

## Terms of Reference

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### ***Consultancy assignment Project Management within Customs administrations***

Assignment Reference:  
*WCO 2021 Global Knowledge: Project Management*

CALL FOR PROPOSALS  
Deadline: 23 March 2021, 18:00 CET  
To submit by email to: [TFAPartnerships@wcoomd.org](mailto:TFAPartnerships@wcoomd.org)

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## 1. BACKGROUND

### i. Beneficiaries / Eligible countries

All WCO Member administrations

### ii. Contracting Authority

World Customs Organization (WCO)

## 2. DESCRIPTION OF THE ASSIGNMENT

### i. Overall objective

The overall aim of this assignment is to contribute to the enhancement of knowledge, skills and capacities on project management within Customs administrations.

### ii. Specific objective

The specific objective of this assignment is to:

- 1) Review the existing 5 full day classroom workshop course package on Project Management within a Customs environment:
  - A) Update classroom workshop training material if needed in the view of the expert and in consultation with the WCO Secretariat; and
  - B) Adjust classroom workshop training material into a training package for remote delivery through a WCO provided digital conference/training platform;
- 2) Provide recommendations on which content elements of the course materials ought to be used for the development of an e-learning module on Project Management in Custom;
- 3) Deliver remote Project Management trainings to two (2) English speaking African countries.

The upgrade of the class-room and virtual training material should build on existing materials, including available facilitators' notes.

### iii. Outputs

- Output 1: Recommended edits and changes to the current class-room materials content as deemed desirable by the consultant
- Output 2: Recommendations on which content elements of the course materials and tests ought to be used for the development of an e-learning module on Project Management in Customs for rollout on the WCO CliKC platform.
- Output 3: Adaptation of class-room training package into remote training delivery package (incl. facilitators' pack and power point presentations in WCO template as well as satisfaction and learning application assessment as part on an ongoing WCO Pilot on Learning & Development Course) according to the WCO guide to a successful transition to live virtual training.
- Output 4: Delivery of two (2) remote trainings to African countries
- Output 5: Final report for internal WCO purposes.

#### **iv. Requested services**

Under this assignment, the expert will work in close cooperation with the designated WCO counterpart. The WCO will provide guidance, assess the content, and communicate all necessary inputs related to the course content.

The selected expert will focus on the following key activities.

- Take note of existing 5 day class-room Project Management training materials and facilitators notes developed by the WCO and update if deemed needed;
- Make recommendations on what components of the existing materials ought to be incorporated in an (120-180 minutes) e-learning module on Project Management in Customs on the WCO CliKC platform. The WCO will engage a Communication Agency separately to develop the IT aspects of the e-learning module. The expert is expected to provide ideas and suggestions on how to present particular content in the most appealing way to students (e.g. suggestions for visuals, quiz approach or similar);
- Adjust the existing training materials into a suitable package for remote training delivery – including learning objectives, adjusted comprehensive facilitator note, learning assessment, and power point presentations in WCO templates;
- Deliver the by the expert finalised remote training package to two African countries and in doing so partake in a pilot on a more comprehensive WCO approach on Learning & Development – assessing learning application and capacity building effectiveness; and
- Prepare a final 2-3 pages report on the assignment providing an overview of lessons learned and recommendations. See for more details Annex 1.

The following should be noted:

- The training material developed under this assignment will fall under the copyright of the WCO;
- The WCO will share all relevant logos and images needed for the designing of the training material;
- The expert shall ensure that he/she is adequately supported (printing...) and equipped (laptop, software...). The expert should plan for the training material in English;
- The expert is expected to participate in a 3x 3 hours virtual Train the Trainer training in April 2021; and
- The WCO will designate a focal point for working arrangements.

### **3. EXPERT'S PROFILE**

#### **i. Number of experts**

One expert will be selected to carry out this assignment.

#### **ii. Required profile and selection criteria**

The expert shall have experience and knowledge regarding Customs administrations and related reform projects affairs and extensive experience in project management in a Customs environment.

The expert should have previously undertaken similar assignments.

The expert should have relevant qualifications, skills and experience profiled below:

#### Qualifications and skills:

- Fluency in English;
- Project Management certification required;
- Proven knowledge of adult learning, learning assessment and competency building;
- An accredited qualification in training and assessment (Pedagogy) and/or Trainer the Trainer would be an asset;
- Excellent drafting, coordination and communication skills;
- Ability to draft comprehensive training material; and
- Ability to work independently and within tight timelines.

#### Professional experience

- At least 5 years of experience in the area of Customs Modernization;
- Proven track record of supporting Customs Administrations in sub-Saharan Africa;
- Proven track record in project management in a Customs environment;
- Proven track record in delivering training courses related to (1) project management, and (2) trade facilitation, Customs reform and modernization;
- Experience in developing training packages for international organizations and/or Customs administrations; and
- Specific experience in supporting Customs Administrations with the maturity assessment in the area of project management, development of Project Management methodologies or establishing Project Management Offices is an asset.

## 4. LOCATION AND DURATION

### i. Commencement date & Duration of assignment

The intended commencement date is 05 April 2021. The below table provides an overview of the milestones and related timing.

#### **Suggested Milestones, Submission Dates and Payment Schedule**

<b>Milestone/Deliverable</b>	<b>Delivery date</b>	<b>Payment Schedule</b>
1. Mobilisation of the expert – assignment commences.	05 April 2021	25% of Total Amount may be invoiced upon Contract signature
2. Course content reviewed and (1) suggested edits for update made, and (2) recommendations provided for content to include in e-learning module, and (3) engagement in deliberations with WCO Learning & Development pilot coordinator on learning application tools (pre-, during, post-learning) on assessing increased competency.	26 April 2021	
3. Course content adjusted to remote learning package, including corresponding learning application tools in consultation with WCO Learning & Development pilot coordinator.	17 May 2021	25% of Total Amount may be invoiced upon approval of the content

4. Delivery remote trainings to two African countries through virtual training platform hosted by WCO.	Period 17 May – 09 July 2021 (exact dates subject to countries' schedules)	25% of Total Amount may be invoiced upon delivery of the trainings
5. Updated remote training package following expert's experiences and lessons learned during remote delivery & Final Assignment Report (see Annex 1).	31 July 2021	25% of Total Amount due upon Final Acceptance of the Final Assignment Report

- ii. Location**  
Home-based.

## 5. Annexes

### i. Annex I – Final Report Instructions

The final report as submitted to the WCO Secretariat for internal purposes only upon delivery of the guide must include:

- A Cover Page with the following elements - title of the assignment, date of submission of the report and name of the expert and the mention “The content of this final assignment report is the sole responsibility of the expert and can in no way be taken to reflect the views of the WCO”;
- Recommendations and lessons learned for future delivery of the remote training package;
- Observations and reporting on learning application and satisfaction to improve the measurement of enhanced competency; and
- Recommendations, if any, to the benefit of the countries’ administrations that benefitted from the (remote) Project Management training.

Interested candidates should, in English, submit a maximum 3 page proposal, including a CV no later than 18:00 CET on 23 March 2021 by email to: [TFAPartnerships@wcoomd.org](mailto:TFAPartnerships@wcoomd.org). Interested candidates should include in their proposal (i) the expected daily consultancy fees in Euro, and (ii) their company registration number and/or VAT number. If the interested candidate does not have a company registration number nor a VAT number, this should be clearly stated in the proposal.