

EXPRESSION OF INTEREST (EOI)

Digital Transformation of the Tobago Festivals Commission Limited (TFCL)

Development of the Festivals Operating System (FOS)

1.0 Introduction

The Tobago Festivals Commission Limited (TFCL) is the leading organisation responsible for planning, developing, and executing festivals and cultural events in Tobago. As part of its strategic plan for 2026 and beyond, TFCL is beginning a comprehensive digital transformation initiative aimed at modernising its operations and enhancing efficiency, transparency, and stakeholder engagement.

TFCL hereby invites qualified firms, developers, and technology partners to submit Expressions of Interest for the design, development, and implementation of a fully integrated digital platform—the **Festivals Operating System (FOS)**.

2.0 Background & Strategic Context

TFCL operates within a dynamic, multi-stakeholder environment involving government agencies, promoters, artists, service providers, and community groups. The current operational model relies heavily on manual and semi-digital processes, which limit scalability, real-time decision-making, and data-driven management. The proposed **Festivals Operating System (FOS)** is intended to transition TFCL into a **systems-driven organisation** where operational excellence is predictable, measurable, and digitally enabled.

This initiative aligns with TFCL's strategic pillars:

- **Operational Excellence**
- **Financial Discipline and Transparency**
- **Cultural Impact and Community Trust**

3.0 Objective of the EOI

The objective of this EOI is to identify and pre-qualify experienced and innovative service providers capable of:

- Designing and developing a **centralised, cloud-based digital platform**
- Integrating all TFCL operational, financial, and administrative processes
- Delivering a **user-friendly, scalable, and secure system**
- Supporting long-term system maintenance, upgrades, and innovation

4.0 Scope of Work

The selected partner will be required to design and implement a comprehensive system inclusive of, but not limited to, the following modules:

4.1 Core System Requirements

- Fully integrated, cloud-based platform
- Role-based user access and permissions
- Mobile-responsive interface
- Real-time dashboards and reporting tools
- Secure data storage and backup systems

4.2 Event Management Module

- Event planning and scheduling tools
- Project management workflows
- Task assignment and tracking
- Vendor and stakeholder coordination
- Event budgeting and cost tracking
- Post-event reporting and analytics

4.3 Approval & Workflow Management

- Digital approval chains (multi-level)
- Automated notifications and alerts
- Document tracking and audit trails
- Customisable workflow configurations

4.4 Financial Management Module

- Budget creation and tracking
- Expense management
- Integration with accounting systems
- Financial reporting dashboards

- Payment tracking and reconciliation

4.5 Procurement Management

- Supplier registration and database
- RFQs (Requests for Quotations)
- Quotation submission and evaluation
- Purchase order generation
- Contract management

4.6 Supplier Portal

- Supplier profile creation and management
- Uploading of:
 - Quotations
 - Invoices
 - Payment receipts
- Communication interface with TFCL
- Supplier performance tracking

4.7 Human Resource Management

- Employee database and profiles
- Leave management system
- Attendance tracking
- Performance management tools
- Recruitment and onboarding support

4.8 Employee Portal

- Internal communication dashboard
- Document access and sharing
- Task management

- HR self-service features
- Staff email integration

4.9 Data Management & Storage

- Centralised document repository
- Secure cloud storage
- Data categorisation and retrieval system
- Backup and disaster recovery protocols

4.10 Communication & Collaboration Tools

- Internal messaging system
- Notifications and alerts
- Integration with email systems
- Stakeholder communication interface

4.11 Reporting & Analytics

- Executive dashboards (CEO-level insights)
- KPI tracking
- Financial and operational analytics
- Custom report generation

5.0 Key Deliverables

Interested parties should be capable of delivering:

- System architecture design
- Fully functional digital platform (FOS)
- User interface and experience design (UI/UX)
- Integration capabilities (APIs where necessary)
- Testing and quality assurance
- Training for TFCL staff

- Maintenance and support plan
- System documentation and user manual

6.0 Vendor Qualifications

Interested firms must demonstrate:

- Proven experience in developing enterprise-level digital platforms
- Financial capability
- Experience with government or public sector organisations (preferred)
- Expertise in:
 - Cloud computing
 - Cybersecurity
 - System integration
 - Workflow automation
- Strong project management capability
- Ability to deliver scalable and future-ready solutions

7.0 Submission Requirements

Interested parties are required to submit:

1. **Company Profile**
2. **Relevant Experience / Portfolio**
3. **Proposed Technical Approach**
4. **Conceptual Framework or System Architecture**
5. **Proposed Timeline**
6. **Team Composition and Expertise**
7. **Indicative Cost Range**
8. **References from Similar Projects**

8.0 Evaluation Criteria

Submissions will be evaluated based on:

- Statutory Documentation
- Technical capability and innovation
- Relevant experience
- Understanding of TFCL's needs
- Scalability and sustainability of proposed solution
- Financial capability

9.0 Timeline

- **EOI Issuance Date:** Friday 11th September, 2026
- **Submission Deadline:** Friday 25th September, 2026

10.0 Contact Information

Submissions and queries should be directed to:

Procurement Unit
Tobago Festivals Commission Limited (TFCL)
GNV Building, Wilson Road, Scarborough, Tobago.
potfcl@gmail.com
639-4441

11.0 Conclusion

The development of the **Festivals Operating System (FOS)** represents a transformative step in positioning TFCL as a modern, efficient, and digitally enabled organisation. This initiative will enhance operational delivery, strengthen financial oversight, and improve stakeholder engagement across all festival activities. TFCL looks forward to partnering with forward-thinking organisations capable of delivering a system that will redefine festival management in Tobago.

APPENDIX A

EOI CHECKLIST

Please Tick (☐)

NO	DOCUMENT	YES	NO
1.	Cover Page		
2.	Table of Contents		
3.	Stamped Introduction Letter		
4.	Company Profile		
5.	Proof of Company Incorporation under the Companies Act, 1995		
6.	Statutory Tax Compliance (VAT, NIS, BIR, Income Tax)		
7.	OPR Procurement Depository Registration and Supplier Number		
8.	Project Briefs of Clients with Similar Projects Undertaken and Costs of Projects		
9.	Three (3) Reference Letters from Past Clients		
10.	Qualifications of Key Personnel (Resume)		
11.	Name and Resume of Project Lead		
12.	Letter/Statement of Financial Capacity		
13.	Three (3) Years of Audited Financial Statements		
14.	Signed Declaration of Truth		
15.	Documents Bound and Labelled		
16.	Copy of Completed EOI Checklist		

APPENDIX B DECLARATION OF TRUTH NON-CONFLICT OF INTEREST STATEMENT

I _____ certify that neither I nor any member of my Company has a material, personal or financial relationship with any top-ranking official of the Ministry of Foreign and CARICOM Affairs (MFCA). I further certify that no other relationship, bias or ethical



Company Seal: