



Business Re-Engineering & Transformation Scheme

*Call for Service Providers to be on The Malta Chamber
Recommended List*

Guidelines & Application

An Initiative led by The Malta Chamber of Commerce, Enterprise & Industry



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Support and clarifications in relation to these Terms of Reference may be sought through The Malta Chamber which may be contacted by **calling** (+356) 2203 2300 or **email** by on diana.miceli@maltachamber.org.mt with the **Subject Title:** Query: Business Re-Engineering & Transformation Scheme - Call for Service Providers.

The Business Re-Engineering & Transformation Scheme

In May 2020, The Malta Chamber proposed The Business Re-Engineering & Transformation Scheme as a measure ahead of the June 2020 Economic Recovery Plan. The aim was to support companies hard hit by Covid-19, to step back, have a good look at their resources and re-engineer their business, business operations, while leveraging their resources and assets to adapt and possibly turn the Covid situation into an opportunity.

It has become extremely important for businesses to adapt to change in the environment, respond to unexpected and technological changes as well as other challenges. The more agile a business is, the greater the chances of economic recovery and growth. Business process reengineering and business transformation allows a business to better align its activities to its strategy and vision and the realities of the time.

In this context, The Malta Chamber has been tasked to develop a **Recommended List of Service Providers** whereby applicants may be serve as Consultants for both the Business Re-Engineering & Transformation Scheme in the case of SMEs and other Schemes in the case of Larger Enterprises.

1. The Business Re-Engineering & Transformation Scheme targeting SMEs.

The scope of this incentive is to support both small and medium-sized enterprises (SMEs) to realign their business activity, restructure their employees, product and/or service portfolio, optimise the use of technology and embrace green technology and practices. SMEs with a vision to develop can seek support from external advisors to assist them in carrying out significant changes that will enable them to accelerate development and improve market access.

2. Other Schemes as Malta Enterprise may deem eligible.

Following evaluation and approval, the Malta Chamber recommended list of Service Providers will be shared with Malta Enterprise, whereby undertakings may select a Service Provider from the list recommended by The Malta Chamber.

Incentive Description

For more information about the Business Re-engineering and Transformation Scheme vide the following [Incentive Guidelines](#).

Terms of Reference

The following are the Terms of Reference for Service Providers in their personal capacity or advisors within a company or a firm to apply to be on **The Malta Chamber Recommended List of Service Providers**. The scheme that will be available will enable companies to choose from this recommended list and request a quotation from any service provider on the list to help them tap into the Business Re-Engineering & Transformation Scheme and provide the required services.

The Scheme will enable Consultants to support eligible beneficiaries hard hit by Covid-19, to analyse the current status of the business, and identify ways to re-engineer and transform it to become more agile and profitable for today's reality.

Therefore, The Malta Chamber is issuing this call for external consultant/s, who must not be direct or indirect employees, directors or shareholders of the single undertaking applying for the scheme. The Call for Service Providers will be applicable to Service Providers in their personal capacity or advisors within a company or a firm, to provide Advisory Services in business reengineering and transformation strategies.

This call aims to develop a recommended list of service providers thus having competent persons in the relevant areas of expertise as shall be evaluated by The Malta Chamber.

Support and Advisory services must be covered through a specific fixed contract. Copy of contract or a draft of such a contract must be submitted to Malta Enterprise at application stage. The contract must clearly describe the services to be rendered and establish a fixed cost. If a draft contract is provided at application stage, a final copy of the agreement must be presented at claim stage, prior to any disbursement of funds in relation to such costs.

Advisors wishing to provide support through the Business Re-Engineering & Transformation Scheme in the case of SMEs and other Schemes in the case of Larger Enterprises shall be eligible on the basis of the following:

Expertise

Projects must be of strategic significance and should address at least one or more of the following objectives:

- Digitalisation of business processes including the deployment of digital technologies, such as IoT, artificial intelligence, machine learning and predictive analytics.
- Improve operational performance, reduce errors and improve accountability following a review processes to identify inefficient use of resources.

- Improvements to the flow of goods, materials and/or information following a review of the interaction between functions.
- Improve environmental performance by identifying waste streams and resource usage.
- Support the implementation of quality systems and the attainment of product process certifications.
- Review customer handling procedures and propose solutions to enable excellent customer service.
- Assess market dynamics, fluctuation in demand and changes in consumer behaviour to reposition product and service offering as may be required.

Applicants Qualifications & Experience

A. Applicants should be Service Providers in their personal capacity or advisors within a company or a firm, and applicants should meet one of the following four distinct criteria of those listed below:

1. The advisor holds a Postgraduate University Degree in a Scientific, Technical or Behavioural science area: Engineering, Information Technology, Industrial / Organisational Psychology, or Economics recognised by MQRIC.

OR

2. The advisor is a Warranted Accountant.

OR

3. The advisor holds a Postgraduate Degree in: Business Studies, Business Administration or Equivalent (as may be determined by the Malta Chamber) recognised by MQRIC.

OR

4. The advisor has served a minimum of five (5) years in a reputable medium sized or large organisation (as may be determined by the Malta Chamber) in any of the below Positions: CEO, COO, or a Top Management Position.

B. Had at least Three Re-Engineering Projects carried out to date.

C. Must not have been declined membership of the Malta Chamber of Commerce, Enterprise and Industry in the past 5 years.

D. Fill in the application Form in the following Section.

Deadline for Application Submission: 17:00 CET of 9 December 2020

Application Form

IMPORTANT NOTICE: This application form is being provided **for ease of reference**. The **application form** is to be **filled in online** at this link: <https://forms.gle/gjJE7hDydgDc5H3o9>

A. Advisor

Name & Surname _____

Address (Work) _____

Phone no.: _____ Mobile no.: _____

ID Number: _____

Email: _____

A.1. Applicant is a Self-Employed registered with Jobsplus.

A.2. Applicant is employed with the following entity which will be invoicing for the services rendered:

A.2.1 Name of Business Entity _____

A.2.1 Legal form of Business Entity

Registered Company

Self employed

Co-operative

Partnership

A.2.2 Business Identification Number _____(e.g. company number)

A.3. Please include VAT Number (if applicable): _____

A.4. This application is for (select one):

Technical Advisor

Financial Advisor

Business Advisor

B. Advisor Expertise

Projects must be of strategic significance and should address one or more of the following objectives [Select up to 4 relevant areas you feel you can support a client with and provide a justification for each selection made]:

Please Note: B.1 to B.4 below are a drop down menus and one can choose up to 4 of the following: Digitalisation of business processes; Online process optimisation; Data analysis; Process Re-Engineering; Workflow restructuring and optimisation; Environment; Quality systems; Customer dynamics; or other.

B.1 Choose an item. If other _____

Provide further details of your expertise in the selected areas (Max 400 characters per area of expertise)

B.2 Choose an item. If other _____

Provide further details of your expertise in the selected areas (Max 400 characters per area of expertise)

B.3 Choose an item. If other _____

Provide further details of your expertise in the selected areas (Max 400 characters per area of expertise)

B.4 Choose an item. If other _____

Provide further details of your expertise in the selected areas (Max 400 characters words per area of expertise)

D. Applicants Qualifications & Experience

Applicants may be individual advisors in their sole capacity or advisors within a company or a firm and must meet one of the following four distinct criteria of those listed below:

1. The advisor holds a Postgraduate University Degree in a Scientific, Technical or Behavioural science area:

- Engineering,
- Information Technology,
- Industrial / Organisational Psychology
- Economics

By the [Include name of University] _____

- This Certificate is recognised by MQRIC.

A copy of the Certificate and CV clearly highlighting the Degree are to be uploaded.

OR

2. The advisor is a Warranted Accountant - Warrant Number: _____

A copy of the Warrant is to be uploaded.

OR

3. The advisor holds a Postgraduate Degree in:

- Business Studies,
- Business Administration or
- Equivalent (having at least 70 ECTS credits in Business Studies, Administration and Management) _____

By the [Include name of University] _____

- This Certificate is recognised by MQRIC.

A copy of the Certificate and CV clearly highlighting the Degree are to be uploaded.

OR

4. The advisor has served a minimum of five (5) years in a reputable medium sized or large organisation (as may be determined by the Malta Chamber) in any of the below Positions:

- CEO at _____
- COO at _____
- Top Management Position at [Name of Organisation] _____

Kindly provide and upload testimonials or references for the above statement

5. The advisor has not been declined Membership of the Malta Chamber of Commerce, Enterprise and Industry in the past five (5) years.
- The Advisor has been declined Membership
 - The Advisor has **not** been declined Membership

D. Advisors Experience in Specific Sectors

Advisors are to tick the appropriate Sector/s and provide evidence of at least 3 assignments in specific sectors carried out with either/or an SME or a large company.

Sector	SMEs	Large
Agriculture		
Manufacturing		
Electricity, gas, steam and air conditioning supply		
Water supply; sewage, waste management and remediation activities		
Construction		
Wholesale and retail trade; repair of motor vehicles and motorcycles		
Transportation and storage		
Accommodation and food service activities		
Information and communication		
Financial and insurance activities		
Real Estate activities		
Professional, Scientific and Technical Activities		
Education		
Human Health and Social Work Activities		
Arts, entertainment and recreation		
Other Services Activities		

E. Provide an overview of Three Re-Engineering Projects carried out to date:

Up to 600 characters

Personal Data Protection Policy

1. Data Protection Principles

The Malta Chamber of Commerce, Enterprise and Industry, Exchange Buildings, Republic Street, Valletta VLT 1117, as duly authorised, hereinafter referred to as the “The Malta Chamber” is committed to processing data in accordance with its responsibilities under the provisions of Act No. XX of 2018 and Regulation (EU) 2016/679 - General Data Protection Regulation (GDPR).

Article 5 of the GDPR requires that personal data shall be:

- A. processed lawfully, fairly and in a transparent manner in relation to individuals;
- B. collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- C. adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- D. accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
- E. kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals;
- F. Malta Enterprise is to keep the data for a period of ten (10) years from the last assistance in line with the Malta Enterprise privacy policy retention period section.
- G. processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.”

2. General Provisions

- A. This policy applies to all personal data processed by the Malta Chamber.
- B. The Director General shall take responsibility for the Malta Chamber’s ongoing compliance with this policy. He may be contacted on GDPR@maltachamber.org.mt or at the address above mentioned.
- C. This policy shall be reviewed at least every three years.

3. Lawful, Fair and Transparent Processing

- A. To ensure its processing of data is lawful, fair and transparent, the Malta Chamber shall maintain a Data Protection Register of Processing Activities.
- B. The Data Protection Register of Processing Activities shall be reviewed at least every three years.
- C. Individuals have the right to access their personal data and any such requests made to the Malta Chamber shall be dealt with in a timely manner.
- D. Lawful purposes
 - a. All data processed by the Malta Chamber must be done on one of the following lawful bases: consent, contract, legal obligation, vital interests, public task or legitimate interests
 - b. The Malta Chamber shall note the appropriate lawful basis in the Data Protection Register of Processing Activities.
 - c. Where consent is relied upon as a lawful basis for processing data, evidence of opt-in consent shall be kept with the personal data.
 - d. Where communications are sent to individuals based on their consent, the option for the individual to revoke their consent should be clearly available and systems should be in place to ensure such revocation is reflected accurately in the Malta Chamber's systems.

5. Data Minimisation

- A. The Malta Chamber shall ensure that personal data are adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.

6. Accuracy

- A. The Malta Chamber shall take reasonable steps to ensure personal data is accurate.
- B. Where necessary for the lawful basis on which data is processed, steps shall be put in place to ensure that personal data is kept up to date.

7. Archiving / Removal

- C. To ensure that personal data is kept for no longer than necessary, the Malta Chamber shall put in place an archiving policy for each area in which personal data is processed and review this process at least every three years.
- D. The archiving policy shall consider what data should/must be retained, for how long, and why.

8. Security

- A. The Malta Chamber ensures that personal data is stored securely using modern software that is kept-up-to-date and may eventually also store such personal data using EU based cloud services. In such case The Malta Chamber will ensure that measures are in place to secure your data in the same manner.

- B. The Malta Chamber and Malta Enterprise have entered into a data sharing agreement to safeguard your data.
- C. Access to personal data shall be limited to personnel who need access and appropriate security should be in place to avoid unauthorised sharing of information.
- D. When personal data is deleted this should be done safely such that the data is irrecoverable.
- E. Appropriate back-up and disaster recovery solutions shall be in place.

9. Breach

In the event of a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data, the Malta Chamber shall promptly assess the risk to people's rights and freedoms and if appropriate report this breach to the Office of the Information and Data Protection Commissioner (IDPC).

10. ABOUT YOUR RIGHTS

At any point in time during Our processing of Your data, You have the following rights. All requests in this regard may be made by sending an email to info@maltachamber.org.mt . We will also forward Your request to the relevant 3rd Parties mentioned above as required.

- **Right of access** – You can request a copy of the information that We hold about You.
- **Right of rectification** – You can ask Us to correct data that We hold about You if it's inaccurate or incomplete.
- **Right to be forgotten** – in some situations, You may ask Us to delete certain data We hold about You and We will always comply to the extent allowed or required by any applicable law.
- **Right to restriction of processing** – in some situations, You may ask Us to restrict the processing of Your data.
- **Right of portability** – You may ask Us to transfer certain data We hold about You to another organization.
- **Right to object** – You have the right to object to certain types of processing such as direct marketing.
- **Right to object to automated processing, including profiling** – You also have the right to object to the legal effects of automated processing or profiling.
- **Right to complain about how your Personal Data is being processed by Us (or third parties), or about how Your complaint has been handled, - You can lodge a complaint directly with the Office of the Information and Data Protection Commissioner (<https://idpc.org.mt/>) and with Us to info@maltachamber.org.mt .**
- **RIGHT TO WITHDRAW** – you have the right to withdraw Your consent, where given, at any time. This applies in particular to receiving marketing communications, where You are able to opt-out of receiving further notifications by clicking on the 'unsubscribe' link found in all such communications. You may also send an email to info@maltachamber.org.mt

11. Sharing of Data with Malta Enterprise

It is pertinent to note that this is a call by The Malta Chamber, and Malta Enterprise will be supporting in the evaluation of these applications. On this basis it is our legitimate interest to share this data with Malta Enterprise. Should you wish your details to be deleted, then we would need to delete you from the Recommended List of Service Providers.

Malta Enterprise will be using a legal basis to process empowered by the Business Advisory Support Regulations S.L. 463.36 to the Malta Enterprise Act, published on 1st July 2020 by virtue of LN 423 of 2020. The Regulations authorise Malta Enterprise to provide assistance to eligible undertakings which require support to sustain, preserve and regenerate their economic activity. Such assistance shall be established in Guidelines published by Malta Enterprise and shall be in any form allowed by the Malta Enterprise Act and in accordance with Business Advisory Support Regulations, 2020.

Declaration

I, confirm that I have read the Guidelines and Terms of Reference and confirm that I fulfil the requirements specified in the expression of interest.

I, authorise The Malta Chamber to process the data contained in this form for the purpose stated in the paragraph Personal Data Protection.

I, declare that the information on this form and any other supporting documents given with this application are correct to the best of my knowledge.

By submitting you are in agreement with the above declarations.

Documentation Checklist

Kindly send the below documentation to **Ms Diana Miceli** at diana.miceli@maltachamber.org.mt in **one email** with the Subject **Title:** [YOUR NAME & SURNAME] Documentation: Business Re-Engineering & Transformation Scheme - Call for Service Providers in **PDF Format**.

Check all that apply:

- CV
- Certificate of Postgraduate University Degree
- MQRIC Recognition Certificate - You may request this using this link: <https://ncfhe.gov.mt/en/services/Pages/All%20Services/mqric.aspx> - and pressing the **APPLY HERE** button
- Copy of Warrant
- Tax Compliance Certificate (Including VAT Status) by downloading it from www.cfr.gov.mt or by email request to Tax Payer Services: certificates.cfr@gov.mt