**Section II: Schedule of Requirements**

**eSourcing reference:** ITB/2021/36943

**Terms of Reference:**

**Project for Enhancing Trade Facilitation and Border Control Capacity in East Africa – Phase 2 Training for X-Ray Baggage Scanner**

1. **Introduction**

In paragraph 2.2 of the Project Scope of the UNOPS Project Proposal ID 21735 it states “This project is designed to enhance the capacities of customs departments of revenue authorities in trade facilitation and supply chain security through the provision of border control and surveillance equipment. The project also intends to complement Japan International Cooperation Agency’s (JICA) current technical cooperation project, particularly Output 2: the capacity of customs administrations for efficient and effective border control is enhanced. As such, the Commissioners-General (CG) of the five Revenue Authorities (RA) will be consulted.” As part of Phase 1 of this project JICA donated to each RA one X-Ray Baggage Scanner at a Border Point of Entry of their choice.

As part of the discussion on further project development, In the “Implementation Schedule {Option 4 Operations and Maintenance Training for Patrol Boat & X-ray Baggage Scanner Operators}” serial 1 indicated “Discussion with the Stakeholders” which include as first step with Japan International Cooperation Agency (JICA), and in following steps with the five beneficiary Revenue Authorities (RA). The main objectives of the meetings with the Commissioners-General of five RAs were:

- To give feedback on decisions and guidelines from JICA on the approach to the Phase 2 training of the five Revenue Authorities (RA) to enhance Operations Training for X-ray Baggage Scanner Operators, subject to the Project Budget available and subject to the Phase 2 project to be completed by the end of February 2022. After the above meeting JICA confirmed Quote “are expecting that the additional training should be a training for RAs to be able to use the provided equipment properly and sustainably” and to “ask each RA about challenges/problems while they are using provided equipment in the survey”.

- To obtain endorsement from the Commissioners-General of the Revenue Authorities on the programme and timelines for this phase of the project, approach to prepare for the discussions with RAs personnel/ appointed Interlocutors, and obtain suggestions from the Commissioners-General to achieve the objectives. This was completed through a Questionnaire that each RA had to complete. UNOPS as appointed contracting authority consolidated these returned Questionnaires. The Questionnaires took into account that a four to six hours Orientation Training was presented by Magenta Engineer and Technician. This training was scheduled directly after the Commissioning, Site Inspection, and Hand-over to the RA Representative per RA at the site of the delivery. The Orientation Training was according to the Manufacturer’s standards. Certificates of Attendance were provided to all Trainees for certification to operate the X-Ray Baggage Scanner. The objective of the training was to orientate the already qualified Scanner Operators, Supervisors, and Technicians on the use of the donated technology and equipment.

2. **Objective of Phase 2 X-Ray Baggage Scanner Training**

The objective of Phase 2 of the JICA Project is to provide an online training programme for the 5 RAs that requested further training support based on the survey that determined what training is still required to operate the provided equipment properly and sustainably, and to address the challenges and problems they have whilst using the provided equipment as best possible.

3. **Modes of Training and Training Requirements**.

The Trainers for Phase 1 and the Technical Consultant considered the different modes of training and the perceived training requirements, and checked this with the RAs. The RAs were requested to evaluate the modes and perceived requirements, and make suggestions on how to better achieve the training objectives of Phase 2 within the time and budget constraints. The below are the agreed requirements that the Training Support Service Provider will have to achieve.

a. **Online Training/ Computer Based Training (CBT) versus Physical Training at a Central Location**. Because the “Systems Factors of each RA”, as investigated and reported significant differences, it was agreed to follow the “Online Training/ CBT” approach for all RAs. The Training Support Service Provider (TSP) shall thus provide an online training/ CBT software programme and License, plus Online/ CBT Support, that is valid for one year starting from the date of delivery.

b. **Train the Trainer (ToT) versus Train the Team approach**. Both approaches could work with Online Training. It was agreed that the RAs nominate two (2) Supervisors/ Trainers and the Crew composed with ten (10) Screeners to be trained. The Training Support Service Provider (TSP) is thus required to provide Online Support Service for the CBT Training solution to twelve (12) Trainees per RA.

c. **Purchase Options for Online Training Modules**. All RAs have different requirements for Training and different Supervisor/ Trainer and Screeners/ Operators situations. As there are different licensing options for online training such as “Full Purchase” and “Pay per Session”. It was agreed that the Full Purchase approach is accepted for this project case. The Training Support Service Provider (TSP) will thus cost the CBT Modules with License and the online service support, for one year, on the full purchase approach.

d. **Broader Requirements for X-Ray Baggage Scanner Training**. Further training is required to improve the skills of the Screeners/ Operators, and the Supervisors/ Trainers . Obtaining an efficient online multimedia security training course(s) are designed to enhance the job performance, confidence, and compliance to international standards of the operations at the JICA donated Baggage Scanner locations. Furthermore, the project provided one X-ray baggage scanner (manufactured by Shanghai Eastimage Co. Ltd and EI 100100DV model) for each Revenue Authority, so 5 scanners in total for 5 locations). The offered software training programme must be compatible with the mentioned equipment. The Training Support Service Provider (TSP) is thus required to provide appropriate online service support to the 5 RAs in order to access and participate in the programme to achieve the mentioned objectives and activities. The following are the broader requirements:

(1) **Refresher (Basic) Training of Screeners - Module 1**. X-ray screeners should have concrete foundation skills in how the X-rays work, be familiar with the functions and terminology required to correctly and safely operate an X-ray machine. The online computer-based training (CBT) model should provide Trainees with the flexibility to learn at their own pace, and give them a unique and rewarding learning experience. Trainees should be able to skip a specific module, repeat modules they would like to review, and fast forward through modules to a particular point of interest. The product should be available through the online/ CBT Training Module. Integrating animations, audio, images, text and video, should be available to hold trainees’ attention more effectively. The CBT product should contain modules that Trainees can do at their own pace. The Modules should include at least:

* The basic functioning of X-Ray
* The X-Ray Machine features and security
* The tasks of the Screener/ Operator

The Training Support Service Provider (TSP) is thus required to provide training service support to achieve these objectives.

(2) **Advanced Screening Skills of Screeners**. This module is to build on the initial training of the screeners. Any security X-ray operation relies heavily on screeners for correctly analysing each image that comes through. It is therefore important that they are trained and certified using realistic virtual X-ray simulators that offer up-to-date, challenging and relevant detection training and testing. The Module should include at least:

1. Adaptable: Should be able to be used in several types of screening applications in Airports, Customs, Cargo, Mail, and other high security establishments.
2. Standards: Should meet the (EU) No 185/2010 regulations that require screeners in aviation to undergo 6 hours of X-ray simulation training every 6 months.
3. Create bags and containers: Should allow threat image processor trainers to create content of various difficulties by choosing threat and non-threat items and placing them within empty bags, pallets and containers available in the database/ library. Items could be placed in different positions presenting various grades of concealment.
4. Simulate and conceal any IED. The unique IED Creator should allow trainers to create IEDs and hide them in any innocent objects taken from a database.
5. Library: The library should include explosive substances, detonators, mechanisms and power sources captured from different angles.
6. Every screener has different training needs: Trainers should be allowed to create any number of customized training and testing sessions taking into account screeners’ abilities, work schedule and the required screening environment. Sessions should be securely transmitted via a LAN, WAN, or internet connection.
7. Adjustable scoring system: System should contain an easy-to-use scoring system which can be adjusted, if required, to suit the skill level and experience of the X-ray screeners.
8. Create individualized reports for better assessment: The system should allow trainers to create individualized reports on all capabilities of a screener – such as X-ray interpretation skills or processing time.
9. Review sessions and learn from mistakes: The system should allow X-ray screeners to review every session they take and provide an analysis of each bag and item, so screeners can learn from their mistakes and improve their X-ray interpretation skills without the trainer.
10. The formal assessment of the proficiency of the trainees is important. These Modules should have a self-test at certain stages of each Module, and a final Evaluation at the end of each Module. If the Trainee does not pass the Self-Test s/he should not be able to progress to the next step of the training. The Trainee has to pass the Final Evaluation before the CBT Module will award the Trainee a Certificate.

The Training Support Service Provider (TSP) is thus required to provide necessary service support to the RAs in their unlimited attempts to the course within one year duration of the license.

4. **Systems Factors and Background Information that may affect the Phase 2 X-Ray Baggage Scanner Training**.

a. **Where is the JICA donated X-Ray Baggage Scanner deployed**? It is the perception of the project that in some RAs the Points-of-Entry is not operational, or the donated X-Ray Baggage Scanner is not being used, or will not be operational before the end of February 2022. The Training Service Provider will thus deliver the procured CBT Training Modules and Licenses to appointed RA Liaison Officer (LO). This RA LO will then bring on book, distribute to selected RA Trainers/ Supervisors and Trainees, and monitor the progress with the implementation of the CBT Training Modules and Threat Simulants within the License period.

b. **Is this X-Ray Baggage Scanner operated by a Dedicated Crew**? It is the perception of the project that in some RAs dedicated Crew members have not been deployed/ posted to the Port-of-Entry where the Baggage Scanner had been deployed. This factor thus has to be considered when determining the mode of training for Crew members at this location. The Training Service Provider will thus deliver the procured CBT Training Modules and Licenses to appointed RA Liaison Officer (LO).

c. **Schedule of Delivery, Commissioning, RA Training Support and Costing**. It should be accepted that the scheduling of the delivery, commissioning, online support to RAs, and training will somehow depend on the preparedness of the recipient RAs to implement this online/ CBT training. The Training Support Service Provider shall work on the schedule set and mentioned in paragraph 12 and throughout the duration of the license period.

d. **Availability of Online Training Service Support to RA Trainees**. The UNOPS project management team in collaboration with the respective 5 RAs will make its possible effort to carry out the training at the set timeline(07 Feb 2022 - 15 Feb 2022 for Module 1) and (16 Feb 2022 - 24 Feb 2022 for Module 2). The Training Support Service Provider (TSP) is thus required and requested to be available and provide necessary training service support within the mentioned set timeline and throughout the duration of the licensed period.

5. **Expected Results**

It is expected that this training would provide a good ground to train Supervisors/ Trainers and Operators on the proper handling, operation and maintenance of the X-Ray Baggage Scanners to ensure the overall success of the entire RA Non-Intrusive Inspection operation.

6. **Training Evaluation**

a. **Online Training and Evaluation of Modules**. The different Modules in the Online Training shall be evaluated at the completion of each module. The Training Support Service Provider needs to explain what online Training Evaluation is included in the online Modules.

7. **Training Certification**.

The Training Support Service Provider ensures all trainees (12 trainees per RA) are supported to be presented with a Certificate of Attendance/Completion/Competence after the completion of each online module (Basic and Advance).

8. **Minimum Qualifications for Support Service Provider**

**a. Experience.** The Support Service Provider shall have experience in provision of products (licenses) and training support services to Revenue Authorities, UN Agencies and/or International organizations/companies during the past 5 years.

**b. References.** Company shall provide a list of current and previous clients that they have signed a contract with. UNOPS has the right to contact each reference and request information on the company’s training capabilities, the quality of the services performed and the dependability of the company in meeting the requirements.

**c.** **Licensing by Manufacturer**. The Training Support Services Provider shall provide manufacturer authorization for rights to distribute the software training programme (for example; Renful or equivalent) and Licenses, and to provide necessary technical clarifications and services to the 5 RAs.

*Standards for workmanship, process, material, and equipment, as well as references to brand names or catalog numbers specified by UNOPS above, are intended to be descriptive only and not restrictive. The Bidder may offer other standards of quality, brand names, and/or catalog numbers, provided that it demonstrates, to UNOPS‘s satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified above*

**d.** **Training Support Services.** The Training Support Service Provider shall provide services to the 5 RAs throughout the licensed period thus will cost the call out charges/ service cost covers the 12 months period of the services. The service cost for 5 countries should be presented in a lump sum and provides a breakdown of the nature of cost/services included. As the license to be purchased by the project is valid for only one year, the Support Service Provider is required to provide a license renewal fee (from year 1 to 5) for the RAs’ information for their future considerations.

9. **Payment Terms**

Payment of the total contract price shall be made within thirty (30) days after the successful activation of the licenses with the proven documentation/ emails of the accessibility by the revenue authorities.

10. **Training Support Service Schedule (Tentative)**

| Date | Training module/Activity | Remark |
| --- | --- | --- |
| 7 Feb 2022 - 9 Feb 2022 | Delivery of online system, commissioning the software and preparation for training modules |  |
| 10 Feb 2022 - 15 Feb 2022 | Refresher - Initial Training of Screeners (Module 1) | to proceed to module 2 as soon as module 1 is completed. |
| 16 Feb 2022 - 24 Feb 2022 | Advanced Screening Skills of Screeners (Module 2) | to proceed to training module evaluation as soon as the module 2 training is completed |
| 25 Feb 2022 - 28 Feb 2022 | Invoices submission | The invoices to be submitted as soon as the software programme is activated and confirmed by proven emails of the accessibility of the RAs and UNOPS will proceed with the payments. |