

Terms of Reference

Consultancy Services

1. Background

- 1.1 The Oceania Customs Organization (OCO) has 23 independent, self-governing nations and territories that are autonomous Customs jurisdictions in the Pacific. Established in 1986, its mandate is to promote effectiveness and efficiency of Customs Administrations in the harmonization and simplification of Customs procedures, Facilitation of Trade, Law Enforcement and building the capacity of members in meeting the development objectives of their Governments.
- 1.2 The OCO seeks to engage the services of reputable and technically qualified organisational development consultants with extensive expertise in organisation design, labour market analyses, management and organizational development to undertake Consultancy work on various aspects of the OCO's HR Management system.

2. Purpose

- 2.1 The purpose of this Consultancy is to undertake Human Resource work for the Development of an OCO Remuneration Policy, Development of KPI/KRA based Performance Management System and Competency Mapping (from which Competency Assessments will need to be carried out).

3. Terms of Reference

- 4.1 The terms of reference for this HR consultancy are to action the following:
- a) Develop a remuneration policy aligning with regional practices and CROP agencies, determining base salaries based on ideal band sizes and including OCO's requirements.
 - b) Implement an effective Performance Management System (PMS) rewards staff for exceeding annual targets, boosting organizational productivity and strategic goals achievement.
 - c) To align staff remuneration with the organization's policy, where the consultant is required to conduct competency assessments to determine competency levels against existing roles.

4. Methodology

The review should be conducted by an independent consultant or consultants with expertise in these main areas. The consultant(s) shall report directly to the HoS for the purpose of the activity. The HRL Officer can coordinate any input from current OCO Staff and HR practitioners in other regional organisations and provide assistance when required by the Consultant.

4. Evaluation Criteria

- 6.1 Proposals will be evaluated using the following criteria:

Content of Proposal	Percentage
Relevant reputable and technically qualified organisational development consultant with extensive expertise in organisation design, labour market analyses, management and organizational development	40%
Methodology	30%
Ability to meet timeframe	10%
Price	20%

5. Contract Duration

- 5.1 This contract is required to be completed **within 2 months of starting**.