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# Guidelines for Business Development Organization Application

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## Definition of Terms

Word	Definition									
<b>Business Development Support</b>	<p>The major elements of business development support fall in two primary categories: (i) Non-financial Business Development Support Services (ii) Financial Business Development Support Services</p> <p><u>Non-Financial Support (Activities at the operational level)<sup>1</sup></u> Information and referral - packages, signposting, diagnostics</p> <ul style="list-style-type: none"> <li>Professional information services (on legislation, markets, sources of financing, technical assistance)</li> <li>Advisory services - business planning, functional areas of business, mentoring, facilitating contacts</li> <li>Training on starting, managing and growing a business</li> <li>Networks – clusters, supply chains, trade fairs</li> </ul> <p><u>Financial Support involves:</u></p> <ul style="list-style-type: none"> <li>Financial Modelling</li> <li>Preparation of financial statements (including projections)</li> <li>Preparation for financing</li> <li>Assessment of credit-worthiness</li> </ul>									
<b>MSE</b>	<p><b>Micro and Small Enterprises</b> Any business entity organized for profit, with a place of business located in Jamaica, and which operates primarily within Jamaica or makes a significant contribution to the Jamaican economy through payment of taxes or use of Jamaican products, materials or labour. These companies must operate in the productive sectors and should at least be registered as a sole trader.</p> <table border="1"> <thead> <tr> <th>Firm Size</th> <th>No. of employees</th> <th>Total Annual Sales/Turnover</th> </tr> </thead> <tbody> <tr> <td>Micro</td> <td>≤ 5</td> <td>≤J\$15 million</td> </tr> <tr> <td>Small</td> <td>6 – 20</td> <td>&gt; \$15 million ≤ J\$75 million</td> </tr> </tbody> </table> <p><i>Source: MIIC MSME Policy</i></p> <p>The following types of companies are excluded:</p> <ul style="list-style-type: none"> <li>Government ministries/agencies</li> <li>Financial institutions (regulated or unregulated)</li> <li>Non-profit organizations</li> <li>Pre-venture entrepreneurs:</li> <li>Large corporations (greater than 50 employees with annual turnover greater than J\$150 million)</li> </ul>	Firm Size	No. of employees	Total Annual Sales/Turnover	Micro	≤ 5	≤J\$15 million	Small	6 – 20	> \$15 million ≤ J\$75 million
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Micro	≤ 5	≤J\$15 million								
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<b>Productive Sectors</b>	<ul style="list-style-type: none"> <li>Agriculture and agro-processing</li> <li>Retooling and re-engineering manufacturing operation</li> <li>Tourism activities</li> <li>Non-metallic mining</li> <li>Information technology and solar energy</li> <li>Other productive purposes.</li> </ul>									
<b>Training</b>	A training program is defined as an activity or event presented or cosponsored by a resource partner or third party that delivers a structured program of knowledge, information or experience on a business-related subject and must last for a minimum of one hour and include two or more clients.									
<b>Coaching and Mentoring</b>	Confidential, substantive, individual advice, guidance or instruction that is provided to both current and prospective business owners. It involves a process of in-depth, substantive, two-way communication between the client and counsellor pertaining to starting, managing or growing a small business. The goal of coaching is to increase the management capability of the business owner and is viewed as an educational process.									

<sup>1</sup> Source European Commission (2002) typology of BDS

## DBJ's Voucher for Technical Assistance Programme

The Development Bank of Jamaica (DBJ) has designed a product called the Voucher for Technical Assistance which seeks to improve MSMEs' management capability and operations, thereby improving their ability to access financing (further details on the project can be found at: [www.dbjvoucher.com](http://www.dbjvoucher.com)). DBJ therefore seeks to identify qualified Business Development Organizations (BDOs) interested in participating in this programme to provide business development services to Micro and Small Enterprises (MSEs) in Jamaica. The BDOs should be able to provide services in accordance with local and international standards and/or best practices.

The DBJ invites interested companies that provide **business development and environmental consultancy services** to complete the **Application Form for Business Development Organizations** that is available for download at [www.venturecapitaljamaica.com](http://www.venturecapitaljamaica.com) with the following information:

- List of all services offered;
- Description of operational processes; and
- Proof of satisfaction of minimum requirements

The DBJs Call for BDOs 2019/20 is open to all services outlined in Appendix 1. However, to implement the expansion of the VTA Grant Programme, it was determined that information technology, environmental advisory services be considered for inclusion under the services provided by the programme.

The DBJ hereby seeks a cadre of suitably qualified environmental professionals with small business savvy and a clear understanding of the MSE landscape in Jamaica.

The high demand areas for the Call include the provision of the following services:

Category	High Demand sub-categories
<b>Business Advisory Services</b>	Tax Advisory Services
	Financial Auditing Services
	Financial Statements
	Business Process Improvements
	Productivity Audits
<b>Environmental Advisory Services</b>	Environmental Management services
	Environmental, health and safety advisory services
	Environmental assessments
	Waste water management System
	Energy Audits

<b>Technical Advisory Services</b>	Web-based Marketing Packaging
	Website development
	CRM Systems
	Quality Assurance Testing
	Digital Transformation Planning
<b>Other advisory Services</b>	Mentorship and coaching
	Registration of Patents
	Project Management

### Minimum Requirements

The entities should submit the following documentation, which are the minimum requirements for eligibility to this programme:

- CV for Team Leader/CEO;
- CVs for all Business Advisors/Trainers;
- Certificate of Incorporation/ Registration (from relevant authority);
- Valid Tax Compliance Certificate (TCC);
- List of all businesses owned/operated by Team Leader/Directors/CEO /Business Advisors/Trainers and the matching Company registration number if not clearly state that the Team Leaders/Directors/CEO/Business Advisors/Trainers are not affiliated with any other company that can benefit from the VTA Program
- Two (2) forms of photographic IDs for Directors and Business Advisors/Trainers;
- Copy of professional accreditation received by Business Advisors/Trainers (if applicable);
- Public Accountancy Board Certificate (only for accounting firms). *Please that note checks will also be made with PAB to confirm current status; and*
- ICAJ Membership Certificate (only for accounting firms). *Please note that checks will also be made with ICAJ to confirm current status.*
- Jamaica Institute of Environmental Professionals Membership Certificate (only for Environmental Professionals). *Please note that checks will also be made with JIEP to confirm current status.*
- Association of Energy Engineers Certified Energy Managers (CEM)certification (only for Energy Auditors). *Please note that checks will also be made with JIEP to confirm current status.*
- Copies of documents produced for referees;
- Most recent audited financial statements (Must not be older than two (2) year);
- In-house financial statements (Must not be older than six (6) months);
- Entities Operational Manual;
- Organizational chart with accompanying operational plan;
- Outsource agreement (if planning to outsource services)

### Submission of Applications

Submit one (1) original, two (2) hard copies and one (1) electronic copy (on CD/DVD ROM or USB drive) of the completed application and supporting documents.

The electronic copy (on CD /DVD-ROM or USB drive) shall be free of any virus and shall contain non compressed and non-protected files in printable and reproducible PDF format. For the avoidance of doubt, it is expressly specified that the CD /DVD-ROM or USB drive shall contain a scanned electronic copy in PDF format of the complete original Application Form.

Applications must be submitted no later than **3:00 p.m. on Friday, 3 April 2020** to the addresses outlined below.

VOUCHER FOR TECHNICAL ASSISTANCE PROGRAMME  
**Attn: Manager – Capacity Development**  
STRATEGIC SERVICES DIVISION  
DEVELOPMENT BANK OF JAMAICA LIMITED  
11a - 15 OXFORD ROAD, KINGSTON 5

Please ensure all relevant attachments and or supporting documents are included with your application. All applicants who deliver hard copy applications to the DBJ's office must ensure that they collect a receipt. Any Application received by the DBJ after the Application Submission Deadline shall be rejected.

The DBJ may, at its discretion, extend the Application Submission Deadline by issuing a public notice, in which case all rights and obligations of DBJ and the Prospective Applicants previously subjected to the original deadline will thereafter be subject to the deadline as extended.

### Guidelines for evaluating Proposals

The DBJ's evaluation process will ensure that suitably qualified applicants are selected as a BDO in the programme. DBJ expects that each service/product which a BDO provides under the programme will be of high value to the client and superior quality.

An Evaluation Committee will be established to review and evaluate Applications received in response to Call for BDOs. This committee will comprise of a minimum of three (3) members that will:

- (i) Conduct administrative compliance on application packages;
- (ii) Score applications in accordance to the Evaluation Criteria; and
- (iii) Complete an evaluation report with their finding and recommendations.

All Applications must satisfy the DBJ's administrative requirements before being evaluated and achieve the minimum points for the respective category in order to determine whether they are eligible for obtaining approval under the Voucher for Technical Assistance Programme to provide services to MSMEs. Applicants must obtain a minimum of seventy percent (70%) in order to be shortlisted. **Applications submitted without the required documents, incomplete application forms or applications receiving a score below 70 percent will be inadmissible to the programme and will be rejected.**

In order to be shortlisted applicants will have to be score favorably in all sections of the application and will be evaluated based on the following:

1. Educational Background

Business Advisor

- Applicants must have a minimum of five (5) years' experience in providing business development services to MSMEs;
- A key member of the team should have a post graduate degree in Banking & Finance, Entrepreneurship, Business Administration or related discipline;

Environmental Consultant

- Applicants must have a minimum of five (5) years' proven experience in conducting environmental management, environmental assessments or social advisory services for public, private and international development agencies and compliance monitoring;
- A key member of the team should have a post-graduate degree in Mechanical/Electrical Engineering, Development Studies, Environmental Management or related discipline;
- Association of Energy Engineers Certified Energy Managers (CEM) certification (only for Energy Auditors).
- Right to access an ISQ 17025-accredited Quality Environmental Health Laboratory (QEHL) in the event that this is required for the compliance with the NEPA's regulations would be an asset;
- At least 5 years' experience and training in negotiation and persuasion.

Technical Advisor

- Applicants must have a minimum of five (5) years' experience in providing business development services to MSMEs;
- A key member of the team should have a post graduate degree in Information Technology, Banking & Finance, Entrepreneurship, Business Administration or related discipline;
- Project Management Professional (PMP) certification would be an asset

2. Ability to demonstrate experience in providing business development services to MSMEs;

3. Indication of an organizational structure which will be able to give adequate support to the MSMEs who receive a Voucher; if the Applicant intends to outsource the criteria should be established for the outsourced agent; and

4. Satisfactory MSME references.

### **The Evaluation Point System**

For purposes of this evaluation, a "responsive" Application is the one that:

- Is completed, dated, contain documents properly signed, and is generally in order; and

- Conforms to all the terms and conditions of the Guidelines without material deviation, reservation or omission.

At the end of the evaluation, the DBJ shall either:

- Notify a Prospective Applicant that their BDO has been designated as being “Ineligible”, with information on the reasons for being rejected; or
- Notify a Prospective Applicant that their BDO has been shortlisted as being “Eligible”, may be subject to a site visit and satisfaction of all Anti-Money Laundering /Combating the Financing of Terrorism (AML/CFT) requirements.

### Confidentiality and Voluntary Declaration of Interest

Information relating to the examination, clarification, evaluation or comparison of Applications shall not be disclosed to any third party other than the individuals who compose the evaluation process or not officially concerned with such process until the result of the Evaluation has been formally provided.

**ANY EFFORT BY A PROSPECTIVE APPLICANT TO NEGOTIATE WITH, INFLUENCE ANY DBJ REPRESENTATIVE, OR ANY MEMBER OF THE EVALUATION COMMITTEE INVOLVED IN PROCESSING OF APPLICATIONS MAY RESULT IN THE REJECTION OF THE PROSPECTIVE APPLICANT’S BDO APPLICATION.**

Each Applicant shall provide a written Statement of Voluntary Declaration of interest regarding any existing, potential, possible or future conflict of interest that an Applicant may have with the Application Process or the DBJ.

### Contacting the DBJ/Evaluation Committee

From the time of opening of the Applications to the time of the announcement of the approved BDOs, if any Applicant wishes to contact the DBJ and/or the Evaluation Committee, it should do so in writing to the DBJ at the address and contacts noted in the table as follows:

<p>Mr. Christopher Brown                  General Manager                  Strategic Services Division                  Development Bank of Jamaica                  11a – 15 Oxford Road                  Kingston 5, Jamaica                  Tel: (876) 929-4000;                  Fax: (876) 929-6055                  Email: <a href="mailto:cbrown@dbankjm.com">cbrown@dbankjm.com</a></p>	<p>Mrs. Lu’Shana Cheddesingh                  Manager, Capacity Development                  Development Bank of Jamaica                  11a – 15 Oxford Road                  Kingston 5, Jamaica                  Tel: (876) 929-4000;                  Fax: (876) 929-6055                  Email: <a href="mailto:lfrancis@dbankjm.com">lfrancis@dbankjm.com</a></p>
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### Due Diligence

Prior to the establishment of an agreement, applicants must satisfy all Anti-Money Laundering /Combating the Financing of Terrorism (AML/CFT) requirements. In order to comply with all



AML/CFT requirements, notified BDOs may be required to submit updated versions of document which were already submitted during the application process and/or new documents required by the Bank's Risk & Compliance Unit within five (5) business days.

### **Politically Exposed Persons**

Politically Exposed Persons (PEPs) are individuals who are or have been entrusted with prominent public functions, including heads of state or government, senior politicians, senior government, judicial or military officials. Note that additional due diligence is required for PEPs that includes:

- Obtaining credit profiles and business information reports from government/statutory bodies;
- Obtaining consent, from the PEP, to request information or verification from other financial institutions; and
- Conducting site visits to corroborate and verify information.

The information outlined above should be collected in addition to the regular due diligence information that is required as stated in 'Minimum Requirements' above.

### **Notification of Award**

Shortlisted BDOs will be duly notified of the decisions and related conditions of the DBJ's Board of Directors (BoD). Applicants will be required to satisfactorily meet the conditions of the Board and due diligence checks which will be conducted after Notification of Award.

Note that applicants may be requested to facilitate a site visit by DBJ's representatives with a view to assess the Applicants on the following:

- (i) Operational capacity to effectively implement the programme;
- (ii) Existing operational risk and Anti-Money Laundering/Counter financing of Terrorist procedures;
- (iii) Instrument used to measure client satisfaction and impact; and
- (iv) Any other information which the DBJ may have to properly understand the operations of the Applicant

### **Approval**

Once the evaluation and site visit has been concluded each Applicant is ranked based on the score they receive. The Evaluation Committee shall establish an evaluation report which shall be submitted to the DBJ's Board of Directors outlining the applications with the highest scores that will be recommended for approval under the Voucher for Technical Assistance Programme to provide services to MSMEs.

Selected BDOs will be invited to a meeting to discuss the Memorandum of Agreement with the DBJ. Their feedback will be necessary to provide content for the Agreement. Once amendments have been duly agreed by the parties, the Agreement in triplicate will be mailed to each BDO for their execution before being returned to DBJ.

The Agreement shall come into force on the date of execution by both parties and shall remain in force for a period of twelve (12) months. Either party to the Agreement has the right to terminate the

Agreement by giving at least thirty (30) days written notice. Grounds for termination of the agreement will be established in the Agreement.

### **Governing Law**

These Instructions to Grant Awardees shall be governed by Jamaican Law.

### **Disclaimer**

Only applications meeting **ALL** the minimum requirements will be presented to the Evaluation Committee.