NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED (iGovTT)

REQUEST FOR PROPOSAL

NICTCL/RFP/001/27

Closing Date – 04 December 2026

Request For Proposal for Consultancy Services for Organisational Design, Operational Alignment Framework and Workforce Optimisation

Background

The National ICT Co. Ltd (branded iGovTT and hereafter referred to as "the Company") was incorporated in July 2009 as a state-owned enterprise to continue the realisation of the National ICT Strategy for transforming Trinidad and Tobago into a knowledge-based economy. The Company acts as the implementation arm of the Government of the Republic of Trinidad & Tobago (GoRTT) in the execution and administration of Government's enterprise-wide ICT strategies and programmes. In addition, the Company also procures, project manages, implements and maintains enterprise-wide ICT Solutions for Government and provides value-added ICT support services to Government Ministries and Agencies.

This procurement seeks to engage a Consultancy Firm to align iGovTT's organisational structure, operating model, and workforce capacity with its strategic direction, as reflected in its draft Strategic Plan, and its operational responsibilities. The assignment shall produce feasible options and a justified set of recommendations that management can assess, prioritise and submit for the applicable approvals.

Objectives

The main objectives of the Consultancy are:

1. Align iGovTT's organisational structure, functions and workforce capacity with its strategic direction and operational responsibilities.
2. Review organisational effectiveness, governance, workflows and reporting relationships, and recommend feasible organisational design options and a target operating model.
3. Assess staffing, workload, skills, compensation and job classification, including the capacity required for expanded national digital services.
4. Recommend costed workforce improvements and a practical, phased implementation and change-management roadmap.

Summary of the Scope of Services

The Consultancy Firm will review iGovTT's draft Strategic Plan and existing studies; assess organisational structure, governance, workflows, staffing, workload and skills; and develop design options and a preferred target operating model. The assessment will address expanded responsibilities for eID, interoperability and data exchange, Government Data Centre Services and Integrated Service Centre operations.

The Consultancy Firm will also undertake compensation benchmarking, job classification and grading analysis, and recommend workforce optimisation, recruitment, training and specialist talent retention measures, supported by quantified staffing requirements and a phased, costed implementation and change-management roadmap.

Download of RFP Package

The RFP Package is available directly from iGovTT's eTender website.

Registration on the eTender Portal

1. Access the eTender Portal through the organisation's website at https://igov.etenderworld.tt/
2. Select **"Create an Account"** on the login page.
3. Read the Terms and Conditions and click **"Select to Accept"** to proceed.
4. Complete the **"Company Information"** section by entering the required company details.
5. Select the **"Account Information"** tab and enter the required user details, including username, email address and password.
6. Ensure that the username does not contain special characters and that the login credentials are securely recorded.
7. Select the **"Confirmation"** tab and click **"Register eTender Account"** to complete the registration.
8. Check your registered email address for the account activation email, including the Junk or Spam folder if necessary.
9. Copy the activation code provided in the email and select **"Activate Account".**
10. Enter the activation code when prompted to activate your account.

Request for Information

All requests for information shall be emailed to **tenders@igovtt.tt.**

Please quote the RFP number in the subject of your email when requesting information or submitting questions.

Please provide Company Name and Contact Email when requesting information or submitting questions.

Submission of Proposals

Proposals shall be submitted using a two (2) envelope system; one envelope/file containing the Bidder's Technical Tender and the other envelope/file containing the Financial Tender.

Vendor Clarification meeting will be held on **04 November, 2026 at 10:00 a.m. via Microsoft Teams.**

Proposals shall be submitted electronically to the eTender Portal at https://igov.etenderworld.tt/ no later than **4:00 p.m. on 04 December, 2026.**

Conditions of Participating in the RFP Process

iGovTT **DOES NOT BIND ITSELF** to accept the lowest cost or any Proposal, nor to reimburse Proponents for any expenses incurred in preparation of Proposals.

By issuing this RFP, iGovTT is not bound in any way to enter into any contractual or other arrangement with any party.

The Company reserves the right to cancel the Procurement Process in its entirety or in part for any reason, without reimbursing any costs incurred by any company/firm/joint venture/partnership/consortium. Notice of such cancellation will be communicated to the invited Proponent.