



USAID's Trade Central Asia Activity (TCA)

Request For Proposals (RFP)

No. RFP-TCA-UZB-24-0002

Truck OCR Portal with supplementary devices and equipment for the Customs Committee of the Republic of Uzbekistan.

Issue Date: March 28, 2024

WARNING: Prospective Offerors who have received this document from a source other than the TCA Project, located at 506/99, Seifullin ave. non-residential premises 6, BC Rixos, 2nd floor, office 201, Almaty, Kazakhstan, should immediately contact TCA_procurement@dai.com and provide their name and mailing address in order that amendments to the RFP or other communications can be sent directly to them. Any prospective Offeror who fails to register their interest assumes complete responsibility in the event that they do not receive communications prior to the closing date. Any amendments to this solicitation will be issued and posted via email.

DAI conducts business under the strictest ethical standards to assure fairness in competition, reasonable prices and successful performance or delivery of quality goods and equipment. DAI does not tolerate corruption, bribery, collusion or conflicts of interest. Any requests for payment or favors by DAI employees should be reported as soon as possible to ethics@dai.com or by visiting www.dai.ethicspoint.com. Further, any attempts by an offeror or subcontractor to offer inducements to a DAI employee to influence a decision will not be tolerated and will be grounds for disqualification, termination and possible debarment. See provision No. 11 for more details.

Synopsis of the RFP

RFP No.	RFP-TCA-UZB-24-0002
Issue Date	March 28, 2024
Title	Truck OCR Portal with supplementary devices and equipment for the Customs Committee of the Republic of Uzbekistan.
Issuing Office & Email/Physical Address for Submission of Proposals	Attn: Procurement Department, TCA Project TCA_procurementINBOX@dai.com
Deadline for Receipt of Questions	April 11, 2024, 17:00 Almaty, Kazakhstan time.
Deadline for Receipt of Proposals.	April 18, 2024, 17:00 Almaty, Kazakhstan time.
Contact Person	TCA_procurement@dai.com – Procurement Manager
Anticipated Award Type	Fixed Price Subcontract
Basis for Award	An award will be made based on the Lowest Price, Technically Acceptable Source Selection process. The award will be issued to the responsible Offeror submitting the lowest evaluated price that meets or exceeds the acceptability requirements for technical/non-cost factors described in this RFP.

1. Introduction and Purpose

1.1 Purpose

DAI Global LLC, (DAI) invites qualified offerors to submit proposals for the supply, installation, and deployment of OCR Portal with supplementary devices and equipment at “Yallama” customs border point to automate data processing and verification in accordance with Attachment A.

1.2 Issuing Office

The Issuing Office above is the sole point of contact at DAI for purposes of this RFP. Any prospective offeror who fails to register their interest with this office assumes complete responsibility in the event that they do not receive direct communications (amendments, answers to questions, etc.) prior to the closing date.

1.3 Type of Award Anticipated

DAI anticipates awarding a Fixed Price Subcontract. This subcontract type is subject to change during the course of negotiations.

A Fixed Price Subcontract is: An award for a total firm fixed price, for values more than \$150,000, for the provision of specific services, goods, or deliverables and is not adjusted if the actual costs are higher or lower than the fixed price amount. Offerors are expected to include all costs, direct and indirect, into their total proposed price.

2. General Instructions to Offerors

2.1 General Instructions

Proposals are due no later than **April 18, 2024, 17:00** local Almaty, Kazakhstan time, to be submitted to the Issuing Office. Late offers will be rejected except under extraordinary circumstances at DAI's discretion. DAI reserves the right not to evaluate a non-responsive or incomplete proposal. The completion of all RFP requirements in accordance with the instructions in this RFP and submission to DAI of the proposal will constitute an offer and indicate the Offeror's agreement to the terms and conditions in this RFP and any attachments hereto. DAI reserves the right to enter into an agreement without discussion and/or negotiation; however, DAI also reserves the right to conduct discussions and/or negotiations, which among other things may require an Offeror(s) to revise its proposal. Issuance of this RFP in no way obligates DAI to enter into any agreement. All documents from the Offeror related to this RFP shall be in English or Russian. Offerors will not be reimbursed for any costs associated with the preparation or submission of their proposal. DAI shall in no case be responsible for liable for these costs.

Offerors are required to fully review all instructions and specifications contained in this RFP. Failure to so will be at the Offeror's risk.

Offerors shall submit proposals via procurement email to TCA_procurementinbox@dai.com with the RFP number and RFP Title in the subject line.

Offerors shall confirm in writing that the Offeror fully understands that their proposal/offer must be valid for a period of 90 calendar days. Time is stated in calendar days, unless otherwise specified.

If the solicitation is amended, then all terms and conditions not modified in the amendment shall remain unchanged. Offerors shall acknowledge receipt of amendments in the cover letter.

Offerors shall:

1. Provide all of the information required by the RFP;
2. Ask any questions to clarify the requirements, if necessary;
3. Sign and submit the cover letter;

4. Use and submit forms as provided in the Attachments as required.

2.2 Proposal Cover Letter

A cover letter shall be included with the proposal on the Offeror's company letterhead with a duly authorized signature and company stamp/seal using Attachment B as a template for the format. The cover letter shall include the following items:

- The Offeror will certify a validity period of 90 calendar days for the prices provided.
- Acknowledge the solicitation amendments received
- Acknowledge having adequate financial resources to finance and perform the work or the ability to obtain financial resources without receiving advance funds from DAI.

2.3 Questions regarding the RFP

Each Offeror is responsible for reading very carefully and understanding fully the terms and conditions of this RFP. All communications regarding this solicitation are to be made solely through the Issuing Office. Requests for clarification or additional information must be submitted via email to the Issuing Office no later than the date and time specified in the Synopsis above. Only written communications relative to the procurement shall be considered. No questions will be answered over the phone or in person, except for administrative questions regarding the project office location, packaging of the bid, etc.... The subject line of the email or the heading of the letter must include the RFP Number and Title.

Questions and requests for clarifications – and the responses thereto – that DAI believes may be of interest to other offerors will be circulated in writing to all RFP recipients who have indicated interest in responding to this RFP. Both questions and answers will be distributed, without identification of the inquirer(s), to all prospective Offerors who are on record as having received this RFP. Any verbal information received from a DAI or TCA employee or other entity shall not be considered as an official response to any question regarding this RFP.

3. Instructions for the Preparation of Technical Proposals

Technical proposals shall include the following sections:

1. Thorough description of the proposed good or service that meets or exceeds the stated technical specifications or scope of work.
2. Submission of documents that demonstrate that the offeror can meet or exceed the listed non-cost factors that determine technical acceptability.
3. A list of Past Performance

3.1 Goods or Services Specified

For this RFP, DAI needs the goods described in detail in Attachment A.

Offerors MUST NOT provide any goods and/or services that utilize telecommunications and video surveillance products from the following companies: Huawei Technologies Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company, or any subsidiary or affiliate thereof, in compliance with FAR 52.204-25.

Final delivery is required within 10 weeks after signing the Subcontract. It shall be understood that by that date, the Offeror would have met all the technical specifications or deliverables.

Equivalent items (i.e. substitutes or alternatives) will be acceptable unless stated otherwise.

3.2 Technical Acceptability Requirements

To be considered technically acceptable, offerors must demonstrate how they will meet or exceed all of the requirements that are outlined below as Technical Acceptability Requirements. If the proposal fails

to meet one or more of the requirements, it will be deemed technically unacceptable. Proposals deemed technically unacceptable contain significant weaknesses or deficiencies that are not able to be corrected without a major rewrite or revision of the original proposal.

1. Offerors are required to meet or exceed the significant non-cost factors listed below:
 - a. Offeror must possess a minimum of 3 years of relevant experience in supply and installation of Vision-Based Terminal Automation systems.
 - b. Offeror must have completed or have currently in progress a minimum of 3 projects in the OCR Portal technologies.
 - c. Offeror must have documented ability to meet required delivery timelines, as demonstrated through reference letters from prior clients.
 - d. Offeror's key personnel must possess necessary technical expertise, as demonstrated through CVs of key personnel that will be involved in this assignment.
 - e. Offeror must have ability to provide Warranty maintenance support services for the supplied equipment, which shall be confirmed by a letter of guarantee on the Participant's letterhead.

3.3 Past Performance

The technical proposal shall include information on past performance. Provide a list of at least three (3) recent awards of similar scope and duration. The information supplied shall be stated in a table, and shall include the legal name and address of the organization for which services were performed, a description of work performed, the duration of the work and the value of the contract, description of any problems encountered and how it was resolved, and a current contact phone number of a responsible and knowledgeable representative of the organization. See Attachment F.

4. Instructions for the Preparation of Cost/Price Proposals

4.1 Price Schedule

Provided in Attachment C is a template for the Price Schedule. Offerors shall complete the template including as much detailed information as possible. The sections of the template are as follows:

- Item number
- Item name
- Description/Specifications
- Quantity
- Unit Price
- Total Price
- VAT
- Delivery Cost

It is important to note that Value Added Tax (VAT) shall be included on a separate line, and that delivery cost per kilometer (unit) and total delivery cost are included on their designated budget line. These products are eligible for VAT exemption under the DAI prime contract. The Subcontractor is responsible for all applicable taxes and fees, as prescribed under the applicable laws for income, compensation, permits, licenses, and other taxes and fees due as required.

5. Required documents to Determine Responsibility

5.1 General Responsibility

DAI will not enter into any type of agreement with an Offeror prior to ensuring the Offeror's responsibility. When assessing an Offeror's responsibility, the following factors are taken into consideration:

1. Provide evidence of the required business licenses/ state registrations to operate in the host country.
2. Evidence of a Unique Entity ID (SAM) number (explained below and instructions contained in Attachment D).
3. The source, origin and nationality of the products or services are not from a Prohibited Country (explained below).
4. Having adequate financial resources to finance and perform the work or deliver goods or the ability to obtain financial resources without receiving advance funds from DAI.
5. Ability to comply with required or proposed delivery or performance schedules.
6. Have a satisfactory past performance record.
7. Have a satisfactory record of integrity and business ethics.
8. Have the necessary organization, experience, accounting and operational controls and technical skills.
9. Be qualified and eligible to perform work under applicable laws and regulations.

Unique Entity ID (SAM) There is a **mandatory** requirement for your organization to provide a Unique Entity ID (SAM) to DAI. Without a Unique Entity ID (SAM), DAI cannot deem an Offeror "responsible" to conduct business with and therefore, DAI will not enter into a subcontract/purchase order or monetary agreement with any organization. The determination of a successful offeror/applicant resulting from this RFP/RFQ/RFA is contingent upon the winner providing a Unique Entity ID (SAM) DAI. Offerors who fail to provide a Unique Entity ID (SAM) will not receive an award and DAI will select an alternate Offeror.

All U.S. and foreign organizations which receive first-tier subcontracts/ purchase orders with a value of \$30,000 and above **are required** to obtain a Unique Entity ID (SAM) prior to signing of the agreement. Organizations are exempt from this requirement if the gross income received from all sources in the previous tax year was under \$300,000. DAI requires that Offerors sign the self-certification statement if the Offeror claims exemption for this reason.

For those required to obtain a Unique Entity ID (SAM), see Attachment D - Instructions for Obtaining an Unique Entity ID (SAM) - DAI'S Vendors, Subcontractors

For those not required to obtain an Unique Entity ID (SAM), see Attachment E: Self Certification for Exemption from Unique Entity ID (SAM) Requirement

6. Basis of Award and Selection Process

6.1 Basis of Award

Award will be made to a responsible offeror, whose proposal offers the lowest evaluated price and meets or exceeds the acceptability standards for technical/non-cost factors, using United States Federal regulations (FAR 15.101-2 – Lowest Price Technically Acceptable Source Selection Process) as a guide. DAI will classify a proposal as not acceptable for award if it does not meet the requirements of this RFP. DAI may also determine that an Offeror is "not responsible", i.e., that it does not have the management and financial capabilities in all respects to perform the work required.

For Offerors to be considered technically acceptable, they must meet all of the technical acceptability requirements and business requirements as specified in this RFP. Proposals will be evaluated by committee against the acceptability requirements contained herein.

DAI may award to an Offeror without discussions with the Offeror. Therefore, the initial offer must contain the Offeror's best price and technical terms.

6.2 Selection Process

All proposals shall be received and remain unopened until the due date. All proposals shall be stored in a secure and locked location. On the due date, all proposals shall be opened by the Procurement Officer and shall be witnessed by at least one other project employee.

An Evaluation Committee comprised of a minimum of three (3) people shall be convened, and each committee member will receive a copy of the solicitation requirements and shall sign a Statement of Non-Disclosure/Conflict of Interest form. The Evaluation Committee shall jointly review the technical proposals and determine which proposals 1) are complete, and 2) meet the technical acceptability requirements. Those proposals which are determined to be "technically acceptable" shall be considered in the "Competitive Range". Prior to concluding on those offerors in the Competitive Range, DAI may contact offerors to seek clarification to proposal submissions that are insufficient. Competitive Range offerors may then be contacted to answer questions, negotiate and discuss offers, and potentially be asked to submit a "Best and Final Offer". Upon receiving all Best and Final Offers (if a Best and Final Offer is requested), the Evaluation Committee shall select the offer which is the lowest price amongst those in Competitive Range and investigate to ensure that the offeror is responsible and the price is reasonable.

7. Source and Nationality

Under the authorized geographic code for its contract DAI, may only procure goods and services from the following countries.

Geographic Code 937: Goods and services from the United States, the cooperating country, and "Developing Countries" other than "Advanced Developing Countries: excluding prohibited countries. A list of the "Developing Countries" as well as "Advanced Developing Countries" can be found at: <https://www.usaid.gov/about-us/agency-policy/series-300/references-chapter/310maa> and <https://datahelpdesk.worldbank.org/knowledgebase/articles/906519-world-bank-country-and-lending-groupsrespectively>

(An "advanced developing country" means any country categorized by the World Bank as an upper middle income country according to its gross national income per capita. Goods and services with an advanced developing country source or nationality are only eligible under 937 when the procurement is for a USAID program in that advanced developing country, i.e., it is the "cooperating" or "recipient" country).

Geographic Code 110: Goods and services from the United States, the independent states of the former Soviet Union, or a developing country, but excluding Prohibited Countries.

DAI must verify the source, nationality and origin, of goods and services and ensure (to the fullest extent possible) that DAI does not procure any goods or services from prohibited countries listed by the Office of Foreign Assets Control (OFAC) as sanctioned countries. The current list of countries under comprehensive sanctions include: Cuba, Iran, North Korea and Syria. An updated list of sanctioned countries is posted via the following link: <https://ofac.treasury.gov/sanctions-programs-and-country-information>. Goods may not transit through or be assembled in comprehensive sanctioned origin

countries nor can the vendor be owned or controlled by a prohibited country. DAI is prohibited from facilitating any transaction by a third party if that transaction would be prohibited if performed by DAI.

By submitting a proposal in response to this RFP, Offerors confirm that they are not violating the Source and Nationality requirements of the goods or services being offered and that the goods and services comply with the Geographic Code and the exclusions for prohibited countries outlined above.

8. Anticipated post-award Deliverables

Upon award of a subcontract, the deliverables detailed in below table will be submitted to DAI according to deadlines established by DAI and the selected subcontractor. The deliverables are intended as evidence or confirmation that the activities have been successfully completed. The Offeror should detail proposed costs per deliverable in the Price Schedule.

All of the deliverables must be submitted to and approved by DAI before payment will be processed.

#	Deliverables
1	A clear project management plan for the implementation of hardware and software.
2.	Equipment installation report.
3.	Report on the installation, configuration and testing of the device.
4.	Report on the conducted trainings.
5.	Acceptance certificate signed by the Customs Committee of the Republic of Uzbekistan, confirming the compliance of the system with the requirements.
6.	Warranty agreement signed between the Seller and the Customs Committee for 5 years of technical support.

8.1 Branding Implementation Plan and Marking Plan

Markings under this subcontract shall comply with the USAID "Graphic Standards Manual" available at www.usaid.gov/branding or any successor branding policy. In accordance with ADS 320 "Branding and Marking," this subcontract incorporates USAID's policy directives and required procedures on branding and marking of USAID-funded programs, projects, activities, public communications, and commodities with the USAID identity. The Branding Implementation Plan and Marking Plan template is included as Attachment H.

9. Inspection & Acceptance

The DAI Project Manager will inspect from time to time the services being performed to determine whether the activities are being performed in a satisfactory manner, and that all equipment or supplies are of acceptable quality and standards. The subcontractor shall be responsible for any countermeasures or corrective action, within the scope of this RFP, which may be required by the DAI Chief of Party as a result of such inspection.

10. Compliance with Terms and Conditions

Offerors shall be aware of the general terms and conditions for an award resulting from this RFP. The selected Offeror shall comply with all Representations and Certifications of Compliance listed in Attachment G.

11. Anti-Corruption and Anti-Bribery Policy and Reporting Responsibilities

DAI conducts business under the strictest ethical standards to assure fairness in competition, reasonable prices and successful performance or delivery of quality goods and equipment. **DAI does not tolerate the following acts of corruption:**

- Any requests for a bribe, kickback, facilitation payment or gratuity in the form of payment, gift or special consideration by a DAI employee, Government official, or their representatives, to influence an award or approval decision.
- Any offer of a bribe, kickback, facilitation payment or gratuity in the form of payment, gift or special consideration by an offeror or subcontractor to influence an award or approval decision.
- Any fraud, such as mis-stating or withholding information to benefit the offeror or subcontractor.
- Any collusion or conflicts of interest in which a DAI employee, consultant, or representative has a business or personal relationship with a principal or owner of the offeror or subcontractor that may appear to unfairly favor the offeror or subcontractor. Subcontractors must also avoid collusion or conflicts of interest in their procurements from vendors. Any such relationship must be disclosed immediately to DAI management for review and appropriate action, including possible exclusion from award.

These acts of corruption are not tolerated and may result in serious consequences, including termination of the award and possible suspension and debarment by the U.S. Government, excluding the offeror or subcontractor from participating in future U.S. Government business.

Any attempted or actual corruption should be reported immediately by either the offeror, subcontractor or DAI staff to:

- Toll-free Ethics and Compliance Anonymous Hotline at (U.S.) +1-503-597-4328
- Hotline website – www.DAI.ethicspoint.com, or
- Email to Ethics@DAI.com
- USAID's Office of the Inspector General Hotline at <https://oigportal.ains.com/eCasePortal>

By signing this proposal, the offeror confirms adherence to this standard and ensures that no attempts shall be made to influence DAI or Government staff through bribes, gratuities, facilitation payments, kickbacks or fraud. The offeror also acknowledges that violation of this policy may result in termination, repayment of funds disallowed by the corrupt actions and possible suspension and debarment by the U.S. Government.

12. Attachments

12.1 Attachment A: Scope of Work for Services or Technical Specifications

Background

The USAID Trade Central Asia Activity (TCA) is a five-year project aimed at improving region-wide connectivity to accelerate economic growth and increase economic opportunity in Central Asia through harmonization of customs and border procedures, increasing private public dialogue on trade and investment, improving cross-border firm-to-firm connectivity, and addressing gender-relevant trade issues.

Within the framework of the "Customs Development Program 2022-2024" The Customs Committee of the Republic of Uzbekistan has officially established a Targeting Centre (TC) to modernize customs operations. As part of its trade facilitation activities and at the request of the Uzbek Customs Committee, TCA supports efforts to institutionalize the TC.

The center, managed by a 20-person unit, uses advanced technology to monitor border crossings in real time and improve customs analytics. Its main objectives include strengthening border control, combating drug trafficking and smuggling, and facilitating efficient customs operations for trade.

The TC is now well equipped with international road transport control equipment. However, the growing demands of trade and the need for modern control mechanisms have highlighted the importance of integrating advanced technologies such as the OCR (Optical Character Recognition) Portal to automate the processing and to verify the vehicles, containers, and truck data at Customs checkpoints. A specialized system capable of recognizing, visualizing as well as processing and verifying vehicle data is needed to improve efficiency and transparency. Customs clearance is processed and carried out by using data obtained from the server devices HPE. Using hardware OCR Truck Portal with supplementary devices and equipment will help simplify the procedures of registration of vehicles crossing the border customs checkpoints.

Challenges in Current Operations:

- **Manual data processing:** Current operations involve manual data entry from containers and vehicles. This process is time-consuming and error-prone, which in turn leads to delays and potential security risks.
- **Inefficient tracking and monitoring:** Lack of real-time data processing capabilities hinders effective tracking and monitoring of goods, which affects operational efficiency and trade compliance.
- **Resource capacity:** The use of manual processes requires significant human effort that could be better utilized for more important tasks that require human decision-making.
- **Environmental impact:** Paper records exacerbate environmental problems and are less efficient in terms of storage and retrieval.

To address these challenges, the Customs Committee intends to install OCR Portal with supplementary devices and equipment according to the list attached so that to improve processing of trade in goods by the Customs Service. By automating the collection and

verification of data from containers/trailers/vehicle, these devices will improve the efficiency, accuracy, and speed of Customs operations at the border and beyond.

Objective

USAID/TCA intends to support Uzbekistan Customs Committee's request to install and deploy "OCR Portal with supplementary devices and equipment" at "Yallama" customs border point (customs point code-27001) to automate data processing and verification. This customs post handles near to 1,000 trucks every day and is considered one of the busiest border posts in Uzbekistan. This portal is expected to improve the efficiency, accuracy, and speed of operations, automating the collection, processing and verification of data from containers, trailers and carriers on international roads at the selected customs checkpoints.

Specific objectives:

1. **Automatic data collection:** using optical recognition technology to automatically collect data from containers, trailers, and vehicles, thereby reducing the reliance on manual data entry.
2. **Improving processing efficiency:** Reducing the average processing time per vehicle, thereby speeding up the customs clearance process.
3. **Improving data accuracy:** improving the accuracy of data collection in customs processes, reducing errors, and providing reliable data for customs operations.
4. **Facilitate real-time data processing:** Provide real-time data collection and processing for immediate availability and use in Customs decision making in the Customs Targeting Centre.
5. **Improving security and compliance:** Enhancing the ability of Customs officers to identify non-compliance and enforce compliance, thereby enhancing security measures.
6. **Integration with current systems:** ensuring that the OCR Portal, Gate Lane with Kiosk, Barrier, Number Plate and Truck Dimension Measuring Devices are compatible and integrated with existing Customs information systems.
7. **Supporting environmental sustainability.** Reducing the environmental impact associated with paper-based processes by moving to a digital data collection system.

Results-based objectives:

- Reduce average customs clearance processing time by up to 30%.
- Achieve 95% accuracy in data collection and processing.
- Increase in daily cross-country vehicle ability volume by 20%.
- Ensuring 99% system uptime for continuous and reliable operation.

Tasks

The project consists of four phases:

Phase 1: Project planning, development of technical documentation and process definition.

Phase 2: Installation of equipment - line scan cameras for vehicles, including with loaded containers; dimension measuring device.

NOTE: the Offerors shall be notified that all construction works, such as earthing, and concrete basement preparation is not included into this scope of work. Such construction works are under Customs responsibility. However, the Selected Vendor will be responsible for confirming/verifying that the construction work carried out by the Customs meets the requirements/is adequate in order for the offeror to start the installation of the hardware and software. The offeror will provide a written confirmation to DAI confirming that these requirements are met.

Phase 3: Installation of software for monitoring and administration of "OCR portal with supplementary devices and equipment ", setting up of modules, customization and testing.

Phase 4: Conducting training, official running of the system and providing technical support.

Deliverables and Milestones

#	Activity	Deliverable	Deadline
Phase I	Project planning: <ul style="list-style-type: none"> – Project planning, detailed investigation of the installation locations, development of engineering documentation, identification of the necessary network infrastructure and definition of the technological scheme. – Conduct a review to ensure that the site has been adequately prepared by the Customs to successfully install the hardware and software equipment. 	A clear project management plan for the implementation of hardware and software including written confirmation that verifies that the site construction carried out by the Customs is adequate for initiation of hardware and software installation.	2 weeks after signing the contract
Phase II	Hardware installation: <ul style="list-style-type: none"> – Installation of necessary equipment for implementation of OCR-portal. – Installation of the supplementary devices. – Installation of the necessary equipment for the implementation of a device for measuring the dimensions of vehicles. – Configuration of the installed equipment. – 	Equipment Installation Report.	1 month after the completion of the first phase
Phase III	Software installation: <ul style="list-style-type: none"> • Installation of the required software. (Software and hardware must be installed by the supplier. Local IT staff of Customs will assist in integration into the Unified automated information systems of the Customs Committee). – Configuration and customization of the installed software. – Testing of OCR portal and supplementary devices. - 	Report on the installation, configuration and testing of the device.	1 month after the completion of the first phase
Phase IV	<ul style="list-style-type: none"> – Training: Conducting training courses for administrators, engineers and operators. – Official system launch: Successful launch of the system for active use. 	<ul style="list-style-type: none"> o Report on the conducted trainings. 	3 weeks after the completion of the 2 nd

#	Activity	Deliverable	Deadline
	○	<ul style="list-style-type: none"> ○ Acceptance certificate signed by the Customs Committee of the Republic of Uzbekistan: official receipt of the acceptance certificate, confirming the compliance of the system with the requirements. ○ Warranty agreement between the seller and the Customs Committee for 5 years of technical support. 	and 3 rd phases

QUALIFICATIONS:

- **Proven Experience in Vision-Based Terminal Automation:**
 - Demonstrated experience: Suppliers should have a proven track record of successfully implementing machine vision-based terminal automation systems. This should include specific examples or case studies of previously solved similar problems.
 - Project Relevance: Preference for experience directly related to freight and cargo operations, with a focus on OCR portal (Optical Character Recognition) technologies.
- **Comprehensive Engineering Expertise:**
 - Comprehensive control of the solution: the project company must demonstrate complete control over the hardware and software aspects of the proposed solution, ensuring smooth integration and efficient project execution.
 - Innovative approach: evidence of innovative solutions and adaptability in the development of hardware and software to meet the specific needs of the project.
- **Highly qualified team of experts and consultants:**
 - Expertise in key areas: the team should consist of experts with extensive experience in hardware installation, software development and system integration.
 - Specialization in cargo operations: preference will be given to teams that have members with specific expertise in cargo operations, including knowledge of customs processes, container handling and cargo logistics.

- Certifications and Qualifications: Team members should hold relevant certifications or qualifications in their respective fields that demonstrate a high level of expertise and professionalism.
- Project Management Skills: Demonstrated ability to manage complex projects with the ability to meet deadlines, budget constraints and quality standards.

Reporting

The Supplier shall maintain a close working relationship with the Customs Committee of the Republic of Uzbekistan, Head of the Unified Automated Information System (UAIS). In addition, the Supplier is expected to provide regular reports to the USAID TCA Country Director in Uzbekistan.

• Reporting Structure:

- Bi-weekly update meetings (online):
 - Duration and participants: bi-weekly update meetings with the UAIS.
 - Meeting Documentation: Preparation and submission of minutes of these meetings to both the UAIS team and the USAID TCA team.
 - Content: Discussions at these meetings should cover progress updates, any problems encountered, and strategies for upcoming actions.
- Regular reporting of results:
 - Milestones: Reports should be directly correlated with the deliverables outlined in the 'Deliverables and Milestones' section of this scope of work.
 - Format and Content: each report should include the status of the deliverables, any deviations from the plan, and strategies for mitigating any delays or issues.
 - Duration: submission of these reports should correspond to the completion of each milestone or as otherwise specified in the project schedule.
- Special reports:
 - As-needed basis: In addition to regular reporting, the provider may be required to provide special reports in response to specific requests or concerns from the UAIS or USAID TCA team.
 - Response Time: The vendor should commit to providing such reports within a predetermined period of time after the request.
- Communication Channels:
 - Primary Channels: establish and maintain primary communication channels, such as email, online project management tools, or designated contact persons, for all reports and updates.

Annex I

Technical requirements for the OCR solution

1. Overview

OCR portal is a comprehensive automated solution designed to improve the efficiency, accuracy, and speed of the Customs Service. This is achieved by automating the collection, processing, and verification of data from containers, trailers, and vehicles at customs checkpoints.

Key components of the OCR portal:

1. Data Acquisition Module: High accuracy and read rates mean less time spent on each truck. Uses advanced optical character recognition technology to scan and digitize textual and numerical data from various forms of cargo documentation.
2. Data Processing System: a powerful processing unit that validates, sorts and stores collected data, integrating it with the customs database for further action and use.
3. User Interface: an intuitive and user-friendly interface for Customs officers to efficiently view data, check discrepancies and generate reports.

Intended users:

The main users of the OCR portal will be customs officers and administrative staff of the Customs Committee of the Republic of Uzbekistan. Other relevant stakeholders in the logistics and transport sectors will also interact with the system.

Systems Integration:

OCR portal are designed for full integration with existing Customs management systems, ensuring uninterrupted information flow and efficient data processing. Also, software shall be able to integrate into other programs (including WCO data model).

Operational environment:

The OCR portal will operate in a variety of environments, including border checkpoints, ports and bonded warehouses, requiring reliable and versatile equipment that can function in a variety of environments.

Scalability and future expansion:

The system will be scalable to accommodate future increases in trade volumes and technological advances. It will be designed with the flexibility to integrate additional features and functionality to meet changing customs and trade requirements.

Compliance and safety standards:

The design and implementation of the OCR portal and servers will meet national and international standards for data security, privacy, and compliance, ensuring the protection and integrity of sensitive trade and customs data.

2. Functional requirements of the OCR portal

Data collection and recognition:

- Ability to collect different types of data. The OCR portal should be able to collect textual and numerical data from a range of documents, including bills of lading, cargo manifests and vehicle number plate identification.
- Multi-format recognition: able to process data in a variety of formats including printed text, handwritten notes (subject to clarity), barcodes and QR codes.
- Language and font recognition. The system should support multiple languages and font types commonly used in transport and customs documentation.
- Image Processing. Include image processing capabilities to handle low quality or distorted images using features such as skew correction, contrast enhancement, and noise reduction.

Data processing and verification:

- Accuracy and consistency checking: Automated checks for accuracy and consistency of data against predefined rules and existing customs databases.
- Duplicate Detection: Ability to identify and flag repetitive records to prevent redundant processing.
- Data integration: seamlessly integrate collected data with existing Customs management systems for further processing and accounting.
- Alerts and notifications: generate notifications of anomalies or inaccuracies in data for immediate action by Customs.

User interface and experience:

- Customizable Dashboard: A customizable and intuitive dashboard that displays important information and statistics for quick review and decision-making.
- Search and Retrieval: Advanced search and retrieval capabilities for easy access to specific data records or documents.
- Reporting tools: comprehensive reporting tools to create custom reports on data collection and processing activities, including error rates and processing times.

System Integration and Interoperability:

- Compatibility with existing systems: Ensure compatibility and smooth integration with existing customs control systems.
- Data exchange standards: Adhere to international data exchange standards to facilitate interoperability with other government and international trade systems.
- API (Application Programming Interface) integration: Ensure strong API support for integration with external systems and databases.

Security and Compliance:

- Data Encryption. Implement strong data encryption for both transmission and storage to protect sensitive information.
- Role-based access control: Strict role-based access control to ensure data security and integrity.
- Audit logs: Comprehensive audit logs of all user actions and data changes to ensure accountability and traceability.
- Regulatory compliance: Ensure that the system complies with all relevant national and international data protection and privacy regulations.

Scalability and performance:

- High volume processing: the system must be able to process large volumes of data without compromising performance and scalable for future increases in trade volume.

- Real-time processing: real-time processing capabilities to ensure immediate availability of collected and validated data for customs procedures.
- Load balancing and redundancy. Implement load balancing and redundancy to maintain system performance and reliability.

In addition, the proposed solution should have the following functions:

- Remote visual inspection and automatic identification of Vehicles
- Control of non-stop flow of vehicles at a speed of up to 20 km/h.
- Processing of up to 100 vehicles per hour.
- Complete processing in less than three seconds per pass.
- Optical character recognition accuracy should be >98%.
- Support for all types and combinations of vehicles.
- Support for non-ISO intermodal trailer plates.
- Support for chassis numbers in Middle East, Africa, Asia Pacific, India, America, Europe, Russian speaking countries and UK.
- Support load type, door position and direction.
- Redundant design.
- Seal detection
- Identification of damaged container and trailer.
- Creation of tamper-proof certified high-resolution images.
- Implement time and location tags.
- No need for inductive loops.
- LED lighting system with low power consumption.
- Small footprint.
- Support seamless interfacing and integration with local systems.
- No restrictions on length and load combination.
- Utilizes line scan technology.
- Web-based application for image retrieval.
- Gate strip with kiosk and barrier for number plate recognition - must fulfil the function of collecting, processing, comparing, verifying and fully transmitting information integrated with the UAIS.
- Device for measuring vehicle dimensions integrated with the UAIS.

3. Performance requirements

Accuracy and reliability:

- Data Capture Accuracy: At least 95% accuracy in capturing data from a variety of document types under standard operating conditions.
- System Reliability: Ensuring system availability of at least 99% with minimal unforeseen downtime.

Processing speed and efficiency:

- Data processing time: the system must process and validate data from each container, trailer within a maximum of 30 seconds of capture.
- Real-time processing capability: the ability to process and display collected data in real time, providing immediate availability for customs operations.

Scalability:

- Volume Processing: ability to handle a minimum 30% increase in transaction volume (containers/trailers) without performance degradation.

- Scalable Architecture: designed with a scalable architecture to accommodate future increases in data volume and additional features.

User load management:

- Concurrent users: ability to support a minimum of X concurrent users (exact number will depend on operational needs) without impacting performance.
- Load balancing. Implement effective load balancing mechanisms to evenly distribute processing load across the system.

Maintenance and upgrades:

- System maintenance window: clearly defined and communicated maintenance periods to minimize disruption to operations.
- Update compatibility: Ensure smooth updates through backward compatibility to protect existing data and settings.

4. Technical requirements

Technical characteristics of OCR technology:

- Advanced optical character recognition capabilities. Use advanced OCR technology capable of recognizing a wide range of fonts and character styles, including handwritten text.
- Image pre-processing. Enable image pre-processing features such as skew removal, noise reduction and contrast adjustment to improve the accuracy of data acquisition.

Hardware Specifications:

- Scanning and imaging equipment: high-resolution scanners and cameras suitable for data collection under various lighting and environmental conditions.
- Processing Units: Robust server hardware to support intensive data processing requirements.
- Redundancy and Backup. Adequate redundancy of hardware components to ensure continuous system operation.

Software and platform compatibility:

- Operating System: Compatible with the latest versions of major operating systems (e.g., Windows, Linux) used by Customs.
- Database Systems: Supports major database systems (e.g., SQL Server, Oracle) for data storage and retrieval.
- Web Technologies: use of modern web technologies for the user interface, ensuring cross-browser compatibility and adaptive design.

Networking and connectivity:

- Secure Network Architecture: Secure network infrastructure with secure data transfer protocols.
- Integration protocols: support for standard data integration protocols (e.g., RESTful API, SOAP) to ensure system interoperability.

Data security and protection:

- Data encryption: strong protocols for encrypting data during storage and transmission.

- Access control and authentication: secure access control mechanisms with multi-factor authentication.
- Vulnerability management: regular security assessments and timely patch management to address vulnerabilities.

Compliance and standards:

- Data protection standards: Compliance with national and international data protection laws and standards.
- Trade and Customs Regulations: Compliance with regulations and standards related to customs and international trade.

5. Security and compliance

Data security:

- Encryption. Implement end-to-end encryption of data in transmission and storage using industry standard protocols (e.g., TLS, AES).
- Firewalls and Intrusion Detection Systems (IDS): Deploying robust firewalls and IDSs to prevent unauthorized access and monitor for malicious activity.

Access Control and Authentication:

- Role-based access control (RBAC). Install RBAC mechanisms to ensure that users can only access data and functions that are appropriate to their roles.
- Multi-factor authentication (MFA). Implementing MFA to improve security for user logins and critical operations.

Compliance:

- Data protection laws. Ensuring compliance with national and international data protection laws, including GDPR, if applicable.
- Customs and trade regulations: Alignment with customs regulations and international trade standards.

Audit Trails and Monitoring:

- Comprehensive Logging: Maintain detailed logs of all system activities, including data access, modifications, and user actions.
- Regular Audits: Conduct regular audits to ensure continuous compliance and identify potential security risks.

Vulnerability Management:

- Regular Security Assessments: Perform periodic security assessments to identify and mitigate vulnerabilities.
- Patch Management: Establish a process for timely application of security patches and system updates.

Business Continuity and Disaster Recovery:

- Data Backup: Regular backups of critical data with secure and redundant storage solutions.
- Disaster Recovery Plan: Develop and regularly test a comprehensive disaster recovery plan to ensure minimal downtime in case of system failures.

6. Support and Maintenance

Technical Support:

- Helpdesk and Troubleshooting: Provide a dedicated helpdesk for technical issues, with clearly defined response times based on the severity of issues.
- Remote and On-Site Support: Offer both remote and on-site support options to address technical problems effectively.

System Maintenance:

- Regular Maintenance Schedule: Implement a regular maintenance schedule to ensure optimal system performance, with minimal disruption to operations.
- Update and Upgrade Policies: Clear policies for system updates and upgrades, ensuring they are carried out with minimal impact on users.

Training and Capacity Building:

- User Training: Conduct comprehensive training for customs officers and staff, covering system functionalities, best practices, and security awareness.
- Ongoing Training Support: Provide ongoing training and resources to accommodate new features, updates, and changing user needs.

Performance Monitoring and Optimization:

- System Performance Monitoring: Continuous monitoring of system performance, with proactive measures to address potential issues.
- Regular System Evaluations: Conduct regular evaluations to identify areas for optimization and enhancements.

Service Level Agreements (SLAs):

- Defined SLAs: Establish clear SLAs outlining service expectations, including system availability, support response times, and resolution times for issues.
- SLA Monitoring and Reporting: Regular monitoring and reporting against SLAs to ensure service quality and accountability.

Specification for the truck OCR automation – single track in lane system

№	Item	Description/Comments	Qty
1	Truck OCR Portal	OCR system including: - 3 Color Linescan cameras (sides & top) - 2 Color Areascan cameras (front and rear of container) - 2 Color Linescan cameras (tank container numbers) - LED units - 2 Sick laser scanners for speed measurement, triggering & segmentation - OCR tube portal - Alu poles and install kits - Alustar Traffic light LED Red/Green - LPR: 2 Black & white License plate readers - 1 LPR trailer plate	1
2	Truck Profiling System	- Truck dimension measuring device. A third 2D LiDAR sensor is located above the road in the middle of the lane. This sensor scans the front and roof of the vehicle as it approaches, transmitting the position of the individual 2D profile sections. The movement of the vehicle thus	3

		produces a 3D point cloud.	
3	Gate Kiosk	Truck Height kiosk 2m40 with: - 15" external screen - VoIP intercom + HD camera - QR code reader - Card reader	3
	Traffic Light	Alustar Traffic light LED Red/Green + Pole 3m00	3
	Traffic barrier	Automatic Systems BL229: arm 3m00, swing-off mechanism, ultrasonic sensors, remote Ethernet controller	3
	FEC	Field Equipment Cabinet - insulated T° controlled	3
4	GOS	Gate Operating System	1
	OCR Software	Truck Portal: OCR engines + Lane Manager software	1
	Lane manager	Gate lanes: LPR OCR engines (per lane)	1
	Operator Workstation	Operator Exception handling Workstation + The Bridge webbased application for KPI reporting and statistics	1
5	MAINTENANCE AND SERVICE for 5 years	HW + SW license + 24/7 support	1

12.2 Attachment B: Proposal Cover Letter

[On Firm's Letterhead]

<Insert date>

TO: Click here to enter text.

DAI Global LLC

Click here to enter text.

We, the undersigned, provide the attached proposal in accordance with **RFP**-Click here to enter text.-Click here to enter text. dated Click here to enter text.. Our attached proposal is for the total price of <Sum in Words (0.00 Sum in Figures) >.

I certify a validity period of Click here to enter text. days for the prices provided in the attached Price Schedule/Bill of Quantities. Our proposal shall be binding upon us subject to the modifications resulting from any discussions.

Offeror shall verify here the items specified in this RFP document.

- We confirm that we are not providing any goods and/or services that utilize telecommunications and video surveillance products from the following companies: Huawei Technologies Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company, or any subsidiary or affiliate thereof, in compliance with FAR 52.204-25
- We acknowledge the solicitation amendments received.
- We acknowledge having adequate financial resources to finance and perform the work or deliver goods or the ability to obtain financial resources without receiving advance funds from DAI.

We understand that DAI is not bound to accept any proposal it receives.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory: Click here to enter text.

Name of Firm: Click here to enter text.

Address: Click here to enter text.

Telephone: Click here to enter text.

Email: Click here to enter text.

Company Seal/Stamp:

12.3 Attachment C: Price Schedule

A. Labor (including fringe, indirect, and fee)								
The Offeror shall include below all manhours that will be required for Project management, hardware installation, software configuration, testing training and deployment.								
	Labor Type/Position	Unit	Level of Effort	Rate per Hour, USD	Total, USD			
1	Project Manager	Hours						
2	Other – please, specify	Hours						
3	Other – please, specify	Hours						
4	Other – please, specify	Hours						
	*** if required, please add as many lines here as deem necessary.							
Total Labor								
B. Travel								
	Description	Unit	Quantity	Unit price in USD	Total in USD			
1	Ground Transportation	Trip						
2	Air fair							
3	Accommodation	Night						
4	Per diems	Days						
	*** if required, please add as many lines here as deem necessary.							
Total Travel								
C. Equipment								
No.	Description and technical specifications <u>Requested</u>	Q-ty	Country of origin	Suggested Specifications	Delivery period (in calendar days)	Unit price in USD (excluding VAT if applicable)	VAT per unit in USD (if applicable)	Total price in USD (including VAT if applicable)
1	Truck OCR Portal (see Attachment A and Annexes for more information)	1						
2	Truck Profiling System (see Attachment A and Annexes for more information)	3						

3	Gate Kiosk (see Attachment A and Annexes for more information)	3						
4	Traffic light (see Attachment A and Annexes for more information)	3						
5	Traffic barrier (see Attachment A and Annexes for more information)	3						
6	Field Equipment Cabinet (see Attachment A and Annexes for more information)	3						
7	Software – Gate Operating System (see Attachment A and Annexes for more information)	1						
8	Software – OCR Software (see Attachment A and Annexes for more information)	1						
9	Software – Lane manager (see Attachment A and Annexes for more information)	1						
10	Software – Operator Workstation (see Attachment A and Annexes for more information)	1						
Total (only the cost of all 10 items above including VAT (if applicable) and excluding installation, warranty maintenance support services, delivery, and other expenses:								
5 year Warranty and maintenance support services cost (all labor and material expenses required for warranty maintenance support services for 5 year shall be included)								
Shipping costs (all international (if any) and domestic shipping costs must be included:								
Costs and duties for customs clearance (all costs associated with customs, if applicable):								
Other expenses (describe briefly): _____:								
TOTAL FOR EQUIPMENT (all lines included above):								
GRAND TOTAL (LABOR +TRAVEL+EQUIPMENT)								
<i>Note: the Offeror shall provide detailed breakdown of the items included under Section "TRAVEL"</i>								

12.4 Attachment D: Instructions for Obtaining a Unique Entity ID (SAM) - DAI'S Vendors, Subcontractors

12.5 Attachment E: Self Certification for Exemption from Unique Entity ID (SAM) Requirement

12.6 Attachment F: Past Performance Form

Include projects that best illustrate your work experience relevant to this RFP, sorted by decreasing order of completion date.

Projects should have been undertaken in the past three years. Projects undertaken in the past six years may be taken into consideration at the discretion of the evaluation committee.

#	Project Title	Description of Activities	Location Province/ District	Client Name/Tel No	Cost in US\$	Start-End Dates	Complete d on schedule (Yes/No)	Completion Letter Received? (Yes/No)	Type of Agreement, Subcontract, Grant, PO (fixed price, cost reimbursable)
1									
2									
3									
4									
5									

12.7 Attachment G: Representations and Certifications of Compliance

1. Federal Excluded Parties List - The Bidder Select is not presently debarred, suspended, or determined ineligible for an award of a contract by any Federal agency.
2. Executive Compensation Certification- FAR 52.204-10 requires DAI, as prime contractor of U.S. federal government contracts, to report compensation levels of the five most highly compensated subcontractor executives to the Federal Funding Accountability and Transparency Act Sub-Award Report System (FSRS)
3. Executive Order on Terrorism Financing- The Contractor is reminded that U.S. Executive Orders and U.S. law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. It is the legal responsibility of the Contractor/Recipient to ensure compliance with these Executive Orders and laws. Recipients may not engage with, or provide resources or support to, individuals and organizations associated with terrorism. No support or resources may be provided to individuals or entities that appear on the Specially Designated Nationals and Blocked persons List maintained by the US Treasury (online at www.SAM.gov) or the United Nations Security Designation List (online at: http://www.un.org/sc/committees/1267/aq_sanctions_list.shtml). This provision must be included in all subcontracts/sub awards issued under this Contract.
4. Trafficking of Persons – The Contractor may not traffic in persons (as defined in the Protocol to Prevent, Suppress, and Punish Trafficking of persons, especially Women and Children, supplementing the UN Convention against Transnational Organized Crime), procure commercial sex, and use forced labor during the period of this award.
5. Certification and Disclosure Regarding Payment to Influence Certain Federal Transactions – The Bidder certifies that it currently is and will remain in compliance with FAR 52.203-11, Certification and Disclosure Regarding Payment to Influence Certain Federal Transactions.
6. Organizational Conflict of Interest – The Bidder certifies that will comply FAR Part 9.5, Organizational Conflict of Interest. The Bidder certifies that is not aware of any information bearing on the existence of any potential organizational conflict of interest. The Bidder further certifies that if the Bidder becomes aware of information bearing on whether a potential conflict may exist, that Bidder shall immediately provide DAI with a disclosure statement describing this information.
7. Prohibition of Segregated Facilities - The Bidder certifies that it is compliant with FAR 52.222-21, Prohibition of Segregated Facilities.
8. Equal Opportunity – The Bidder certifies that it does not discriminate against any employee or applicant for employment because of age, sex, religion, handicap, race, creed, color or national origin.
9. Labor Laws – The Bidder certifies that it is in compliance with all labor laws..
10. Federal Acquisition Regulation (FAR) – The Bidder certifies that it is familiar with the Federal Acquisition Regulation (FAR) and is in not in violation of any certifications required in the applicable clauses of the FAR, including but not limited to certifications regarding lobbying, kickbacks, equal employment opportunity, affirmation action, and payments to influence Federal transactions.
11. Employee Compliance – The Bidder warrants that it will require all employees, entities and individuals providing services in connection with the performance of an DAI Purchase Order to comply with the provisions of the resulting Purchase Order and with all Federal, State, and local laws and regulations in connection with the work associated therein.

By submitting a proposal, offerors agree to fully comply with the terms and conditions above and all applicable U.S. federal government clauses included herein, and will be asked to sign these Representations and Certifications upon award.

12.8 Attachment H: Proposal Checklist

Offeror: _____

Have you?

☐ Submitted your proposal to DAI in a sealed envelope to the address (electronic or mailing) as specified in General Instructions above?

Does your proposal include the following?

☐ Signed Cover Letter (*use template in Attachment B*)

☐ Technical Proposal of the Product or Service that meets the technical requirements as per Attachment A

☐ Demonstration of how you meet or exceed each of the technical acceptability criteria.

☐ Documents Used to Determine Responsibility

☐ Evidence of an Unique Entity ID (SAM) OR Self Certification for Exemption from Unique Entity ID (SAM) Requirement

☐ Past Performance (*use the template in Attachment F*)

☐ CV's of key personnel

☐ Recommendation letter from prior clients

☐ State registration certificates

☐ Detailed description and confirmation on Offeror's letterhead the ability to provide warranty and maintenance support services.