



ADVERTISEMENT

REQUEST FOR PROPOSALS (RFP)

FOR

CONSULTANCY TO DEVELOP TRAINING MATERIALS, TRAINING GUIDES AND FACILITATION OF NATIONAL TRAINING OF TRAINERS FOR THE UPDATED CURRICULUM OF FREIGHT FORWARDERS AND WAREHOUSE OPERATORS IN THE EAC.

ISSUE DATE: FRIDAY, 26TH FEBRUARY 2021

DUE DATE: MONDAY, 22ND MARCH 2021

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REQUEST FOR PROPOSAL (RFP)

TENDER TITLE: TERMS OF REFERENCE FOR DEVELOPMENT OF TRAINING MATERIALS, TRAINING GUIDES AND FACILITATION OF NATIONAL TRAININGS OF TRAINERS FOR THE UPDATED CURRICULUM OF FREIGHT FORWARDERS AND WAREHOUSE OPERATORS IN THE EAC.

TENDER NUMBER: RFP-DTM-02-2021

The Federation of East African Freight Forwarders Associations (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.

TradeMark East Africa (TMEA) is an aid-for-trade organisation that was established with the aim of growing prosperity in East Africa through increased trade. TMEA operates on a not-for-profit basis and works closely with East African Community (EAC) institutions, national governments, the private sector and civil society organisations.

With support from TradeMark East Africa (TMEA), FEAFFA is seeking to engage services of a qualified firms/consortium to provide consultancy services to develop a detailed Job Analysis and Occupational Standards report and validate the freight forwarders and warehousing curriculum in East Africa.

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

FEAFFA cannot answer any query relating to this tender four (4) days or less prior to the submission deadline.

INVITATION TO TENDER INSTRUCTIONS

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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:

Part A – Preliminary requirement.

Part B - Executive Summary.

Part C - General and Technical; and,

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 the Terms of Reference including scanned copies of relevant reference letters.
- b) Technical Response (including method of implementation and your proposed quality assurance mechanisms).
- c) CVs of all the experts 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.

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.

10.TORS FOR DEVELOPMENT OF TRAINING MATERIALS, TRAINING GUIDES AND FACILITATION OF NATIONAL TRAININGS OF TRAINERS FOR THE UPDATED CURRICULUM OF FREIGHT FORWARDERS AND WAREHOUSE OPERATORS IN THE EAC.

1.0 INTRODUCTION/ORGANISATION BACKGROUND

FEAFFA strives to address the challenges experienced by its members at Association and firm levels through provision of training and other aspects of capacity building. To this effect, FEAFFA developed and is implementing a premier regional professional training course for customs agents and freight forwarders; the East Africa Customs and Freight Forwarding Practicing Certificate (EACFFPC).

TradeMark East Africa (TMEA) is an aid-for-trade organisation that was established with the aim of growing prosperity in East Africa through increased trade. TMEA operates on a not-for-profit basis and works closely with East African Community (EAC) institutions, national governments, the private sector and civil society organisations. TMEA is focused on ensuring gains from trade result in tangible gains for East Africans, in line with the EAC's Development Strategy. Increased trade contributes to stronger economic growth, a reduction in poverty and subsequently greater prosperity. Since it was established in 2010, TMEA has been supporting various initiatives to grow prosperity in the EAC region through trade by unlocking economic potential through three complementary and interlinked strategic pillars namely, increase physical access to markets, enhanced trade environment and improved business competitiveness. However, despite these reforms, there are some obstacles along the corridor that raise transport costs and hinder economic development of the region.

In partnership with TradeMark East Africa (TMEA), FEAFFA is rolling out the second phase of the EACFFPC training intervention for customs agents and freight forwarders in East Africa under the EAC Logistics Sector Skills Enhancement Programme of TMEA. The East African Customs and Freight Forwarding Practicing Certificate (EACFFPC) is a six-month joint regional training program of the East African Revenue Authorities, National associations of the Freight Forwarding industry, the EAC Directorate of Customs and FEAFFA. It aims at equipping practicing or prospective custom agents and freight forwarders with requisite skills and competencies in customs and freight forwarding. Its implementation started in 2006 and over 6000 have graduated since. TMEA supported implementation of the programme between 2011 and 2014 to accelerate attainment of a critical mass of approximately 4500 trained clearing and forwarding agents or at least two trained persons per licenced customs agent and freight forwarding firm in East Africa. The support included updating the curriculum, development of revised training materials and a trainers' guide, establishment of additional training centres, technical and administrative support to FEAFFA among others.

An evaluation of the EACFFPC Programme highlighted a number of issues that needed improvement including among them the heavy focus on customs aspects and too little to

other parts of freight forwarding; reliability of trainers, outdated course materials and inability to update the course regularly based on industry needs and emerging trends.

The new phase of the project has been designed to address the challenges highlighted in the independent summative evaluation of the programme. The objective of the project is to enhance the ability of freight forwarders to provide competitive and high-quality end to end services; and reduce inventory costs and increase safety levels in warehousing operations in the East African region. Among the main areas of focus for the new project is updating the curriculum and developing training materials with wider coverage on freight forwarding including warehousing, training of trainers and other emerging needs as the industry evolves.

In order to identify the training needs of the industry, a market survey was done. This enabled FEAFFA to identify the market needs that were instrumental in updating the curriculum. The updated curriculum is aligned to real labour market needs and opportunities in the freight forwarding operating environment as well as responding to needs of freight forwarding businesses and those of other stakeholders. The updated curriculum introduces a higher- level qualification (Diploma level) to provide further training opportunities to graduates of the existing certificate program, broaden the depth and coverage on warehousing and also to make all the training programs compliant with existing training regulations and standards to facilitate their eventual accreditation by relevant authorities in each of the EAC Partners States.

The next step is to develop training materials for the curriculum. FEAFFA therefore seeks services of a consultant to develop training materials for the updated curriculum and assemble a team of subject matter experts to input the materials.

2.0. OBJECTIVE

The purpose of the assignment is to develop detailed training materials, a trainers' guide and facilitate trainings of trainers for the updated curriculum for the training of freight forwarders and warehouse operators in East Africa.

3.0 RECIPIENT

The direct recipients of this consultancy deliverables will be the EACFFPC Curriculum Implementation Committee (CIC) coordinated by the Federation of East African Freight Forwarders Associations (FEAFFA).

4.0 SCOPE OF WORK

The consultant will be tasked with developing training materials, training guides/manuals and provide training of trainers for the updated curriculum for freight forwarders and warehouse operators in East Africa.

This assignment is divided into three different related activities with their specific tasks as outlined below:

Activity 1: Develop training Materials for the updated Curriculum

- i. Review all relevant documentation on training material development with a special focus on the updated Curriculum,
- ii. Draft training materials for all the subjects in the updated curriculum including industry case studies; exercises; graphics/ diagrammatic illustrations where appropriate for demonstration of knowledge; discussion questions/ topics on emerging issues
- iii. Coordinate review of the draft training materials by the industry technical experts
- iv. Facilitate technical experts' retreats/ virtual meetings to review training materials
- v. Develop training tools that include assessment and mentoring tools
- vi. Facilitate CIC technical meetings to review the training materials
- vii. Facilitate presentation of the training materials to industry stakeholders.
- viii. Finalize the training materials

Activity 2: Develop training guides/manuals for the updated Curriculum.

- i. Develop standard training guides/manuals to guide trainers and trainees on the scope and coverage of the curriculum.
- ii. Elaborate the methodology to be used in the training delivery.
- iii. Facilitate CIC technical meetings to review the training guides.
- iv. Facilitate and Present the updated training materials and training guides/manuals to industry regional stakeholders (including CIC,) for validation.
- v. Finalize the training guides.

Activity 3: Conduct intensive national level trainings of trainers (tots) on the updated curriculum.

- i. In liaison with the National Curriculum implementation Committees (NCICs), facilitate the selection of potential trainers for training in all EAC project countries.
- ii. Conduct intensive national level TOTs on the updated curriculum.
- iii. Assess and recommend to the NCICs trainers to be considered for the program.

5.0 DELIVERABLES

The Consultant will be required to deliver the following;

Activity 1: Develop training Materials for the updated Curriculum.

- a) Inception report highlighting the consultant's understanding of the assignment, methodology and an initial work plan.
- b) Zero Draft training materials for the Certificate program by subject matter experts with assessment and mentoring tools

- c) Zero Draft training materials for the Diploma program by subject matter experts with assessment and mentoring tools
- d) Assessment and mentoring tools for the certificate and Diploma programs
- e) 1st Draft training materials (Certificate and diploma) with industry technical experts input ready for validation by CIC.
- f) 2nd Draft training materials (Certificate and diploma) with CIC input.
- g) 3rd draft training materials with stakeholders' inputs ready for ratification by the HLPM.
- h) Final training materials for the certificate and diploma programs

Activity 2: Develop training guides/manuals for the updated Curriculum.

- a) Inception Report
- b) Zero draft training guides including methodology to be used in the training delivery.
- c) 1st draft training guides with input of the CIC technical committee.
- d) Final draft trainers guide with input of the CIC.
- e) Final updated training materials and training guides adopted by the CIC and the High-Level Policy Meeting

Activity 3: Conduct intensive national level trainings of trainers (tots) on the updated curriculum.

- a) List of potential trainers
- b) TOT report including a list of all trained and certified as trainers for the programme in each of the EAC countries

6.0 METHODOLOGY

The consultants are expected to review all the documentation in the build up to the exercise and start developing the training materials. The consultant team is expected to facilitate and guide a team of Industry technical experts in the training material development process. The draft will then be presented to CIC technical experts (to be selected in liaison with the Curriculum Implementation Committee (CIC) to ensure they meet the expectations and aspirations of the Curriculum Implementation Committee before final approval by CIC. Upon satisfaction of the CIC, the Consultant will proceed to development of the training Guides/manuals. The draft training materials together with training guides will be subjected to stakeholders for review before it is presented to the HLPM for meeting for adoption.

The exercise is expected to entail physical and virtual meetings depending on the prevailing Covid19. The assignment will end with physical intensive weeklong national level TOTs on the updated curriculum and developed materials in all the EAC countries including Zanzibar. The consultants will work closely with the NCICs to identify the potential trainers who will within the TOTs be assessed and successful ones recommended to the various NCICs for possible involvement in the delivery of the training program.

The consultants will be required to expound the approach and methodology together with a work plan for the assignment.

7.0 WORKPLAN

The assignment is broken down into three activities and expected to be concluded within **six calendar months** from the contract date. A work plan for this assignment should therefore be developed in relation to the methodology suggested by the bidding firms, and the number of days set for this assignment. This will include presentation to the national and regional stakeholders and the Curriculum Implementation Committee (CIC) for validation and adoption of the recommendations.

ACTIVITY	SCOPE OF WORK	TIMELINES (MONTHS)	PERSONS	PERSON DAYS
Development of training materials for the updated curriculum	<ul style="list-style-type: none"> Draft training materials for the certificate and diploma programs 	3 months	Lead Consultant - 75 days Subject matter Experts - 120 days Industry technical Experts - 324 days	Certificate 30 Days Diploma 45 days Certificate 50 Days Diploma 70 days Certificate 5 Days per subject Diploma 7 Days per subject
Development of training guides/Manuals for the updated curriculum	<ul style="list-style-type: none"> Draft training guides including methodology to be used in the training delivery 	1 and a half months	Lead Consultant	30 person days for the certificate and another 50 for the diploma.
Conduct intensive national level trainings of trainers (tots) on the updated curriculum	<ul style="list-style-type: none"> Identify and select potential trainers for training Conduct intensive national level TOTs on the updated curriculum 	1 and a half months	Lead Consultant Lead Consultant	3 person days per country - (18 days) 15 person days per country - (90 days)

Note: All person days include all meetings that will happen

8.0 COORDINATION

The work of the Consultant will be coordinated through a select team of the Curriculum Implementation Committee and the FEAFFA secretariat. The team will review progress and approve deliverables, coordinate the work of the consultant arrange for meetings with relevant stakeholders (both public and private sector) as well as provide any other necessary assistance as may be required.

For the delivery of this assignment, the consultant will specifically work closely with the FEAFFA Programme Officer (training and professionalism) Josephine Nyebaza.

8.1 REPORTING

The consultant will be reporting to the FEAFFA Executive Director on behalf of the curriculum implementation committee.

Report Title	Date of Submission
Inception Report	Seven days from contract award
Zero draft training materials	Six weeks from contract award
1 st draft training materials	10 weeks from contract award
2 nd Draft training materials	12 weeks from contract award
3 rd Draft training materials	TBA
Draft training guides (trainers/trainees guides)	4 months from contract award
TOTs at national level	6 months from contract award
Final report	At the end date of the contract

9.0 QUALIFICATIONS

The assignment will be output based. The consultants' team will comprise of a training material development expert who will also be the team leader. The team leader will work closely with other subject matter experts in customs, freight forwarding, warehousing, Transport and logistics and management. The proposed team will have to demonstrate hands on experience in carrying out similar assignments.

The skills and experience required for the delivery of this assignment are as follows:

- a. **Company Profile:** This should provide details confirming the firm has over 5 years of experience in training material development process and curriculum development. Experience in development of Competence Based Curriculum (Degree, Certificate or Diploma levels). Experience in facilitating adult working meetings (both physical and

virtual) to ensure productivity. Specific work for the private sector and a bias in the transport and logistics sector in East Africa will be desirable.

- b. **Training Material Development Expert** will be the project leader and must be a holder of a post graduate degree, with at least 7 years' experience. He or she should have demonstrated experience in leading training material development processes at a national level. Must also have strong experience in training material design and development, curriculum development, preparation, and implementation for Competence Based Curriculum for Certificate, Diploma or Degree levels. The Expert will be expected to have some experience in designing training materials and curriculum for adult learners. He or she should also have experience in development of training guides and facilitation of training or trainers. Experience in facilitating adult working meetings (both physical and virtual) to ensure productivity. Knowledge of the transport and logistics sector in East Africa will be an added advantage.
- c. **Subject Matter Experts** at least one per subject area. The subject areas include Customs, Freight Forwarding, Warehousing, Logistics and Transport, Management and General skills (Numeracy skills, Digital skills, Entrepreneurship education, Employability skills, communication skills and Occupational Safety, Health and Environmental Practices). Have at least a bachelor's degree, or its equivalent. They must have a minimum of three (3) years relevant experience with hands on experience in each of the key subject areas. Experience in training material and curriculum development is mandatory. Experts should have provided their subject expert services in East Africa for at least three years.
- d. **Language** used in the delivery of this assignment will be English. The winning bidder is expected to have excellent knowledge of the language and demonstrate capacity to communicate fluently.
- e. **Functional Competencies** required for the delivery of this assignment include:
 - Knowledge in the general management of the learning and development processes will be an added advantage.
 - Profound knowledge of theories, techniques, and methodologies of development of training materials and instructional design and proven experience in the above fields mentioned above.
 - Good understanding of the global trends in training material design and development.

10.0 EVALUATION CRITERIA FOR DEVELOPMENT OF TRAINING MATERIALS, TRAINING GUIDES AND FACILITATION OF NATIONAL TRAININGS OF TRAINERS FOR THE UPDATED CURRICULUM OF FREIGHT FORWARDERS AND WAREHOUSE OPERATORS IN THE EAC.

Description	Maximum Scores
A. Firm's Experience and Qualifications	(10 marks)
1. 5 years of experience in training material development process and curriculum development.	3
2. Institution has developed at least two (2) Competence Based Curriculum (Degree, Diploma or Certificate levels)	5
3. Experience in facilitating adult working meetings (both physical and virtual)	1
4. Specific work for the private sector and a bias in the transport and logistics sector in East Africa	1
B Approach and Methodology (15 marks)	
Adequacy of proposed approach and methodology to address the objectives of the assignment	10
<ol style="list-style-type: none"> 1. Unpacking objectives of the assignment 2. Mapping scope to meet objectives 3. Assigning scope to results – logical arguments 4. Role of the training material development expert (lead consultant) 5. Management, monitoring and Quality Assurance 	
6. Adequacy of the proposed work plan on the assignment	5
C. Proposed Team Experience and Qualifications	(45 marks)
a. Training Material Development Expert	15 marks
<ol style="list-style-type: none"> 1. Has a post graduate degree (1 mk) 2. Has at least 7 years' experience (2mks) 3. Has led/facilitated training material development processes for at least three curricula (6mks, 2mks for each curriculum) 4. Has experience in Competence Based Curriculum design and training material development and implementation for a Certificate, Diploma or Degree program (3mks for at least one CBC). 5. Experience in designing training materials for adult learners (1mk) 6. Experience in facilitating physical and virtual adult working meetings (1mk). 7. Knowledge of the transport and logistics sector in East Africa (1mk). 	

Description	Maximum Scores
<p>b. Subject matter experts (customs, freight forwarding, warehousing, logistics and transport, Management and General skills experts)</p> <ol style="list-style-type: none"> 1. Expert has at least a bachelor's degree (1mk) 2. Expert has a minimum of three (3) years relevant experience with hands on experience the subject area (2mks) 3. Experience in training material and curriculum development (1mk) 4. Three years expertise in East Africa (1mk) 	<p>5 marks for each of the 6 Experts.</p>
SUB – TOTALS	70
FINANCIAL PROPOSAL	30

II. How to apply

Submit a detailed technical and financial proposal to these terms of reference through email only, to curriculum@feaffa.com not later **than Monday 22nd March 2021, 1200 Hours (Mid-day) Kenyan time.**