**COMMON MARKET FOR EASTERN AND**

**SOUTHERN AFRICA**



**REQUEST FOR PROPOSAL**

**FOR**

**CONSULTANCY FOR THE DEVELOPMENT OF AN INTERACTIVE ELEARNING PLATFORM FOR CONTINUOUS SENSITIZATION AND TRAINING ON THE COMESA RULES OF ORIGIN AND TRADE FACILITATION INSTRUMENTS FOR THE CUSTOMS OFFICERS, TRADE EXPERTS, AND PRIVATE SECTOR STAKEHOLDERS IN THE COMESA MEMBER STATES**

REFERENCE NUMBER: CS/ADM/PRO/31-07-2024/ss

**AUGUST 2024**

**DEADLINE OF SUBMISSION: 3SEPTEMBER 2024 AT 15.00 HOURS.**

1. **BACKGROUND INFORMATION**

The Common Market for Eastern and Southern Africa (COMESA) is a regional economic community comprising 21 African Member States that came together with the aim of promoting regional integration through trade and the development of natural and human resources for the mutual benefit of all people in the region.[[1]](#footnote-1) The trade integration agenda of COMESA includes a functioning Free Trade Area (FTA) currently comprised of 16 Member States, various trade and transport facilitation instruments, the creation of a Customs Union as well as the progressive liberalization of trade in services, investments and the free movement of persons in the region. Facilitating trade among the COMESA Member States has been identified as one of the key functions that will enable all the Member States to attain each member state’s economic growth objectives.

As a process of promoting mutual development, COMESA emphasizes cooperation in its programmes, and has, under Chapter Seven, provided for the “Common Market Customs Cooperation”. Cooperation in Customs management and organization is particularly addressed in Article 63 which provides for cooperation in several areas including sharing training facilities and programmes for customs officials. The COMESA Secretariat, through its Customs and Trade Facilitation Capacity Building Programme aims at promoting thriving trading environment serving an informed and knowledgeable trading Community that is aware of the opportunities availed under the COMESA regional integration programme.

In November 2018, the COMESA Secretariat and the European Union signed a Euro 48 million COMESA trade facilitation Programme (TFP) funded by the European Union under the 11th European Development Fund (EDF) for the benefit of its Member States. The overall objective of TFP is to play a fundamental role in deepening regional integration, improving inclusive regional economic growth and enhancing competitiveness of the COMESA region. The specific objectives of the TFP are to increase intra-regional trade flows of goods, persons and services by reducing the costs/delays of imports/exports at specific border posts through reduction of non-tariff barriers (NTBs), implementation of digital FTA, the WTO Trade Facilitation Agreement (TFA), and improvements of coordinated border management (CBM) and liberalization of trade in services and free movement of persons.

Under Result Area 2 of the TFP, COMESA planned to develop capacity building training materials on selected priority subject areas on trade facilitation instruments such as Rules of Origin, CBM, AEO. In addition, under Results Area 3, the Secretariat is also implementing project activities to simplify the COMESA rules of origin and adopt the electronic certificate of origin (eCO) with aim to enhance intra-regional trade through the COMESA FTA regime by digitizing the manual procedures of exporter registration, issuance of certificate of origin and verification and dispute settlements.

The EDF 11-TFP supported implementation of the Customs and Trade Facilitation Work Programme (2021-2025) and the following training manuals on customs laws and procedures have been developed and adopted by the COMESA Council of Ministers and are also available/accessible to public as PDF format on the COMESA website:

* 1. COMESA Procedures Manual for Implementation of Protocol on Rules of Origin
  2. Regulations for implementation of Electronic Certificate of Origin (e-CO).
  3. Advance Rulings (Origin, Tariff and Valuation),
  4. Authorized Economic Operator; and
  5. Coordinated Border Management

To address the gaps in awareness and capacity building of customs officers and other stakeholders in the implementation of the COMESA FTA Rules of Origin and other trade facilitation instruments, the COMESA Secretariat realized the need to provide training and awareness the stakeholders in different approaches either through physical training, e-learning, or other aspects of capacity building activities.

In this regard, the COMESA has an e-learning platform that utilizes the Moodle Learning Platform on which stakeholders can access the training modules on selected subject areas including Gender and Trade and the COMESA Simplified Trade Regime (STR).[[2]](#footnote-2) However, observations have been made on the need to enhance the current e-learning Platform considering the increasing demand of the stakeholders and the latest cutting-edge technologies of Learning Management Systems (LMS).

Therefore, the COMESA Secretariat has planned to enhance the operations and content of the existing COMESA e-learning platform aim at providing better coverage and quality training on matters related to COMESA trade and customs facilitation instruments such as Rules of Origin to government officials and private stakeholders (customs clearing agents, freight forwarders, shippers, importers and exporters and other stakeholders) from the Member States. In addition, the e-Learning training platform is also expected to provide continuous training opportunities that are flexible, easily accessible, and affordable to the target groups.

It is against the above background that the Secretariat is seeking services of a competent Consultancy Firm with qualified team of experts who can assist in conducting activities to enhance the COMESA e-learning platform and develop training materials content on selected subject areas and e-Learning Modules on COMESA customs and trade facilitation instruments with particular emphasis on the COMESA Rules of Origin.

1. **OBJECTIVE(S) AND SCOPE OF THE CONSULTANCY ASSIGNMENT**

The overall objective of the assignment is to enhance the COMESA e-Learning web-based platform and to design, develop and deploy e-Learning Modules on COMESA customs and trade facilitation instruments with particular emphasis on the COMESA Rules of Origin which aimed at rolling out an interactive online digital e-Learning platforms to provide continuous training to Government Officials (Issuing officers and customs officers, trade experts ) and to stakeholders from private sector (including exporters, importers, customs clearing agents, freight forwarders, and shippers ) in the COMESA Member States.

The scope of the Consultancy service is to enhance COMESA e-Learning platform in official languages (English, French and Arabic) supported by Mobile Application of the platform, multiple interactive, gamified, user friendly techniques and online training materials which contains multimedia content (pictures, animations, audio and video-based learning), readings, user registration and tracking, assessments and quizzes content on COMESA trade facilitation instruments focusing on COMESA Rules of Origin (ROO) and electronic certificate of origin (e-CO) as per the COMESA standards and requirements. The Consulting firm should consider a format that can be enabled through offline (Flash Memory or similar external disk) and online modalities and hence the digitized material should be designed in a way that enables it to be housed on the COMESA e-Learning website. The e-learning platform would be synchronized with face-to-face training sessions taking place in the Member States.

1. **KEY FEATURES AND REQUIREMENTS OF THE COMESA E-LEARNING** 
   1. **General Requirements**

The existing e-Learning Platform should be reviewed and enhanced to achieve the objective and expected results. The expected product should consider the development of training materials focusing on the following Courses:

1. COMESA Rules of Origin and e-CO Training for Customs Officers and Trade Experts
2. COMESA Rules of Origin and e-CO Training for private sector stakeholders

The courses will offer an overview of Rules of Origin in general and a better implementation and application of the COMESA origin procedures under the COMESA FTA, priority been given to practical topics that would help customs officers, issuing officers, international trade professionals and concerned stakeholders understand and apply the procedures contained in the COMESA Protocol on Rules of Origin and related instruments.

* 1. **Content and Functional Requirements**

1. The completed e-Learning platform should have a dynamic content management system (CMS) with support of contents upload, tagging, searching and download features. Content hit/view/download count will be recorded and presented in dashboard and printable reports. A user level permission will be set to control who can upload, publish and download contents.
2. The completed product should have a user-friendly mobile application (Android) of the e-Learning platform with most features of web
3. The completed e-Learning Training Materials, Modules and supporting materials (in all COMESA official languages English to Arabic and French) including in the form of Audio and video-based learning content should have the functionalities as follows:
4. Each online training program shall include 20-25 videos on average.
5. Each video duration shall range from 2-5 minutes on an average.
6. The videos are expected to include simple 2D and 3D Illustrations; some videos may require character conversation without lip sync.
7. Each video is expected to include approximately 8-10 scenes per minute.
8. The videos shall include narration and background music where required.
9. Generally, each video should demonstrate the following features:

* **High Quality**: The visuals to be included in the videos, including stock images and stock videos, should be of high-quality.
* **Attractiveness:** The video should present the subject matter in an attractive, concise, and clear manner.
* **Harmonization**: The video resource should be similar in terms of look-and-feel with other communication materials produced by COMESA.
* **Consistency**: The terms, colours, and visuals used throughout the video should be consistent.

1. Training materials and lesson plans on the subject matter should be supported by storyboards/story lines or scenarios, robust multimedia content management systems (with support of video and audio scripts, infographics, conceptual animations, and other media assets) as per the storyboards/storylines, and source generic images, stock videos, and other media as suggested in the storyboards/storylines or as required. This will need to be interspersed with information nuggets, quizzes, examples, case studies to enhance the learning experience as well as improve the two-way interaction with the users or trainees such as real-time audio and video chat support.
2. User Manuals and Instructions for the training platform which will be available in web and app. This should cover information including Introduction, Course description, Target Audience, Learning Objectives, Course Outlines, Course duration, references, and other related information. There should be two separate instructions/guides for Student and Teachers.
3. The training platform should have dynamic options to manage/set/create course plans, upload course materials and manage assessment system for the uploaded material and certification.
4. The e-Learning Platform should also have modules for students’ profile, Help and FAQs and documentation (Certificates, news).
5. The system will have an e-communication module, which will be used for sending email and SMS to the categorized users and relevant reports of e-communication should be produced. Frequently Asked Questions (FAQ) with solutions and there should be an option for submitting feedback of the participants should be incorporated in the platform.
6. There will be a Dashboard presenting dynamic data in reports in tabular and graphic presentations. The data of training such as number of enrolled, number of completed, number of unsuccessful, results distribution among the participants etc. should be obtainable. The relevant data/dashboard content will be set on design phase of the development.
7. There should be provision to integrate payment gateway integration in the system for the paid courses in future.
8. The platform can be accessed anytime so that the participants can access in their convenient time.
9. After enrolment of a course, one has to go with necessary pre-assessment and post assessment test to complete the course and upon completing auto generated certificates will be given to mail address or printable from the E-learning Platform.
   1. **Technical Requirements**
10. The development of the e-Learning Platform needs to use Open-Source Development Platform with tool architecture framework and the technology, and all related design/data will be open to Client.
11. Future technology change, iterative prototyping and agility in product design are the generic expectation. The e-Learning platform should be developed with flexibility, scalability, extendibility and multi-tenancy of the system for future expansion and improvement.
12. The online courses design should be supported by all browsers for a least their two most recent versions.
13. The online courses should also be available offline without any deficiency in any feature or component and certificates should be printable and can be saved in PDF or JPEG format to be uploaded to the LMS. And allow to print completion certificate several times and save the certificate in PDF or JPEG format.
14. The training materials should be in PDF and editable format (e.g. .docx); the content can be adjusted and developed in further detail in close coordination with COMESA.
15. The online courses should follow the COMESA accessibility standards and other ICT standards.
16. The System should support user registration in multiple ways including mobile number, email, NID etc.
17. System shall provide the ability to encrypt user IDs and passwords and impose minimum password lengths along with ability to reset passwords following a standard password strategy. User log management shall be recorded.
18. Ensure access control, application-level security, and on-demand support for uninterrupted LIVE service.
19. Design and develop Role-wise credential system incorporation for better user role management.
20. The system should have provision for periodical & instant Data Backup & Auto Archiving System.
21. The platform should be based on Database such as (but not limited to) MySQL/Oracle/ MSSQL/PostgreSQL server etc.
22. Bootstrap and CSS3 for responsive web application and the Android app should be developed in native android app development language.
23. The consulting firm/team should follow any of the industry standard secure development methodology such as (but not limited to) Comprehensive Lightweight Application Security Process (CLASP) by OWASP etc, and consider (but not limited to) common vulnerabilities such as SQL Injection, Cross Site Scripting (XSS) etc. The consulting firm/team will undertake responsibility for Input Validation Controls, Authorization/Authentication Control and other security controls in place in test, production and live environment of application.
24. All necessary security test at application-level architecture needs to be followed and conducted by the Consultant firm to ensure the system to be tested at module integration and load level.
25. **TASKS AND DUITIES TO BE UNDERTAKEN BY THE CONSULTANCY FIRM**

Under the overall supervision of the Division of Trade and Customs of the COMESA Secretariat, the consultancy firm is expected to undertake the following key tasks and duties:

1. Conduct desk review of the existing platform and need assessment and determine content material and the process and system requirements/specifications for the enhancement of the COMESA e-learning portal and development of e-Learning materials for the targeted group of trainees to be an interactive online digital training platform.
2. Prepare and submit inception report with detailed work plan and User Requirements Specification (URS) and System Requirement Specification (SRS) for consideration by the COMESA Secretariat.
3. Design the architecture of the enhancement of e-Learning Platform and develop it with flexibility, scalability, extendibility, and multi-tenancy of the system for future expansion and improvement.
4. Develop enhancements preferably using the latest and open-source technologies to make the existing COMESA e-learning platform (<http://elearning.comesa.int/>) be more interactive online digital training platform and Mobile friendly for sensitization and training of stakeholders. In addition, the e-Learning platform should be developed with flexibility, scalability, extendibility and multi-tenancy of the system for future expansion and improvement.
5. Convert the training materials and manuals to digital content and develop training materials and lesson plan on the subject matter as specified in the requirements.
6. The designer should define the extent of the content within the framework of a dynamic content management system (CMS) that should be covered by different courses and create the course structure in which all the content is divided into modules, with relevant and specific learning objectives for each module.
7. Develop user manuals and Instructions to guide the use and application of the digital platforms for all users including Students and Teachers.
8. The designer should define activities for each module which best support the e-learning goals. The Designer should consider the best format or method to present the content in each module and for every activity to ensure the maximum rate of engagement, this can be done suing some of the following:
   1. Various exercises which engage the participants and reinforce the learning.
   2. Practical assignments that the participants must complete during the Course.
   3. Grading and certification of the participants (design of certificates).
   4. Pre-assessments and post-assessments, and overall evaluation reports.
9. Convert the training materials, and video clips, quizzes/test and assessment, and other graphics in English to Arabic and French languages;
10. Upload validated training materials/content onto the platform which will be launched on COMESA website for access and use by authorised users;
11. Organise and facilitate training of trainers (ToT) on management of online training platform. Training will be structured with a combination of online and physical.
12. Develop a social media marketing campaign on E-learning platform.
13. Reviewing, testing and validating and publishing the platform in collaboration with the COMESA Team.
14. Assist in Launching the e-learning platforms to target group from the Member States and provide support in maintenance and monitoring the E-learning platform.
15. Provide technical support and maintenance and monitoring up to project completion period and for at least six (6) months post completion of the project for the purpose of sustainability of the E-learning Platform.
16. Any other related tasks, duties or specific assignments which may arise as directed by the Project coordinator.
17. **EXPECTED KEY DELIVERABLES**

The expected key deliverables include the following:

1. **Inception Report with detail work plan and specifications**: Covers detail methodology, staffing arrangements and detailed design plan (URS and SRS) and time frame to accomplish each activity and deliverables of the assignment, communication, and risk management plan. The Final Inception Report will be submitted incorporating COMESA staff and stakeholders’ comments and inputs to the Draft Inception report.
2. **System architecture and design document for developing the web-based E-learning platform and mobile app.** This should be submitted to COMESA team for any suggestion, clarification, and consideration before proceeding to development.
3. **Draft Training Materials and E-learning Modules and supporting documents of the e-Learning Portal:** This covers Instructional Strategy, Storyboards/Story lines, case studies, tests, quizzes and assessments and reading references as specified in the requirements. The final presentation will be submitted after needful modifications based on the comments and inputs from the staff and stakeholders.
4. **Completed Training Materials, Modules and supporting materials of the e-Learning Portal:** This should include all products in the form of Audio and video-based learning content and operational manual/user guide in line with the specifications and standards of COMESA.
5. **Functional Prototype of the e-Learning Modules and Integration with COMESA E-learning Portal**: This should be supported by a demo presentation of the website and mobile app and the API support for interfacing with existing applications/systems for any suggestion, clarification and consideration by the to the COMESA Secretariat.
6. **Testing, modifications, and Validation of the E-learning Platform and provide hands on training of trainers to COMESA Team**: Testing activities will be conducted in collaboration with the COMESA functional and technical team and knowledge transfer will be through online or physical training.
7. **Setting up courses and training using the e-Learning Platform:** This will focus training the internal Staff of the COMESA Secretariat for course management, administration and implementation and maintenance.
8. **Final Report of the completion of the assignment with all documentations** related to the E-learning Portal including System Manual, Installation Manual and User Manual, source codes and references along with other necessary tools/instruments so that the platform can be manageable by the client in future. The report should also include Detail implementation report and installation document, and Project completion report including upcoming challenges if any.
9. **Sign-off the delivery of the expected e-Learning platform**: This will be conducted after a satisfactory result of Evaluation of Deliverables in accordance with the procedures and rules of the COMESA Secretariat.
10. **Technical support and maintenance** service and monitoring of implementation to ensure sustainability of the E-learning Platform.
11. **SCHEDULE OF ACTIVITIES AND PAYMENT ARRANGEMENT**

The assignment will run for a total of 5 months, payment will be against deliverables and satisfaction of service as specified in the Contract as follows:

|  |  |  |
| --- | --- | --- |
| **Major Activities and Deliverables** | **Indicative time** | **Payment Schedule (%)** |
| Draft and Final Inception Report | 1 month | 20% |
| System architecture and design document for developing the E-learning website and mobile app | 3 months | 30 % |
| Draft Training Materials and E-Learning Modules and supporting documents of the e-Learning Portal |
| Completed Training Materials, Modules and supporting materials of the e-Learning Portal |
| Deploy and Handover of Functional prototype of the e-Learning modules and Integration with COMESA E-learning Portal including the Mobile Application of the platform. | 1 month | 40% |
| Setting up courses (presentations) and facilitate training of trainers on management of online training platform |
| Technical and User Acceptance Test Report; Modifications, and Validation of the E-learning Platform and materials; and provide hands on training of trainers to COMESA Team: |
| Final Report on the completion of the assignment and handover of the products with all documentations including source code, installation document, user manual and technical documentation. | 1 month | 10 % |
| Technical support and maintenance and monitoring for sustainability of the E-learning Platform. |

The consultancy firm where possible will undertake some of the activities concurrently to try and maximize on time. All such proposals should be indicated in the proposal.

The Contractor shall mobilise all the financial, human and material resources required for the full implementation of the Services.

No logistical preparation is needed from COMESA part, the Contracted firm should be responsible for all logistical preparations including insurance, travel and transportation in undertaking the tasks and duties of the assignment.

The consultancy firm will provide hard copies and an electronic copy of the final version of each deliverable to the COMESA Secretariat. Draft versions of deliverables will be submitted electronically, and successive versions of reports will be marked to show changes from the previous draft. Final approval of all outputs and deliverables, linked to payments to the consultant is the responsibility of the COMESA Secretariat.

**Resources provided by the COMESA Secretariat**

The COMESA Secretariat may provide the following assistance to the Contractor, as necessary:

1. Documents related to the COMESA Rules of Origin and trade facilitation instruments that will be used as main references for developing the training materials as well as Translation of these official documents into Arabic and French.
2. Access to the COMESA E-learning Platform and Infrastructure upon the Contractors signing the COMESA NDA and other related formalities.
3. Project Implementation Team of Business and Technical Experts from COMESA to collaborate with the team of the Constancy firm.
4. Coordination with stakeholders in the COMESA Member States during the assessment activities and workshops.
5. Other technical support that may be specified and mutually agreed up on during the course of contract implementation.

**6. MINIMUM REQUIREMENTS OF QUALIFICATIONS AND EXPERIENCES**

The Consultancy Firm should have at least the following competencies and qualifications:

1. The Consulting firm should submit its profile and company registration certificate.
2. The Consulting firm should have a proof of document certificate in designing, developing and implementing e-learning platforms
3. The Consultant should submit previous experiences of at least 5 years’ experience in developing and implementing similar e-Learning platforms using the latest technology of Learning Management systems (LMS) such as Moodle-based LMS and facilitating the trainings. (The document to be submitted shall include brief case studies, links to samples, and screenshots of similar projects undertaken, brief methodology in developing video-based learning content and expertise in developing similar solutions).
4. The Consultancy firm should present a demo of e-Learning platforms developed by the Firm to prove its experience and competency in the field. (Please provide references including contact details for contracts for similar services to the one requested under this consultancy).
5. The firm should have a strong project management ability to work against deadlines; and technical and managerial capability and proven interest and professional experience in implementing similar regional or with Multilateral Institutions.
6. To achieve the above-mentioned tasks and duties, the consulting firm shall have adequate and qualified experts with a demonstrated track record in developing high quality online learning; and prepare a clear work program, methodology and a corresponding manning schedule showing the timing of activities and the corresponding expertise input required for execution of the assignment.

The consultancy firm shall submit CV’s of the project team that include at least **Project Manager/Team Leader and** three lead experts who are expected to have the following minimum qualifications and experiences:

|  |  |  |
| --- | --- | --- |
| **Expert** | **Qualifications And Experiences** | **Quantity** |
| **Project Manager/Team Leader** | * **Education**: At least Masters degree or equivalent in Management, Business Administration, ICT, or related fields; * **Work Experience:** at least 8 years of experience in similar projects and experience in the region will have an added advantage. * **Language skills**: English proficiency is mandatory for the task and proficiency in Arabic and French will have an added advantage. | 1 |
| **E-learning and Instructional Designer** | **Education**: The E-learning and Instructional Designer must have at least a degree in computer science/software development, with training certificates in the web development and Mobile App technologies that covers at least the following areas: e-Learning Design and Digital Instructional design, Moodle Learning platform, Developing web applications on Drupal platform or similar web and mobile content management system (CMS),Configuration and set up of Websites on Production Web Servers (e.g. set up public sites on Nginx, Apache or IIS).  **Work Experience**: She/He must have at least 5 years of proven experiences in E-Learning Design, Video Development, and Graphic solutions, developing bespoke web applications; System Design, Implementation and Testing; a background in instructional design, educational technology, or a related field; Front end User Interface Design and Development. Proven experience in delivering the same assignment to multilateral institutions.  **Language skills**: English proficiency is mandatory for the task and proficiency in Arabic and French will have an added advantage. | 1 |
| **Graphic Designer** | **Education:** At least BSc Degree in degree in Audio-visual multimedia development and graphics creation or related fields.  **Work Experience**: The graphic designer should have at least 5 years of broad experience in the field of Audio-Video development and Graphics creation and publication. The graphic designer should have at least three years of experience in delivering the same assignment to multilateral institutions.  **Language skills**: English proficiency is mandatory for the task and proficiency in Arabic and French will have an added advantage. | 1 |
| **Subject Matter Expert/Rules of Origin Expert:** | **Education:** The technical expert must have at least a master’s degree in economics, Trade Policy, Sciences, Public Policy, Business Administration or any other related Social Science degree.  **Work Experience**: He/she must have over 10 years’ experience working or undertaking training on Rules of Origin, Customs and Trade Facilitation instruments. Knowledge and experience of preparations of training materials and working with COMESA Rules of Origin and related trade facilitation instruments as well as training will be an added advantage.  **Language skills**: English proficiency is mandatory for the task and proficiency in Arabic and French will have an added advantage. | 1 |
| **Database Administrator** | **Education**: The Expert must have at least a degree in computer science/software development, with training certificates in the Data base administering of similar systems.  **Work Experience**: She/He must have at least 5 years of proven experiences in **Database Administrator** of similar systems Proven experience in delivering the same assignment to multilateral institutions.  **Language skills**: English proficiency is mandatory for the task and proficiency in Arabic and French will have an added advantage. | 1 |

The Contractor shall be solely responsible for employing staff or retaining the services of any staff/Experts and under the applicable laws, including compliance with immigration and visa laws, obtaining and maintaining work permits, health or accident insurance, social security, unemployment insurance and other contributions or benefits as may be required under applicable laws.

The Contractor shall be solely responsible for its employees, consultants’ acts and omissions, including their compliance with, and their breaches of, the terms of the Contract. For this effect, the Contractor shall submit a proof of Experts commitment to the assignment and terms and conditions.

1. **PLACE OF ASSIGNMENT AND REPORTING**

The Consulting team from the firm will work under the supervision of the Senior Customs Affairs Officer in the Trade and Customs Division and the COMESA IT Expert in charge of the E-learning platform.

The Consultancy firm can work on the assignment remotely with access to the COMESA servers being availed in consultation with the COMESA ICT Division.

1. **EVALUATION CRITERIA**

The Evaluation will be conducted based on the financial and technical proposals submitted by the applicant against the evaluation criteria set out by COMESA Procurement Rules and Procures. The Financial Proposal must provide a detailed cost breakdown, separate figures for each functional grouping or category. The prices/rates quoted must be exclusive of all taxes, since the COMESA is exempt from taxes as stipulated in the COMESA treaty and regulations.

The Technical Proposal will be evaluated against the following criteria.

|  |  |  |
| --- | --- | --- |
| **Criteria** | | **Maximum points allocated** |
| **Competency of the Consultancy Firm** | | ***[40 points]*** |
| 1. Overall responses and quality of the proposal presentation and attachments submitted by the Firm against the ToRs | | ***[10 points]*** |
| 1. Proven experience of the firm in at least 5 years’ experience in developing and implementing a similar project, namely e-Learning platform. (Attach copies of contracts as evidence) | | ***[10 points]*** |
| 1. Demo presentation of e-Learning platforms developed by the Firm. | | ***[10 points]*** |
| 1. Proposed project implementation methodology, approach and technology used, and quality of the project work-plan with breakdown tasks and staffing arrangements; monitoring and quality assurance process | | ***[10 points]*** |
| ***Qualification of Experts*** | | ***[60 Points]*** |
| 1 | Key expert 1 *[Project Manager/Team Leader]* | *[15 points]* |
| 2 | Key expert 2 (Rules of Origin/Customs Expert) | *[15 points]* |
| 3 | Key Expert 3 (Graphic Designer) | *[15 points]* |
| 4 | Key expert 4 (Instructional Designer) | *[15 points]* |
| **Total** | | **100 points** |

The number of points to be given under each evaluation sub-criteria for qualifications of Experts are:

|  |  |
| --- | --- |
| **Sub-criteria** | **Percentage from Total Number of Points Allocated to the Criteria** |
| (i) General Qualifications: Education and training Certificates | ***30%*** |
| (ii) Work experience and adequacy for the Project | ***60%*** |
| (iii) Language skills and experience in region | ***10%*** |
| **Total** | **100** |

1. **SUBMISSION OF APPLICATIONS**

The applicant shall submit a technical proposal entitled “Consultancy For The development of an interactive eLearning platform for continuous sensitization and training on the COMESA rules of origin and trade facilitation instruments for the customs officers, trade experts, and private sector stakeholders in the COMESA member states”**online by email, in a pdf format to the following email:** [***tenders@comesa.int***](mailto:tenders@comesa.int) ***copy*** [*procurement@comesa.int*](mailto:procurement@comesa.int)*.* and an organisation profile*.* Physical deliveries shall not be accepted. The proposal should be addressed to the following:

**Head of Procurement**

**Comesa Secretariat**

**Ben Bella Road**

**P.O BOX 30051**

**LUSAKA, ZAMBIA**

**Tel: 260 211 229725 - 32**

**Attention: Mr Simatengo Simatengo**

**NOTE:** The proposal from the firm shall be considered unsuitable and shall be rejected at the technical stage if it does not respond to important aspects of the Terms of reference and/or fail to achieve a minimum technical score of 70%.

1. **CLOSING DATE OF THE TENDER**

The Proposal must be submitted to the COMESA Secretariat by email on or before **3SEPTEMBER 2024 AT 15.00 HOURS.**

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1. **AWARD OF CONTRACTS**

COMESA reserves the right to wholly or partially reject or award the contract to the candidate and has no obligation to award a contract arising from this process.

1. **QUERIES/CLARIFICATION AND REQUEST FOR ADDITIONAL INFORMATION**

Additional requests for information and clarifications can be made until three (3) working days prior to the deadline indicated in the paragraph 4.0 above, from:

The Procuring entity: ***COMESA Secretariat***

Contact person:Simatengo Simatengo

E-mail: ***ssimatengo@comesa.int****;*  [*smwesigwa@comesa.int*](mailto:smwesigwa@comesa.int)*;* [*procurement@comesa.int*](mailto:procurement@comesa.int)*;*

The answers to the questions received will be sent to the Consultant and all questions received as well as the answers to them at the latest two (2) working days before the deadline for submission of applications.

1. **VALIDITY OF THE BID**

The bid shall remain valid for a period of Ninety (90) calendar days from the deadline for submission.

1. **PAYMENT**

Payment terms and conditions shall be as per COMESA’s procurement Rules and Regulations payment guidelines. Payment will be contingent on the Consultant submitting reports specified in TORs and COMESA approving the said reports.

Attached are the following templates:

* A. Cover letter; and
* B. Curriculum Vitae.

A. COVER LETTER FOR THE EXPRESSION OF INTEREST FOR THE PROJECT

REFERENCE NUMBER: CS/ADM/PRO/31-07-2024/ss

**REQUEST FOR SERVICES TITLE:** **DEVELOPMENT OF AN INTERACTIVE ELEARNING PLATFORM FOR CONTINUOUS SENSITIZATION AND TRAINING ON THE COMESA RULES OF ORIGIN AND TRADE FACILITATION INSTRUMENTS FOR THE CUSTOMS OFFICERS, TRADE EXPERTS, AND PRIVATE SECTOR STAKEHOLDERS IN THE COMESA MEMBER STATES**

[*Location, Date*]

To: COMESA Secretariat

Dear Sirs:

I, the undersigned, offer to provide the consulting services for the development of an interactive eLearning platform for continuous sensitization and training on the COMESA rules of origin and trade facilitation instruments for the customs officers, trade experts, and private sector stakeholders in the COMESA member states in accordance with your Request for Request for Proposal number CS/ADM/PRO/31-07-2024/ss [*insert date*] for the sum of [*Insert amount(s) in words and figures*]. This amount is inclusive of all expenses deemed necessary for the performance of the contract in accordance with the Terms of Reference requirements.

I hereby declare that all the information and statements made in my CV are true and accept that any misinterpretation contained in it may lead to my disqualification.

My proposal is binding upon me for the period indicated in Paragraph 7.0 of this Request for Proposal.

I undertake, if my Proposal is accepted, to initiate the consulting services related to the assignment not later than the date indicated in Paragraph 10 of the Request for Expression of Interest, and to be available for the entire duration of the contract as specified in the Terms of Reference.

I understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Signature [*In full and initials*]:

Name and Title of Signatory:

B. CURRICULUM VITAE

*[insert full name]*

|  |  |
| --- | --- |
| 1. Family name: | *[insert the name]* |
| 1. First names: | *[insert the names in full]* |
| 1. Date of birth: | *[insert the date]* |
| 1. Nationality: | *[insert the country or countries of citizenship]* |
|  |  |
| 1. Physical address: 2. Postal address 3. Phone: 4. E-mail: | *[insert the physical address]*  *[Insert Postal Address]*  *[insert the phone and mobile no.]*  *[Insert E-mail address(es)* |
| 1. Education: |  |
|  |  |
| Institution:  [Date from – Date to] | Degree(s) or Diploma(s) obtained: |
| *[indicate the month and the year]* | *[insert the name of the diploma and the speciality/major]* |
| *[indicate the month and the year]* | *[insert the name of the diploma and the speciality/major]* |

10. Language skills: (Indicate competence on a scale of 1 to 5) (1 – excellent; 5 – basic)

|  |  |  |  |
| --- | --- | --- | --- |
| Language | Reading | Speaking | Writing |
| *[insert the language]* | *[insert the no.]* | *[insert the no.]* | *[insert the no.]* |
| *[insert the no.]* | *[insert the no.]* | *[insert the no.]* | *[insert the no.]* |

|  |  |
| --- | --- |
| 11. Membership of professional bodies: | *[indicate the name of the professional body]* |
| 12. Other skills: | *[insert the skills]* |
| 13. Present position: | *[insert the name]* |
| 14. Years of experience: | *[insert the no]* |
| 15. Key qualifications: (Relevant to the assignment)  *[insert the key qualifications]* | |

16. Specific experience in the region:

|  |  |
| --- | --- |
| Country | Date from - Date to |
| *[insert the country]* | *[indicate the month and the year]* |
| *................* | *......................* |
| *[insert the country]* | *[indicate the month and the year]* |

17. Professional experience:

| Date from – Date to | Location of the assignment | Company& reference person (name & contact details) | Position | Description |
| --- | --- | --- | --- | --- |
| *[indicate the month and the year]* | *[indicate the country and the city]* | *Name of the Company:*  *Address of the company:*  *Phone:*  *Fax:*  *Email:*  *Name and title of the reference person from the company:* | *[indicate the exact name and title and if it was a short term or a long term position]* | *Name of the Assignment:*  *Beneficiary of the Assignment:*  *Brief description of the Assignment:*  *Responsibilities:* |
| ................ | …………….. | ……………………. | …………… | ………………………………………………………………………….. |
| *[indicate the month and the year]* | *[indicate the country and the city]* | *Name of the Company:*  *Address of the company:*  *Phone:*  *Fax:*  *Email:*  *Name and title of the reference person from the company:* | *[indicate the exact name and title and if it was a short term or a long term position]* | *Name of the Assignment:*  *Beneficiary of the Assignment:*  *Brief description of the Assignment:*  *Responsibilities:* |

1. Other relevant information: (e.g. Publications)

*[insert the details]*

*19. Statement:*

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

I hereby declare that at any point in time, at the COMESA Secretariat’s request, I will provide certified copies of all documents to prove that I have the qualifications and the professional experience as indicated in points 8 and 14 above[[3]](#footnote-3), documents which are attached to this CV as photocopies.

By signing this statement, I also authorize the COMESA Secretariat to contact my previous or current employers indicated at point 14 above, to obtain directly reference about my professional conduct and achievements.

|  |  |  |
| --- | --- | --- |
|  | Date: |  |

ATTACHMENTS: *1) Proof of qualifications indicated at point 9*  
 *2) Proof of working experience indicated at point 15*

1. COMESA Member States include Burundi, Comoros, the Democratic Republic of Congo (DRC), Djibouti, Egypt, Eritrea, Kingdom of Eswatini, Ethiopia, Kenya, Libya, Madagascar, Malawi, Mauritius, Rwanda, Seychelles, Somalia, Sudan, Tunisia, Uganda, Zambia, and Zimbabwe. [↑](#footnote-ref-1)
2. See the COMESA E-Learning Platform on <http://elearning.comesa.int/> [↑](#footnote-ref-2)
3. *The proof of stated qualifications shall be in the form of the copies of the degrees and diploma obtained, while for the professional experience the proof shall be either acknowledgement letters from the previous employers or copies of the Purchase Order/ Contract signed with them.*  [↑](#footnote-ref-3)