionality	20%
4. User Flow Design and Prototype	15%
5. API Design, Development and Testing Package	20%
6. Final Technical Documentation & Handover Report	15%
<b>TOTAL</b>	100%

**Governance Model Implementation 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**

We are looking for a strategic, organized, and facilitative consultant. As a Governance Model Implementation Consultant, you will support and operationalize the Governance Model for the regional Rules of Origin initiative by organizing and coordinating governance activities, ensuring effective stakeholder engagement, and monitoring implementation progress.

You will work in the Rules of Origin Smart Calculator Team, part of the Trade and Investment Division. This team is responsible for implementing projects that promote regional cooperation, from the creation of border infrastructure to the management of regional public goods and the negotiation of treaties.

**What you'll do:**

- Coordinate with IDB and national counterparts to prepare and organize the official PSC launch.
- Support the development of agendas, background materials, and terms of reference for the PSC and Functional Teams.
- Facilitate periodic meetings of the PSC and Functional Teams. Maintain records of decisions, actions, and follow-up points from meetings.
- Provide technical and logistical support to ensure smooth coordination between IDB, participating countries, and other stakeholders.
- Track the implementation progress of governance mechanisms and stakeholder participation.
- Prepare a Mid-Term Review Report summarizing achievements, challenges, and recommendations for adjustment.
- Produce a Final Review Report documenting governance performance, lessons learned, and recommendations for institutional sustainability beyond the TC.
- Support the needs of the Rules of Origin Smart Calculator team and other related initiatives.

**Deliverables and Payments Timeline:**

<u>Deliverable #</u>	<u>Percentage</u>	<u>Planned Date to Submit</u>
<b>Progress Reports</b>	<b>3,03%</b>	<b>Monthly</b>

**What you'll need**

- **Education:** Master's degree in Public Administration, Political Science, Economics, or other fields relevant to the responsibilities of the role.
- **Experience:** At least 7 years of professional experience in institutional coordination, governance, or project management. Experience supporting multi-stakeholder or regional governance frameworks. Strong organizational, facilitation, and analytical skills.

## HRD Terms of Reference

## ANNEX A

- **Languages:** Proficiency in Spanish and English, spoken and written, is required. Additional knowledge of French and Portuguese is preferable.

### 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:** 33 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](mailto: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:**

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[https://twitter.com/the\\_IDB](https://twitter.com/the_IDB)

**About IDB Lab**

Is the innovation laboratory of the IDB Group. We mobilize financing, knowledge, and connections to drive innovation for inclusion in Latin America and the Caribbean. We believe innovation is a powerful tool that can transform our region, providing today unprecedented opportunities to populations that are vulnerable due to economic, social, or environmental factors. IDB Lab has a commitment to gender quality and diversity as part of its development mandate. The Strategy and Impact unit supports IDB Lab in the development of strategy, connections and knowledge, and impact measurement and reporting.

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[https://twitter.com/IDB\\_Lab](https://twitter.com/IDB_Lab)

**About IDB Invest**

IDB Invest, a member of the IDB Group, is a multilateral development bank committed to promoting the economic development of its member countries in Latin America and the Caribbean through the private sector. IDB Invest finances sustainable companies and projects to achieve financial results and maximize economic, social, and environmental development in the region. With a portfolio of \$14.1 billion in asset management and 325 clients in 25 countries, IDB Invest provides innovative financial solutions and advisory services that meet the needs of its clients in a variety of industries.

**Follow us:**

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## Training and 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**

We are looking for a communicative, dynamic, and results-oriented. As a Training and Capacity Building Consultant, you will design and deliver capacity building and training workshops for participating countries and end users on the use, management, and benefits of the Rules of Origin Calculator and related tools.

You will work in the Rules of Origin Smart Calculator Team, part of the Trade and Investment Division. This team is responsible for implementing projects that promote regional cooperation, from the creation of border infrastructure to the management of regional public goods and the negotiation of treaties.

### **What you'll do:**

- Review project materials, platform functionalities, and user profiles.
- Identify specific training needs for different user groups (exporters, public agencies, business associations).
- Develop a comprehensive Training Plan including objectives, content, methodologies, materials, and evaluation tools.
- Prepare training manuals, presentations, and user guides tailored to each target audience.
- Conduct virtual or in-person training workshops with participating countries and end users.
- Deliver sessions on system use, data interpretation, and integration of the RoO Calculator in trade facilitation processes.
- Implement post-training surveys and evaluations to assess participants' learning outcomes.
- Produce a summary report with recommendations for continuous capacity building.
- Support the needs of the Rules of Origin Smart Calculator team and other related initiatives.

### **Deliverables and Payments Timeline:**

<b><u>Deliverable #</u></b>	<b><u>Percentage</u></b>	<b><u>Planned Date to Submit</u></b>
1. Progress Reports	3,44%	Monthly

- **Education:** Master's degree in International Trade, Public Administration, Education, or other fields relevant to the responsibilities of the role.
- **Experience:** At least 7 years of experience in capacity building, training, or knowledge transfer in trade facilitation or digital tools. Proven experience designing and delivering workshops for government and private sector audiences. Excellent facilitation and communication skills.
- **Languages:** Proficiency in Spanish and English, spoken and written, is required. Additional knowledge of French and Portuguese is preferable.

**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:** 29 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](mailto: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.

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.

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**About IDB Invest**

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**Marketing and Dissemination 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**

We are looking for a creative, strategic, and results-oriented consultant. As a Marketing and Dissemination Consultant, you will develop and implement a marketing and dissemination strategy for the Rules of Origin Calculator, including the design of communication materials, execution of dissemination activities, and a participatory assessment of outreach strategy performance and improvements.

You will work in the Rules of Origin Smart Calculator Team, part of the Trade and Investment Division. This team is responsible for implementing projects that promote regional cooperation, from the creation of border infrastructure to the management of regional public goods and the negotiation of treaties.

**What you'll do:**

- Develop a Marketing and Dissemination Strategy including objectives, audiences, channels, and key messages.
- Design and produce communication and promotional materials (e.g., brochures, infographics, videos, newsletters, and web content).
- Carry out dissemination campaigns through digital platforms, media, events, and trade networks.
- Collaborate with ConnectAmericas and other IDB initiatives to maximize reach.
- Conduct stakeholder feedback sessions to assess the reach, relevance, and effectiveness of dissemination activities.
- Propose adjustments and improvements to the marketing strategy based on results.
- Prepare progress updates and a final Marketing and Dissemination Report summarizing all activities, materials, results, and lessons learned.
- Support the needs of the Rules of Origin Smart Calculator team and other related initiatives.

**Deliverables and Payments Timeline:**

<u>Deliverable #</u>	<u>Percentage</u>	<u>Planned Date to Submit</u>
1. Progress Reports	3,03%	Monthly

- **Education:** Bachelor's or Master's degree in Communications, Marketing, Journalism, or other fields relevant to the responsibilities of the role.
- **Experience:** At least 7 years of professional experience in communication strategy design, marketing campaigns, or dissemination for development projects. Proven experience in preparing digital and multimedia communication products. A strong understanding of trade and integration topics is desirable. Excellent writing, design coordination, and stakeholder engagement skills.
- **Languages:** Proficiency in Spanish and English, spoken and written, is required. Additional knowledge of French and Portuguese is preferable.

**Key skills:**

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

**Requirements:**

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- **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:** 29 months
- **Work Location:** Remote.

**Our culture**

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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](mailto:diversity@iadb.org) to request reasonable accommodation to complete this application.

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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.

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**Onboarding Support for New Countries and Regional Block 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**

We are looking for a proactive, communicative, and service-oriented consultant with experience in international collaboration, trade-related initiatives, and multi-country coordination. As an Onboarding Support for New Countries and Regional Block Consultant, you will (support the onboarding of new countries and regional blocs into the RoO Calculator platform by carrying out ongoing promotion, facilitating account setup, and providing technical and coordination support throughout the onboarding process.

You will work in the Rules of Origin Smart Calculator Team, part of the Trade and Investment Division. This team is responsible for implementing projects that promote regional cooperation, from the creation of border infrastructure to the management of regional public goods and the negotiation of treaties.

**What you'll do:**

- Support IDB and existing country representatives in promoting the RoO Calculator to potential new member countries and regional blocs.
- Prepare presentations, briefs, and communication materials for outreach and stakeholder engagement.
- Facilitate initial discussions and information exchanges with interested countries.
- Coordinate with the technical team to align data, access, and requirements for integration.
- Support documentation and reporting of country onboarding status and progress.
- Assist new users and institutions in setting up accounts and accessing the RoO Calculator.
- Provide orientation on functionalities, user profiles, and platform management.
- Maintain a database of outreach and onboarding activities.
- Produce periodic progress updates on countries' onboarding status, challenges, and lessons learned.
- Prepare a final summary report of onboarding outcomes and recommendations for future expansion.
- Support the needs of the Rules of Origin Smart Calculator team and other related initiatives.

**Deliverables and Payments Timeline:**

<u>Deliverable #</u>	<u>Percentage</u>	<u>Planned Date to Submit</u>
1. Progress Reports	3,44%	Monthly

- **Education:** Bachelor's or Master's degree in International Relations, Economics, Business Administration, or other fields relevant to the responsibilities of the role.
- **Experience:** At least 5 years of experience in project coordination, trade facilitation, or stakeholder engagement at regional or international levels. Strong interpersonal and communication skills, with experience in multi-country coordination. Familiarity with digital platforms and user support processes.
- **Languages:** Proficiency in Spanish and English, spoken and written, is required. Additional knowledge of French and Portuguese is preferable.

**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:** 29 months
- **Work Location:** Remote.

**Our culture**

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**Monitoring and Evaluation (M&E) Consultant****Post of Duty: Remote**

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**About this position**

We are looking for a data-driven, analytical, and results-oriented consultant with strong expertise in monitoring and evaluation of digital systems and user-centered design processes. As an M&E Consultant, you will design and implement the monitoring and evaluation system for the RoO Calculator, including the definition of KPIs, development of an M&E dashboard, and implementation of user feedback mechanisms such as satisfaction surveys and A/B testing.

You will work in the Rules of Origin Smart Calculator Team, part of the Trade and Investment Division. This team is responsible for implementing projects that promote regional cooperation, from the creation of border infrastructure to the management of regional public goods and the negotiation of treaties.

**What you'll do:**

- Develop a logical framework and results matrix aligned with the TC's objectives and outcomes.
- Define quantitative and qualitative KPIs related to system performance, user engagement, outreach, and satisfaction. Validate KPIs with IDB and participating countries.
- Design and build a dynamic M&E Dashboard to visualize key indicators and metrics.
- Integrate automated data sources where possible (e.g., platform analytics, user logs).
- Design and implement user satisfaction surveys and A/B testing protocols to evaluate usability and impact of features.
- Collect and analyze data periodically, generating actionable insights.
- Produce regular updates and share results with participating countries.
- Document lessons learned and recommendations to improve functionality and user experience.
- Support the needs of the Rules of Origin Smart Calculator team and other related initiatives.

**Deliverables and Payments Timeline:**

<b><u>Deliverable #</u></b>	<b><u>Percentage</u></b>	<b><u>Planned Date to Submit</u></b>
1. Progress Report	3,44%	Monthly

### What you'll need

- **Education:** Master's degree in Economics, Statistics, Data Science, Public Policy, or other fields relevant to the responsibilities of the role.
- **Experience:** At least 7 years of experience in monitoring and evaluation, data analytics, or results-based management. Proven experience in developing M&E frameworks and dashboards for digital platforms or trade-related projects. Knowledge of A/B testing methods, survey design, and data visualization tools (e.g., Power BI, Tableau, Google Data Studio). Strong analytical, quantitative, and reporting skills.
- **Languages:** Proficiency in Spanish and English, spoken and written, is required. Additional knowledge of French and Portuguese is preferable.

### 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:** 29 months
- **Work Location:** Remote.

### Our culture

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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](mailto:diversity@iadb.org) to request reasonable accommodation to complete this application.

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**Technical Support and Ongoing Improvement Consultant****Post of Duty: Remote**

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**About this position**

We are seeking a solution-oriented, structured, and user-focused consultant. As a Technical Support and Ongoing Improvement Consultant, you will design and implement the technical support architecture, tools, workflows, and content required for the RoO Calculator, and to establish a system for ongoing monitoring, evaluation, and iterative improvement of the support services provided to users.

You will work in the Rules of Origin Smart Calculator Team, part of the Trade and Investment Division. This team is responsible for implementing projects that promote regional cooperation, from the creation of border infrastructure to the management of regional public goods and the negotiation of treaties.

**What you'll do:**

- Propose a technical support model (levels of support, roles, communication channels).
- Develop a Technical Support Plan, including response time standards, escalation protocols, and performance indicators.
- Design and configure tools for support management (ticketing system, helpdesk portal, FAQs, knowledge base).
- Establish workflows for incident reporting, resolution, escalation, and follow-up.
- Develop user-facing support materials (FAQs, troubleshooting guides, video tutorials, help desk templates).
- Prepare internal documentation for administrators and support teams.
- Implement monitoring mechanisms (support analytics, response time tracking, common issues analysis).
- Conduct periodic evaluation of support system performance and user satisfaction.
- Propose and implement improvements based on feedback and data trends.
- Support the needs of the Rules of Origin Smart Calculator team and other related initiatives.

**Deliverables and Payments Timeline:**

<u>Deliverable #</u>	<u>Percentage</u>	<u>Planned Date to Submit</u>
Progress reports	<u><a href="#">3.44%</a></u>	<u><a href="#">Monthly</a></u>

- **Education:** Bachelor's or Master's degree in Information Systems, Computer Science, Engineering, or other fields relevant to the responsibilities of the role.
- **Experience:** At least **5–7 years of experience** in designing and managing technical support systems or digital platform operations. Proven experience in helpdesk tools (e.g., Zendesk, Freshdesk, Jira Service Desk), ticketing systems, and support analytics. Experience preparing user documentation and support workflows. Strong problem-solving, communication, and facilitation skills.
- **Languages:** Proficiency in Spanish and English, spoken and written, is required. Additional knowledge of French and Portuguese is preferable.

**Key skills:**

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

**Requirements:**

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- **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:** 29 months
- **Work Location:** Remote.

**Our culture**

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**Project Final Evaluation 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**

We are looking for an analytical, objective, and results-oriented consultant with demonstrated experience in project evaluation and a solid understanding of development project management and performance measurement. As Project Final Evaluation Consultant, carry out the final evaluation of the project, assessing progress toward objectives, achievements of outputs and outcomes, efficiency in implementation, stakeholder engagement, and sustainability of results. The consultant will produce a Final Evaluation Report following IDB guidelines.

You will work in the Rules of Origin Smart Calculator Team, part of the Trade and Investment Division. This team is responsible for implementing projects that promote regional cooperation, from the creation of border infrastructure to the management of regional public goods and the negotiation of treaties.

**What you'll do:**

- Review all project documentation, including the TC proposal, monitoring reports, progress updates, and outputs.
- Prepare an Inception Report detailing the evaluation framework, methodology, and data collection plan.
- Conduct qualitative and quantitative analysis using primary and secondary data sources. Interview IDB staff, implementing partners, and beneficiaries in participating countries.
- Assess achievement of indicators and results as per the project's Results Matrix.
- Evaluate the project's relevance, efficiency, effectiveness, impact, and sustainability.
- Analyze factors affecting implementation and achievement of results. Identify best practices and lessons learned.
- Present preliminary findings to IDB and stakeholders for feedback.
- Prepare a Final Evaluation Report summarizing findings, conclusions, recommendations, and lessons learned.
- Ensure alignment with IDB's standard evaluation framework and results-based management approach.
- Support the needs of the Rules of Origin Smart Calculator team and other related initiatives.

<b><u>Deliverable #</u></b>	<b><u>Percentage</u></b>	<b><u>Planned Date to Submit</u></b>
1. Support the needs of the Rules of Origin Smart Calculator team and other related initiatives.	<b>20%</b>	<b>October, 2028</b>
2. Support the needs of the Rules of Origin Smart Calculator team and other related initiatives.	<b>40%</b>	<b>November, 2028</b>
3. Support the needs of the Rules of Origin Smart Calculator team and other related initiatives.	<b>40%</b>	<b>December, 2028</b>

**What you'll need**

- **Education:** Master's degree in Economics, Public Policy, Development Studies, Evaluation, or other fields relevant to the responsibilities of the role.
- **Experience:** At least 10 years of professional experience in project evaluation, results-based management, or impact assessment. Proven experience conducting evaluations for international development projects (preferably for multilateral or regional institutions). Strong analytical, writing, and presentation skills. Familiarity with IDB or other multilateral development bank evaluation methodologies is an asset.
- **Languages:** Proficiency in Spanish and English, spoken and written, is required. Additional knowledge of French and Portuguese is preferable.

**Key skills:**

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**Requirements:**

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**Type of contract and duration:**

- **Type of contract:** Products and External Services Consultant (PEC), Lump Sum
- **Length of contract:** 3 months
- **Work Location:** Remote.

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