

Request for Proposals
Strengthening Consumer Protection in ASEAN



1.0 Introduction to CTIF

The Canadian Trade and Investment Facility for Development is a seven-year, CAD \$11.6 million demand-driven program aligned with Canada’s Feminist International Assistance Policy (FIAP) to support sustainable trade and investment-related policy reforms and economic development initiatives that promote women’s empowerment and inclusive growth and have a high potential to reduce poverty in ODA-eligible developing countries in the Asia-Pacific region. CTIF provides technical assistance based on the needs identified by potential beneficiaries and according to an assessment process jointly administered by the CTIF team and Global Affairs Canada (GAC). Technical assistance is provided by independent suppliers that specialize in the specific services being requested by the beneficiary. Cowater International (www.cowater.com) and the Institute of Public Administration of Canada (www.ipac.ca) jointly implement CTIF on behalf of the Government of Canada.

2.0 Assignment Overview

Consultancy title:	Strengthening Consumer Protection in ASEAN
Beneficiary Organization	ASEAN Committee on Consumer Protection (ACCP) Competition, Consumer Protection and Intellectual Property Rights Division (CCPID) of the ASEAN Secretariat (ASEC).
Anticipated duration:	12 months
Anticipated start date:	February 2021
Location of assignment	Consultant’s Home Office and Jakarta, Indonesia (remote)
Summary of assignment	Working with the ASEAN’s Committee on Consumer Protection (ACCP), in collaboration with the Competition, Consumer Protection and Intellectual Property Rights Division of the ASEAN Secretariat, the project aims to develop an operational framework for the regular collection and assessment of sex-disaggregated data on product-related injuries by consumer protection agencies at the national and regional levels. The project supports the implementation of the ASEAN Strategic Action Plan on Consumer Protection 2016-2025 and is linked to the ASEAN Economic Community Blueprint 2025, which envisions comprehensive and well-functioning national and regional consumer protection systems established and enforced through effective legislation, redress mechanisms and public awareness. These elements are important pre-requisites for a competitive economic community that serves to enhance the interests of male and female consumers.
Terms of Reference	See Annex 1
Maximum budget, excluding HST	CAD 150,000

3.0 Corporate Qualifications

Interested bidders must possess the corporate capabilities and experience described in Annex 1 (TORs), which can be evidenced through project profiles included in technical proposals using the form provided in Annex 2. Contracts for projects profiled by bidders must have been active within the last five calendar years dating from the date of the release of this tender document.

4.0 Proposal Validity

A proposal must remain valid and open for acceptance for a period of 90 days after the closing date of RFP.

5.0 Team Member Qualifications

Bidders must provide CVs for the team members it proposes to undertake the assignment on behalf of CTIF and the beneficiary using the format provided in Annex 3.

6.0 Conflict of Interest – Unfair Advantage

In order to protect the integrity of the procurement process, the Bidders are advised that CTIF may reject a bid in the following circumstances:

- a. if the Bidder, any of its proposed Personnel including any of their respective employees or former employees was involved in any manner in the preparation of the bid solicitation;
- b. if the Bidder, any of its proposed Personnel, including any of their respective employees or former employees, was involved in any other situation of conflict of interest or appearance of conflict of interest;
- c. if the Bidder, any of its proposed Personnel including any of their respective employees or former employees had access to information related to the bid solicitation that was not available to other Bidders and that would, in CTIF's opinion, give or appear to give the Bidder an unfair advantage; or,
- d. If the Bidder, its employees, or any of its proposed Personnel are related to an owner or employee of the Beneficiary or are currently working with the Beneficiary in a volunteer or paid capacity as an employee, consultant or director (board member).

7.0 Rights of Cowater International/IPAC:

As CTIF's lead executing agency, Cowater/IPAC reserve the right to:

- a) reject any or all Proposals received in response to the RFP;
- b) enter into negotiations with Bidders on any or all aspects of their Proposals;
- c) cancel the RFP at any time;
- d) reissue the RFP;
- e) if no compliant Proposals are received and the requirement is not substantially modified, reissue the RFP by inviting only the Bidders who responded to resubmit Proposals within a period designated by Cowater; and
- f) negotiate with the sole compliant Bidder to ensure best value to DFATD.

8.0 Coordination and Reporting

The Service Provider will be contracted by Cowater International and report to the CTIF Project Manager. More details on reporting requirements are provided in the attached TORs.

9.0 Proposal Structure and Evaluation Methodology

Proposals will be evaluated using the cumulative analysis method. The proposal with the highest cumulative scoring will be awarded the contract. Applications will be evaluated technically and financially, and points will be attributed based on the assessment criteria detailed below.

Technical Proposal and Evaluation Criteria

The format and content of technical proposals shall align with the structure and content provided below.

Table 1: Proposal structures and scoring methods

Content	Details	Weighting	Max Score	Page Limit ¹
Experience	Experience managing or implementing assignments of a similar nature in a similar geographic context.	12	72	10 pp. ²
Proposed approach and methodology	Quality of the proposed approach and methodology for delivering the assignment's intended results, including a detailed workplan and work schedule, and performance framework integrating the assignment's intended results and CTIF's intended outcomes.	12	72	8 pp.
Project management and oversight	Quality of proposed approach to project management, including monitoring and reporting.	4	24	2 pp.
Proposed team	Quality and relevance of the proposed team members' skills and experience	12	72	10 pp. ³
Technical criteria	Total score:	-	240	-

Scores of 0 – 6 noted above shall be awarded based on the interpretations in Table 2 below.

Table 2: Score Attribution Criteria

Score	Criteria
6	Demonstrates expert understanding of the TORs and proposes innovative and appropriate solutions that address all requirements. Responses are well-tailored to the client's requirements in all aspects. Level of detail and quality of information provide a high degree of confidence in certainty of delivery.
5	Demonstrates a strong understanding of the issues in the TORs. Responses are tailored in most aspects and includes some innovation. The detail and quality of information provided gives a strong level of confidence that the requirement will be delivered to a high standard.
4	Demonstrates a good understanding of all issues relating to delivery of TORs. Responses are tailored to the client's requirements in some respects and demonstrate that proposals are robust. Provides sufficient detail and quality of information to give a good level of confidence that they will deliver.
3	Some misunderstandings of the issues relating to delivery of the TORs. Poor appetite to tailor to the client's requirements where required. Generally, a low level of quality information and detail leading to insufficient confidence that they will deliver.
2	Major misunderstanding of the issues set out in the TORs. The information is poorly tailored to the requirements or of a low quality. Poor quality or lack of information provides a low level of confidence that they will deliver.

¹ Use Ariel 10, normal margins.

² Bidders shall utilize the project profile template provided in Annex 2 to complete this section.

³ Bidders shall utilize the CV template provided in Annex 3 to complete this section.

1	Complete failure to address all material requirements of the TORs. Little or no tailoring of responses to meet customer requirements. Poor quality responses providing little or no confidence that they will deliver.
0	Unresponsive or non-compliant.

Only bids receiving a minimum score of 70% against the technical evaluation criteria will proceed to the financial evaluation stage.

Financial Proposal and Evaluation Criteria

Financial proposals must be in CAD and include all applicable taxes on a separate line. Payments will be made to the Supplier based on timesheets connected to each deliverable for **Fees** and actual receipts for **Reimbursable Expenses**. Financial proposals must be sufficiently disaggregated to allow evaluators to achieve a clear understanding of where resources will be invested to ensure value for money. To this end, financial proposals must include the following line items:

Fees:

- Names, titles and all-inclusive daily rate per team member
- Level of effort per team member
- Deliverable / Report.

Reimbursable expenses include⁴:

- International flights for trainers and trainees
- Daily allowances for trainers and trainees in accordance with NJC Travel Directive⁵
- Accommodation for trainers and trainees
- Local transportation & miscellaneous travel expenses
- Office space and/or venue rental
- Communications & reporting expenses

Reimbursable expenses will be subject to negotiation prior to contract award and subject to CTIF approval prior to reimbursement, which will be at cost.

CTIF **will not** reimburse costs for normal tools of trade (e.g. portable personal computers)

The selected Service Provider will be solely responsible for arranging and payment of adequate health, dental, medical and accident insurance coverage for all its Experts working on this project. The Service Provider shall also make reasonable efforts to ensure the individuals engaged in the delivery of this project obtain immunizations and out-of-country travel insurance as required.

Financial proposals shall be evaluated as follows:

The following calculations will be used to determine your commercial score:

Commercial Criteria	Comment	Weighting
Competitiveness of fees	Mathematical calculation of competitiveness of the proposed daily fees in direct comparison to all tenderers in this competition. Lowest proposed fees/your proposed fees x 100	80

⁴ Receipts must be retained for all expenses; the list of expenses is not exclusive.

⁵ <https://www.njc-cnm.gc.ca/directive/d10/en>

Competitiveness of expenses	Mathematical calculation of competitiveness of the proposed expenses in direct comparison to all tenderers in this competition. Lowest proposed expenses / your proposed expenses x 100	20
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Determining best value offer

The weight given to the technical and commercial tenders are:

- Technical: 80%
- Commercial: 20%

Your total score will be determined using the following formula:

Technical score x 0.8 + Commercial score x 0.2 = Final score

10.0 RFP Timeline

CTIF will solicit proposals based on the timeline identified below:

Action	Date ⁶
Request for Proposals (RFP) issued	November 24, 2020
Deadline for confirming intention to bid ⁷	December 9, 2020
Bidders Clarifications Deadline	December 18, 2020
Proposal submission deadline	January 6, 2021, 5pm EST
Anticipated project start date	February 2021

11.0 Proposal Submission Details

Your proposal should be submitted in English and be set out in three main parts. The Technical Proposal should be submitted in accordance with the Scoring Methodology and Evaluation Criteria and consist of:

- Part A: Executive Summary (one page)

The proposal must be accompanied by a letter on your organisation letterhead showing the full registered and trading name(s), trading and registered office address of the Potential Supplier and, in the case of a company, the place of incorporation. It should be signed by a person of suitable authority to commit the Potential Supplier to a binding contract. You must quote the RFP Title.

- Part B: Contents page
 1. Past experience (**Annex 2** template)
 2. Proposed approach and methodology (narrative and **Annex 5** template)
 3. Project management and oversight

⁶ The RFP timeline is subject to change and in such case CTIF will notify all interested parties accordingly.

⁷ Mandatory: confirmations are to be sent via email to info@c-tif.ca.

4. CVs of the proposed team (**Annex 3** template).

• Part C: Financial Proposal (**Annex 4** template)⁸ and a Rate Justification Form filled out for each proposed expert, who is not covered by the Standing Offer Agreement with CTIF (**Annex 6** template).

Proposals shall be submitted to CTIF by **January 6, 2021 5pm EST**, by email to: info@c-tif.ca

Proposals can be submitted by a single supplier, a consortium or a joint-venture arrangement.

Proposals must be submitted in two separate pdf format files. These may be attached as part of the same email.

- a. Parts A and B – Technical Proposal
- b. Part C – Financial Proposal (**should be password-protected**).

We will request the password if your proposal is deemed technically compliant. Any submission of the financial proposal that is not password-protected will be disqualified. **Also, any submission of the financial proposal together with the password will be disqualified.**

Proposals shall be submitted to CTIF using the following subject lines:

- CTIF– Strengthening Consumer Protection in ASEAN – Technical Proposal
- CTIF – Strengthening Consumer Protection in ASEAN – Financial Proposal

CTIF will confirm receipt of your proposal.

12.0 Questions

Bidders may submit to CTIF questions and/or requests for additional information, including, without limitation, inquiries related to substantive portions of the RFP, timing, clarifications related to definition or interpretation of this RFP. All questions and/or requests must be submitted in writing by email to Natalia Barankevych at natalia.barankevych@cowater.com on or before **December 18th, 2020**. CTIF will respond to a timely submitted question and/or request for clarifications by issuing addenda and/or response, which will be sent out to all the parties, who expressed interest in bidding on this project.

In the event you are the selected Service Provider in this procurement process, you will be expected to sign Cowater Sub-contractor Agreement and its General Terms and Conditions. A copy of this standard Agreement may also be requested from the CTIF team.

CTIF looks forward to receiving your proposal and thanks you in advance for your interest in CTIF procurement opportunities.

⁸ The budget template can be modified by the bidder.

Annex 1: Terms of Reference

Mandate Title:	Strengthening Consumer Protection in ASEAN
Beneficiary Name(s):	<ul style="list-style-type: none"> • ASEAN Committee on Consumer Protection (ACCP) • Competition, Consumer Protection and Intellectual Property Rights Division (CCPID) of the ASEAN Secretariat (ASEC).
Contractor:	To be selected through CTIF procurement process

1.0 Background

1.1 Policy Context

Consumer protection is an integral part of a modern, efficient, effective and fair marketplace, and one key aspect of protecting consumers is ensuring product safety. Product safety can be implemented through different means including through standard setting, technical regulation or policy formulation on topics such as product recall, accreditation, prior registration as a mandatory requirement, labelling regulations, systematic risk assessment, early identification of safety issues, and stronger surveillance and enforcement. An analysis of various key consumer concerns in 2015 found that product safety remains a major concern in the ASEAN region despite the enactment of specific legislations and creation of specific agencies to protect consumers.

It is to this end that the ASEAN Strategic Action Plan for Consumer Protection 2016-2025 (ASAPCP) included as one of its deliverables the establishment of an improved ASEAN Product Alert System and a framework for the regular collection and assessment of data on product-related injuries at the national and ASEAN (regional) levels. This deliverable stems from ASAPCP's Strategic Goal 3 (*High Consumer Confidence in the AEC and Cross-border Commercial Transactions is Instituted*), Output KPI 6 (*Product safety enforcement in ASEAN Member States (AMS) is strengthened through the establishment of an improved ASEAN Product Alert System*).

This initiative is also linked to the ASEAN Economic Community (AEC) Blueprint 2025, which envisions comprehensive and well-functioning national and regional consumer protection systems established and enforced through effective legislation, redress mechanisms and public awareness. These elements are important pre-requisites for a competitive economic community that serves to enhance consumer interests.

1.2 Development Context

Consumer protection, particularly for women and the poor, is an important aspect of a people-oriented ASEAN and has significant development dimensions.

From an economic perspective, stronger national and regional consumer protection mechanisms can enhance ASEAN consumers' confidence in the reliability of products manufactured and sold in the ASEAN Economic Community (AEC) market, which will in turn enhance intra-regional trade. Higher consumer protection standards can also drive innovation and productivity and thereby contribute to growth and poverty reduction.

From a health perspective, consumers' welfare can be enhanced through mechanisms that can more effectively guarantee that only safe products are available on the market. This is especially the case for poor consumers, who typically cannot afford to purchase the highest quality consumer goods, and for female heads of households. The development of a product-injury reporting system will enable AMS to exchange incident data and reports that will eventually promote freer movement of safe goods and enhance consumer protection across the region. According to the Asia Pacific Economic Cooperation (APEC), information sharing on product safety incidents can address safety concerns with products at a very early stage while also preventing large scale product recall and safety scandals.

From a gender equality and social inclusion lens, consumer protection plays an important role in ensuring access to safe and quality goods and services across the ASEAN region. As noted in a recent report by

Nielsen, “on average, 88% of women in Asia-Pacific say they have shared or primary responsibility for daily shopping, household chores and food prep. As a result, they’re also the primary purchaser for everyday household items.”⁹

The Alert System will also empower women and the poor across the region by increasing access to better information on product incidents and faulty products. To this end, the framework to be developed will assist AMS with establishing viable product-injury reporting systems that improve consumer safety in the region and assist consumers – and women in particular – with identifying and reporting defective or imperfect products.

And from an environmental sustainability perspective, environmental considerations will be considered in the following areas: (i) determining the coverage of the types of incidents that should be reported, including incidents/impacts to the environment (water, air, soil, plants, and animals), and (ii) risk and mitigation measures to the consumers and the environment, including recommendations for product safety measures to the producers. Doing so will help ensure that the Alert System and associated data collection framework will assist in mitigating any negative impacts from faulty consumer products on the region’s environment. Data from the system may be used to inform the development of laws, regulations and programs that may help minimize CO₂ emissions and the depletion or degradation of natural resources. Higher standards will in some cases also encourage the use of more environmentally friendly materials and products powered by renewable energy sources. Such measures will align with evolving consumer expectations around quality, which increasingly include sustainability considerations. As noted in a survey by USAID’s Green Invest Asia Project of over 3000 women in Indonesia, the Philippines, Singapore and Vietnam, “women’s top requests included products that help consumers reduce their environmental footprint, and brands taking steps to help the environment.”¹⁰

2.0 Related Donor Activities

To kick-start the development of the Framework, the ACCP and ASEAN Secretariat will organize a workshop on the Collection and Assessment of Data on Product-Related Injuries (the Workshop) in late January 2021, in collaboration with key partners. The Workshop will cover the following key topics:

- a) The objectives of product incident reporting system;
- b) Main considerations in developing a Product Incident Reporting System;
- c) Best practices from other jurisdictions (e.g. US, Canada, Australia and the UK);
- d) Brainstorming on the means to develop a product incident reporting system in their respective countries;
- e) Legal and other requirements of a Product Incident Reporting System;
- f) Network and regional cooperation across ASEAN nations – the experience of different countries;
- g) Approaches to incident report on specific consumer products – case studies;
- h) Approaches towards minimum safety requirements in ASEAN; and,
- i) Developing an Action Plan for what the future will look like in the product incident reporting system.

The Workshop’s outputs will provide a foundation for the development of the Framework and Alert System and serves as a precursor for this project’s work supported by CTIF. The ASEAN Secretariat has indicated that the Consultant will be invited to the workshop once scheduled.

3.0 Linkage to CTIF Performance Measurement Framework

This mandate aligns with CTIF Immediate Outcome 1110: *Improved skills, knowledge and tools to support inclusive and sustainable growth, competitiveness and economic integration for regional institutions in Asia Pacific.*

4.0 Description of the Assignment

⁹ Source: www.nielsen.com/apac/en/insights/article/2019/women-in-asia-pacific-are-buying-in-the-fast-lane/

¹⁰ Source: www.usaid.gov/asia-regional/program-updates/mar-7-2019-southeast-asian-women-consumers-prefer-sustainable-sources-recycled-packaging

4.1 Objectives

Within the context described above, CTIF has agreed to provide technical assistance to ASEAN's Committee on Consumer Protection (ACCP)¹¹, in collaboration with the Competition, Consumer Protection and Intellectual Property Rights Division (CCPID) of the ASEAN Secretariat, to develop an operational framework for the regular collection and assessment of data on product-related injuries by consumer protection agencies at the national and regional levels. To develop the framework for this ASEAN Product Incident Alert System, the Consultant will need to undertake the following activities:

4.2 Technical Assistance Activities

4.2.1: Desktop Study: Undertake a desk-based study to assess regional and international best practices for collecting information on product-related injury, taking into consideration recent developments in consumer protection. This includes undertaking online consultations and/or circulating surveys of ASEAN consumer authorities, and consumer associations. A gender-based analysis will be undertaken as part of this study to document the differentiated prevalence and impact of product-related injuries on women and men.

4.2.2 Prepare Draft ASEAN Product Incident Alert System Framework: The Framework will be developed by the Consultant in close consultation with the ACCP, in coordination with ASEC's CCPID. It is expected to include the following gender - and environmentally sensitive core content:

- a) Objectives and Scope of the Framework;
- b) Types of incidents, including impacts on the environment, that should be reported;
- c) Guiding Principles and/or best practices for product-related injury reporting systems, including:
 - a. Procedures for investigating reported injuries related to a use/misuse of a product (reactive approach);
 - b. Procedures for investigating products detected in regular market surveillance activities (pro-active approach);
 - c. Development (or adoption) of a common risk assessment methodology for product safety in both the reactive and pro-active approaches;
- d) Mechanism to ensure a systematic collection and assessment of information and sex-disaggregated data on product-related injuries ("product-injury reporting system") at the national level and regional level, including administrative requirements;
- e) Key requirements for setting up a regional product-injury reporting system;
- f) Risks and mitigating measures for the reporting system; and,
- g) A gender-sensitive Product-related Injury Report Form.

4.2.3: Draft Framework Verification Workshop: Facilitate at least one virtual verification workshop to present the draft Framework and ensure its alignment with expectations of AMS through feedback received from the ACCP and CCPID. AMS with more developed systems and agencies are expected to be able to offer extensive experience and lessons learned from their own efforts at product-injury reporting. A PowerPoint presentation will be prepared in advance by the Consultant and confirmed by the ACCP prior to the workshop. The presentation shall also address how the proposed framework has been developed to best ensure its endorsement by the ACCP and its active and consistent utilization by AMS. A short report will be prepared after the workshop highlighting the issues raised and outcomes.

4.2.4: Presentation of Draft Report to ACCP: Present the final Draft Framework during a workshop for ACCP members.¹² The Consultant should plan to deliver this presentation in person, but this may shift to remote delivery if travel restrictions due to COVID-19 make this impossible or impractical. The Consultant will utilize an updated PowerPoint deck as the basis of their presentation based on the initial version prepared for the preceding activity. While the Consultant will be responsible for delivering the final draft Framework to the

¹¹ Comprised of ASEAN Member State representatives from national consumer protection agencies

¹² Ideally this will coincide with an existing ACCP Meeting usually held in April/May and November of each year.

ACCP, the process of seeking final endorsement will be a separate policy-level process led by the ASEAN Secretariat.

4.3 Beneficiaries

The primary beneficiary of this CTIF TA project will be the ACCP, the project's main stakeholder. The ACCP is the champion of consumer protection policy and programs in ASEAN and will ultimately approve the Framework in consultation with AMS. The ACCP was established in 2007 by the ASEAN Economic Ministers. It serves as the focal point to implement and monitor regional arrangements and mechanisms to foster consumer protection in the ASEAN Economic Community.

This CTIF TA will also benefit ASEC's Competition, Consumer Protection and Intellectual Property Rights Division (CCPID) by helping them facilitate the completion of the operational framework, which forms part of the deliverables under the ASAPCP 2025.

The project's indirect beneficiaries of this project are each of ASEAN's 10 AMS and their citizens. Each AMS will have access to the outputs of the project. Furthermore, ASEAN-based enterprises involved in the production or delivery of goods and services are also expected to benefit through better understanding of how they can meet growing consumer expectations and discharge their legal obligations to consumers in its production process.

5.0 Inputs to be provided by beneficiary(ies)

As ASEAN's lead partner institution for this CTIF mandate, the ASEC's CCPID is expected to play a key role in its effective implementation while working closely with all relevant stakeholders. The CCPID will oversee the project's implementation and disseminate/collate surveys and assist in scheduling consultations with ASEAN Member State (AMS) representatives. The CCPID will also facilitate the screening of participants in required consultation meetings in order to best ensure the selection of appropriately qualified participants. In addition, the ASEAN Secretariat will ensure close coordination between the consultant and the AMS to ensure the project can accommodate needs and concerns of each AMS.

Furthermore, to promote ownership and utilisation/adoption of the project's outputs, the ACCP will coordinate with relevant Dialogue Partners to promote complementary actions particularly at the national level.

6.0 COVID-19-related travel restrictions

CTIF anticipates that COVID-19-related restrictions on international travel will remain in effect throughout most of this mandate's procurement and delivery. In this context, bidders are expected to propose an approach and methodology that is primarily desk-based, except for the project's final activity (see activity 4.2.4 above).

7.0 Consultant Profile / Expertise Required

The Consultant best suited to delivering this CTIF mandate will be able to demonstrate the following characteristics both corporately and within their proposed team:

- A professional track record of at least 10 years in the field of consumer protection, including demonstrated experience in one or more of the following areas: developing, managing or contributing to product-related injury reporting systems; collection and assessment of information and data on product-related injuries; the development and implementation of training programs in consumer protection, preferably in ASEAN; and, product risk management systems for consumers and the environment;
- Previous experience working with a consumer protection agency, preferably in a developing-country context or environment, and in-depth knowledge of consumer protection policies, legislation and programs, especially within ASEAN;
- Familiarity with consumer rights, enforcement of consumer laws, and consumer demands for product safety and product standards, as well as current and emerging consumer concerns and related issues;

- Experience and strong technical capabilities preparing engaging reports and delivering engaging presentations in English for a variety of senior-level stakeholders;
- Demonstrated experience and soft skills needed for developing and maintaining sound working relationships with government stakeholders from ASEAN member states, and familiarity with the ASEAN Secretariat's mandate, systems and processes;
- Experience and capabilities delivering multi-stakeholder workshops and meetings remotely using a variety of engaging tools and techniques; and,
- Proven ability to work effectively under pressure and adhere to tight deadlines.

8.0 Location and Proposed Timeframe

Anticipated start date: February 2021

Duration of assignment: 12 months

Location of assignment: Consultant's Home Office (remote) and Jakarta, Indonesia

9.0 Deliverables

9.1 An Inception Report including the following content:

- This would detail the consultant's approach to the project and provide a detailed work plan. This workplan and schedule must be designed in close collaboration with ASEAN counterparts. This should also include the draft agenda of the validation workshop. In addition, the Consultant will provide an updated work schedule, budget for the delivery of the TA package, and a completed CTIF mandate-level Performance Measurement Framework template (see **Annex 6**), including baseline data and targets against CTIF's mandate-level performance indicators.

➤ **Deadline:** one month after contract signature.

9.2 TA Activity Outputs: The Consultant will deliver the reports and documentation associated with each of the following activities described in detail in Section 4.0, above:

- Desktop Study
- Draft ASEAN Product Incident Alert System Framework Report
- Verification Workshop and Post-Workshop Report
- Draft Report to ACCP

➤ **Deadlines:** Timelines for the completion of each of the above activities will be proposed by the Consultant and confirmed with the ACCP and CTIF through the Inception Report.

9.3 Monthly Progress Reports: Brief (< 1 page) report documenting progress achieved over the past month and status of key deliverables. Format to align with template provided in CTIF Technical Expert Handbook.

➤ **Deadlines:** 3 days prior to the end of each month.

9.4 Mid-term Progress Report: A concise narrative report describing: a) activities delivered and results achieved versus the initial work plan, baseline indicators and targets; and, b) any required variations to the project's work plan through to its completion, and associated rationale.

➤ **Deadline:** six months after contract signature.

9.5 Final Narrative Report on Mandate: The report shall: describe activities delivered and results achieved (versus initial expected targets and baseline); note lessons learned of relevance to future CTIF projects; provide recommendations, if any, for potential future follow-up support; document expenses incurred by the Consultant in carrying out this mandate; document officials trained/participating in the study's activities (name, gender, job title, institutional affiliation); and, include a one-page Story of Change to illustrate the change that

has happened, or change that is occurring, as a result of this mandate against the Immediate Outcome noted in section 3.0 above (the template and guidelines will be provided by CTIF).

➤ **Deadline:** contract completion date.

Annex 2: Project Profile Template (to be used to evaluate experience)

Assignment name:		Country:
Location within Country:		Professional Staff Provided (names/titles):
Name and address of Client:		Duration of Assignment (months):
Start date (Month/Year):	Completion date (Month/Year):	Approx. Value of Services (CAD):
Name of Associated Consultants, if any:		No. of Months of Professional Staff Provided by Associated Consultants:
Narrative Description of the Project:		
Description of Actual Services Provided by the Bidding Organization:		

Assignments eligible for inclusion in a potential supplier's bid must have been active within **five calendar years** of the bid submission deadline for this CTIF mandate.

Annex 3: CV Format

Position		
Name and Citizenship		
Education		
Present Employer and Position: <i>if applicable</i>		
Length of Service with Current Employer and Status		
Pertinent Experience: <i>A summary of experience related to the rated requirements</i>		
Employment History: <i>A history of employment and assignments in reverse chronological order</i>		
Publications <i>(if applicable; limit to last 5 years)</i>		
References: <i>name, title, phone and email</i>		

Annex 4: Budget Template (tentative)

Mandate/Project Title:				
Beneficiary Name:				
Bidder name:				
Budget Line	Description/Unit	Rate per day (CAD)	Total LOE (day)	Total budget cost (CAD)
Fees to Consultants				
First name, Last name	Position title			-
				-
				-
Sub-Total - 1. Fees to Consultants				-
International Travel Costs		Rate per unit	Total (units)	Total budget cost (CAD)
Airfare (regional)				-
Airfare (international)				-
Perdiems (country)				-
Perdiems (Canada)				-
Accommodation (country)				-
Accommodation (country)				-
Transportation				-
Transportation (airport transfer)				-
Visa				-
Visa	Visa (Canada)			-
Health insurance	per trainee (Canada)			-
Meeting costs	Room & equipment rental			-
Sub-Total travel costs				-
Training Costs		Rate per unit	Total (units)	Total budget cost (CAD)
Training material customization (information resources, stakeholder meeting, printing, production, communication costs)				-
Rent of facilities (Canada)	per day			-
Rent of facilities (country)	per day			-
Meals (Canada)	per person per meal			-
Meals (country)	per day			-
Interpretation	per day			-
Translation	lump sum			-
Stationery	per participant			-
Domestic travel of local consultant	per ticket			-
Accommodation in country	per night			-
Sub-Total Training Costs				-
HST or other applicable taxes				
Total Proposal Budget				-

Annex 5: Workplan

Activity:			
Objective:			
Target Group:			
Location:			
Measures for accomplishing the objective		Data sources to measures the objective	
A.		A.	
B.		B.	
C.		C.	
D.		D.	
Action	Expected Deliverables	Responsibility	Completion Date

Objective: statement(s) describing the results to be achieved and the manner in which these results will be achieved. Objectives should be SMART, that is, Specific, Measurable, Achievable, Realistic, and Time-phased. For example: To meet the HR Ministerial objective of training 100 people in yearly orders, fifty public officers will be trained in the first quarter, and then another fifty in the third quarter.

Target Group: Define clearly an institutions/community groups/etc. which will involve in the Activity

Location: is where the activity will be implemented.

Measures for accomplishing objectives: measures that are quantifiable criteria that describe whether or not the objective was accomplished. Measures might include target numbers (e.g., 100 public officers trained), or quantifiable changes (public officers reporting increased in formulating a policy relevant to economic growth after attending the training), or completion of an activity.

Data sources to measure the objective: sources may include rosters, logs, agendas, surveys, observations, interviews, or focus groups, profiles, and other data. Data sources are used to assess whether an objective has been achieved. The data sources should be kept, however, and should be available on the request of CTIF project officer during site visits/monitoring visits. Data sources should be summarized to report complete, partial, or unmet objectives in progress.

Annex 6: Rate Justification Form

Date:

Expert's name:

Client, Contract # and Date signed	Dates of assignment	Client Contact Name	Contact Phone #	Contract Duration (Days)	Daily rate	Hours worked/per daily rate	Nature of Services

Organization's Name and Signature

Annex 6: CTIF Mandate-level Performance Measurement Framework Template (CTIF-020)

Mandate Title	<i>Strengthening Consumer Protection in ASEAN</i>	No.	<i>CTIF 020</i>
Country/Region	<i>ASEAN (regional)</i>	Budget (CAD)	<i>TBC</i>
QTE (Supplier)	<i>TBD</i>	Start - End date:	<i>11/2020-10/2021</i>
Beneficiary organization (s)	<ul style="list-style-type: none"> • ASEAN Committee on Consumer Protection • Competition, Consumer Protection and Intellectual Property Rights Division of the ASEAN Secretariat 	CTIF Immediate Outcome #:	<i>1110</i>
CTIF Ultimate Outcome Indicator(s)	<i>1000.1; 1000.3</i>	CTIF Intermediate Outcome Indicator(s):	<i>1100.1, 1100.2</i>
Mandate Summary:	Develop an operational framework for the ASEAN Product Incident Alert System regular collection and assessment of data on product-related injuries by consumer protection agencies at the national and regional levels.		

CTIF Ultimate Outcome: More inclusive, sustainable and poverty-reducing trade and investment in eligible Asia-Pacific countries

	Outcome Statement	Indicators from PMF	Mandate Baseline	Mandate Target
CTIF Intermediate Outcome 1100	Improved policy-making practices among regional and national institutions in eligible Asia-Pacific countries for supporting climate-smart and gender and socially inclusive trade and investment.	1100.1 # of national or regional ministries, departments and agencies (MDAs) integrating gender and social inclusion considerations when preparing or revising trade and investment policies, legislation, or regulations.	0	1
		1100.2 # of national or regional MDAs integrating environmental and climate change considerations when preparing or revising trade and investment policies, legislation, or regulations.	0	1

	Outcome Statement	Indicators from PMF	Mandate Baseline	Mandate Target
CTIF Immediate Outcome 1110	Improved capabilities of regional organizations to support climate-smart and gender and socially inclusive growth, competitiveness, and economic integration in the Asia-Pacific region.	1110.1 # of regional organizations reporting confidence in internal processes and tools for supporting climate-smart and gender and socially inclusive growth, competitiveness and economic integration in the Asia-Pacific region.	0	1
		1110.2 # of regional organizations reporting appropriate knowledge and skills among staff, particularly female staff, for supporting climate-smart and gender and socially inclusive growth, competitiveness and economic integration in the Asia-Pacific region.	0	1
		1110.3 Level of confidence of regional officials (m/f) in their organizations' abilities to plan, implement and measure climate-smart and gender and socially inclusive trade and investment via policy.	f: TBD m: TBD	f: TBD m: TBD
	Output Statement	Indicators from PMF	Mandate Baseline	Mandate Target
CTIF Output 1111	Technical assistance delivered to regional institutions to support inclusive and sustainable growth, competitiveness and economic integration in Asia Pacific.	1111.1 # of CTIF mandates delivered to regional organizations on inclusive and sustainable growth, competitiveness or economic integration.	0	1
		1111.2 # of regional organizations provided TA by CTIF on inclusive and sustainable growth, competitiveness or economic integration.	0	2
		1111.3 Perceived utility of CTIF TA provided to regional organizations on inclusive and sustainable growth, competitiveness or economic integration.	n/a	5/6
Task 1	<i>Prepare draft Framework for the regular collection and assessment of data on product-related injuries by consumer protection agencies at the national and regional levels</i>			