



REQUEST FOR PROPOSALS (RFP)

TITLE: CONSULTANCY TO DESIGN AND DEVELOP AN INTEGRATED CONTINUING PROFESSIONAL DEVELOPMENT (CPD) SYSTEM FOR CUSTOMS AGENTS, FREIGHT FORWARDERS AND WAREHOUSE OPERATORS IN EAST AFRICA.

ISSUE DATE: TUESDAY, 27TH OCTOBER 2020

DUE DATE: FRIDAY, 6TH NOVEMBER 2020

ADVERTISEMENT

REQUEST FOR PROPOSAL (RFP)

TENDER TITLE: CONSULTANCY TO DESIGN AND DEVELOP AN INTEGRATED CONTINUING PROFESSIONAL DEVELOPMENT (CPD) SYSTEM FOR CUSTOMS AGENTS, FREIGHT FORWARDERS AND WAREHOUSE OPERATORS IN EAST AFRICA.

The Federation of East African Freight Forwarders Associations (FEAFFA) is a regional private sector apex body of the Customs Clearing and Freight Forwarding 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 and firm levels through provision of training and other aspects of capacity building.

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 the services of a consultant to design and develop an integrated Continuing Professional Development (CPD) System for customs agents, freight forwarders and warehouse operators in the region starting with Uganda and integrate the system with FEAFFA website.

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 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:

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 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.

10. TERMS OF REFERENCE FOR THE DESIGN AND DEVELOPMENT OF AN INTEGRATED CONTINUING PROFESSIONAL DEVELOPMENT (CPD) SYSTEM FOR CUSTOMS AGENTS, FREIGHT FORWARDERS AND WAREHOUSE OPERATORS IN EAST AFRICA.

1.0 INTRODUCTION

The Federation of East African Freight Forwarders Associations (FEAFFA) is a regional private sector apex body of the Customs Clearing and Freight Forwarding 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 and firm levels through provision of training and other aspects of capacity building.

Together with the East African Revenue Authorities (EARAs), National associations of the Freight Forwarding industry and the EAC Directorate of Customs, FEAFFA has been implementing the East African Customs and Freight Forwarding Practicing Certificate (EACFFPC) program 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. The EACFFPC was developed and rolled out in 2007 and has output over 6000 graduates across the region. Certification from the program is mandatory for licensing of Customs agents by customs administrations.

After completion of the certificate program, most of the EACFFPC graduates have no mechanism to keep themselves abreast with the changes in the logistics industry greatly impacting their ability and the quality of service to their clients. The unprecedented changes in customer needs and the operating environment makes it increasingly complex for the professionals to continue effectively executing their roles. Logistics sector professionals like in other disciplines, need to be constantly aware of the challenges they face relating to knowledge, skills and competencies to address these needs. Continuous Professional Development (CPD) has been identified as one way of addressing these challenges.

In partnership with TradeMark East Africa (TMEA), FEAFFA is rolling out a Continuing Professional Development (CPD) program for customs agents and freight forwarders. Under this program, industry practitioners will be expected to have a minimum number of CPD hours per year as part of the requirements for the renewal of their customs agency licenses.

A CPD framework and implementation guidelines and tools to guide the implementation of the program was been developed.

FEAFFA needs to develop an integrated CPD system to manage the CPD program in region. The system will capture all records of the program including training, award and recording of CPDs. The system will hold data for all freight forwarding firms in region, a database of EACFFPC graduates and trainers of the EACFFPC course and information of the CPD points for each of the graduates. The system will be developed gradually starting with the pilot

countries. The other countries will have placeholder information. This system will then be integrated with FEAFFA website.

FEAFFA is therefore seeking to engage services of a consultant to design and develop an integrated Continuing Professional Development (CPD) System for customs agents, freight forwarders and warehouse operators in the region starting with Uganda and integrate the system with FEAFFA website.

2.0 OBJECTIVE

To develop an integrated content management system to manage the Continuing Professional Development (CPD) program for Customs Agents, Freight Forwarders and Warehouse Operators in East Africa.

Specific Objectives

- a. Design and develop an integrated CPD system for Customs Agents, Freight Forwarders and Warehouse Operators in East Africa.
- b. Integrate the CPD system with FEAFFA website.
- c. Conduct training on the use and management of the CPD system.

3.0 RECIPIENT

The direct recipient of this consultancy will be the Federation of East African Freight Forwarders Associations (FEAFFA).

4.0 OVERVIEW OF THE PROPOSED SYSTEM

- It will be a regional system whose use will start in Uganda and Rwanda.
- System developers will configure the system to include other countries with placeholder information. These are Kenya, Tanzania (Mainland), Zanzibar and Burundi. These should be developed in a way that it will allow the system administrator to directly import data from manual storage as and when this information will be made available in these countries.
- Each country will have a database of practitioners, trainers, and a list of freight forwarding firms. Data for Uganda and Rwanda will be uploaded.
- Each practitioner will be registered on the system with an individual profile including their personal details, company, country their CPD activities and corresponding points awarded etc.
- The system administrator should be able to update individual user profiles by transferring information recorded manually in .XLSX, .XLS and .PDF FORMATS.
- The system will also have vital CPD program information for practitioners. This will include: CPD guidelines, FAQs, a yearly calendar of events, a list of facilitators, CPD coordinators, accredited CPD providers, approved training institutions for each country.
- The system should allow easy upload/download of data using the most common file formats e.g. XLS, XLSX, .PDF, .CSV etc.
- The system will be integrated with FEAFFA website.
- Ensure the system will be optimized for easy access via mobile phones and tablets.
- The integrated CPD system should provide room for future enhancements including addition of training content on CPD, handling large number of users, holding online CPD activities, automatic award of CPD points, online certification, integration with webinars and other online LMS, security of the system etc.

5.0 SCOPE OF WORK FOR THE CONSULTANCY

- i. Review the CPD framework and implementation guidelines.
- ii. Develop an implementation plan based on system requirements.
- iii. Design and Develop the integrated CPD system to support the ongoing piloting of CPD program in one country (Uganda).
- iv. Configure the system for additional countries including Kenya, Tanzania (Mainland), Zanzibar and Burundi.
- v. Prepare and Upload a database of freight forwarders, freight forwarding firms and trainers in Uganda and Rwanda.
- vi. Prepare and upload vital information on CPD program including the CPD guidelines, FAQs, a yearly calendar of events, a list of facilitators, CPD coordinators, accredited CPD providers, approved training institutions for each country.
- vii. Integrate the system with FEAFFA website.
- viii. Optimize the integrated CPD system for easy access via mobile phones and tablets.
- ix. Configure the system to ensure future enhancements will be easy to implement.
- x. Present the draft systems to industry stakeholders for validation
- xi. Orient users and administrators on the use of the systems
- xii. Offer technical support on the use of the system after development of the systems.

6.0 APPROACH AND METHODOLOGY

The proposal should provide a detailed methodology or approach for this assignment as per the requirements of this TORs. The consultant should also share a detailed work plan with timelines regarding the implementation of the assignment.

The consultant is encouraged to propose any other alternatives features that will assist in developing a robust system as per the standards.

7.0 DELIVERABLES

The expected deliverables from this assignment will include:

- a. An inception report highlighting the consultant's understanding of the TORs including a detailed strategy/approach and workplan for the completion of each of the tasks, a development plan based on assessment of system.
- b. An integrated CPD system developed and databases of freight forwarding firms, EACFFPC graduates and EACFFPC trainers uploaded.
- c. CPD system integrated with the FEAFFA website.
- d. User orientation report.

8.0 CO-ORDINATION AND REPORTING

The consultant will be reporting to the FEAFFA Executive Director. Day to day project coordination will be with the FEAFFA IT and Communication Officer. Financial matters will be dealt with by the Finance Office

Report Title	Estimated person days	Date of Submission
Inception Report.	05	One week after contract award

The integrated CPD system developed and databases of freight forwarding firms, EACFFPC graduates and EACFFPC trainers in uploaded.	20	Five weeks after submission of final inception report
FEAFFA website integrated with CPD system	03	One week after design and development of the CPD system
User orientation report	02	02 days after system integration with FEAFFA website.

9.0 DURATION OF THE ASSIGNMENT

The expected duration of the assignment 30 person working days.

10.0 QUALIFICATIONS

- a. **Company Profile:** The firm should have a minimum of five (5) years working in experience in the software development including system design, development, and integrations. The firm should submit at least two (2) related projects recently executed preferably in East Africa including a short description of the assignment, duration and budget of the assignments. Demonstration of the firm's capacity in terms of human and institutional framework to deliver such a project within the tight deadlines. Experience with freight logistics industry is an added advantage.
- b. **Project Lead:** Must be a holder of at least a bachelors' degree in computer science or software engineering or related field with at least five (5) years' proven work experience in systems planning, design, development, testing and deployment of integrated systems. He or She will have to demonstrate ability to oversee such a project. Professional certifications that are recognized internationally are highly desirable.
- c. **Systems developer:** Must have a bachelor's degree in computer science or related field with a minimum of three (3) years' experience in design and development of integrated systems experience in server-side and database applications. He/She must have knowledge of specific programming languages, such as PHP, Ruby, Python, Java, Rust etc. with strong understanding of system optimization for mobile phone access and system integrations. Evidence of at least two (2) integrated systems developed in the last three years.
- d. **User experience (UX) designer:** Must have a bachelor's degree in computer science or related field with a minimum of three (3) years' experience in design of interactive software and understanding of programming languages.
- e. **Website developer:** A minimum of a diploma in Web design or graphics design with at least three (3) years' experience in Web application development, programming, publishing, interactivity, and usability testing. He/she should possess user interfacing, integrations, and SEOs skills. Previous experience with use of HTML, CSS, JAVASCRIPT among other key scripting languages. Proven experience in at least three (3) similar assignments.

11.0 PROPOSAL SUBMISSION

The proposal documents should include:

- a) Profile of the organization with a key focus of previous related assignments accomplished.
- b) Technical proposal outlining:
 - An explanation of the approach/methodology to be used.
 - A detailed workplan with timelines to conduct the assignment.
- c) Detailed budget with breakdown on number of man days required to conduct the assignment.
- d) CVs of all experts involved, detailing their relevant experience.

12.0 HOW TO APPLY

Submit a detailed technical and financial proposal to these terms of reference through email only, to procurement@feaffa.com not later than Friday 6th November 2020.

NOTE: Applicants must be ready for immediate deployment.

13.0 EVALUATION CRITERIA

TERMS OF REFERENCE FOR THE DESIGN AND DEVELOPMENT OF AN INTEGRATED CONTINUING PROFESSIONAL DEVELOPMENT (CPD) SYSTEM FOR CUSTOMS AGENTS, FREIGHT FORWARDERS AND WAREHOUSE OPERATORS IN EAST AFRICA.

No.	Description	Maximum Scores
A	Firm/individual Experience and Qualifications (15 marks)	
1.	Evidence of a Minimum of 5 years' experience for the firm in software development (2mks).	5
2.	Evidence of at least two (2) <i>integrated systems</i> developed in the last three years (3 marks each project).	6
3.	Evidence of capacity in terms of human and institutional framework to deliver such a project. (2mks)	2
4.	Experience with Freight logistics industry. (2mks)	2
B	Approach and Methodology (15 marks)	
1.	Adequacy of proposed approach and methodology to address the objectives of the assignment	10

No.	Description	Maximum Scores
	<ul style="list-style-type: none"> • Unpacking objectives of the assignment (2mks) • Mapping scope to meet objectives (2mks) • Assigning scope to results – logical arguments (2mks) • Role of the lead consultant (2mks) • Management and monitoring (2mks) 	
2.	Adequacy of the proposed work plan in addressing the requirements of the TORs (5mks).	5
C Proposed Team Experience and Qualifications (40 marks)		
1	<p>Project Lead</p> <ul style="list-style-type: none"> • Bachelor’s degree in computer science or related field (3mks) • Demonstrated experience in the planning, design, development, testing and deployment software, content management systems and user support <ul style="list-style-type: none"> ◦ <i>At least three related projects on integrated system that were managed in the last three years. 2mks for each system (6mks in total)</i> ◦ <i>5 years’ relevant experience (3mks)</i> • Demonstrated knowledge of the latest trends and solutions that support online learning (2mks). • International Professional certification (1mks). 	15
2	<p>System Developer</p> <ul style="list-style-type: none"> • Bachelor’s degree in computer science or related field (3mks) • Five years’ demonstrated experience in the development of software including content management systems and their integrations. (3mks). • Experience development of software to support online training interventions demonstrated by <ul style="list-style-type: none"> ▪ <i>at least two (2) integrated program management system developed in the last three years (3mks each)</i> • Knowledge of popular programming languages, such as PHP, Ruby, Python, Java, Rust etc. with strong understanding of system optimization for mobile phone access and system integrations (3mks) 	15
3	<p>User experience (UX) designer</p> <ul style="list-style-type: none"> • A bachelor’s degree in computer science or related field (1mk) • A minimum of three (3) years’ experience in design of interactive software and understanding of programming languages e.g. JavaScript, Ruby, Python etc. (3mks) • Professional certification (1mk) 	5
4	<p>Web Developer</p> <ul style="list-style-type: none"> • A diploma in Web design or graphics design (1mks) 	5

No.	Description	Maximum Scores
	<ul style="list-style-type: none">• 3 years' experience in Visual design, web animation techniques, and Search Engine Optimizations (SEO). (1mks)• Three related projects executed in the last three years (3mks)	
	SUB - TOTALS	70
	Financial proposal	30
	TOTAL	100

ANNEX 1: THE FINANCIAL PROPOSAL TEMPLATE

A summary of costs.

No	Expert	Unit Cost	No. of Days	Amount in Dollars (USD)
1	Project Lead			
2	Systems developer			
3	User experience (UX) designer			
4	Website developer			