



CENTRAL BANK OF SAMOA

SAMOA FINANCE SECTOR RESILIENCE AND DEVELOPMENT PROJECT

TERMS OF REFERENCE FOR PROJECT MANAGER/CONSULTANT FOR THE IMPLEMENTATION OF THE SUPERVISORY TECHNOLOGY (SUPTECH) PLATFORM

1. Background

The Central Bank of Samoa (CBS) is undertaking the Samoa Finance Sector Resilience and Development Project, supported by the World Bank, to enhance Samoa's financial supervisory and national payment systems. The project aims to develop a modern Supervisory Technology (SupTech) platform to facilitate efficient regulatory reporting and data management. This initiative aligns with CBS's strategic objectives to improve financial stability, regulatory compliance, and data-driven decision-making.

Samoa's financial system includes 30 licensed and supervised financial institutions, comprising commercial banks, insurance companies/brokers, public non-bank financial institutions, money operators, and a money changer. The CBS, as the primary regulator, aims to modernize its data architecture to address challenges in manual, fragmented, and non-standardized reporting processes.

2. Objectives

The objective of this consultancy is to successfully plan, execute, and manage the implementation of the SupTech platform for CBS. The consultant will ensure that the platform meets CBS's regulatory and operational needs, aligns with best practices, and is delivered within the set timeline and budget.

3. Duties and Responsibilities

The Project Manager/Consultant will perform the following tasks to ensure the successful implementation of the SupTech platform:

- **Project Planning and Management:**
 - Develop a comprehensive project plan, including timelines, milestones, and resource allocation.
 - Establish a project management framework, including roles, responsibilities, and communication protocols.
 - Monitor project progress and adjust plans as necessary to ensure timely delivery.
- **Stakeholder Coordination:**

- Coordinate with key stakeholders across CBS and external vendors to gather requirements and ensure alignment with project goals.
- Facilitate regular meetings with stakeholders to provide updates and gather feedback.
- Ensure effective communication and collaboration among all project participants.
- **System Implementation:**
 - Oversee the end-to-end installation and configuration of the SupTech platform, ensuring compatibility with existing IT infrastructure.
 - Develop and execute a data migration plan to transition existing data to the new system.
 - Ensure the system is integrated with other relevant CBS systems and external data sources.
- **Training and Change Management:**
 - Conduct user training sessions and develop change management strategies to ensure smooth adoption of the new system.
 - Develop training materials and user manuals for CBS staff.
 - Implement change management initiatives to support the transition to the new platform.
- **Quality Assurance and Testing:**
 - Establish quality assurance protocols and oversee user acceptance testing (UAT) to ensure the system functions as intended.
 - Conduct regular system testing and validation to identify and resolve issues.
 - Ensure compliance with regulatory and security standards.
- **Risk Management:**
 - Identify potential risks and develop mitigation strategies throughout the project lifecycle.
 - Monitor and manage project risks, including technical, operational, financial as well as any environmental and social risks.
 - Develop contingency plans to address unforeseen challenges.
- **Reporting and Documentation:**
 - Provide regular project updates to senior management and the Project Steering Committee.
 - Prepare detailed project documentation, including progress reports, technical specifications, and user guides.

- Conduct a post-implementation review report highlighting lessons learned and recommendations for future improvements.

4. Deliverables

- Comprehensive project plan with timelines and milestones.
- Vendor progress reports and recommendations.
- Fully implemented and tested SupTech platform.
- Training materials and change management documentation.
- Post-implementation review report.

5. Reporting

The consultancy will be implemented in close cooperation with relevant key stakeholders and under the supervision of a technical group constituted by CBS. The Consultant will report to the CBS technical group and work closely with other relevant CBS departments and staff.

6. Selection Method

- The consultant will be selected through the “Individual Consultant Selection method” in accordance with the World Bank Procurement Regulations for IPF Borrowers (Procurement Regulations) of September 2023.
- Civil Servants are encouraged to read paragraph 3.23(d) of Procurement Regulations before applying so there is full understanding about eligibility requirements that the Implementing Agency will need to follow.

7. Qualification Criteria

The Project Manager/Consultant shall meet the following qualification criteria:

Mandatory

- A minimum of a bachelor’s degree in finance, information technology, business administration, or a related field. A master’s degree is preferred.
- At least 5 years relevant experience in the financial sector, particularly in regulatory technology, digital financial services, or financial inclusion projects.
- Proven experience in managing and implementing similar SupTech or financial technology projects, preferably within the financial sector.
- Strong technical skills in IT infrastructure, data migration, and system integration.
- Excellent communication and stakeholder management skills.
- Strong analytical and problem-solving abilities.

- Ability to work in a dynamic and fast-paced environment.

Desirable

- Certification in project management is preferred and the candidate with the equivalent certificate or experience is an advantage.
- Experience in regulatory, digital financial services or financial inclusion projects in the Pacific Island Countries or small island developing countries.
- Previous experience working with projects funded by multilateral developments banks would be an advantage.

8. Duration

The consultancy is expected to last for 24 months, with all assignments concluded within the project timeline. The duration of the project may be extended if circumstances require.

9. Payment Schedule

This is a part-time contractual work assignment for a period of 2 years, with potential of a performance-based extension of 12 months, inclusive of the implementation of the SupTech platform solution.

- The consultant is expected to allocate approximately 25 working days per quarter. Remuneration will be provided quarterly based on the effective number of worked days calculated based on time sheet maintained by the project manager and validated by CBS technical group.
- The number of working days can be adjusted between quarters as needed, but the total should not exceed 200 working days for the entire project. The number of days can be adjusted if the duration of project will change.
- If the consultant is not based in Samoa, they should conduct at least two on-site visits per year. The costs related to on-site will be compensated based on effective costs.

10. Institutional Arrangements

- Facilities such as office space and internet access will be provided.
- The Consultant is expected to enter into a contract with the CBS.