



# Oceania Customs Organisation Secretariat

Open International Tender

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*Design and development of Online Learning Platform  
(Moodle) & Regional Customs Brokers (RCB) E-  
Learning Course*

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July 2021

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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.ocosec.org](http://www.ocosec.org)

## 2. Purpose of the Tender

2.1 The OCO Secretariat invite tenders (consultants and/or organisations) for the contract of implementation of learning management system (MOODLE) to host the online Regional Customs Brokers Program and design, develop and implement the system in collaboration with the OCO Secretariat. Please refer to Terms of Reference on Page 6 for more information.

## 3. Conditions: information for applicants

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

- Demonstrable expertise in developing e-learning platforms and applications
- Demonstrable wider experience and knowledge of developing online training and/or educational materials and running training courses for similar organisation
- Demonstrable experience in successfully developing and delivering eLearning courses

The tender is open for bids from individual persons as well as from companies offering the requested services. Interested bidders can either apply for one Lot or both Lots under the Scope of Works in TOR.

## 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:

(1) **Methodology:**

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

(ii) **Technical proposal for Lot 1** to contain the following information:

- Description of the platform (including further suggestions) using a PowerPoint presentation.
- Description of the development process for the platform, including the methodology, all necessary and important steps and tasks, timeframe, internal procedures, quality control etc.
- Ongoing support and hosting options, including all costs

(iii) **Technical proposal for Lot 2** to shall contain the following information:

- Description of the development process for the course, including the methodology, all necessary and important steps and tasks, timeframe, internal procedures, quality control, expert search, development of instructional material etc.
- Description of the activities and tasks expected from OCO to develop the course (e.g. for the development the instructional materials)
- List of courses developed during the last three years
- Sample of a module developed using innovative and interactive learning activities

**(2) Organisation/Consultant Profile covering:**

- Qualifications and skills of proposed experts;
- Expertise in developing e-learning platforms and applications
- Details of similar work performed (in the Pacific region), and referee references.
- Demonstrated quality of e-learning platforms and applications previously developed
- Ability to take on the entire process from instructional design, and piloting to final publishing of the RCB module through the platform.
- Capacity to provide ongoing technical support, if requested
- Ability to deliver within the set time frame (3 months maximum)

**(3) Fees covering:**

- 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

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 and Technical Proposal to achieve the terms of reference	40%
Qualification and relevant experience the Team who will be undertaking the training	25%
Previous experience of customs training in the Pacific region	5%
Fees	30%

## 6. Timeframes

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

Event	Date
Issue of tender	12 <sup>th</sup> July
Closing date for tender submission	30 <sup>th</sup> July
Award of tender	13 August
Signing of contract	20 August

## 7. Tender Submission

- 7.1 The due date for submission of the tender is **30<sup>th</sup> July, 2021**. Late submissions will be returned unopened to the sender.
- 7.2 Tenders must be submitted by email to [tender@ocosec.org](mailto:tender@ocosec.org) no later than the due date above. Tenders should be titled **“TENDER: Design and development of Online Learning Platform (Moodle) & Regional Customs Brokers (RCB) E-Learning Course.**
- 7.3 The tender document **must** be signed off by the Tenderer's authorised representative(s)
- 7.4 Any clarification questions from applicants must be submitted by email to [LaisianaT@ocosec.org](mailto:LaisianaT@ocosec.org)
- 7.5 OCO reserves the right to reject any or all tenders and the lowest or any tender will not necessarily be accepted.

## Terms of Reference

### **Design and development of Online Learning Platform (Moodle) & Regional Customs Brokers (RCB) E-Learning Course**

#### **Background**

Customs brokers play a significant role in international trade, especially in small and medium sized enterprises (SMEs). The WCO *“Glossary of International Customs Terms”* defines the Customs clearing agent as a person who carries on the business of arranging for the Customs clearance of goods and who deals directly with the Customs for and on behalf of another person. Therefore, customs brokers generally act as an intermediary between traders and Customs in Customs clearance processes.

Although the general duties of customs brokers have remained the same for years, in recent time their role has been subject to changes brought about by the changing environment in which customs operate, including move towards automation and changing regulatory frameworks as well as implementation of free trade agreements such as PACER Plus.

A recent study on Customs Brokers practices conducted by OCO<sup>1</sup> showed that all of the administrations have mechanism for Customs brokers, agents, representatives or third parties who act on behalf of traders to handle Customs clearances and related activities. About 17% do not have an established licensing framework and criteria for brokers and the majority, 75% have not established formal mechanism such as Brokers Association. Furthermore, whilst a number do conduct training for customs brokers, many of the trainings are conducted on an ad-hoc basis.

A lack of knowledge in Customs procedures and the necessary documents as well as insufficient knowledge of harmonized systems, can lead to avoidable errors that ultimately wastes limited Customs administrations’ resources and creates backlogs and delays. It is recommendable that any reform or modernization of Customs includes the provision of the necessary information and training to Customs brokers (WCO Customs Brokers Guidelines).

Customs brokers are uniquely positioned to contribute to Customs Administrations objectives relating to efficiency and compliance in particular to PACER Plus requirements.

The overall objective of this activity is to develop and deliver an Online Learning Platform (Moodle) - to upskill the customs brokers at the regional and national level.

Since the COVID 19 pandemic, the OCO Secretariat have had to modify its capacity building effort to online training. Although the region continues to face issues with internet and technical problems, the online learning is reaping a lot more benefits. That is- there is flexible participation that allows for access anytime from anywhere, learning materials are available to participants, and the cost of travel and other associated costs are significantly reduced because the teaching is virtual.

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<sup>1</sup> Responses from 8 PACER Plus countries and 3 additional PICs

The same modality will be adopted where the Regional Customs Brokers (RCB) Course will be delivered through Modular Object-Oriented Dynamic Learning Environment (Moodle), an open-source web-based learning platform.

## Objective

The objective of this assignment is to design and develop Moodle platform for OCO to conduct online Regional Customs Brokers Training.

The overall goal is to enhance the quality of the customs brokers' capacity building program in the region and adapt it to modern learning and teaching styles.

Moodle is an open-source, password-protected learning management system for Online and DFL Learning. Through Moodle, learning participants can access course information, presentations, and activities. It is also used to administer tests, quizzes, view resources and presentations and to facilitate class discussions.

A variety of tools are available for use, including:

- content management, presentation and sharing
- communication (one-to-one and many-to-many)
- project/assignment collaboration and presentation
- performance assessment and evaluation
- course administration
- Platform for communication between Course administrator and learning participant

## Scope of Work

### **Lot 1: Moodle Platform Development & Support Services - RCB Course**

- Design and develop MOODLE with the OCO Team taking into account the Regional Customs Brokers Training framework.
- Support the content management of the courses.
- Migrate and populate Moodle with content provided for the RCB
- Provide the analytics and the trouble shooting support that will allow for the learning portal to be available for both ends.
- Provide technical advice on options for OCO on hosting Moodle (for both Cloud and on-Premise solution) relative to OCO Training needs for the future
- Provide training to the OCO Team on how to use Moodle
- Launch of the new OCO E-learning Platform

### **Lot 2: Design and Development of the online RCB Course**

- Provide Coursework development, Instructional Design, Editing and for online training for RCB Course. The training program is intended for customs brokers in the Pacific region.
- The RCB Course will be hosted on Moodle and will be open to public
- The RCB Course will comprise about 7-8 Modules.
- Undertake course management, access and configuration which includes the creating the Course template and course assessment.

- There is a 2 month turnaround time for this as the program intends to test and fully deliver the RCB Course by October 2021.

**Detailed indicative detailed tasks for Lot 1 & 2 is included in Appendix I**

### Deliverables

1. Deliverable 1: Moodle installed and configured in such a way that it supports OCO E-Learning strategic objectives.
2. Deliverable 2: Regional Customs Brokers Courses designed and developed on Moodle.

### Indicative Timeframes

Table 2 provides indicative timelines of the Outputs

Activity	Indicative Timeframe
Development of Moodle	2 months (August- September 2021)
Development of online course	3 months (August- October 2021)

### Skills and experience required

The provider(s) should have the following expertise:

- Academic qualification on Information Systems and Instructional Design and/or Education
- Expertise in developing e-learning platforms and applications
- 5-10 years' experience in e-learning project management
- Ability to take on the entire process from instructional design, and piloting to final publishing of the RCB module through the platform.
- Capacity to provide ongoing technical support, if requested
- Previous experience in working on similar projects for regional organisations in the Pacific.

### Payments

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

## Appendix I - Indicative Tasks to be conducted by the Consultant(s):

### 1. Install and Configure Moodle

- (i) Design and document OCO's Moodle configuration:
  - Reflecting OCO present and future online courses
  - Supporting the provision of 'turn-key' Moodle services to partner institutions
  - Define roles and related rights management
  - User interface customization to match OCOs corporate image and branding.
- (ii) Configure Moodle according to the design

### 2. Instructional Design Document

- (i) Collect training course content from OCO Team, clarify objectives and finalise content in consultation with resource persons in a kick-off meeting.
- (ii) Submission of high-level instructional design document (IDD) including the course
- (iii) concept, pedagogical approach, tools, work plan, collation of existing training content and limitations, and System Requirement Specifications (SRS) document (describing all data, functional and behavioral requirements of the software under production or development according to requirement of Moodle .
- (iv) Present and discuss IDD with OCO Team and resource persons in a workshop.
- (v) Developing and presenting detailed storyboard based on IDD.

### 3. Design and Development

- (i) Transform training material to e-learning modules on the topics that are identified. Design and curate interactive modules using various pedagogical tools including audio/video script, multimedia elements, graphics, animations, stimulations, quizzes, case studies, etc. Topics within the modules should be graded according to their complexity during development.

The following type of available materials can be converted to e-learning content:

- Materials developed by OCO Team and Subject Matter Experts
  - Material from different formats: Documents (Microsoft Word, PDF), PowerPoint Slide Presentations; videos, webinars (live streaming or recorded), other multimedia content.
- (ii) Prototype - Develop and present two to three samples of the online training platform and an initial prototype of one of the topics.
  - (iii) Develop the first module incorporating the feedback on the prototype. The following components should be included in the training:

#### Create User Profile

- Enable option for the user to create a 'Profile' for the course to save their details and track their progress in the course or module. The details entered in this will be used to generate the certificate, measure progress and enroll in future courses.

#### Brief overview to be provided for the training and each module including -

- About the course
- About the module, syllabus (audio/ppt/video), duration
- Instructors details

- 'Sitemap' and 'Help' section
- Include tabs/sections for 'Feedback' and FAQs

A certification shall be provided based on the assessment elements such as quiz, multiple choice questions (MCQs) etc. These can be used to test the competence of the participants on the topics.

- After each chapter / module, learners take a short quiz. When the learners successfully complete the quiz, the module is shown as "completed."
- Sub-modules should also be tracked and marked as completed, so the learners can avoid repeating content that they already did.
- After the learners complete the entire module, including the last quiz, a certificate of completion is generated.
- Include a repository of reading material and contacts of resource persons, instructors for additional information.
- Provide subtitles for videos wherever required
- Provide an option to save (user's progress) and exit

- (iv) Design and develop up to 8 modules (approximately 100 – 150 minutes duration each module) and host all e-learning modules on Moodle

#### **4. Operation Maintenance & Training**

##### **Training organized for management of e-learning platform**

- Training material: Develop clear and comprehensive Operational and Technical Reports/ Manuals for training and maintenance of the e-learning platform.
- Perform 2 training workshops for or admin users and test users.
- Provide any source codes for the portal to OCO, all modules within the system and template licenses.

##### **Post deployment portal maintenance**

- Provide technical support to maintain the portal during the contract period.
- Carry out error/bug fixes and small enhancements to keep the platform fully functional at all times during the contract period.
- Support users and administrators in any technical platform related issues
- The Consultant be available for 3 months to provide services if there are technical faults in running the online e-learning platform, after the contract ends.