



**Oceania Customs
Organisation Secretariat**

**Expression of Interest
Upgrade of Oceania Customs
Organisation Secretariat Website**

[\(<https://www.ocosec.org>\)](https://www.ocosec.org)

April 2021

Introduction to the Oceania Customs Organisation

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.

The Secretariat is responsible for delivering the OCO's work program and current Strategic Plan 2017 - 2022, and details of its activities can be found on the OCO website www.ocosec.org.

The Oceania Customs Organisation (OCO) invites reputable companies to provide proposal for the revamp of the existing OCO Secretariat website.

Background

1. The Secretariat is looking to improve its customer experience through the provisioning of quality tools to both its staff and members. As part of its annual improvement process, we require improvement and update of our existing website to assist with more effective information capture and sharing across all stakeholders.

Purpose

2. The purpose of this exercise is to gather proposals from reputable companies on the revamp of the existing OCO Secretariat website.

Scope of Work

3. Works to include the following:
 - 3.1 Study the structure and content of the existing OCO Secretariat website.(www.ocosec.org)
 - 3.2 Conduct initial meeting with OCO team to finalize design and layout of the website.
 - 3.3 Carry out the technical design, development, testing, implementation and maintenance of the revamped website.
 - 3.4 Meet and work with OCO stakeholders on a regular basis to study the requirements and develop design, functionality, and technical requirements for approval.
 - 3.5 Provide a flexible and responsive development process that enables and responds to feedback from OCO staff and stakeholders.
 - 3.6 Produce a technical user manual, with a copy of the code, and instructions for web updates and maintenance requirements.
 - 3.7 Ensure system readiness for Penetration and vulnerability assessment before final signoff.
 - 3.8 Integration with popular social media sites to share website content.
 - 3.9 Easy create/customizable registration forms and calendars for upcoming trainings and events for participant registration.
 - 3.10 Easy to manage database.
 - 3.11 Page/portal for monitoring and analysis of site traffic.
 - 3.12 Incorporate Feedback and Queries.

Deliverables

1. Enhancement of the overall look and feel of the website.
2. Easy to use content management system for easily managing overall content of the website.
3. Role based access management system providing secured, restricted access to different stake holders.
4. Easy to use for members and public by providing latest updates, important events on the home page itself and by providing 'Within Site' search feature.
5. To restructure content of the website to make it disabled friendly so that the available information is easily accessible to people with disability.
6. Latest technology to make it usable across all platforms, browsers and mobile devices.

Indicative Timeframes

4. See below table for summary of important dates related to this proposal.

Event	Date
Issue of RFP	16 th April 2021
Submission deadline	21 st May 2021
Award	4 th June 2021
Delivery	Proposal to include project plan with dates.

Instruction to Bidders

5. Bidders should ensure that they meet the following criteria:
 - 5.1. References and proof for similar work they have carried out.
 - 5.2. Experience and working knowledge of latest and modern web standards and technology.
 - 5.3. Detailed work proposal with timelines.
 - 5.4. Confidentiality while dealing with any materials relating to OCO Secretariat.

Content of the Proposal

6. The proposal should provide details of the proposed solution, project plan clearly outlining milestones and dates of delivery. Details and schedule for post-implementation training to be included as well. It should also include a declaration that the bidder can provide all implementation, and backup support services.

The proposal shall cover as a minimum the following list of topics:

6.1. Project Management, describing in particular;

- 6.1.1. How the project will be implemented in order to guarantee efficiency and effectiveness to the OCO;
- 6.1.2. Project management team structure;
- 6.1.3. Project implementation timeline.

6.2. Statement of the guaranteed service levels, covering in particular:

- 6.2.1. Response times to support request from the OCO;
- 6.2.2. Describe your 'escalation process' when your organisation receives support requests;
- 6.2.3. Quality assurance.

6.3. Schedule of costs

- 6.3.1. All currency in the responses preferably in FJ Dollars (FJD) and all pricing quoted should be VAT inclusive (VIP) for local bidders;
- 6.3.2. One off itemised costing for the product;
- 6.3.3. For items imported into Fiji, costs should be stated Customs Duty and VAT free;
- 6.3.4. Preferred payment milestones;
- 6.3.5. Ongoing support and maintenance costs; Project Implementation costs.
- 6.3.6. Any other annual cost that will incurred such as hosting and SSL.

EOI Submission

Expressions of Interest must be submitted by email to eo@ocosec.org no later than 21st May 2021.

The document **must** be signed off by the organisation's authorised representative(s).

Language

All submissions must be in English.

How Proposals will be evaluated

Submitted proposals will be evaluated by the evaluation committee, whose members are appointed by the Head of Secretariat on the basis of their official capacity, under guarantee of impartiality and confidentiality.

Proposals will be checked if they are compliant with the following formal requirements before evaluation:

- The Proposal contains all the requested information and documentation;
- The proposal is signed by authorised personnel of the Organisation.