Call for Caribbean Consultants

Facilitation of cooperation process between Quality Infrastructure Bodies and Value Chains in CARIFORUM Member States

1 INTRODUCTION

The CARICOM Regional Organisation for Standards and Quality (CROSQ) is a centre of excellence for providing services in Standardization, Certification, Accreditation, Quality Assurance, Metrology and Compliance to Standards, with a view to enhancing the country's competitiveness. All of these services are referred to as Quality Infrastructure.

The Private Sector, including the agriculture and food sector, is one of the main users of QI services. These services are designed to monitor the quality of products and services as well as to demonstrate conformity to market or government requirements. The use of national and regional QI is therefore a possibility in increasing quality and lowering transaction costs for trade, making CARIFORUM states’ economies more competitive.

CROSQ is collaborating with the International Cooperation of the German Metrology Institute (PTB) to establish a demand-oriented and regionally harmonized quality infrastructure in the Caribbean (“RQI-4 Project” funded by the German Government). The Project includes INDOCAL from the Dominican Republic as an implementing partner.

As part of a second call for proposals by the RQI 4 Project, the National Standard Bodies (NSB) of six CARIFORUM countries, together with private sector organizations, presented eight proposals to apply a methodology known as the CALIDENA method to specific product value chains which are a priority for them. CALIDENA is an approach of the International Technical Cooperation of PTB to support user orientation of Quality Infrastructure by working with value chains. It is based on a rapid participatory assessment of a value chain with the focus on analyzing the quality of the processes and products in each link in order to address the necessary capacities and weaknesses of quality-related services. The CALIDENA initiative is being administered in collaboration with the Inter-American-Institute for Cooperation on Agriculture (IICA), the Caribbean Export Development Agency and the Compete Caribbean Program.
The following proposals were preselected and a feasibility study (which will inform the way forward) will be conducted on these value chains.

- Honey and wax – Antigua and Barbuda
- Shrimp – Belize
- Honey – Dominican Republic
- Breadfruit – St. Kitts
- Shrimp – Belize
- Seamoss – Saint Lucia
- Cacao – Trinidad & Tobago

CROSQ will contract a consultant, for each proposal, to advise the National Standard Bodies and facilitate the participatory process of analysis, action planning and follow up.

Consultants together with representatives of NSBs and Private Sector Organizations will be required to attend a project-sponsored familiarization and training exercise in the CALIDENA methodology in a three-day workshop from December 9 to 11, 2014 in one of the preselected Caribbean Member states. The training will enable the participants to prepare CALIDENA processes and co-facilitate the participatory appraisal.

## 2 OBJECTIVES

The general objective of this consultancy is to contribute to a demand-oriented and regionally harmonized Quality Infrastructure in the CARIFORUM countries.

The specific aim of the consultancy is to support a collaborative pilot process between National Quality Infrastructure bodies and representatives of a selected value chain in a selected CARIFORUM state using the CALIDENA approach. The expected outcome is a methodological innovation of the method in which QI bodies in each country can effectively and efficiently address the particular needs of local industry and business. An additional aim is capacity building specifically in training several CALIDENA Facilitators regionally, who will be able to replicate and disseminate the approach in the CARIFORUM region.
3 ROLES

Multiple stakeholders are involved in a CALIDENA process for example QI bodies, private sector organizations and other support institutions. The role of the consultant is to be a facilitator of a productive interaction between the QI bodies and between the QI and representatives of the selected value chain.

3.1 Profile of the consultants

The consultant should:

- Be familiar with the basics of Quality Management, Conformity Assessment and Quality Infrastructure in general.
- Be experienced in the value chain approach
- Have experience working with the private sector.
- Demonstrate experience in facilitation techniques and group collaboration processes.
- Have full professional proficiency in English and the languages of the respective country.

Facilitators who have been trained and are experienced in the CALIDENA methodology are invited to apply for this call.

All selected consultants will be invited to the CALIDENA Facilitators training in December 2014 where their performance in that training will influence the final contractual decision.

The Consultant should apply to work with one specific country and value chain.

3.2 Hosts and other stakeholders

The CROSQ Secretariat is responsible for coordinating the contractual details of each CALIDENA process and providing feedback of the learning into the broader regional context. The CROSQ-PTB Project will also recruit an experienced CALIDENA supervisor to give technical support and guidance to the hosts and consultants.
The Consultant will report to the CROSQ-Secretariat and respective NSBs but are also expected to enter into an active exchange with the CALIDENA supervisor and the other consultants applying the methodology throughout the Caribbean.

4 MODULES

The consultancy includes three phases of a complete CALIDENA process: preparation, workshop and implementation. The consultant should be available to accompany and facilitate the entire process throughout the three phases. However at the end of each phase, based on the recommendations of the consultant as well as assessment by the CALIDENA supervisor, continuation of the process will be decided. As each phase is completed with a specific product, the process is modularized. For each phase new contractual arrangements will be made between CROSQ and the Consultant. Advancement of the Consultant to the following contract phase is not automatic.

The CALIDENA process should be concluded in all countries before the end of 2015.

4.1 Preparation

The preparation phase is critical for the success of the entire CALIDENA process. All success factors and the applicable instruments are described in the CALIDENA handbooks (all materials can be found and reviewed at www.calidena.com). The consultant must familiarize him or herself with these documents and select the appropriate tools of the CALIDENA toolbox.

The consultant shall perform the following activities:

- Prepare a short work plan in a matrix form (What? How? Who? When?) for the preparation phase. The plan should also include estimates of costs and options for funding or provision in kind.
- Conduct desk research on relevant information about the selected value chain(s) (trade data, technology information, applicable technical regulations and standards, etc.) and about national quality infrastructures and conformity assessment.
- Undertake field trips to interview key stakeholders and visit farming, production facilities and service providers.
- Conduct and submit a Feasibility Study for a CALIDENA exercise (to include Value Chain Map with key stakeholders, inventory for relevant standards and
- Technical regulations, identification of requirements of buyer and export markets, hypothesis about possible results, proposal for further process).

All activities should be coordinated very closely with the focal point from the NSB and the leading (private sector) organization of the VC.

Duration: The preparation phase should commence at the beginning of January 2015 and conclude before March 1st, 2015.

The consultancy work should be structured as follows:

i. Preparation of the work plan and field visit 2 expert days

ii. Desk research on value chain 2 expert days

iii. Field visit/Interviews 4 expert days

iv. Elaboration of Final Feasibility Study Report 2 expert days

4.2 Workshop

Objectives: Participatory diagnosis of quality issues and action plan for the selected value chain.

Deliverables: preparation, co-facilitation and documentation of the CALIDENA Workshop (including action plan and recommendations for implementation).

Tools: Following the instructions of the CALIDENA Manuals, especially the workshop sequence.

Duration: The consultant should be contracted for maximum up to 8 working days to prepare, facilitate and document the workshop. The workshop should last between 2½ and 3 days. The workshops should be conducted between March 1st and June 30th, 2015.

4.3 Implementation

Objectives: Incorporating the CALIDENA results into an operational plan; implementing improvement actions; follow-up and monitoring of the action plan; reflection on the process and its results; and elaboration of Case Study.
Deliverables: Follow up and continuous update of the action plan, at least one follow up workshop with CALIDENA process stakeholders, at least two meetings/mini-workshops with QI representatives, Case Study; final report and recommendations about CALIDENA experience.

Tools: Following the instructions of the CALIDENA Manuals (i.e. Follow up and reflection workshop).

Duration: The consultant should be contracted for maximum up to 10 working days to facilitate the implementation of the action plan over a period of three to six months. The entire process should be completed between end of July and the end of November 2015.

Consultants are invited to complete the attached CALIDENA Consultant’s Form and submit completed forms and CV to RQI 4 Project Coordinator, Ms. Janice Hilaire at email address janice.hilaire@crosq.org and Mr. Ulrich Harmes-Liedkte at email address uhl@mesopartner.com.

The deadline for submission is November 13, 2014.