



Request for Proposal (RFP)

1. Project Overview

The National Gallery of the Cayman Islands is seeking proposals from qualified HR consulting firms in the Cayman Islands. The objective is to conduct a comprehensive organizational review and design an updated, robust performance framework. This project will support the rollout of our new Strategic Plan 2026-2030.

2. Scope of Work

The selected consultant will deliver five core pillars:

Pillar 1: Organisation-Wide Skills Audit

- **Inventory:** Map current technical and soft skills across all personnel.
- **Gap Analysis:** Compare current capabilities against the needs of the new strategic plan.
- **Reporting:** Deliver a comprehensive skills-gap matrix with training recommendations.

Pillar 2: Resource and Capacity Audit

- **Workforce Volume:** Review current staff allocations and workload distributions.
- **Efficiency Analysis:** Identify operational bottlenecks, redundancies, or under-resourced areas.
- **Forecast:** Project future head-count needs based on strategic milestones.

Pillar 3: Organisational Structure Review

- **Design Evaluation:** Assess the current hierarchy for agility, communication flow, and speed of decision-making.
- **Redesign:** Propose optimized structural models that align with the new strategic goals.
- **Transition Path:** Provide a clear roadmap for migrating to the recommended structure.

Pillar 4: Staff Engagement Plan

- **Baseline Assessment:** Gauge current employee morale, culture alignment, and potential change-resistance.
- **Strategy Development:** Build a communication framework to connect staff to the new mission.
- **Retention Initiatives:** Detail mechanisms to sustain long-term engagement and motivation.

Pillar 5: Performance Accountability Systems & KPI Tracking Structures

- **Framework Design:** Build a transparent accountability framework mapping individual output to team goals.
- **KPI Matrix:** Establish clear, measurable Key Performance Indicators (KPIs) for every role.
- **Tracking Infrastructure:** Recommend or configure a practical methodology (or HRIS tool) for continuous tracking and annual reviews.

3. Public Authority Compliance and Legislative Anchoring

The entire scope of work must be firmly anchored within the regulatory framework of the Cayman Islands. The selected vendor must demonstrate a deep operational understanding of the Public Authorities Act (PAA) and its statutory mandates (including the Public Sector Management Act and Personnel Regulations), ensuring all structural adjustments, salary banding alignments, and performance frameworks strictly adhere to public sector governance standards. Furthermore, all proposed workflows, staff optimization strategies, and talent data management must comply fully with the Cayman Islands Labour Act, the Workforce Opportunities & Residency Cayman (WORC) guidelines, and the Data Protection Act (DPA). The final deliverables must mitigate legal risk while seamlessly blending public sector compliance with commercial-grade efficiency.

4. Deliverables

- Inception report outlining the project methodology and timelines.
- Skills inventory database and capability gap analysis report.
- Capacity model detailing current utilization and future staffing needs.
- Proposed organizational structure charts with functional descriptions.
- Change management and staff engagement strategy document.
- Documented KPI dictionaries and performance management system guidelines.

5. Timeline

- **RFP Issue Date:** 13 July 2026
- **Submission Deadline:** 31 July 2026 / **Extended:** 10 August 2026
- **Vendor Selection & Notification:** 05 August 2026 / **Extended** to 20 August 2026
- **Project Commencement:** 10 August 2026 / **Extended** to 01 September 2026
- **Project Completion Deadline:** 30 October 2026 / **Extended** to 15 November 2026

6. Submission Requirements

Proposals must be submitted via email to director@nationalgallery.org.ky and include:

- **Company Profile:** Overview of corporate capability, location, and relevant experience.
- **Methodology:** Detailed approach for executing each of the 5 pillars.
- **Team Profiles:** CVs of the specific consultants assigned to this project.
- **Case Studies:** Two examples of similar structural reviews or performance framework rollouts (ideally in the Cayman Islands).
- **Financial Proposal:** Itemized pricing per pillar, including any software or licensing assumptions.

6. Evaluation Criteria

Proposals will be evaluated based on a **100-point matrix** distributed across the following categories:

- **Technical Methodology & Approach (30 Points):** Depth and clarity of the proposed framework across all 5 pillars.
- **Public Authority & Legislative Expertise (25 Points):** Demonstrated operational experience guiding organizations through the **Cayman Islands Public Authorities Act (PAA)**, Civil Service salary banding structures, and local statutory mandates.
- **Team Qualifications & Local Context (20 Points):** Professional credentials, local marketplace presence, and relevant CVs of the specific consultants assigned.
- **Data Security & DPA Framework (15 Points):** Quality of the technical and administrative protocols designed to protect staff records in compliance with local privacy law.

- **Financial Proposal & Value Configuration (10 Points):** Itemized pricing transparency, cost-effectiveness, and realistic projection of peripheral tool/software costs.

7. Data Protection, Security, and Confidentiality

Given the sensitive nature of the personnel data required for the skills and capacity audits, the selected vendor must strictly adhere to the **Cayman Islands Data Protection Act (DPA)**.

- **Data Minimization & Purpose:** The consultant shall only collect, process, and retain employee personal data strictly necessary to fulfill the 5 pillars outlined in this RFP.
- **Technical & Administrative Safeguards:** The proposal must detail the explicit encryption standards, secure file transfer protocols, and access-control measures used to safeguard organizational and personnel records.
- **Data Retention & Destruction:** Upon formal sign-off and completion of the project, all raw employee data, interview notes, and internal metrics must be securely returned to the National Gallery of the Cayman Islands or permanently purged from the vendor's local and cloud environments, with a formal Certificate of Destruction provided.
- **Non-Disclosure:** All consulting staff assigned to the project will be required to execute a comprehensive Non-Disclosure Agreement (NDA) prior to receiving access to any corporate or staff databases.