

# ST HELENA GOVERNMENT TERMS OF REFERENCE

## Continuous Improvement Consultant

### Request for Proposals

#### 1. Background

1.1 The island of St Helena is an internally self-governing Overseas Territory of the United Kingdom located in the South Atlantic approximately 4,000 miles from the UK. The Government comprises a Governor (who is appointed by the Crown) an Executive Council, which has the general control and direction of Government, and a Legislative Council. The Governor retains responsibility for internal security, external affairs, defence, the public service, finance and shipping.

1.2 The island's population is around 4,500 and it has a typical small island economy with a high import dependency, a narrow economic base, a large public sector (around 820 staff), and significant outward labour migration.

1.3 The overall vision of the St Helena Government (SHG) is

*“Strengthened community and family life through vibrant economic growth, with opportunities for all to participate, within a framework of effective government and law.”*

1.4 To support this vision there are three National Goals:

- A vibrant economy providing opportunities for all to participate
- Strong community and family life
- Effective management of the environment

A new vision and mission has been agreed for the Public Service, which will be incorporated in future plans and strategies:

**Vision** – A great place to work and serve the people of St Helena

**Mission** – Provide Services that are responsive to the needs and expectations of the people of St Helena, by taking account of their views in decisions on the design, delivery and performance of services, and by working with our colleagues to create an environment that encourages everyone to do their best.

1.5 St Helena Airport has been granted an aerodrome certificate by Air Safety Support International and is open and operational. Whilst it has not yet been possible to commence regular scheduled commercial air services to the Island, operations at St Helena Airport are underway and consist primarily of one-off charter flights and vital medevac flights

1.6 SHG is embedding a change programme that will enable the Public Service to improve its delivery of the government's developmental objectives. Achievement of the Goals and Strategic Objectives will require sound management and transformation of the public sector to make it a professional, modern, and flexible organisation able to initiate and respond to change. Central to this programme has been the re-structuring of Government functions and directorates. There are currently five directorates reporting to the Chief Secretary who is the head of the Service; Education, Health, Safeguarding, Environment & Natural Resources and Corporate Services. The Police Service reports to the Governor.

## **2. The Project**

2.1 SHG wants to supplement the current change programme for the St Helena Government (SHG) which is currently operating under the following broad headings:

**People & Resources**  
**Information & Communication**  
**Process & Planning**  
**Systems & Technology**

2.2 Continuous improvement is central to the changes required in SHG and this consultancy will require the training and mentoring of a group of "change champions" who will eventually lead on the areas of change. This is expected to be a short term consultancy that may be led completely from overseas or be part led from overseas and include a visit to St Helena.

The project will commence in May/June 2017.

## **3. High Level Objectives**

This is a long term plan for SHG, but in this first phase of the work the required output from the consultancy is the design, implementation and embedding of a programme of continuous improvement in Saint Helena Government, with a view to delivering on the promise contained in the SHG 10 year plan.

#### 4. Evaluation of Proposals

Proposals will be evaluated on a quality/technical & Cost basis as set out below:

##### Quality/Technical Evaluation (60%)

Quality/Technical Evaluation Criteria	Weighting
Capability and experience in type and scale of work	40
References regarding previous performance in relation to time, cost and quality	30
Resources and availability	30

##### Cost (40%)

Cost	Weighting
Total Cost of Proposal including Site Visit to Saint Helena. Costing require to be broken out detailing chargeable rate and hours spend and disbursements.	100

#### 5. Outputs, Timing and Reporting

SHG requires with the submission a milestone plan of delivery outlining key outputs and reporting as well as clear expectations of input resource from SHG stakeholders.

#### 6. Terms & Conditions

The Successful bidder will adopt the St Helena Government Professional Services Contract Terms and Conditions, available upon request.

#### 7. Budget Constraints

SHG are looking at a budget cap of £25,000 for this initial part of the exercise including any travel and subsistence.

#### 8. Submission of Proposals

All Proposals should be submitted for th attention of Barbara George (Head of Human Resources ) by email to [barbara.george@sainthelena.gov.sh](mailto:barbara.george@sainthelena.gov.sh) by 4:pm GMT on Monday 10th April 2017

All enquiries regarding Proposals or details about the project should be directed to Barbara George, on 0290- 22720 or [barbara.george@sainthelena.gov.sh](mailto:barbara.george@sainthelena.gov.sh)