Terms of Reference

Consultancy assignment to design training material on Well-being and Stress Management at Work

Assignment Reference: WCO Global Knowledge: Human Resource Development (HRD)

CALL FOR PROPOSALS
Deadline: 25 June 2022
To submit by email to: capacitybuilding@wcoomd.org
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1. BACKGROUND

i. Beneficiaries / Eligible countries
All WCO Member administrations.

ii. Contracting Authority
World Customs Organization (WCO), SECO-WCO Global Trade Facilitation Programme (GTFP).

2. DESCRIPTION OF THE ASSIGNMENT

i. Overall concept
During times of crisis, to build resilience and promote sustainability, organizations are concerned and often focus their efforts on protecting their operations, processes, systems, technology, infrastructure and public relations. As a result, the human facet could be neglected and left out during the planning process to respond to the crisis and beyond.

The COVID-19 pandemic has demonstrated that organizational resilience can be achieved through: robust and comprehensive health and wellness programmes; sound business continuity plans; and increased use of digital technologies. It has also highlighted that organizational resilience cannot be achieved without a well-managed, engaged, and safe workforce. Therefore an adaptive and flexible workforce is a Customs administration's greatest asset. Officers in operational and support functions are the main contributors to business continuity and organisational resilience and performance.

Following the pandemic, the health and safety of employees was foremost in the organizations’ agendas, and their protection trumped most other concerns. The COVID-19 crisis has created a growing demand from employees that their organization enhances their services in the area of staff well-being through the provision of, among other things, (i) a safer and more pleasant working environment and (ii) further psychological services.

This training material is intended to supplement relevant tools and instruments developed by WCO to promote a people-centric strategy among its Members. Specifically, this material aims at building effective staff wellbeing and resilience programmes to foster Customs resilience in a post-crisis environment. To this end, the material will be used as part of the capacity building support provided to WCO Members in the area of Human Capital Management and Development.

In order to facilitate the use of this training material, it will be composed of two packs, which will be developed as part of this assignment: (i) the facilitator package and (ii) the participants’ package.

The facilitator package will include: (a) a standard agenda for a workshop of 5 full working days to deliver a course on all the main principles and concepts, strategies related to building staff wellbeing, staff and organization resilience, and stress management using MS PowerPoint (PPT) slides to be used throughout such a workshop, and (b) a facilitator guide, including practical training activities and training delivery.

The participants’ package will include training material (PPTs, exercises, reading material...etc.)

ii. Target audience
The Training Manual will primarily address all the levels of the organisation. The following target audiences:

- Top Management (Commissioners General (CG), General Directors (DGs);
- Director Board;
• Managers/supervisors;
• Trainers/facilitators at national level
• Staff at the operational level;
• Union if applicable.

iii. Overall objective
The overall objective of this assignment is to contribute to the well-being and staff resilience at the workplace within Customs administrations to build organizational performance and resilience.

iv. Specific objective
In order to ensure that the training provided during the regional workshops is of the highest quality, it is necessary to prepare a set of standardized training packages in English. The training package should not only include material for the trainees but also for the trainer (workshop facilitator).

The specific objectives of this assignment are hence to:

- Design the structure and templates (layouts) of the training packages and their components;

- Ensure that the material developed is highly pedagogical and conducive to adult learning;

- Contribute to the smooth implementation of the training workshops as both the trainers/facilitators and trainees will have high quality training material at their disposal;

- Contribute to the dissemination of knowledge, best practices and modern techniques to customs administrations participating in the regional workshops in the three key areas of the project;

- Enhance the competencies of participants on key aspects of Examples and case studies to illustrate the theory;

- Develop charts, infographics, images and other illustrative material conducive to learning;

- Any other elements considered necessary to further enhance participants’ competencies in the area of staff well-being at work and stress management;

All visual elements used in the training material should be harmonized and consistent with the WCO People Development programme tools and instruments.

v. Requested services
Under this assignment, the Contractor is requested to:

- Design the structure and layout of all the training packages and their components based on best training techniques and concepts available;

- Provide expert pedagogical advice to ensure that the material developed is conducive to adult learning and competency-based;

- Support and coordinate the preparation of the content of the material (choice of training and learning support, presentation of the items to be presented...) in consultation with the WCO People Development Programme Manager;

The focus of the training packages should be improvement of competencies and adoption of current best practices in the field of staff well-being and resilience and stress management. The training packages should be relevant to the conditions, structure, and operational environment of customs administrations taking into consideration the context of challenging times such as crisis, ....etc.
vi. Required outputs
The expected outcomes from the training workshops include exposure of participants to a wide range of tools in the fields of staff well-being and resilience approach and stress management strategies.

The outputs prepared by the Contractor should include the following (both electronic and hard copies are to be submitted):

- **Output 1**: The facilitators’ package (agenda, course and module outlines, training slides, exercise sheets, assessment material...)
- **Output 2**: The participants’ package (agenda, course outlines, training slides, exercise sheets, assessment material...)
- **Output 3**: Final report.

The material developed under this assignment will fall under the copyright of the WCO. The contracted Consultant will be provided with relevant WCO material related to the fields of this assignment and he/she should review them and expand on them (if possible) to produce the requested outputs.

vii. Support to the Experts
The assigned Experts will work in close cooperation with the WCO People Development Programme Manager.

3. PROFILE, EVALUATION AND SELECTION

i. Profile required
The Consultant is expected to put forward a team that could deliver the requested outputs. Such a team should include experts with expertise in the areas of (i) Training design and delivery as well, as adult-learning, (ii) well-being and stress management, (iii) graphic design; and (iv) customs administrations’ environment. The Consultant should appoint a dedicated Project/Contract Manager for this assignment.

ii. Evaluation and selection
Evaluation and selection will be made based on proposals that demonstrate that the Consultant is able to deliver the requested deliverables. Proposals should include a technical proposal (no longer than 8 pages, including cover page, table of content and acronyms) and a financial offer presented in EUR as one lump sum total.

### Evaluation grid

<table>
<thead>
<tr>
<th>Content of the offer</th>
<th>Max Points :100</th>
</tr>
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<tbody>
<tr>
<td>Technical Proposal:</td>
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<tr>
<td>- Technical content :</td>
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<tr>
<td>o Understanding of ToR</td>
<td>15</td>
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<tr>
<td>o Approach and Work Plan</td>
<td>25</td>
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<tr>
<td>- Professional experience and references (training design, training material for customs, stress management and well-being)</td>
<td>40</td>
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<tr>
<td>Financial offer:</td>
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<tr>
<td>- Financial offer must include all services required (expertise for content-writing, editing, designing, communication costs, etc.) and should be presented in EUR as one lump sum total.</td>
<td>20</td>
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<tr>
<td>- Most cost-effective offer gets 20 points</td>
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4. LOCATION, DURATION, PAYMENT AND REPORTING

i. Commencement date & Duration of assignment
The intended commencement date is 27 June 2022 and the period of execution of the contract will be 180 calendar days from this date. The information on the milestones and related timing is summarized in the table below.

ii. Suggested Milestones and Submission Dates

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Due date</th>
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<tbody>
<tr>
<td>1. Mobilization of the Experts / Briefing meeting (can held virtually)</td>
<td>05 July 2022</td>
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<tr>
<td>2. First draft of the Training Material (Facilitators' package)</td>
<td>September 2022</td>
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<td>3. Second draft of the Training Material (Facilitators and participants package) in MS Word format taking into consideration outcomes of the WCO Conference on staff wellbeing at work</td>
<td>October 2022</td>
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<td>4. Third draft with edited and designed Training Material in MS Word, PPT and PDF formats</td>
<td>November 2022</td>
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<td>5. Hard copies of the facilitators and participants' package</td>
<td>No later than 23 December 2022</td>
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<td>6. Final report</td>
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iii. Location
All working days can be delivered remotely.

iv. Payment
Payment will be made upon satisfactory completion and submission of outputs as per the following timeline: 25% advance payment upon contract signature, 45% upon delivery of milestone 3 and 30% upon delivery of hard-copies and final report.

v. Content, format and language of the report
An assignment report should be submitted at the end of the assignment following the instructions provided by the WCO. The report shall be written in English. Two electronic copies (one in word and one in pdf) as well as one hard copy of the mission report will be submitted to the WCO Programme Manager.

5. ADMINISTRATIVE INFORMATION

i. Management structure
The Contracting Authority is the World Customs Organization.

The WCO People Development Programme Manager in collaboration with the WCO-SECO Global Trade Facilitation Programme will liaise with the assigned Experts and will be the focal contact point for this assignment.
ii. Facilities to be provided by the Experts
The assigned Experts shall ensure that they are adequately equipped with the technical means (computers, printers, etc.) to carry out the assignment.

DEADLINE FOR SUBMISSION OF APPLICATION is: 25 June 2022.

6. ANNEXES