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SUPPLEMENT TO THIS ISSUE

THE DOCUMENT detailed hereunder has been issued and is published as a Supplement to this issue of the *Trinidad and Tobago Gazette*:

Legal Supplement Part B—

Trinidad and Tobago Special Economic Zones (Designation of Special Economic Zone) Order, 2024—(Legal Notice No. 233 of 2024).

2063

NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED (iGovTT)

GOVERNMENT OF THE REPUBLIC OF TRINIDAD AND TOBAGO

THE 2024 UPDATED PUBLIC STATEMENT OF NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED IN COMPLIANCE WITH SECTIONS 7, 8 AND 9 OF THE FREEDOM OF INFORMATION ACT (FOIA) 1999

In accordance with Sections 7, 8 and 9 of the Freedom of Information Act 1999 (FOIA), the **National Information and Communication Technology Company Limited** (hereinafter referred to as iGovTT), is required by law to publish the following statement which lists the documents and information available to the public.

THE FOIA GIVES MEMBERS OF THE PUBLIC:

- A legal right for each person, corporation, association, public interest group or media to access information held by iGovTT save and except inter alia internal working documents, documents that may affect any legal proceedings and personal data;
- A legal right for each person to have official information relating to himself/herself amended where it is incomplete, incorrect or misleading;
- A legal right to obtain reasons for adverse decisions made regarding an applicant's request for information under the FOIA; and
- A legal right to complain to the Ombudsman and to apply to the High Court for Judicial Review to challenge adverse decisions made under the FOIA.

SECTION 7 STATEMENTS:
Section 7 (1) (a) (i)
Function and Structure of iGovTT

VISION
To lead in delivering innovative solutions that will drive digital transformation in Trinidad and Tobago

MISSION STATEMENT
We strive to be our clients' trusted partner of choice. Together we will drive digital transformation for Trinidad and Tobago.

SCOPE OF BUSINESS:
iGovTT is a wholly owned State Enterprise which was incorporated on July 20, 2009 in accordance with the Companies Act Chapter 81:01 of the Laws of the Republic of Trinidad and Tobago. The Company acts as the implementation arm of GoRTT in the execution and administration of Government enterprise-wide information and communication technology (ICT) strategies and programmes. iGovTT provides support and consulting services to the MDAs for ICT related projects and initiatives. Additionally, iGovTT establishes policies and guidelines to prescribe the integration of Government-wide systems into a common ICT architecture leading to a connected Government. The Company is also charged with the responsibility for maintaining the iConnect programme, which is a suite of six (6) alternative service delivery channels for Government to interface with Citizens. The objective of iConnect is to bring Government information closer to citizens and make public services significantly more convenient and accessible through the medium of ICT.

Additionally, the Company's mandate has been recently expanded to provide technical support to its Line Ministry in the implementation of GoRTT's National Digital Transformation Project. This project is categorised under three Pillars namely: Digital Government, Digital Economy and Digital Society and includes the following initiatives:

- A National unique e-Identifier program;
- An interoperability services solution;
- A government data centre and hybrid cloud solution;
- A GoRTT cyber security roadmap;
- A Developers' Hub;
- Implementation of connected communities;
- An integrated service centre;
- Initiatives to support software development including open source software development;
- Initiatives to support change management throughout GoRTT; and
- Management of overall ICT support to MDAs including the provision of data cleansing services to guide compliance by MDAs.

ORGANISATIONAL STRUCTURE
The Company is headed by a Board of Directors ("the Board") which is responsible for controlling the overall direction of the Company. The Board comprises nine (9) Directors:

- Mr. Charles A. Carter (Chairman)
- Mr. Nazir Alledin
- Ms. Kelly-Anne Amin
- Mr. Hans Des Vignes
- Ms. Chandrakali Maharaj
- Ms. Jiselle Renaud-De Silva
- Dr. Nadine Sangster
- Mr. Kurt G. Scotland
- Ms. Kandyyss Francoso

As at 01 May 2024, one hundred and forty (140) staff members were in the Company's employ. The organisational structure, comprising twelve (12) functional Units as overseen by the CEO and the Deputy CEO is illustrated hereunder at Figure 1.

RESPONSIBILITY CENTRES:
Office of the Chief Executive Officer (CEO)
The CEO ensures the sustainable growth and relevance of the Company. The CEO has the overall responsibility for the efficient operation of all line functions and is accountable for strategic management. The CEO ensures that Board approved strategies, plans, policies and systems are implemented and that the Company is in compliance with all laws and regulations governing its operation. The CEO reports to the Board and ensures widespread collaboration with key stakeholders. The CEO directly oversees the Strategy and Risk Unit, responsible for driving strategy and risk management functions. The Strategy and Risk Team Lead reports directly to the CEO.

Policy, Research & Measurement Team (PRM)
The Office of the CEO also directly oversees the Policy, Research and Measurement Team which is responsible for ensuring the provision of evidence-based ICT policy, advisory and research services to the GoRTT.

Office of the Deputy Chief Executive Officer (DCEO)
The DCEO supports and advises the CEO on the affairs of the Core units. The DCEO directly oversees the operations of the Company's core lines of business, comprising Consulting, Delivery, Operations, Procurement, Software Development and iConnect.

DESCRIPTION OF UNITS

1. Internal Audit Unit
This Unit is responsible for independent risk-based audits on all of the Company's operational functions to ensure compliance with approved and published Company policies and processes and compliance with statutory requirements. The Internal Audit Unit reports functionally to the Audit Committee of the Board and administratively to the CEO of the Company. A representative of the Internal Audit Unit is also required to attend and participate in the meetings of the Audit Committee of the Board.

2. Legal Unit/Corporate Secretariat
The Legal Unit/Corporate Secretariat is accountable to the Board through the Chairman for all matters relating to Corporate Governance, the Company's Corporate Secretarial duties and legal matters which concern the Board. In addition, the Legal Unit reports to the CEO for all Company related legal matters including the preparation and execution of contracts. The Unit serves as the secretariat for Board meetings and meetings of the committees of the Board.

3. Corporate Communications & Marketing Unit (CCM Unit)
The CCM Unit is responsible for strategic communications and marketing initiatives, as well as internal and external collateral such as brochures, annual reports, speeches and press releases.

The CCM Unit is also responsible for:

- Managing iGovTT's corporate identity and developing corporate collateral such as brochures, annual reports, speeches and press releases;
- Managing the content and design for all iGovTT web-based platforms;
- Organizing and executing internal and external stakeholder events;
- Coordinating market research;
- Developing and implementing marketing strategies for iGovTT's products and services;
- Developing and implementing communication strategies and initiatives to support the Company's overall business objectives and goals; and
- Managing corporate brand and reputation.

FIGURE 1

LEGEND

- Executive: 2 Positions
- Senior Level: 12 Positions
- Senior Professional: 23 Positions

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4. Human Resources Unit (HR Unit)

The HR Unit is responsible for:

- Working with iGovTT's leadership and lines of business to develop and execute the Company's human resource plan.
- Performing the recruitment and selection function (including research on competitive remuneration packages);
- Developing, implementing and maintaining HR policies, procedures and process flows;
- Ensuring strategic talent management including training and development, employee retention and succession planning.
- Planning, implementing and maintaining a performance management system for iGovTT;
- Developing and implementing organisational development programmes including employee engagement and wellness; and
- Managing the employee relations and industrial relations functions of the Company.

A designated representative of the HR Unit is also required to attend and participate in the meetings of the Human Resources Committee of the Board.

5. Finance & Administration Unit

The Finance & Administration Unit comprises two (2) sub-teams; namely, the Finance Team and the Administration Team. A designated representative of the Finance and Administration Unit is also required to attend and participate in the meetings of the Finance Committee of the Board.

Finance Team

This team is responsible for:

- Leading the Company's budgetary process;
- Developing and maintaining a financial management framework (Payables, Receivables, General Ledger, Payroll, and Financial Reporting); and
- Financial reporting to the Board, Management, Corporation Sole and other Stakeholders.

Administration Team

This team is responsible for:

- Strategizing and operationalizing office management policies and procedures;
- Ensuring the development of facilities management and health and safety policies, standards and procedures;
- Providing oversight to the development and implementation of preventative maintenance schedules, upgrades and remodels, relocations and new renovations and related projects;
- Managing the provision of security, janitorial, hospitality and other ancillary services; and
- Providing oversight on compliance with OSHA regulations to promote, implement and maintain high standards of health and safety measures in all its operations.

6. Security & Assurance Unit

The Security & Assurance Unit monitors, measures and assesses risks and vulnerabilities associated with Government's information, ICT projects and ICT infrastructure assets. This Unit's main focus is to ensure that iGovTT and GoRTT's ICT assets are adequately protected from risk through policies, initiatives and programmes that seek to maintain the confidentiality, availability and integrity of information that is processed, stored and transported by GoRTT.

7. Consulting Unit

The Consulting Unit engages Ministries, Divisions and Agencies to ensure alignment with enterprise-wide ICT initiatives and provides strategic and advisory support for their ICT programmes and projects. Specific areas of consulting include ICT strategic planning, business process reengineering, change management, human capital development, ICT policy development and monitoring and evaluation. The Consulting Unit works closely with the Line Ministry to ensure consistency with the current holistic ICT policy framework as articulated by GoRTT.

This Unit is divided into three (3) teams:

- **Business Development Team;**
- **Business Transformation Team; and**
- **Solutions Architect Office.**

Business Development Team (BD)

The BD Team is responsible for co-ordination of the usage of Government's ICT assets by GoRTT Ministries Departments and Agencies while aligning to the overall iGovTT strategic objectives.

Business Transformation Team (BT)

The BT Team performs digital transformation to support Ministries, Departments and Agencies in the efficient realization of GoRTT's national strategy and vision.

Solutions Architect Office Team (SAO)

The SAO sets the National ICT infrastructure, technology direction and standards. It drives programmes and projects for GoRTT in support of the goals of the National ICT Plan.

8. Delivery Unit

The Delivery Unit focuses on the successful implementation of ICT projects through the provision of Project Management and Contract Management Services. The Programme Management Office (PMO) manages and drives the execution of projects by following a standard and proven Project Management Methodology. The Contract Management Office (CMO) negotiates, manages and executes all relevant ICT contractual arrangements and offers support in the ICT procurement process. The Procurement Unit Manages the overall direction, coordination and evaluation of procurement for iGovTT.

Programme Management Office (PMO)

The PMO is responsible for:

- The successful implementation of programmes/projects undertaken by iGovTT within an approved timeframe and budget;
- Providing regular consultation services, progress reports and programme dashboards to programme/project stakeholders;
- Ensuring compliance with iGovTT's Project Management Methodology & Standards, and Government-wide ICT policies;
- Performing programme/project risk management and issue management; and
- Performing vendor management tasks including first line response to vendors as it relates to project execution.

Contract Management Office (CMO)

The CMO is responsible for:

- The provision of contract management services to various Ministries and Agencies;
- The management of ICT contracts for GoRTT.
- The maintaining records of contractual activities and issues;
- Client/supplier relationship management;
- Risk management;
- Monitoring of contract deliverables; and
- Vendor performance measurement.

9. Procurement Unit

The Procurement Unit reports to the Office of the DCEO and is responsible for:

- Managing the overall direction, coordination and evaluation of procurement for iGovTT;
- Managing the purchasing process within iGovTT by ensuring that all third party purchases are covered by purchase orders
- Implementing procurement strategies to maintain the security of supply and optimum value for money;
- Performing all procurement and contracting activities (in conjunction with the Contract Management Office of the Delivery Unit) including pre-qualification and tender management;

- Setting policies and guidelines for delivering a transparent, commercial and cost-effective procuring process for iGovTT; and
- Providing periodic reporting to the iGovTT Executive Management and the Board on procurement activities, controls and processes.

The Procurement Unit is also required to attend and participate in the meetings of the Procurement and Disposal Advisory Committee.

10. Operations Unit

The Operations Unit comprises five (5) Teams namely the Government Data Centre, Technical Support Team, Application Support Team, Internal IT and Service Desk.

Government Data Centre (GDC)

The GDC team is responsible for:

- Managing the Government Wide Area Network (GovNetT) which provides network connectivity and ICT services to GoRTT Ministries, Agencies and Departments for email, directory services, filtered internet and secured communications;
- Ensuring the operation and maintenance of the Data Centre facilities and other GovNetT hosting services according to relevant internationally recognised governance and service standards;
- Utilising an International Standards-Compliant Operations Management Framework (ITIL) to facilitate day-to-day operations and activities such as system migration, backup & recovery, system monitoring and problem escalation.

Technical Support (TS)

The Technical Support team is responsible for:

- Managing the GoRTT Enterprise Software Contracts for productivity and endpoint security;
- Ensuring the proper installation, setup and maintenance of client's centralized applications and other desktop services according to relevant internationally recognized governance and service standards;
- Engaging in and facilitating research on new technologies and applications and plans for capacity, growth and technology refresh for installed applications; and
- Support the processing of approvals to the Ministry of Digital Transformation (MDT) for the procurement of computer hardware and software by GoRTT agencies, in accordance with the Ministry of Finance Annual Call Circular which states that requests for Information and Communication Technology equipment must be supported by the recommendation of the MDT.

Service Desk

The Service Desk team is responsible for consolidating all Level 1 ICT support services that fall under the purview of the Operations Unit. This team is intended to operate with full coverage (24x7), delivering essential Tier 1 support services such as Incident Management, Availability Management, Change Management, Event Management, Request Fulfilment, and Problem Management. The Service Desk will provide support to all platforms and contracts managed by the Operations Unit.

Application Support (AS)

The Application Support Team is responsible for:

- Managing the GoRTT Enterprise Portal (tconnect Portal) website;
- Ensuring the design, setup, operation and maintenance of the GoRTT centralized applications and other business related application services according to relevant internationally recognized governance and service standards; and
- Engaging in and facilitating research on new technologies and applications, and planning for capacity growth and technology refresh for installed services and applications under the portfolio of iGovTT.

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Internal IT

The Internal IT Team is responsible for the Internal ICT and information systems of iGovTT. This includes:

- Managing vendors and suppliers of IT goods and services to ensure quality and value of services;
- Managing the transition of IT services to minimize the impact on business processes;
- Developing and maintaining policies, procedures and guidelines governing the use of ICT tools and information systems within the Company;
- Ensuring compliance of iGovTT with the approved IT standards and legislation;
- Planning for and maintaining systems to mitigate against the loss of corporate information in the event of infrastructure failure or disaster; and
- Providing operational support to Company stakeholders in their use of ICTs.

11. Software Development Unit

The Software Development Unit at the National ICT Company (iGovTT) is a robust and integral part of the organization, structured to enhance the development and delivery of software solutions across various domains. This unit encompasses several specialized teams:

- **Software Development Team** - Focuses on the core development of software applications, from initial design to implementation. This team works with programming languages and frameworks to build functional and efficient software solutions tailored to specific business needs.
- **Design Engineering Team** - Dedicated to the architectural design and user interface aspects of software development. This team ensures that the software is not only functional but also user-friendly and visually appealing, adhering to modern design principles and user experience standards.
- **Data Engineering Team** - Responsible for managing and structuring the data architecture required for all software solutions. This involves designing robust database systems, ensuring data integrity, and optimizing data retrieval and storage processes to support the functionality of the software applications.
- **Software Quality Assurance Team** - Plays a crucial role in maintaining high standards of software quality. This team implements rigorous testing methodologies to detect and rectify bugs, ensures that all software meets specified requirements before release, and maintains the overall reliability, performance, and security of the software products.

Together, these teams create a comprehensive ecosystem that supports the complete software development lifecycle, from conceptualization and design through development, quality assurance, and final deployment.

12. tconnect Unit

The tconnect Unit is responsible for:

- Operating under the brand of "tconnect" and providing to the public, information on the services of GoRTT and access to said GoRTT services as agreed upon by the participating Ministries, Divisions and Agencies. This Unit focuses on efficiently and effectively optimising its public interfaces, and delivers customer-facing information and services to citizens and businesses on behalf of its clients (such as Government Entities, Non-Government Organizations and Commercial Merchants where feasible);
- Operating multiple service delivery channels namely the Service Centres, Express Buses, the tconnect website, the kiosks and the Virtual Contact Centre which includes web chat services with live agents and artificial intelligence, a toll-free number of 800-8826 and email services which are all used to provide information on Government services;
- Working with the BD team to expand its current client base of Government entities and the services they provide to the public via tconnect's multiple channels as appropriate;

EFFECTS OF SCOPE OF BUSINESS ON MEMBERS OF THE PUBLIC:

The Company's operating policies and procedures are developed in accordance with the rules and guidelines established by the State Enterprises Performance Monitoring Manual (SEPM) and relevant Laws and Regulations as well as national policies. The scope of iGovTT's operations focuses on the support of digital transformation/Public Sector transformation through the adoption and implementation of ICT solutions. These transformation solutions are aimed at either improving the effectiveness of the respective Ministries, Departments or Agencies (MDAs); implementing platform solutions that could be shared by multiple organisations, reducing duplicate expenditure and capitalising on economies of scale through shared platforms; or in the delivery of citizen centric government services through the tconnect forward facing citizen interface solutions and services to especially to underserved areas. Each of these types of solutions are aimed at reducing government expenditure, ensuring compliance with legislation, regulations and policies while enabling a more effective government service and increasing the reach of government services to the citizens through digital and online media to increase the ease of doing business with government. Since iGovTT's target stakeholders are the MDAs, through the company's Business Development Team focus is placed on direct engagements or through established forums such as the Government IT Leadership and Advisory Council (GILAC) to address their specific needs; the company relies on their sector expertise to guide the system requirements. As a result, in the matter of operating policies and procedures, the Company does not hold public consultations.

Section 7 (1) (a) (ii)

Categories of Documents in the possession of iGovTT:

- Files regarding administrative support and general administrative documents for the operations of the Company;
- Personnel files, which detail all staff appointments, job applications, job specifications, promotions, transfers,
- Disciplinary letters, resignations, deaths, retirement, leave, vacation, etc.;
- Files pertaining to the accounting and financial management function of the Company;
- Financial records (cheques, vouchers, receipts, journals);
- Files relating to the procurement of supplies, services and equipment and other technical requests from MDAs;
- Procurement performance and planning reports;
- Reports on contracts awarded for ongoing tenders;
- Informational material;
- Policy and procedure documents;
- Internal and external correspondence files;
- Client files;
- Contract Administration files;
- Legislation and legal instruments;
- Legal opinions and related matters;
- Minutes/Agendas of meetings;
- Files pertaining to the Board of Directors including but limited to Integrity Commission submissions and Conflict of Interest Declarations;
- Files pertaining to training – local and foreign and technical co-operation;
- Files pertaining to circular notes, memoranda, notices, bulletins and so on;
- Reports regarding consultants, technical cooperation, corporate, accidents;
- Files pertaining to official functions, conferences and events hosted and attended by the Company;
- Inventories;
- Periodicals;
- Customers complaints/suggestion files;
- Registers/certificates;
- tconnect performance reports;
- tconnect customer interaction reports;
- Portal and GovNetT performance reports; and
- Other stakeholder reports.

Section 7 (1) (a) (iii)

Material prepared for publication or inspection. Educational and Informational Material:

- iGovTT Company Brochure;
- tconnect Services Brochure
- Mobile winning CANTO Project of the Year 2010;
- iGovTT – Providing Public Sector ICT Solutions;
- GovNetT – *The Platform for Connected Government*; iGovTT Annual Reports for the financial years ended 2011 – 2023;
- Customer Satisfaction Survey Reports (2011, 2012, 2014, 2016, 2017, 2018, 2019, 2020, 2021, 2022 and 2023); ICT Business & Innovation Symposium documents (2012, 2014 and 2018);
- Microsoft Home Use Program-Software Download Instructions (for Government Employees);
- Microsoft Home Use Program Microsoft Office Professional Installation Guide (for Government Employees);
- The National ICT Plan 2014 to 2018 (smarTT);
- The draft National ICT Plan 2017 – 2021 (Fastforward II);
- National ICT Plan 2018 – 2022 (ICT Blueprint);
- Accelerating Digital Transformation: Covid-19 Response Report;
- *Pioneering a Digital Future for Trinidad and Tobago* – an article published in the local newspaper on the commemoration of World Telecommunication and Information Society Day (WTISD) – May, 2023; and
- *Celebrating Our Digital Journey: Over a Decade of Innovation, Transformation and Empowerment* – an article published in the local newspaper to celebrate iGovTT's 14th anniversary – July, 2023.

In addition to the details in Section 7 (1) (a) (viii) below, the abovementioned documents are also available for viewing via iGovTT's website at www.igovtt.tt or on GoRTT's Open Data website at www.data.gov.tt.

Section 7 (1) (a) (iv)

Literature available by subscription

The Company does not publish material to which members of the public may subscribe. However, members of the public may wish to subscribe to iGovTT's social media pages:

- Facebook: www.facebook.com/iGovTT
- Twitter: @igovtt
- Instagram: www.instagram.com/igovtt
- LinkedIn: <https://tt.linkedin.com/company/igovtt>

Section 7 (1) (a) (v)

Procedure to be followed when accessing a document from iGovTT.

HOW TO REQUEST INFORMATION

General Procedure

iGovTT's policy is to answer all written requests for information. In order to utilize the rights granted under the Freedom of Information Act (FOIA) (for example the right to challenge a decision if a request for information is refused) the request must be made in writing. The applicant must therefore, complete the appropriate form entitled **Request for Access to Official Documents**, for information that is not readily available to the public. These forms can be obtained from the receptionist at iGovTT's Head Office, Lord Harris Court, No. 52 Pembroke Street, Port of Spain or online at www.foia.gov.tt.

• Addressing Requests

To facilitate prompt handling of your request, please address your correspondence to **The Designated Officer of National Information and Communication Technology Company Limited**.

(See Section 7 (1) (a) (vi) for further details)

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• Details in the Request

Applicants should provide details that will allow for ready identification and location of the records that are being requested. If insufficient information is provided, clarification will be sought from the applicant. If the applicant is unsure of how to write a request or what details should be included, communication should be initiated with the Designated Officer who will then provide guidance and direction.

Requests not handled under the FOIA

A request under the FOIA will not be processed if it asks for information which is readily available to the public, either from iGovTT or from another public authority, for example, brochures, pamphlets, reports including online publications.

Responding to your Request

• Retrieving Documents

iGovTT is required to furnish copies of documents only when they are in the Company's possession or if they can be retrieved from storage. iGovTT will also access information stored in the National Archives or another storage center in order to process requests.

• Furnishing Documents

An applicant is entitled to copies of documents that iGovTT has in its possession or documents that are published under the organisation's custody or power. iGovTT is required to furnish at least one copy of a document. If a legible copy cannot be located, iGovTT may not attempt to reconstruct the document. Instead, the best copy possible will be furnished and iGovTT will inform the applicant via official correspondence.

Please note that iGovTT is not compelled to do the following:

- (a) Create new documents.
- (b) Perform research on behalf of the applicant.

Time Limits

• General

The FOIA sets a time limit of thirty (30) days for determination of requests for access to documents. If an organisation fails to meet this deadline, the FOIA grants the applicant the right to proceed as though the request has been denied. In this regard, iGovTT will be diligent in complying as closely as possible with the time limit. If processing of the request seems to be stretching beyond the statutory limit, iGovTT will advise the applicant of the delay. It is important to note that requests may sometimes be incorrectly addressed or misdirected. Consequently, applicants are welcome to call or write to iGovTT to confirm that the request was received and to ascertain its status.

• Time Allowed

iGovTT will determine whether requests for access to information will be granted within the statutory timeframe "as soon as practicable but no later than thirty (30) calendar days" as required by Section 15 of the FOIA. If a decision is taken to grant access to the information requested, the applicant will be permitted to inspect the documents and/or be provided with copies.

Section 7 (1) (a) (vi)

Officers in iGovTT responsible for:

1. The initial receipt of and action upon notices under Section 10;
2. Requests for access to documents under Section 13;
3. Applications for correction of personal information under Section 36 of the FOIA.

The Designated Officer is:

Corporate Secretary/Head, Legal
Level 1, Lord Harris Court
52 Pembroke Street
Port of Spain
Tel: (868) 627-5600 Ext. 3065
Fax: (868) 624-8001
E-mail: FOIAOfficer1@igovtt.tt

The Alternate Officer is:

Chief Executive Officer
Level 3, Lord Harris Court
52 Pembroke Street
Port of Spain
Tel: (868) 627-5600 Ext. 3001
Fax: (868) 624-8001
E-mail: FOIAOfficer2@igovtt.tt

Section 7 (1) (a) (vii)

Advisory Boards, Councils, Committees, and other bodies
(Where meetings/minutes are open to the public)

There are no documents within the possession of the Company at this time, that fall within the meaning of this section of the Act

Section 7 (1) (a) (viii)

Library/Reading Room Facilities

The Company provides a room and suitable space for the inspection of documents and persons will also be able to obtain copies of 3between the hours of 8 a.m. – 4 p.m. on normal working days at the National Information and Communication Technology Company Limited, Ground Floor, Lord Harris Court, 52 Pembroke Street, Port of Spain.

Policy of iGovTT for provision of copies of documents

A fee of fifty (50) cents per page will be incurred for photocopies. However, a fee of twenty-five (25) cents per page will be charged if applicants provide their own paper.

SECTION 8 STATEMENTS:

Section 8 (1) (a) (i)

Documents containing interpretations or particulars of written laws of schemes administered by iGovTT, not being particulars contained in another written law.

There are no documents within the possession of the Company at this time, that fall within the meaning of this section of the Act.

Section 8 (1) (a) (ii)

Manuals, rules of procedures, statements of policy, records of decisions, letters of advice to persons outside the National Information and Communication Technology Company Limited, or similar documents containing rules, policies, guidelines, practices or precedents.

The Company produced the following documents for public access:

- Procurement Rules and Procedures - September, 2009
- iConnect Customer Service Charter
- iGovTT – 2011 – 2023 Annual Reports
- GovNetT – The Platform for Connected Government;
- iGovTT – Providing Public Sector ICT Solutions;
- Procurement Rules and Procedures - September, 2015;
- Office of the Procurement Regulator Handbook and Guidelines

Section 8 (1) (b)

In enforcing written laws or schemes administered by the public authority where a member of the public might be directly affected by that enforcement, being documents containing information on the procedures to be employed or the objectives to be pursued in the enforcement of, the written laws or schemes.

There are no documents within the possession of the Company at this time, that fall within the meaning of this section of the Act.

Section 8 (2)

Copies of all documents listed under Section 8 are available for inspection and for purchase (where applicable) by members of the public between the hours of 8 a.m. – 4 p.m. on normal working days at the National Information and Communication Technology Company Limited, Ground Floor, Lord Harris Court, 52 Pembroke Street, Port of Spain and on the Company's website : www.igovtt.tt.

SECTION 9 STATEMENTS:

Section 9 (1) (a)

A report or a statement containing the advice or recommendations, of a body or entity established within iGovTT.

No such documentation has been formulated by iGovTT for disclosure to members of the public.

Section 9 (1) (b)

A report, or a statement containing the advice or recommendations, (1) of a body or entity established outside iGovTT by or under a written law, (2) or by a Minister of Government or other public authority for the purpose of submitting a report or reports, providing advice or making recommendations to the public authority or to the responsible Minister.

- State Enterprises Performance Monitoring Manual, July 2011.
- A Guide to the 1999 Freedom of Information Act Chapter 22:02, 2011.
- Public Procurement and Disposal of Property Act, 2015;
- Office of the Procurement Regulator Handbook and Guidelines

Section 9 (1) (c)

A report, or a statement containing the advice or recommendations, of an inter-departmental committee whose membership includes an officer of iGovTT.

There are no documents within the possession of the Company at this time, that fall within the meaning of this section of the Act.

Section 9 (1) (d)

A report or a statement containing the advice or recommendations, of a committee established within iGovTT to submit a report, provide advice or make recommendations to the responsible Minister of iGovTT or to another officer of the Company who is not a member of the committee.

On 17 November 2021 the Company established an ICT Strategy and Steering Committee tasked with the responsibility of providing ICT related advice and/or recommendations to the Board of Directors, Line Minister and stakeholder Ministries on a variety of matters. Meetings were held on:

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- 03 December, 2021;
- 24 February, 2022;
- 28 March, 2022;
- 10 May, 2022;
- 26 April 2023;
- 14 August 2023; and
- 05 October, 2023

Section 9 (1) (e)

A report (including a report concerning the results of studies, surveys or tests) prepared for the public authority by a scientific or technical expert, whether employed within iGovTT or not, including a report expressing the opinion of such an expert on scientific or technical matters.

Please refer to [Section 9 \(1\) \(f\)](#) below.

Section 9 (1) (f)

A report prepared, and paid for by iGovTT, by a Consultant who was paid for preparing the report.

- Procurement reports;
- Requirements Study Report for e-Birth Certificate application - March, 2010;
- Requirements Study Report for Population Registry - March, 2010;
- Project plan for Fastforward Stock Take;
- iGovTT structure and design SWOT analysis report - December, 2009;
- Compensation Benchmark Report;
- Recruitment Reports;
- Report assessing the Business and Financial implications to support the National Broadband Implementation Plan for Trinidad and Tobago and analysing the estimated Capital and Recurring Costs associated with the implementation of the initiatives under the National Broadband Implementation Plan;
- Job Evaluation Report;
- Perception and Needs Analysis Report; and
- Report on tconnect Mystery Shopper Experience;
- Audited Financial Statements 2011 – 2022;
- Security Assessment and Post-incident review report

Section 9 (1) (g)

A report prepared within iGovTT and containing the results of studies, surveys or tests carried out for the purpose of assessing, or making recommendations on, the feasibility of establishing a new or proposed Government policy, programme or project.

- Customer Satisfaction Survey Report (2011, 2012, 2014, 2016, 2017, 2018, 2019, 2020, 2021, 2022 and 2023);
- tconnect performance reports;
- tconnect customer interaction reports;
- Portal and GovNeTT performance reports;
- Procurement performance and planning reports; and
- Reports on contracts awarded for ongoing tenders.

Section 9 (1) (h)

A report on the performance or efficiency of iGovTT, or of an office, division or branch of iGovTT, whether the report is of a general nature or concerns a particular policy, programme or project administered by iGovTT.

The Company prepares the following reports on its performance and/or efficiency:

- Board Performance Appraisal Reports – 2011 – 2023
- Administrative Reports – 2011 – 2022

Section 9 (1) (i)

A report containing *(1) final plans or proposals for the re-Organisation of the functions of iGovTT, *(2) the establishment of a new policy, programme or project to be administered by iGovTT, or *(3) the alteration of an existing policy programme or project administered by iGovTT, whether or not the plans or proposals are subject to approval by an officer of iGovTT, another public authority, the responsible Minister of iGovTT or Cabinet.

Reports and Policies approved by the Board:

- Accounts Receivables Policy
- Accounts Payable Policy
- Anti-Fraud Policy
- Asset Management Policy
- Alternative Workplace Arrangement Policy
- Banking Policy
- Board and Executive Overseas Travel Policy
- Board and Executive Local Travel Policy
- Board Governance and Protocol Policy
- Bonus Policy
- Borrowing Policy
- Cash Management Policy
- Code of Compliance Policy
- Corporate Credit Card Policy
- Corporate Social Responsibility Policy
- Contract Management Policy
- Consulting Policy
- Delegation of Authority Policy
- Data Classification Policy
- Emergency Leave Policy
- Enterprise Security Policy
- Empanelment of Attorneys Policy
- Extended Sick Leave Policy
- Finance and Accounting Policy Manual
- Fixed Asset Policy
- Human Resources Policy Manual
- Addendum to the Human Resources Policy Manual- Extra Duty Allowance provision
- Addendum to the Human Resources Policy Manual – Payment of Pro-Rated Gratuity provision
- Internal Audit Policy
- IT Policy Manual
- Key Management Policy
- Mobile Phone Policy
- Non-Executive Local Travel Policy
- Non-Executive Overseas Travel Policy
- Occupational Health & Safety Policy
- Petty Cash Policy
- Procurement Policy
- Procurement Procedures
- Project Management Policy
- Revenue and Subvention Policy
- Security Incident Management Policy
- Supplier Code of Conduct Policy
- Supplier Pre-qualification and Registration Procedures
- tconnect Customer Service Code, Standards and Practice
- tconnect Policy Manual
- Whistle Blowing Policy

Section 9 (1) (j)

A statement prepared within iGovTT and containing policy directions for the drafting of legislation.

There are no documents within the possession of the Company at this time, that fall within the meaning of this section of the Act.

Section 9 (1) (k)

A report of a test carried out within iGovTT on a product for the purpose of purchasing equipment.

There are no documents within the possession of the Company at this time, that fall within the meaning of this section of the Act.

Section 9 (1) (l)

An environmental impact statement prepared within the iGovTT.

There are no documents within the possession of the Company at this time, that fall within the meaning of this section of the Act.

Section 9 (1) (m)

A valuation report prepared for iGovTT by a valuator, whether or not the valuator is an officer of the Company.

- Valuation Report on property located at Lord Harris Court, 52 Pembroke Street, Port of Spain.

Submitted 20 December, 2024

**National Information and
 Communication Technology
 Company Limited**

Lord Harris Court,
 52 Pembroke Street,
 Port of Spain
 Republic of Trinidad and Tobago

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