



REQUEST FOR PROPOSALS (RFP)

FOR

TITLE: CONSULTANCY TO FINALIZE THE POLICY FRAMEWORK AND DEVELOPMENT OF IMPLEMENTATION GUIDELINES FOR THE PROPOSED CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD) PROGRAM FOR CUSTOMS AGENTS AND FREIGHT FORWARDERS IN EAST AFRICA.

ISSUE DATE: MONDAY, 15TH JULY 2019

DUE DATE: TUESDAY, 30TH JULY 2019

ADVERTISEMENT

REQUEST FOR PROPOSAL (RFP)

TENDER TITLE: CONSULTANCY TO FINALIZE THE POLICY FRAMEWORK AND DEVELOPMENT OF IMPLEMENTATION GUIDELINES FOR THE PROPOSED CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD) PROGRAM FOR CUSTOMS AGENTS AND FREIGHT FORWARDERS IN EAST AFRICA.

Federation of East African Freight Forwarders Association (FEAFFA) is a regional private sector apex body of the Customs agents and Freight Forwarding (CFA) industry in East Africa representing over 2500 CFA firms. The Federation aims at promoting a professional freight logistics industry for trade facilitation and regional economic growth.

FEAFFA is seeking proposals from qualified firms/consortium to provide consultancy services to finalize the policy framework and develop implementation guidelines for the proposed continuous professional development (CPD) program for customs agents and freight forwarders in East Africa.

Applications are only open to individuals or firms that nominate an Individual consultant or registered sole proprietorship.

FEAFFA cannot answer any query relating to this tender three (3) days or less prior to the submission deadline.

INVITATION TO TENDER INSTRUCTIONS

CONTENTS

Introduction

1. General
2. Acceptance of Tenders
3. Format of Your Tender
4. Part A Preliminary requirements
5. Part B Executive Summary
6. Part C General & Technical Aspects
7. Part D Commercial Tender
8. Nominated Personnel
9. Government Tax
10. Terms of Reference
11. Evaluation criteria

Introduction

1. General

This Request for Proposals (RFP) and in particular the Instructions for Compiling and Submitting Your Tender are designed to help you produce a tender that is acceptable to FEAFFA as well as ensuring that tenders are given equal consideration. FEAFFA will select the most economically advantageous tender. It is essential, therefore, that you provide the information requested in the specific format and no other.

2. Acceptance of tenders

FEAFFA is not bound to accept the lowest, or any, tender. We also reserve the right to request any, or all, to clarify the bids submitted.

Instructions for Compiling and Submitting your Tender

3. Format of Your Tender

Your tender should be submitted in English and be set out in four (4) main parts:

- a. Part A – Preliminary requirement;
- b. Part B - Executive Summary;
- c. Part C - General and Technical; and,
- d. Part D – Financial.

4. Part A Preliminary requirements

Bidders are required to submit scanned copies of statutory requirements

5. Part B – Executive Summary

This should be a brief overview of your tender covering how you intend to achieve the outputs and your assessment of the resources required.

6. Part C – General and Technical Tender

Your Technical submission should contain the following;

- a) Any Qualification to Terms of Reference including scanned copies of relevant reference letters.
- b) Technical Response (including method of implementation and your proposed quality assurance mechanisms).
- c) CV of the expert with information relevant to this project.
- d) Personnel Inputs – include person days without any reference to fees.
- e) Previous relevant Experience.

7. Part D – Financial Tender

All prices must be for the duration of the contract and submitted using the financial proposal template (**annex 1**) of this document.

NOTE: FEAFFA shall determine, on a case by case basis, whether the contract will be based on fees/ reimbursable or on milestones.

8. Confirmation of availability

You must confirm that you will be available to provide the required services for the duration of the contract.

9. Government Tax

Bidders are responsible for establishing the status of the Services for the purpose of any government tax in any East African country. All fee rates proposed by the tenderer shall be deemed to be inclusive of all taxes applicable. The contract shall be domiciled in Kenya and Government of Kenya tax laws shall apply.

TERMS OF REFERENCE

TERMS OF REFERENCE FOR FINALIZING THE POLICY FRAMEWORK AND DEVELOPMENT OF IMPLEMENTATION GUIDELINES FOR THE PROPOSED CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD) PROGRAM FOR CUSTOMS AGENTS AND FREIGHT FORWARDERS IN EAST AFRICA.

Background

The Federation of East African Freight Forwarders Associations (FEAFFA) is a regional private sector apex body of the Customs Clearing and Freight Forwarding (CFA) industry in East Africa representing over 2500 CFA firms. The Federation aims at promoting a professional freight logistics industry for trade facilitation and regional economic growth. FEAFFA strives to address the challenges experienced by its members at Association, firm and now individual levels through provision of training and other aspects of capacity building. The Federation advocates for the removal of barriers that impede the full implementation of the East African Community (EAC) Customs Union.

The customs agents and freight forwarding industry in the region has been plagued with many challenges including inefficiency, low levels of compliance with existing regulations, lack of ethical standards, integrity challenges and skills and competence gaps.

To address these issues, FEAFFA, jointly with the East African Revenue Authorities (EARAs) and the EAC Directorate of Customs has been building capacity of Customs Agents and Freight Forwarders (CFAs) in the East Africa Community (EAC) region through a mandatory practitioners training program; the East Africa Customs Freight Forwarding Practicing Certificate (EACFFPC). The EACFFPC was developed and rolled out in 2007 and has output over 6000 graduates across the region by end of 2018. The main aim of the course is to equip practicing and prospective customs agents and freight forwarders with skills, competencies and values desirable in the discharge of their functions in order to enhance compliance, professionalism and facilitate trade. Certification from the program is mandatory for licensing of Customs agents by customs administrations.

The freight logistics industry is very dynamic where the needs of customers and the operating environment keep changing making it increasingly complex for the professionals to continue effectively executing their roles. Professionals need to be constantly aware of the challenges they face relating to knowledge, skills and competencies to address these needs. Continuous Professional Development (CPD) is one way of addressing these challenges. Since completion of

the certificate program, most of the EACFFPC graduates have not had any CPD to keep them abreast of the various changes in the industry. This has greatly impacted on their abilities and the quality of service they deliver. This has created a big gap that requires filling through a continuous professional development program just as the case in other professions.

The industry is already working on development of self-regulation laws to provide legal backing to its professionalization activities. Once adopted, the CPD initiative will be effectively anchored in these laws.

With support from TradeMark East Africa (TMEA), a small team of industry experts developed a draft CPD framework. However, the team was not able to finalize the entire process owing to time and capacity limitations. The team recommended a technical expert to review and finalise the document, develop a logical CPD Points Calculation format and develop an operational Manual (implementation framework) for the CPD program.

With support from TMEA under the EAC Logistic Sector Skills Enhancement Programme, FEAFFA is seeking to hire a consultant to finalize the framework and develop implementation guidelines for the continuous professional development program for customs agents and freight forwarders in East Africa.

Recipient

The direct recipient of this consultancy is the EACFFPC - Curriculum Implementation Committee (CIC) coordinated by the Federation of East African Freight Forwarders Associations (FEAFFA).

Objective of the assignment

To finalize the development of the CPD Policy, tools, guidelines and implementation framework for the continuous professional development program for customs agents and freight forwarders in East Africa.

Scope of work

The consultant will be required to carry out the following tasks:

1. Review and update the draft continuous professional development policy for customs agents and freight forwarders in East Africa in consultation with the CIC experts involved in developing the initial draft.
2. Review CPD practices of other related professions, benchmark with successful freight logistics CPD practices outside East Africa and recommend an appropriate framework for the freight logistics industry in East Africa.
3. Review the role and the professional and capacity building challenges facing the Customs agents and freight forwarding industry in the region
4. Develop implementation guidelines for the roll out of the CPD program in East Africa
5. Develop appropriate tools to be used in the rollout and management of the CPD program for customs agents and freight forwarders in East Africa.
6. Develop and recommend an appropriate institutional structure for management of the CPD program.
7. Present the updated CPD policy framework and draft implementation guidelines in a two days validation meeting of selected experts.
8. Incorporate the inputs of the technical experts in the updated policy framework and implementation guidelines

9. Present the final updated CPD policy framework and implementation guidelines to the Curriculum Implementation Committee for adoption.
10. Support the pilot country to effectively conduct a CPD program using the policy framework and supporting guidelines and tools developed. Where necessary, make minor adjustments to the policy framework to match reality.
11. Submit the final updated CPD policy framework, implementation guidelines (manual) and tools for rolling out the CPD program in East Africa. The CPD policy will be expected to highlight provisions on the following key aspects
 - Value and purpose of CPD to the freight logistics industry
 - A criterion for computing points
 - A detailed analysis of CPD activities and how they are evaluated/assessed. This shall bring out the various categories of CPD activities (group and individual) and clear definition of each and the required level of involvement by the practitioner
 - Application and registration requirements
 - Appropriate frequency of CPD activities
 - Handling Noncompliance among others.

Outputs and Deliverables

The consultant will be required to deliver the following:

- I. Inception report highlighting the consultant’s understanding of the assignment, understanding of the EAC freight logistics industry professional challenges, approach and updated work schedule for the assignment, an analysis of the draft CPD policy with a focus on the key gaps with comparison with other professions among others.
- II. Updated CPD policy framework
- III. Draft CPD implementation guidelines (operational manual) and roll out tools for the Customs Agents and Freight Forwarders.
- IV. Facilitation of the experts’ validation workshop to review the draft updated policy and guidelines.
- V. Facilitation of the Curriculum Implementation Committee meeting to adopt the draft updated policy and guidelines.
- VI. Final updated CPD policy framework, implementation guidelines (manual) and tools for rolling out the CPD program in East Africa.

Tentative delivery timelines

Report Title	Date of Submission
Inception Report	One week after contract award
Updated CPD policy framework	Five weeks after contract
Draft CPD implementation guidelines (operational manual)	Six weeks after contract
Facilitation of the CIC CPD experts’ validation workshop	Two weeks after submission of implementation guidelines
Facilitation of the Curriculum Implementation Committee meeting to adopt the draft updated policy and guidelines.	Two weeks after weeks after experts’ validation workshop
Final updated CPD policy framework, implementation guidelines (manual) and tools	One week after adoption by CIC

Reporting and coordination

The consultant will report to the FEAFFA Executive Director on behalf of the EACFFPC Curriculum Implementation Committee.

Methodology

The consultant will be required to outline the planned approach and methodology that shall be followed in execution of the assignment. Data collection methods including among others desk review of freight logistics industry professional developments in the region and across the globe, review of the draft CPD framework for customs agents and freight forwarders in East Africa, consultations with the CIC CPD experts. The consultant will then present the updated policy framework, implementation guidelines and tools to the EACFFPC Curriculum Implementation Committee (CIC) for final review and eventual adoption.

Estimated period of the assignment

The assignment is expected to take not more than thirty-five (35) man days commencing in July 2019.

Qualifications of the consultant

- Minimum bachelor's degree in a relevant field.
- Additional qualification in Human Resource is strongly desirable
- Demonstrated understanding of customs agents and freight logistics sector in East Africa.
- Demonstrated understanding of continuous professional development in a related industry
- Be an active member of at least one profession for at least three years
- Demonstrated communication skills
- Experience in handling similar tasks will be an added advantage
- Minimum 5 years' experience in consultancy work.

Proposal submission

The proposal documents should include:

- a) Profile of the Consultant
- b) Technical proposal outlining:
 - i. An explanation of the approach to be taken;
 - ii. Time schedule to conduct the assignment;
 - iii. Detailed budget with breakdown on number of man days required to conduct the assignment;

How to apply

Submit a detailed technical and financial proposal to these terms of reference through email only, to procurement@feaffa.com no later than 30th July 2019. or physically at 9 The Crescent, The Crescent Rd, Off Parklands Road, Opp. MP Shah Hospital (after Kalson Towers) P.O. Box 22694 - 00400, Nairobi, Kenya. All inquiries regarding this application should be made before 26th July, 2019 1600 Hours to info@feaffa.com.

10. EVALUATION CRITERIA

TENDER TITLE: TERMS OF REFERENCE FOR FINALIZING THE POLICY FRAMEWORK AND DEVELOPMENT OF IMPLEMENTATION GUIDELINES FOR THE PROPOSED CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD) PROGRAM FOR CUSTOMS AGENTS AND FREIGHT FORWARDERS IN EAST AFRICA.

No.	Description	Maximum Scores
A	Experience of the consultant (30 marks)	
1.	The consultant has experience in developing and or management of continuous Professional development programs of a professional society, development and or implementation of regulatory/policy frameworks in a membership organization;	5
2.	The consultant understands the continuous professional development processes in another sector	5
3.	The consultant understands current trends and developments in the customs agents and freight logistics sector in East Africa and across the globe.	10
4.	The consultant demonstrates evidence of having dealt with at least one related assignment	5
5.	The consultant has been actively involved in consultancy work for a minimum of five years	5
B	Approach and Methodology (15 marks)	
1.	The proposed approach and methodology is adequate to address the objectives of the assignment	10
2.	The proposed work plan is adequate for the assignment <ul style="list-style-type: none"> • Logic of the proposed work plan to adequately cover the scope of the assignment • Sequencing of activities 	5
C	Professional and Academic Qualifications (25 marks)	
1.	The consultant has a at least a Bachelor’s degree in a relevant field from a recognized institution.	5
2.	The consultant possesses additional relevant professional qualifications or training in Human Resource	10
3.	The consultant is an active member of a professional society for at least three years	10
	Sub-total technical	70

No.	Description	Maximum Scores
	Financial proposal	30
	TOTAL	100

ANNEX 1. FINANCIAL PROPOSAL

Cost items	Unit price in USD (daily rate) - Inclusive of taxes	Quantity	Total (USD)
Remuneration/professional fees			
Other expenses e.g. per diem, flight tickets, taxis etc. specify list of items)			

Note: Evaluation will consider only the Remuneration/professional fees