



**Oceania Customs
Organisation Secretariat**

Open International Tender

**Training Providers to scope, design and
deliver Customs Training for Customs
Administrations in the Pacific**

July 2020

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1. Background

1.1 The Oceania Customs Organisation (OCO) was established by Heads of Oceania Customs Administrations in August 1998 to promote efficiency and effectiveness in all aspects of Regional Customs Administrations. The OCO has a membership of 23 countries and territories from the Pacific region, and its principal activity is facilitating and where appropriate helping member administrations align with customs international standards and best practice, leading to greater economic prosperity and increased border security within the Oceania region.

1.2 For more information, see: www.ocossec.org

2. Specifications

2.1 The OCO Secretariat calls for tenders from qualified and experienced training providers to scope, design and deliver online customs technical training for Customs Administrations in the Pacific.

2.2 The content of Training to be developed should cover the broad technical areas of customs – Border Enforcement and Compliance, Trade Facilitation & Revenue and Leadership

2.3 The successful applicant will need to develop (or adapt a pre-existing) training modules and deliver online training to Customs officials in the Pacific region from August 2020.

3. Conditions: information for applicants

To be considered for this tender, interested suppliers must have:

- Recognised academic institution delivering customs related training
- Wider experience and knowledge of developing training and/or educational materials and running training courses for customs or similar organisation
- Demonstrable experience in successfully developing and delivering eLearning courses
- Previous experience in working with the WCO and training in the Pacific will be an advantage.

4. Submission Guidelines

4.1 Tender documentation should demonstrate that the interested supplier satisfies the conditions stated above and is capable of meeting the specifications and timeframes.

4.2 Documentation must also include supporting examples to address the evaluation criteria.

4.3 Tender documentation should outline the interested supplier’s complete proposal and should include the following:

(i) Methodology:

- Detailed methodology proposed by the tenderer to achieve the terms of reference, including details of any required travel and consultations;

(ii) Organisation Profile covering:

- Qualifications and skills of proposed experts;
- Knowledge and experience of Customs training in particular in the Pacific region
- Details of similar work performed, and referee references.

(iii) Fees

- Proposed fees for undertaking the work, excluding travel costs (where applicable) that will be met separately by the OCO; and
- Preferred payment milestones.
- Any requirements outside of the fees component should be mentioned in the proposal.

Additional documentation to accompany your tender;

- Certification as a training institution

Tenderers/Bidders must insist on an acknowledgement of receipt of tenders/proposals/bids.

5. Evaluation Criteria

5.1 OCO Secretariat select a preferred supplier on the basis of OCO’s evaluation of the extent to which the documentation demonstrates that the tenderer offers the best value for money, and that the tenderer satisfies the following criteria plus the methodology submitted with the proposal:

Content of Proposal	Percentage
Proposed methodology to achieve the terms of reference	20%
Advanced technical knowledge in undertaking WCO and Customs accredited training	20%
Qualification and relevant experience the Team who will be undertaking the training	20%
Previous experience of customs training in the Pacific region	10%
Fees	30%

6. Timeframes

Table below provides a summary of important dates related to this tender.

Event	Date
Issue of tender	30 July, 2020
Closing date for tender submission	21 August, 2020
Award of tender	28 August, 2020
Signing of contract	2 September

7. Tender Submission

7.1 The due date for submission of the tender is **21 August, 2020**. Late submissions will be returned unopened to the sender.

7.2 Tenders must be submitted by email to tender@ocosec.org no later than the due date above.

7.3 Tenders should be titled **“TENDER: Training Providers to scope, design and deliver Customs Training for Customs Administrations in the Pacific** and be addressed to:

Oceania Customs Organisation
Private Mail Bag
84 Harris Road
Suva, Fiji

7.4 The tender document **must** be signed off by the Tenderer’s authorised representative(s)

7.5 Any clarification questions from applicants must be submitted by email to LaisianaT@ocosec.org

7.6 OCO reserves the right to reject any or all tenders and the lowest or any tender will not necessarily be accepted.

Terms of Reference

To scope, design and deliver Customs Training for Customs Administrations in the Pacific

I. Background

In 2018, the OCO members approved the OCO Professional Standards Framework (OPSF).

The main purpose of the OPSF is to deliver accredited customs training programs to members that will give a quality assurance to the trainees and provide a pathway to obtaining academic qualifications. As the intention of the Framework is to professionalize and improve the proficiency of Customs Officers, it will also assist in harmonizing and raising the customs performance standards in the OCO region.

Whilst the OCO has always provided capacity building to members since its establishment, the changing global environment in which Customs administrations operate requires a more targeted approach to deliver significant dividends for members and their respective governments. Although there have been numerous capacity building initiatives in Customs in the past, many have failed to meet their desired objectives reflected in part on the level of progress of Customs reforms for member administrations. Furthermore, some of the donor-funded capacity development initiatives have solely focused on specific project outcomes.

The OPSF is a response to the challenges that Customs administrations in the OCO region are facing and including the reforms and modernizations of their respective administrations. The regulation of international trade, including the way in which the law is applied in an administrative context, has a significant impact on the overall operation and efficiency of the international supply chain.

The training programs under the OPSF will be structured to complement and where relevant, utilize rather than compete with existing training courses and programs coordinated by other organisations and training institutions from within the region. The OPSF intends to build on these existing programs by involving the current training providers in the design and discussions of the courses within the Framework and to explore opportunity of joint delivery of capacity building in the delivery phase of the Project.

The Secretariat is looking to enlist the services of a training provider to design and develop customs technical training to OCO members and deliver online. The proposed courses will be targeted to Customs Officers to assist them with day-to-day delivery of their work and broadly targeted to the learners below:

1. Customs Officers – Customs Officers that need to develop their skills in customs technical areas. It is anticipated that at the completion of this level, there is a cadre of

well-rounded officers with competencies to work in various Customs functional work areas.

2. Senior Customs Officers – Learners with moderate experience in Customs. The assumption is that these Officers would be potential trainers at the national level.

II. Objective

The objective of this assignment will be to:

1. Develop the training materials that can be used to skills customs Officer in the Pacific.
2. Using the training materials to run a set of training courses online (and face-to-face when required) for the selected participants from the OCO membership. The selected participants would include not only technical officers but also those with potential to become trainers at the national level.

III. Scope of Work

In order to achieve the stated objectives, the Consultant will undertake the following:

(i) Development of Training Materials

The training materials to be developed should cover the technical areas of customs – Border Enforcement and Compliance, Trade and Facilitation and Integrity. The topics covered would include (but not limited to: Customs Tariff, Valuation, Enforcement, Legislation, Risk Management, Ethics, and Governance)

The eLearning modules should include instructional text and knowledge and skills assessment tests, with completion certificate. Table 1 provides the outline of the courses required:

No	Course Outline
1.	Tariff
2.	Customs Valuation
3.	Risk Management
4.	Cargo & Travelers: Principles and Procedures
5.	Enforcement & Compliance
6.	Legislation
7.	Trade Facilitation
8.	International Trade Transaction
9.	Ethics & Governance

Given the overall objective of the OPSF, the content should be delivered at the following level:

- (a) Provide the necessary knowledge, skills and competencies for regional customs staff to effectively perform their duties (Certificate Level III)
- (b) Provide the necessary knowledge, skills and competencies for regional customs staff to be recognized as subject experts (Certificate Level IV)

(ii) Training delivery

Once full set of training, modules have been prepared (and reviewed by the OCO Secretariat), the Consultant will be required to run the training courses organised by the OCO secretariat at the cost per student agreed to by the Consultant and the OCO.

The developed training modules will be used by the OCO and national trainers to deliver trainings at the national level for Customs Officials and their relevant stakeholders.

The Consultant will be required to provide an indication on how they would charge to run a course.

IV. Deliverables

The final training course materials developed will be presented to the OCO Secretariat for its records and become its property.

V. Expected Outcomes

The Training courses delivered will build the competencies of Customs in the Pacific and create a professional cadre of Customs Officers in the region who will be able to deliver regional capacity building to members when requested whilst at the same time contributing to training at their respective customs administrations.

VI. Skills and experience required

The provider should have the following expertise:

- Recognised academic institution delivering customs related training
- Wider experience and knowledge of developing training and/or educational materials and running training courses for customs or similar organisation
- Demonstrable experience in successfully developing and delivering eLearning courses
- Previous experience in working with the WCO and training in the Pacific will be an advantage.

VII. Payments

Payments will be made in line with an agreed schedule of deliverables and upon successful completion of the milestones and approval of the OCO Secretariat.