

WCO Call for Tender



WORLD CUSTOMS ORGANIZATION
ORGANISATION MONDIALE DES DOUANES
Established in 1952 as the Customs Co-operation Council
Créée en 1952 sous le nom de Conseil de coopération douanière

Call for Tenders for the development of Virtual Reality Training contents and distribution of equipment to regional entities

Deadline for submission of proposal:

3rd June 2022, 10 a.m. (GMT+1)

Address for submission of bids:

The original bid, together with all supporting materials, should be sent to:

WCO-OMD

Call for Tenders for the selection of a tenderer to develop Virtual Reality Training contents and full sets of equipment, and perform distributions to regional entities

for the attention of Mr. Marc Bruneau
Head of Purchases, Sales and Contracts Service
Rue du Marché, 30
B-1210 – Brussels
Belgium

Table of Contents

I. Background, purpose and development of the Project

- 1.1. Presentation of the WCO
- 1.2. Overview of WCO Virtual Reality Training (VRT)
- 1.3. Customs Cooperation Fund of Korea (CCF-Korea)

II. Contents of Call for Tender

- 2.1. Overview
- 2.2. Description of the Programme to implement the VRT
- 2.3. Financial arrangements, including records, reports by the Tenderer
- 2.4. The WCO's role in monitoring and evaluating the Programme

III. Scope of the Development Programme and its management

- 3.1. Main components of WCO VRT Programme
- 3.2. Follow-up tasks and components
- 3.3. Development Management
- 3.4. Resources and qualification requirements for key experts

IV. Resources and qualification requirements for key experts

- 4.1. Preparation of the tender
- 4.2. Cost of the tender response
- 4.3. Period of validity of the tender
- 4.4. Formalities and signing of tenders
- 4.5. Date of submission of tenders

- 4.6. Prices quoted in tenders**
- 4.7. Language**
- 4.8. Requests for information or clarification of the Call for Tender**
- 4.9. Modification and withdrawal of the Call for Tender**
- 4.10. Modification and withdrawal of the Tender**
- 4.11. Subcontracting**

V. Assessment and Award of Contract

- 5.1. Exclusion Criteria**
- 5.2. Ethics Clauses**
- 5.3. Accession Criteria**
- 5.4. Award Criteria**
- 5.5. Points**
- 5.6. Technical Proposal**
- 5.7. Financial Proposal**
- 5.8. Award of the contract**
- 5.9. No obligation to award the contract**
- 5.10. Payment scheme**
- 5.11. Special provisions**
- 5.12. Request for information – Complaints**
- 5.13. Acceptance of the conditions of the Call for Tender and provisions applicable to the Agreement**

I. Background, purpose and development of the Project

1.1. Presentation of the WCO

The World Customs Organization (WCO) is the only intergovernmental organization exclusively focused on Customs matters. With its worldwide membership, the WCO is now recognized as the voice of the global Customs community. It is particularly noted for its work in areas covering the development of global standards, the simplification and harmonization of Customs procedures, trade supply chain security, the facilitation of international trade, the enhancement of Customs enforcement and compliance activities, anti-counterfeiting and piracy initiatives, public-private partnerships, integrity promotion, and sustainable global Customs capacity building programmes. The WCO also maintains the international Harmonized System goods nomenclature and administers the technical aspects of the WTO Agreements on Customs Valuation and Rules of Origin.

1.2. Overview of WCO Virtual Reality Training (VRT)

As COVID-19 began to spread globally in early 2020, opportunities were created for the WCO to respond efficiently to the unprecedented challenges impacting on Customs' role – in particular, by building the capacity of Customs officials through a transition towards the introduction of new technology and a communication platform.

As part of the long-term strategy to drive innovative ways of capacity building, the WCO has been working on developing and utilizing digital-friendly content. This includes Virtual Reality (VR)-assisted physical inspection training. Its aim is to gain practical knowledge, but also to improve users' level of satisfaction when training in virtual environment.

Against this backdrop the WCO, financially supported by the Customs Cooperation Fund of Korea (CCF-Korea), initiated a joint project with the Korea Regional Training Centre (RTC Korea) to develop a high-definition and immersive learning programme where learners can gain hands-on experience of import inspection, a fundamental and long-established Customs operation. RTC Korea formed the dedicated team, in collaboration with the WCO Capacity Building Directorate. The work included scenario development, the study of reference materials (including international standards), and maritime port and warehouse visits with developers and others.

In September 2021, RTC Korea opened the VR Experiential Centre and successfully implemented a VR import inspection programme in both English and French, the two official languages of the WCO. The programme was also rolled out at WCO Headquarters in November 2021. The Capacity Building Directorate hosted a launch event to demonstrate how Customs officials are able to learn physical inspection procedures virtually.

Through this VR-based learning content, trainees are able to carry out their mission, examine declared documents and experience import inspection procedures in a 3D container yard and a bonded warehouse for Customs inspection.

During the process, they can choose one of three different scenarios to handle situations that officials might face when detecting smuggled items such as drugs, intellectual property right (IPR) infringing items and explosives.

To make the programme more immersive, gaming elements (such as hidden missions to search for illegal items) and rewards for performance have been added, and learners are reminded of risk factors using the WCO Risk Management Compendium. Real seizure cases are presented at the end of the programme in order for trainees to understand its objectives and to enhance the effectiveness of the learning process.

All the devices required for the learning experience are supplied together and are installed in the kiosk, with the trainee wearing a headset and using a hand-held controller. The other equipment installed is a high memory computer and two sensors to track VR devices and locate the trainee's moves, guaranteeing a quality experience for the trainee. A TV screen in the kiosk provides a shared experience opportunity for spectators.

To make the programme easily accessible for officials without these devices, the WCO is planning to upload onto the CLiKC! platform both a PC and mobile version which can be played simply using a computer keyboard at a desktop computer, or on an individual's mobile phone.

1.3. Customs Cooperation Fund of Korea (CCF-Korea)

The VRT Programme will be financed through the CCF-Korea. The fund will cover the cost for the development of the VR contents, sets of training equipment, training materials and distribution to regional entities including Regional Training Centres (RTCs) and Regional Offices for Capacity Building (ROCBs). Financial support for the installation at agreed destinations, to verify the performance of the VRT equipment, will also be provided.

This Fund is managed by the WCO. Accordingly, the WCO will manage both the Call for Tenders process and liaison with the Tenderer on all programme-related matters.

II. Contents of Call for Tenders

2.1. Overview

This Call for Tenders asks for a proposal on the development of contents with VR equipment and distribution to regional entities.

The selected tenderer is required to work with professionals from academia and domain experts in the Customs area, and with Customs automation system specialists, to deliver productive outcomes for the benefit of Customs administrations around the world, addressing Members' capacity building needs encompassing goods inspection, e-commerce, Customs enforcement and others.

The selected tenderer is expected to run this project for a year, subject to donor sponsorship. The contract shall be reviewed by the contracting parties before it ends, and can be extended for a year, based on agreement between the contracting parties, subject to donor sponsorship.

2.2. Description of the Programme to implement the VRT

The WCO shall select a tenderer providing a comprehensive plan which meets the objectives of the initiative described below, namely the VRT Programme.

The aim of this Programme is to support WCO Members in training Customs officials and improving their capabilities and practical skills when carrying out Customs operations by adopting new VR technology.

The objectives of the Development Programme are:

- To implement VR assisted training (e.g. air/sea cargo inspection, e-commerce inspection) in line with the WCO capacity building strategy and which fully contributes to Members' training requirements;
- To test and upgrade end-products developed by the Programme in order to keep abreast of recent technology trends through maintenance planning;
- To develop training materials on how Customs administrations implement VRT with emerging technologies in their daily operations and installation manual;
- To distribute a full set of VRT equipment to the designated regional entities

Delivery shall take the following into consideration:

- Performance of delivered products and conformance with agreed criteria set by the task force team from WCO Capacity Building Directorate and RTC Korea;
- The user guide for the final product, enabling end-users to have a better understanding of how to make the best use of the product in various working environments;
- Supporting materials must be available both in English and French, the WCO's official languages, to attract more interest and increased use of products by WCO Members.

The service provider shall involve domain experts with a Customs background to provide practical guidance on developing end-products, in order to:

- Lead the development, ensuring its relevance to the WCO mission on implementation of new technologies;
- Secure an optimized balance between the scientific perspective and practical Customs domain knowledge when collaborating;
- Maintain an active communication channel with Programme lead officials, and keep management up-to-date in a timely manner;
- Monitor the progress of development and keep records of valuable aspects emerging from the Programme, such as the lessons learned and future considerations.

The WCO shall:

- Provide guidance to make the products and outcomes relevant to WCO tools and instruments for the benefit of Member administrations;
- Make best efforts to provide insights based on past experience and feedback from running the VRT equipment established both at WCO Headquarters and RTC Korea;
- Network with Customs experts to test products developed by the Programme and verify the performance, if required.

2.3. Financial arrangements, including records and reports by the Tenderer

The chosen tenderer shall:

- Administer and disburse the financial support received under the Programme, in accordance with the laws and ordinances of the country;
- Maintain records and accounts in respect of the financial resources received and disbursements under the Programme; and
- Furnish the WCO, no later than 45 days after completion of the work, with a summary statement of accounts showing how the financial resources received under the Programme were used during the previous year.

2.4. The WCO's role in monitoring and evaluating the Programme

The WCO shall designate a Programme Officer who will coordinate all Programme-related matters with the tenderer.

If the Tenderer has any questions or requires clarification, it should contact the following Officer:

Mr. Sungsig KIM, Technical Attaché, Capacity Building Directorate
Rue du Marché, 30, B-1210 – Brussels, Belgium
E-mail: sungsig.kim@wcoomd.org

The WCO shall conduct an evaluation on the report prepared and submitted by the contractor to the WCO Secretary General and the Korea Customs Service, in the latter's capacity as the donor.

III. Scope and management of the WCO VRT Programme

3.1. Main components of the WCO VRT Programme

The WCO plans to select a tenderer to develop VR experience content, design educational applications for use on mobile devices and PC, and produce VR kiosk systems for use in connection with a pre-installed content operating system, and handle the delivery and maintenance thereof.

The tenderer shall demonstrate the ability and readiness to develop the following:

- a total of three (3) pieces of VR content including one on air cargo clearance (focusing on e-commerce) and uploading PC version on the CLiKC, WCO e-learning platform;
- a mobile version of each piece of VR content;
- a VR kiosk designed and equipped with a range of devices, including a high-end PC, VR HMD set-up (sensor, controller, headset), speaker and power supply system;
- delivery of the VR kiosk to designated regional entities of RTCs (28) and ROCBs (6).

The scope of the tasks proposed for implementing experiential education activities in Customs covers:

- developing VR content for PC, involving production planning, transcripts, system flows and provision of an operating manual;
- developing a mobile application, involving production planning, transcripts, system flows, and provision of an operating manual;
- developing VRT promotional materials such as brochures, videos and product images;
- creating VR kiosks, components and designs (production planning, unit price tables, process schedule tables);
- preparing delivery documents (invoice, import and export declaration) for VRT systems;
- delivering VRT equipment as well as quality assurance and technical support.

3.2. Follow-up tasks and components

The expected scope of each task is as follows:

Task 1: Development of three pieces of VRT content (on air cargo Customs clearance plus two other fields) and uploading on CLiKC

Task 2: Development of a mobile version for each piece of content

Task 3: Production of VR kiosk systems

Task 4: Delivery, installation support and maintenance (28 RTCs and 6 ROCBs)

3.2.1. Task 1: Development of VR experiential content on air cargo clearance with a focus on e-commerce (PC version included)

The selected company will design and develop an experiential learning algorithm based on the Customs procedures for air cargo Customs clearance, risk indicators of the WCO Customs Risk Management Compendium, recommendations and actual cases involving the WCO Cross-Border E-Commerce Framework of Standards, etc. This VR content, with a focus on e-commerce, should allow users to experience the air cargo screening process through the Image Processing System (IPS) non-intrusive inspection performed at the inspection centre, and must also allow experiential learning even when using a PC without the VR equipment.

The VR air cargo clearance content shall provide an explanation of the goods classification through a pre-selection function, information on the process involved in sorting information confirmed by the IPS, and guidelines on the use of non-intrusive inspection equipment.

- Sub-Task 1.1: Design and development of an IPS user scenario

The purpose of this sub-task is to develop a user scenario that reflects domain expertise on the use of the Image Processing System for the purposes of air cargo Customs clearance inspection. This scenario should address the following:

- a) automated image processing: showing how air cargo items are unloaded, checked, passed through the scanner and separated as part of the IPS line inspection;
- b) automated search: demonstrating how the process of sorting and separating hazardous items is based on the item information provided by automated image processing, i.e. the scan information;
- c) equipment use: demonstrating the use of non-intrusive inspection equipment, e.g. the ion scanner and X-ray machine, as part of the actual search process;
- d) access to the content must be flexible and allow for individual selection; an evaluation of the results of the user's experience should be provided;
- e) it must have the same or similar content progression as and be compatible with the previously developed VR import inspection content (sea cargo clearance); user convenience and stability should be prioritized in the planning process;
- f) collaboration with a group of domain experts is essential to ensure the development of quality products.

Certain technical requirements need to be met for the purpose of establishing a VR environment, implementing scenarios and minimizing user fatigue during use. Furthermore, to make it possible to view the VR content on a PC, the following technical requirements shall also be taken into consideration:

- Sub-Task 1.2: Detailed description of the implementation plans for each stage based on similar business practices and expertise in presenting a process diagram, and provision of target service configuration for implementation of the target system

- Sub-Task 1.3: Development of a promotional plan through field surveys and environmental analysis for the purpose of realistic field implementation
- Sub-Task 1.4: Development flow map and design proposal for a realistic situation and environmental presentation
- Sub-Task 1.5: Technical methodology proposal to ensure product performance and system optimization
- Sub-Task 1.6: Presentation of a specific plan to implement a multilingual support system interface for user convenience and to upload final product (PC version) on the CLiKC
- Sub-Task 1.7: Proposal of a methodology for system device operation
- Sub-Task 1.8: Design of a tutorial for VR and PC to teach users about device controls, as well as how to access content
- Sub-Task 1.9: Implementation of the same content management system as that used for the previously developed VR sea cargo clearance content, taking into account the compatibility of the graphics, programs and controls

In addition to the development of the above-mentioned air cargo clearance content, the fields and requirements of the two additional pieces of VRT content will be confirmed after a separate consultation with the WCO within one year from the contract date, to be delivered to the WCO under the contract.

3.2.2. Task 2: Development of mobile content on the air cargo Customs clearance process

The successful tenderer will be required to design and develop learning algorithms that aim to help Customs officials' improve their ability to handle airfreight by repeatedly experiencing Customs declaration screening and X-ray scanning operations that take place during the Customs clearance process.

The mobile Customs clearance content should allow users to improve their cognitive inspection skills through mastery-based learning in a short period of time using mobile devices other than VR or a PC, and must provide a universal, versatile and convenient user experience in any location.

The tasks involved in developing mobile Customs clearance content on Customs declaration screening and X-ray scanning consist of the following:

- Sub-Task 2.1: Design and development of user scenarios for the purpose of training on mobile devices, reflecting the views and recommendations of Customs experts
- Sub-Task 2.2: Implementation of the inspection process for all import declaration documents
- Sub-Task 2.3: Implementation of use of equipment and inspection items for X-ray inspection
- Sub-Task 2.4: Risk indicator implementation based on actual cases

The tenderer should meet the technical requirements presented for mobile content use in various countries. This task is divided into the following sub-tasks:

- Content optimization for mobile devices and resolutions. It is essential to provide a framework for general-purpose design and operation.
- Application of programming technology such as single pass supported shader that uses single pass advanced rendering in order to reduce application power consumption.
- Use of technologies to process implementation of various resolutions, taking into account level of performance and frequent use of devices.
- Selection of a range for each classification that is linked to the algorithm design for repeated case-based learning, and development of a set of random questions and experience results within the range (case category, number of cases, time, etc.).
- Embedding of a random extraction algorithm system within the selection range of the local database for each case.
- Implementation of a security system requiring users to log into their account (e-mail), without entering any personal details, while also ensuring offline content accessibility.
- Provision of feedback on each case (correct answer, incorrect answer, check) where necessary.
- Confirmation of the feedback provided, and an algorithm structure providing comprehensive information on the final result.

3.2.3. Task 3: VR kiosk production

The successful tenderer must design and produce a VR kiosk to be installed at the designated RTCs and ROCBs, and the VRT kits and kiosks must be equipped with the previously developed import inspection content. The design of and functional plans for the VR kiosk that will be installed in the Member countries must be presented, and specific details and completed images should be reported to the WCO in due course.

The VR kiosk should consist of one type of VR head-mounted display (HMD), a PC operating system, interlocking sensors and related equipment that can display sea and air cargo Customs clearance in a VR environment. It should take into consideration the operating voltage of electronic devices in each country and region where the VR kits will be delivered.

The essential equipment and necessary functions are as follows:

- VR HMD: Resolution of 2880 x 1600 or higher, viewing angle of 120 degrees or higher, refresh rate of 120 Hz or higher, and surface-/body-mounted sensor systems.
- External monitor: 43-inch or larger, aspect ratio: 16:9, surface hard coating, resolution: 1920 (RGB) x 1080 (FHD) or higher, lamp type: LED or better.
- PC Specification: OS Windows 10, CPU Core i7 or better, RAM 8~16GB or higher, GPU RTX3080 or higher, requirements for kiosk housing facilities.
- Presentation of design and plans for equipment housing, including measures to increase housing durability.

- Multi-tap feature and digital equipment that include built-in blocking functions for use during equipment housing configuration.
- USB facilities, and internal and external power to which the VR HMD, PC and sensor can be connected. The minimum measure required is to take into consideration each country's supply voltage.
- Ease of installation and movement: attach handles and wheels to make it easy to move and fix in place.
- Durability of the product: temperature, shock-resistant materials, secure storage facilities to prevent theft.
- Safety of the product: safety against electrical hazards, weight, electromagnetic waves, etc.

3.2.4. Task 4: Delivery and Customs clearance of VR kiosk products

The selected tenderer must deliver all the training kits, which include VR experiential content and kiosks, by either sea or air transport, manage the delivery and Customs clearance procedures of the product until installation is completed at the location in the country designated by WCO, and provide installation manuals. The delivery methodology and packaging manual should be presented to the WCO. The successful tenderer should perform following:

- VR kiosk packaging: packaging safety measures, price estimates related to the delivery and installation of the complete VR kiosk.
- VR kiosk distribution: logistics transportation method, and shipping and delivery scheduling to production and delivery areas.
- Establishment of a transportation system and plan for delivery to the country designated by the WCO.
- Classification of items for Customs clearance by country.
- Provision of a packaging dismantling manual and dismantling tool.
- Provision of an installation manual and both online and offline support for installation.
- The WCO will provide the address of the RTCs and ROCBs to which the VR system will be delivered, as well as the contact information for the person in charge.

3.3. Development management

After being selected as a developer, the tenderer will hold a preparatory meeting (kick-off meeting) and ad-hoc meetings whenever requested to do so by the WCO. The purpose of such meetings is to verify and consult on the available expertise and capabilities in the field of VR training, development progress, future implementation schedules and project promotion.

3.3.1. Planning and development

Participation of a group of experts in planning activities is mandatory to ensure the use of their expertise in content creation and implementation of the WCO's capacity building strategy.

To improve Customs officials' abilities through learning practical skills, the successful tenderer should engage in the following activities:

- participation in planning activities of experts recognized by the WCO;
- preparation and submission of planning documents for content development.

3.2.2. Graphic development division

The following matters must be taken into account in order to verify that all plans and results are implemented in a VR environment so as to ensure a real-life experience:

- implementation of 3D data of the location during the VR and PC experience;
- production of a storyboard during the planning stage;
- implementation of 3D data for the various equipment experiences;
- application of anti-aliasing for a more comfortable VR experience.

3.2.3. Client development division

Due to the nature of VR content, content development for a smooth experience environment, complex use of experience equipment, and the PC mode and introduction of user-first optimization technology in the service must be considered.

For measures involving the distribution of mobile content and user security, the successful tenderer should:

- apply real-time rendering: postprocess, OuterGlow, 3D UI, Volume Effect, Effect;
- ensure multilingual programming, cross-platform functionality (VR, PC) and VR scripting;
- secure image processing and optimization, local DB, content frame rate at 60 fps or higher;
- manage user account and system configuration.

3.2.4. Proof of expertise of the programme participants

To ensure the stable implementation of the project, evidence of the organization responsible for content creation, and kiosk development and production, and of the minimum professional experience in each field required for this tender shall be provided as follows.

- Proposed organization of project management and promotion, personnel, roles and responsibilities.
- Presentation of the academic background and experience of the experts in science and technology (academic degrees, professional skills, etc.).
- Proof of experience in content development and the use of VR and AR technology for training, as well as experience gained from working on similar projects.
- Proof that more than 50% of the participating personnel have more than 10 years of professional experience.
- Description of task distribution among staff, including part-time positions where relevant.

3.4. Resources and qualification requirements for key experts

The tenderer shall demonstrate that appropriate experts are in place to deliver the profiles required, as presented below. The tenderer shall appoint a project manager in charge of communications with the WCO for the duration of the contract. The project manager shall be backed up by programme participants and three key personnel who shall not be replaced without the WCO's prior written agreement. The tenderer shall nominate a lead developer, a content planner and a Customs consultant. The successful tenderer shall ensure that all necessary steps are taken in terms of knowledge transfer and smooth transition of responsibilities.

The selected tenderer shall ensure that there is full information transfer between the latter two professionals in particular and, more generally, between all the stakeholders under its responsibility.

1) Project/Programme Manager

The project manager shall be in charge of the overall management of the contract and work as the main contact person (with back-up staff if required), and shall be responsible for:

- handling all communications in connection with this VRT Programme;
- managing and coordinating the delivery of all services required by the contracting authority, to the contractual standards set;
- ensuring the application of the same methodology and quality standards across all procedures;
- assessing risk and ensuring quality control for all activities carried out by the provider.

Required competencies are:

- qualification in a relevant field;
- experience of managing similar projects, at least in the past five (5) years;
- extensive experience in building strong client relationships and following up client requests in a timely manner in the context of similar types of projects, at least in the past five (5) years;
- extensive experience in trade-related projects in the past five (5) years, in which experience of working with Customs authorities is considered a strong asset.

2) Lead Developer

The lead developer is responsible for developing VRT content with relevant technologies, applying analytical models and ensuring their proper functioning through testing.

Required competencies are:

- Master's degree or higher, or more than ten (10) years' experience in the field of content development;
- extensive experience in digital content development in the past ten (10) years;
- familiarity with the proposed methodologies;
- ten (10) years' experience in effectively managing the work of subordinate developers;
- expertise in the development of digital content using up-to-date technology (i.e. the Unity engine);
- familiarity with the proposed methodology, with certification being an advantage;
- extensive experience in digital content development projects in the past ten (10) years, in which experience of working with a public-sector organization is considered a strong asset.

3) Content designer

The content designer is in charge of planning content development and identifying areas of research and their utility for Customs training.

Required competencies are:

- qualification in a relevant field;
- experience in effectively managing the work of subordinate analysts;
- familiarity with the knowledge required for the performance of Customs duties;
- familiarity with the proposed methodology, with certification being an advantage;
- extensive experience in trade-related projects in the past ten (10) years, in which experience of working with Customs authorities is considered a strong asset.

IV. Procedures for responding to the Call for Tender and content thereof

4.1. Preparation of the tender

The tender shall comprise two (2) separate parts: one part meeting the technical criteria and financial criteria on the price of the equipment and services requested. The financial proposals should be provided in a second and separate envelope.

The tender submitted by the tenderer should comprise all the information requested in Annex I and Annex II hereto as well as the information and documents requested hereunder.

Tenders must be made without reservation. However, a tenderer may note in its tender that certain aspects require clarification. It is legitimate for a tenderer to point these out, and equally legitimate for the WCO to take account of them, provided that these corrections do not substantially affect the terms of the tendering process or the purpose of the contract.

Tenders must be compliant, in all respects, with the purpose of the Call for Tender. Tenders which are not compliant with the purpose of the Call for Tender shall be set aside.

Documentation required for the tender

All tender proposals must be accompanied by the following documents:

a) Administrative documents :

- A sheet describing the tenderer's professional activities
- A document attesting to the tenderer's legal status
- A document listing the names and status of the individuals who make up the tenderer's governing bodies, together with an organizational chart
- Documentary evidence of the tenderer's financial situation
- A declaration on honour vouching that the tenderer is not in one of the situations described in parts 4.1 and 4.2 related to Exclusion criteria and Ethics clauses
- VAT exemption No. or VAT exemption certificate (if applicable)

b) Project proposal :

- An explanation of tenderer's vision for this project.
- A description of its resources (qualified staff and equipment).
- A description of the resources of the infrastructure.
- Answer to the Annex I - the technical proposal.

c) Financial proposals (in a second and separate envelope)

- Quotes in the format provided in the Annex II.

Further information related to the Accession criteria of the tenderer is outlined in part 4.3.
Further information related to the Award criteria of the tenderer is outlined in part 4.4.

4. 2. Cost of the tender response

The tenderer shall bear all costs associated with the preparation and submission of the tender response. Under no circumstances shall the WCO be responsible or liable to the tenderer, regardless of the outcome of the Call for Tenders.

4. 3. Period of validity of the tenders

All tender responses submitted by the tenderer shall remain valid for ninety (90) days after the deadline for receipt of tenders.

Any tender response with a period of validity of less than ninety (90) days shall automatically be rejected.

4.4. Formalities and signing of tenders

The tender should be sent to:

**WCO-OMD
WCO CALL FOR TENDERS
For the attention of Mr. Marc Bruneau
Head of Central Services
Rue du Marché, 30
B-1210 – Brussels
Belgium**

The tenderer shall provide two copies of the tender response, clearly marking it:

“Original tender response”

The tenders shall be typed and signed by the tenderer or any other person authorized to bind the tenderer.

The tenders shall contain no erasures, overwriting or correction, as these shall entail rejection of the tenders.

The tenders has to be submitted solely by post or delivered by hand to the WCO reception.

4.5. Date of submission of tenders

The WCO Procurement Service may, at its own discretion, extend the deadline for submission of tender responses. Tenderers contacted by the Service shall be notified directly, in writing, of this extension.

The tenders submitted after the deadline indicated on the front page of this document will not be considered.

4.6. Prices quoted in tenders

The financial proposal must be duly dated and signed by a duly authorized representative of the tenderer. The financial proposal shall be based on the instructions under Annex II.

The tenderer must complete the “Financial proposal” table as outlined in the relevant Annexes. Prices must be quoted in euro. For tenderers from countries which do not form part of the Eurozone, the amount of the tender cannot be revised as a result of exchange rate fluctuations. The choice of exchange rate falls to the tenderer, who bears the risks and reaps the benefits associated with these fluctuations.

Prices quoted must detail separately all government taxes, Customs duties and levies.¹

¹ The WCO is exempted from VAT in some countries. Please refer to article 1.4 of Annex V – “Standard terms and conditions applicable to the agreement”.

4.7. Language

All responses to this Call for Tenders must be written in English.

4.8. Requests for information or clarification of the Call for Tenders

A tenderer requiring additional information on the Call for Tenders may submit a request in writing to the WCO Procurement Service: Marc.Bruneau@wcoomd.org

The WCO Procurement Service shall respond in writing to any request it receives no later than five (5) days prior to the deadline for submission of tenders. Copies of the replies will be published online on the website www.wcoomd.org in the “Call for Tender” section.

Any questions and answers shall also be posted on the WCO website, in the Calls for Tender section, in a frequently asked questions (FAQ) sub-section listed under the name of the Call for Tenders concerned.

4.9. Modification and withdrawal of the Call for Tenders

At its sole discretion and without any requirement for justification, the WCO may amend the Call for Tenders prior to the deadline for submission of tenders.

All the potential tenderers to which the WCO has directly sent the Call for Tenders shall receive written notification of any changes.

To enable the tenderers to take account of these changes in their response, the Procurement Service may, upon its own initiative, extend the deadline for submission of tenders.

The WCO retains the right to withdraw this Call for Tender without any requirement for justification. No claims for damages of any kind whatsoever may be made to the WCO following the withdrawal.

4.10. Modification and withdrawal of the tender

The tenderer may withdraw its tender by sending written notice of withdrawal to the WCO Procurement Service prior to the deadline for receipt of tenders as indicated in the Call for Tenders.

The withdrawal notice must be sent by registered mail with acknowledgement of receipt. No tender may be modified subsequent to the deadline for submission indicated in the Call for Tenders.

No tender may be withdrawn in the interval between the deadline for submission of tender and the period of validity of the tender.

4.11. Subcontracting

Subcontracting is permitted subject to the following conditions:

- The selected service provider is fully responsible for the performance of any subcontractors.
- Tenderers must indicate in their tenders the amount of the contract (if any) that they intend to subcontract to third parties, as well as the identity and availability of the potential subcontractor(s).
- The service provider must not subcontract to third parties not identified in the tender as potential subcontractors without prior written authorization from the WCO.
- The service provider shall not cause the contract to be performed in fact by third parties.
- Even in cases where the WCO authorizes the service provider to subcontract to third parties, the service provider shall nonetheless remain bound by its obligations to the WCO under the contract.
- The service provider shall ensure that any subcontracting does not affect rights and guarantees to which the WCO is entitled by virtue of the contract.

Where subcontracting is envisaged, evidence of the potential subcontractors' ability to perform the tasks entrusted to them shall be included in the tender. Such evidence is the same as that also required from the service provider, as indicated below.

Tenderers should note that the WCO shall consider any intended subcontracting as an indication that the potential service provider does not have the requisite resources to complete the tasks under the contract.

V. Assessment and Award of Contract

5.1. Exclusion Criteria

Applicants or tenderers shall be excluded from a contract if:

(a) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

(b) they have been convicted of an offence concerning their professional conduct by a judgment which has the force of *res judicata*;

(c) they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;

(d) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;

(e) they have been the subject of a judgment which has the force of *res judicata* for fraud, corruption, involvement in a criminal organization or any other illegal activity detrimental to the WCO's financial interests.

Tenderers must declare on their honour that they are not in one of the situations referred to above.

5.2. Ethics Clauses

Any attempt by a tenderer to obtain confidential information, enter into unlawful agreements with competitors or influence the Advisory Committee on Contracts (ACC) or any WCO staff member during the process of examining, clarifying, evaluating and comparing tenders and applications will lead to the rejection of its submission or tender.

Thus, any direct or indirect contact with a WCO staff member other than the person named in this Call for Tender may, at the WCO's sole discretion, result in the rejection of the tender without any compensation or formality.

When putting forward a tender, the tenderer shall declare that it is affected by no potential conflict of interest and has no equivalent relationship in that respect with other tenderers or parties involved in the missions likely to be outsourced to it in its capacity as the selected tenderer. Should such a situation arise during execution of the contract, the service provider must immediately inform the WCO.

Tenderers shall respect core labour standards as defined in the relevant International Labour Organization (ILO) conventions (such as the Conventions on freedom of association and

collective bargaining, abolition of forced and compulsory labour, abolition of discrimination in the workplace, and abolition of child labour).

The tenderer shall refrain from any relationship likely to compromise its independence or that of its staff. If the service provider ceases to be independent, the WCO may, regardless of injury, terminate the contract without further notice and without the service provider having any claim to compensation.

The WCO reserves the right to suspend or cancel the Call for Tender or the contract awarded if corrupt practices of any kind are discovered at any stage of the award process.

5.3. Accession Criteria

Only those tenders fulfilling all the accession criteria will be assessed against the award criteria.

The accession criteria are:

- Submission of documents listed;
- Submission of information related to the tenderer's expertise and the experience of the staff members involved;
- Provision of a proposal that meets the requirements set out in the specifications and testifies to the tenderer's ability to provide the services requested;
- Submission of a financial proposal in a second and separate envelope

5.4. Award Criteria

Further to the price quoted for the performance of the contract, the following award criteria shall be applied, and should be taken into account in the preparation of the technical proposal.

Award criterion 1 – Functional and technical requirements

This criterion serves to assess the tenderers ability to understand the WCO's needs and deliver the tasks listed under this Call for Tender according to the requirements specified herein.

It also serves to assess the extent to which the tender meets the conditions outlined in the Call for Tender with respect to the standards to be followed. This criterion also serves to assess the quality of the proposal provided by the tenderer.

Award criterion 3 – Financial proposal

The tenderer needs to describe detailed budget lines in the offer detailed in the Annex II:

- Cost for implementation of the proposed project

5.5. Points

A scoring system to evaluate the award criteria relating to the technical merits of the tender shall be applied. Points shall be allocated to each offer as follows:

Functional and technical requirements		
1	Expertise of the tenderer submitting the Tender response	15%
2	Ability to implement the Programme	30%
3	Tenderer's administrative capabilities	20%
4	General understanding of the proposal	5%
Financial proposal		
5	Proposed financial offer	30%
Total		
		100%

Tender Award Criteria	Maximum Points
Award criterion 1	30
Award criterion 2	60
Award criterion 3	40
Award criterion 4	10
Award criterion 5	60

TOTAL 200

5.6. Technical Proposal

The proposal provided by the tenderer will be evaluated in relation to technical specifications and support services. Tenderers are requested to provide the information as requested in this Call for Tender, in accordance with the instructions and templates provided.

Technical Evaluation Criteria

Technical Evaluation Criteria is shown in the following tables. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process.

1. Expertise of the tenderer submitting the Tender response		Points
1.1	The tenderer's reputation (competence, history, any relevant experience, connections and awards in the Customs domain, its strengths in the area of Customs policy, etc.	5
1.2	Experience of the managers and key developers responsible for development and of all the technical staff involved in the Programme	10
1.3	Previous work by / past experience of the tenderer in offering Programme in the Customs domain	5
1.4	Ability to mobilize - Customs domain expert - relevant resources from experienced training expert - project experiences for the VR/AR content developments	4 3 3
	Total	30
2. Ability to implement the Programme		Points
2.1	Suitability of the tenderer methodology and work plan for implementing the Programme	15
2.2	To what extent do the core production plan meet the technical requirements of the Call for Tender?	5
2.3	Quality assurance and quality control, and recent experience conducting these tasks in Customs domains	10
2.4	VR Kiosk production and delivery plan - Design, components, and materials of Kiosk - Clear specifications of VR devices, PC and others - Packaging method and distribution plan to RTCs and ROCBs	10 5 15
	Total	60
3. Tenderer administrative capabilities		Points
3.1	The tenderer's organization, practices and proposed arrangements for the pooling of efforts in order to implement the Programme	5
3.2	The developer's ability and plans for promoting the Programme	5
3.3	The tenderer's ability to co-operate with the WCO and the Customs authority, including the Customs Training institute	5
3.4	Maintenance plan to respond to service requests from overseas after the product installation	15
3.5	Dedicated logistics team to work in cooperation with the WCO to monitor, report movement of cargo	10
	Total	40

5.7. Financial Proposal

The WCO Advisory Committee on Contracts shall then proceed with the financial assessment of the tenders retained.

The price quoted must be a firm, non-revisable price denominated in euro. The price should be fully inclusive and include any travel and accommodation costs. Prices quoted must include all government taxes, customs duties and levies.²

The prices proposed by the tenderers shall be applied a score of a maximum of 40 points based on the classification of the prices stated in the proposals received by the WCO.

Functional and technical requirements	140 points	70%
Financial proposal	60 points	30%
Total	200 points	100%

Any bonus will be considered separately as a supplementary score.

5.8. Award of the contract

The contract shall be awarded to the tenderer offering the best value for money.

The WCO reserves the right not to select any tender if the quote of the tender exceeds the budget allocated for this project.

Where applicable, the WCO may ask the tenderer to provide clarification about a tender. This request, as well as the response, shall be made in writing. The WCO reserves the right to ask an applicant for a demonstration of the proposed solution or part of it.

The WCO reserves the right to ask tenderers for their best and final proposal before awarding the contract. Each tenderer shall be informed about the decision of the Advisory Committee on Contracts.

5.9. No obligation to award the contract

In no way whatsoever does the Call for Tender procedure entail any obligation on the WCO's part to award the contract. Up until the finalization of the contract the WCO may decide not to proceed with the contract or may cancel the Call for Tender procedure, without the tenderers' being able to claim compensation of any kind.

The WCO is not liable for any compensation with respect to tenderers whose tenders have not been accepted. Nor shall it be liable should it decide not to award the contract.

² The WCO is exempted from VAT in some countries. Please refer to article 1.4 of Annex V – “Standard terms and conditions applicable to the agreement”.

In any event, the WCO retains the right to withdraw the Call for Tender or to reject all the tenders before a contract has been awarded and signed, without having to provide any justification or having to compensate the tenderers for any damage whatsoever.

The WCO reserves the right to contract in full or partly the services described in this Call for Tender without having to provide any justification or having to compensate the tenderers for any damage whatsoever.

5.10. Payment scheme

The following payment scheme will be applied to the awarded contract:

For the scholarship Programme

- (i) Fifty (50) percent of the total amount upon the initiation of the Programmes;
- (ii) Thirty (30) percent of the total amount upon the first production of a Kiosk
- (iii) Ten (20) percent of the total amount upon the development of the third VR content.

All payments are due within thirty (30) calendar days of receipt of the invoice.

5.11. Special provisions

Nothing in this Call for Tender and the annexes thereto, including in particular any references to Belgian legislation, shall be construed as a waiver by the WCO of its privileges or of those of its officials. Given that the WCO is an intergovernmental organization, it is expressly agreed that the rights and obligations of the Parties shall be governed by the Call for Tender or, subsidiarily, by the provisions of Belgian law. It is expressly stated that the constituent parts of the Call for Tender shall take precedence over the legislative and regulatory provisions referred to therein.

5.12. Request for information – Complaints

Unsuccessful tenderers may seek clarification, from the official responsible for purchases, of the reasons why they were not awarded the contract.

All request for information or complaints must be lodged according to Annex 6, point 7 of the WCO Financial Rules (see Annex III hereto).

5.13. Acceptance of the conditions of the Call for Tender and provisions applicable to the Agreement

The tenderers acknowledge that providing a proposal implies full acceptance of (i) the conditions set out in this Call for Tender and (ii) the essential and non-negotiable terms and conditions of the WCO which will be applicable to the agreement that will be negotiated following the award of

the contract (as described in Annex IV hereto “Standard terms and conditions applicable to the agreement”).

Annexes:

- Annex I: Template for Technical Proposals
- Annex II: Template for Financial Proposals
- Annex III: WCO Financial Rules
- Annex IV: Standard Terms and conditions applicable to the agreement