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USAID's Trade Central Asia Activity (TCA)

Request For Proposals (RFP)

No. RFP-TCA-TAJ-24-0002

Deployment and configuration of the off-the-shelf software solution for the automation of the business processes at the Agency on Standardization, Metrology, Certification and Trade Inspection under the Government of the Republic of Tajikistan

Issue Date: February 12, 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. 9 for more details.

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Synopsis of the RFP

RFP No.	RFP-TCA-TAJ-24-0002
Issue Date	February 12, 2024
Title	Deployment and configuration of the off-the-shelf software solution for the automation of the business processes at the Agency on Standardization, Metrology, Certification and Trade Inspection under the Government of the Republic of Tajikistan
Issuing Office & Email/Physical Address for Submission of Proposals	Attn: Procurement Department, TCA Project TCA_procurementINBOX@dai.com
Deadline for Receipt of Questions	February 23, 2024, 5 pm local Almaty, Kazakhstan time In case responses to the submitted questions not received within 2 days of submission, Offerors are encouraged to follow up on the status of their question by contacting the following phone number: +77072726117. It shall be noted that this is required due to often issues with DAI mailing system.
Deadline for Receipt of Proposals	February 28, 2024, 5 pm local Almaty, Kazakhstan time
Point of Contact	TCA_procurement@dai.com – Procurement Manager
Anticipated Award Type	Firm Fixed Price Subcontract
Basis for Award	An award will be made based on the Trade Off Method. The award will be issued to the responsible and reasonable offeror who provides the best value to DAI and its client using a combination of price and technical or non-cost/price factors.

1. Introduction and Purpose

1.1 Purpose

DAI, the implementer of the USAID's Trade Central Asia Activity, invites qualified offerors to submit proposals for the deployment and configuration of the off-the-shelf software solution for the automation of the business processes at the Agency on Standardization, Metrology, Certification and Trade Inspection under the Government of the Republic of Tajikistan as outlined in Attachment A.

The Issuing Office and Contact Person noted in the above synopsis 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.

1.2 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

"Offeror", "Subcontractor", and/or "Bidder" means a firm proposing the work under this RFP. "Offer" and/or "Proposal" means the package of documents the firm submits to propose the work.

Offerors wishing to respond to this RFP must submit proposals, in English or Russian, in accordance with the following instructions. Offerors are required to review all instructions and specifications contained in this RFP. Failure to do so will be at the Offeror's risk. If the solicitation is amended, then all terms and conditions not modified in the amendment shall remain unchanged.

Issuance of this RFP in no way obligates DAI to award a subcontract or purchase order. Offerors will not be reimbursed for any costs associated with the preparation or submission of their proposal. DAI shall in no case be responsible or liable for these costs.

Proposals are due no later than February 28, 2024, 5 pm local Almaty, Kazakhstan time, to be submitted via procurement email to TCA_procurementinbox@dai.com with the RFP number and title of the activity in the subject line. Proposals should include all costs and technical proposals in the same email. Late offers will be rejected except under extraordinary circumstances at DAI's discretion.

The submission to DAI of a proposal in response to this RFP will constitute an offer and indicates the Offeror's agreement to the terms and conditions in this RFP and any attachments hereto. DAI reserves the right not to evaluate a nonresponsive or incomplete proposal.

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 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 and complying with the terms and conditions of this RFP. Requests for clarification or additional information must be submitted in writing via email or in writing to the Issuing Office as specified in the Synopsis above. No questions will be answered by phone. 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.

Copies of questions and responses will be distributed in writing to all prospective bidders who are on record as having received this RFP after the submission date specified in the Synopsis above.

3. Instructions for the Preparation of Technical Proposals

Technical proposals shall be sealed in a separate envelope from cost/price proposals and shall be clearly labeled as "VOLUME I: TECHNICAL PROPOSAL".

Technical proposals shall include the following contents:

1. Technical Approach - Description of the proposed services which meets or exceeds the stated technical specifications or scope of work. The proposal must show how the Offeror plans to complete the work and describe an approach that demonstrates the achievement of timely and acceptable performance of the work.
    a. Response to requirements/SOW must include description of proposed technology and development tools, and an action plan detailing how each SOW requirement will be met.
    b. Warranty, maintenance and support:
        i. include information on warranty, maintenance and support options,
        ii. include an example of a maintenance agreement,
        iii. support contacts and work hours, and
        iv. response and resolution times to support requests or issues depending on priority.

2. Management approach – Description of the Offeror's staff assigned to the project. The proposal should describe how the proposed team members have the necessary experience and capabilities to carry out the Technical Approach.
    a. Project plan, project management approach and production timeline. Project Plan

should include proposed timelines for each activity and resources allocated to each activity.

    b. Short CV of key personnel that would be assigned to the project should be included

3. Corporate Capabilities and Past Performance
    a. Company profile information – include company organizational chart, number of staff, main business activities;
    b. Provide a list of at least three (3) recent awards of similar scope and duration. The information shall be supplied as 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.

3.1 Services Specified

For this RFP, DAI is in need of the services described in Attachment A.

3.2 Technical Evaluation Criteria

Each proposal will be evaluated and scored against the evaluation criteria and evaluation sub-criteria, which are stated in the table below. Cost/Price proposals are not assigned points, but for overall evaluation purposes of this RFP, technical evaluation factors other than cost/price, when combined, are considered significantly more important than cost/price factors.

Evaluation Criteria	Evaluation Sub-criteria (if needed)	Maximum Points
Technical Approach		
	Technical know-how – Does the proposal clearly explain, understand and respond to the requirements of the project as stated in the Scope of Work? Does proposal include description of proposed technology, approach and development tools? Did the bidder provide an action plan explaining how each SOW requirement will be met?	20 points
	Sector Knowledge – Does the proposal demonstrate the offeror's knowledge related to software and database development, as well as BPMS system implementation and configuration, particularly with projects involving government authority?	15 points
	Are the length, level and quality of service offered within warranty, maintenance and support in line with industry	10 points

	standards?	
Management Approach or Personnel Qualifications		
	Does the bidder have sufficient staff who are qualified, experienced and available to fulfill the Scope of Work?	25 points
	Project plan – Does the proposed approach and detailed activities and timeline fulfill the requirements of executing the Scope of Work effectively and efficiently? Does the bidder have a Risk Mitigation plan to ensure successful delivery of the project?	10 points
Corporate Capabilities or Past Performance		
	Does the organization have a good track record in conducting similar work and magnitude as the scope of work?	20 points
	Total Points	100 points

4. Instructions for the Preparation of Cost/Price Proposals

4.1   Cost/Price Proposals

Cost/Price proposals shall be sealed in a separate PDF document from technical proposals, and shall be clearly labeled as "VOLUME II: COST/PRICE PROPOSAL".

Provided in Attachment C is a template for the Price Schedule, for firm-fixed price awards. Offerors shall complete the template including as much detailed information as possible. All prices must be quoted in USD.

It is important to note that Value Added Tax (VAT) shall be included on a separate line. These services 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. Basis of Award

5.1   Best Value Determination

DAI will review all proposals, and make an award based on the technical and cost evaluation criteria stated above, and select the offeror whose proposal provides the best value to DAI. DAI may also exclude an offer from consideration if it determines that an Offeror is "not responsible", i.e., that it does not have the management and financial capabilities required to perform the work required.

Evaluation points will not be awarded for cost. Cost will primarily be evaluated for realism and reasonableness. DAI may award to a higher priced offeror if a determination is made that the higher technical evaluation of that offeror merits the additional cost/price.

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

5.2   Responsibility Determination

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 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.

6. Anticipated post-award Deliverables

During and after completion of the services, the selected Offeror shall be responsible for provision of the deliverables indicated in the Attachment A. 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.

7. Inspection & Acceptance

The designated 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.

8. Compliance with Terms and Conditions

8.1   General Terms and Conditions

Offerors agree to comply with 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.

8.2   Prohibited Technology

Bidders 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.

8.3   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 and nationality 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. OFAC sanctioned countries may be searched within the System for Award Management (SAM) at www.SAM.gov. 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 or nationality 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.

8.4   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) to DAI. Offerors who fail to provide 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 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), please request copy of Attachment D - Instructions for Obtaining an Unique Entity ID (SAM)- DAI'S Vendors, Subcontractors from TCA_procurement@dai.com

For those not required to obtain a Unique Entity ID (SAM), please request copy of Attachment E: Self Certification for Exemption from Unique Entity ID (SAM) Requirement from TCA_procurement@dai.com

9. 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.

10. Attachments

10.1 Attachment A: Scope of Work

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.

In the specific context of Tajikistan, the TCA is channeling efforts towards the optimization of the Single Window system. This system is instrumental in simplifying the process of document issuance required for foreign economic activities, particularly those managed by the Standardization Agency of Tajikistan. Currently, the Agency's documents are among the most in-demand within this system.

The project encompasses several key activities:

- **Automation of Business Processes:** The TCA is working on an initiative to automate the business processes within the Standardization Agency. This automation is anticipated to streamline internal operations, thereby enhancing the efficiency of trade procedures.
- **Integration into the Single Window System:** By integrating these automated processes into the broader Single Window system, the initiative aims to foster more efficient business and trade practices for traders in Tajikistan.

The scope of this work extends to supporting the Agency on standardization, metrology, certification, and trade inspection under the Government of the Republic of Tajikistan (GoRT). This support encompasses the acquisition, deployment, and configuration of Off-The-Shelf software, crucial for the digitization of both internal and external organizational business processes. The successful implementation of this software is expected to seamlessly integrate with the Single Window Information System (SWIS).

Objective

The primary objective of this Scope of Work is to facilitate the transformation and modernization of the Agency on standardization, metrology, certification, and trade inspection under the Government of the Republic of Tajikistan (GoRT), through the strategic implementation of a comprehensive information system. This initiative, undertaken in response to a direct request from the Agency, encompasses several key goals:

1. **Digitization of Certification Processes**: The project aims to revolutionize the current method of issuing certificates for the import and export of goods. By transitioning these processes to a digital platform, the goal is to enhance efficiency, reduce processing times, and minimize potential for errors, thereby streamlining trade activities.

2. **Integration with the Single Window System**: A critical aspect of this objective is the seamless integration of the new information system with the existing Single Window system used by the Customs service. This integration is intended to create a unified platform that simplifies and accelerates the clearance and movement of goods across borders, thereby facilitating smoother trade operations.

3. **Foundation for Future Digitization**: Beyond immediate improvements, the information system is expected to be designed to serve as a versatile platform that can accommodate and allow further digitization efforts, particularly manual and easy automation and configuration of business processes within the Agency and by the Agency's internal resources. This approach aims to ensure that the Agency remains adaptable and efficient in the face of evolving trade and technology landscapes.

Tasks

The project comprises four phases:

1. **Phase 1:** Installation and configuration of an Off-The-Shelf information system to digitize the business processes of Certificate issuance for import/export operations.
2. **Phase 2:** Configuration of business processes and API for integration of the system with Customs service's Single Windows information system. This should enable the users to work exclusively with the given information system without having to log in to Single Window system.
3. **Phase 3:** Development of user instructions, technical documentation, and provision of training to administrators and users.
4. **Phase 4:** Official launch of the system and provision of one-year technical support.

Deliverables and Milestones

#	Results	Deadline
Phase I	Tasks: • System Installation and Setup: Installation, setup, and configuration of the chosen Off-The-Shelf information system within a hosting environment provided by the beneficiary. • Component Launch and Administration Setup: installation and launch of key administrative components of the information system. These components include but are not limited to user management systems, role management features, and logging components. • Digitization of Business Processes: Undertake the digitization of the business processes related to certification for import/export	12 weeks after signing the contract

#	Results	Deadline
	operations. This task involves converting existing manual or paper-based procedures into a digital format, thereby streamlining operations and improving efficiency. Deliverables: 1. Provide a detailed report on the installation, setup, and configuration of the Off-The-Shelf system and its components. This report will include technical specifications, configurations, and initial performance assessments, serving as a comprehensive record of the setup process. The report should document the digitization of the certification business processes. This shall outline the new digital workflows, highlight the improvements over traditional methods, and serve as a reference for the newly implemented processes.	
Phase II	• API Gateway Configuration: Configure an API gateway to facilitate two-way information exchange with the Customs service's Single Window system. This gateway should be designed to not only retrieve information from other systems but also enable the newly installed information system to connect seamlessly with various external information systems. Deliverables: 1. API Gateway Development Report: Deliver a report on the development of the API gateway. This report will outline the technical specifications, configuration details, and the operational capabilities of the API gateway, emphasizing its role in ensuring efficient information exchange. Additionally, include report on integration process with the Customs service's Single Window system. This document will detail the steps taken to achieve seamless integration, the challenges encountered, solutions implemented, and the overall impact on system functionality.	2 weeks after the completion of the first phase
Phase III	• Develop and provide comprehensive user instructions and technical documentation for the new system. • Conduct training programs for both administrators and end-users, covering system operation and maintenance.	1 week after the completion of the 2nd phase

#	Results	Deadline
	• Establish a helpdesk or support system for ongoing user assistance and issue resolution. Deliverables: 1. A set of detailed user instructions and complete technical documentation for system reference. 2. A report summarizing the training programs, including curriculum details and participant feedback. 3. Documentation outlining the setup and operational procedures of the support system.	

Phase IV	• **Official System Launch:** Successfully inaugurated the system for active use.
	
	Deliverables:
	
	1. **System Demonstration**: Conduct a formal demonstration of the installed system. This demonstration shall showcase the functionality of the system, the efficacy of the digitized processes, and provide an opportunity for feedback and queries.
	
	2. **Final Report:** Delivered a comprehensive final report detailing the project's outcomes that should include:
	
	    ○ **Acceptance Certificate (ACT) by the Agency on standardization, metrology, certification, and trade inspection under GoRT:** Formally received the acceptance certificate, signifying system compliance with requirements.
	
	    ○ **Warranty agreement** between the vendor and the Agency on standardization, metrology, certification, and trade inspection under GoRT for 1 year technical support.
		1 week after the completion of the 3rd phase

Warranty period	- **Technical support - resolution of Bugs and Errors (12 months):** Addressed and resolved any bugs or errors within 12 months after the project's conclusion. - Product business configuration on-the-go consultancy and methodological support (12 months by up to 16 hours per month)	One year after the phase 4

QUALIFICATIONS:

- Ready Of-The-Shelf software for automation of intra-corporate business processes of any type, belonging to BPMS (Business Process Management System) class systems, with dynamic (customizable) no-code operating logic: setting up and adapting the system to the user's requirements both at the implementation stage and at the operation stage. The system security shall comply with Common Criteria for Information Technology Security Evaluation ISO/IEC 15408-3, having Evaluation Assurance Level 4 (EAL4) or higher being proved by authorized certification authority.
- Proven track record in software and database development, as well as BPMS system implementation and configuration, particularly with projects involving government entities.
- Proven track record of implementation of the offered BPMS platform in CIS/CA region (minimum of 5 confirmed cases in the past three years)
- Team of highly qualified experts and consultants who possess extensive experience in software development, business process analysis and automation.
- Demonstrable technical and administrative capacity to fulfill the specific requirements outlined in the Software Product Requirements Specification (supporting documentation showcasing the company's capabilities is highly encouraged).
- Extensive experience in facilitating training sessions for the adoption and efficient use of business process automation methodologies and information systems.

Team member minimum qualifications:

Team Leader / Project Manager:

- Primary responsibilities include overseeing the contractor's activities, assuring quality standards, adherence to timelines, and maintaining effective communication with USAID/TCA.

- Education/Training: A university degree (Diploma/Master) in Computer Science or a related discipline.

- Language Skills: Proficiency in both English and Russian.

- Professional Experience: Extensive experience in the IT sector, with a preference for backgrounds in software project management, particularly in environments akin to customs or government services.

Software engineer:

- Duties encompass the installation, configuration, design, and testing of software. This role also involves configuration of integration mechanism with other information system and delivering training for administrators/users.

- Education/Training: A university degree (Diploma/Master) in Computer Science, Information Systems, Business Administration with a focus on Information Technology, or a related field.

- Language Skills: Fluency in Russian.

- Responsible for thoroughly analyzing business processes and requirements, and effectively translating them into detailed technical specifications. This role is crucial in ensuring that the software solution aligns seamlessly with the operational needs of the Customs service and integrates smoothly with existing systems and technologies.
- Demonstrated experience in systems analysis, preferably in government, customs, or similar sectors.
- Strong proficiency in data modeling, workflow diagrams, and creating detailed reports. Familiarity with software development methodologies and database systems.

Reporting

The vendor will work closely with Agency on standardization, metrology, certification, and trade inspection under GoRT and will report to the USAID TCA Country Director in Tajikistan – Mr. Komron Rakhmatullaev.

Reporting structure

- Bi-Weekly update meetings with Agency on standardization, metrology, certification, and trade inspection under GoRT (minutes of meetings shall be sent to the USAID TCA team)
- Reports: according to project deliverables.

Annex I – Terms of Reference

<u>Chapter 1. General</u>

1. This TOR describes the requirements for a business process automation system (Platform or System).
2. The aims of these works and the implementation of the system are:
a. improving the quality and transparency of the execution of business processes in which performers are involved;
b. increasing the efficiency of interaction between performers;
c. minimizing operational risks associated with the financial and non-financial losses due to incorrect or erroneous internal processes, actions of employees, IT systems and external events, incorrect design of business processes or weak control over compliance with internal regulations;
d. increasing productivity and speed of execution of business processes.
3. The list of business processes that need to be automated is given in Chapter No. 4 of the Technical Specification (List of Business Processes).
4. Warranty period - period of provision of warranty service for the system: within 3 (three) months from the moment of signing of the acceptance act of the system.
5. All rights to the results of work (developed business configuration and documents), which do not violate the current licensing requirements and property rights, are transferred by the Supplier to the Customer. In this case, all rights to objects protected by copyright that were received by the Supplier before the start of the Project remain with the Supplier (for example, licenses for the supplied software).

<u>Chapter 2. Brief description of the Platform purposes</u>

The main purpose of the Platform is the automation of intra-corporate business processes of any type, belonging to BPMS (Business Process Management System) class systems, with dynamic (customizable) operating logic: setting up and adapting the system to the user's requirements both at the implementation stage and at the operation stage.

<u>Chapter 3. Platform Requirements</u>

1. The platform should not have a limitation on the period of use (in the case of delivery of licensed software, all licenses must be unlimited in terms of time of use and the number of registered and/or simultaneously working users).
2. The platform must include a subsystem/module or service designed to generate documents in .docx, .xlsx and .pdf formats.
3. The platform must provide following requirements:
1) send operational information about violations of deadlines for completing business processes to the system users;
2) changing the business logic in the Platform;

3) modification of the Platform data object by an unlimited number of users, preserving all changes and identifying their author;

4) administer users and access rights both manually and from business processes;

5) make changes to configured business processes, as well as automate new business processes by the Customer without the need to involve a Supplier;

6) configure various calculation (mathematical) mechanisms in the logic of business processes;

7) setting up templates for exporting and importing data from business processes and dictionaries (support for at least CSV and XML formats);

8) launch business processes manually, according to a schedule, from other business processes and upon receipt of an incoming message by email, as well as by requesting the Platform by an external system via API (XML-RPC);

9) manage dictionaries: creating and connecting an unlimited number of dictionaries to processes;

10) configure the following operations during the execution of business processes: scalar and matrix operations (including arithmetic), work with data arrays of various types, direct work with files, generation of barcodes and QR codes, direct access to external web-services and databases (at least MSSQL, MySQL, PostgreSQL, Oracle);

11) built-in functionality for displaying various tasks on an interactive calendar;

12) configure various metrics that are updated at a given frequency, and based on their values, automatically launch business processes and send notifications;

13) set time-limits for each state of the business process;

14) contain tools for sending messages by email and, if necessary, processing incoming messages;

15) variety of integration options. Seamlessly integrates with external IT ecosystems, ensuring that automation complements and enhances your current systems;

16) non-code BPA solution. System implementation approach that does not rely on coding, making it accessible to a broader audience, from business users to IT professionals;

17) user-friendly interface. Support of multiple languages, localization capability, screen form builder etc;

18) compliance with notation BPMN 2.0 standard for modelling business processes;

19) automated processes documentation, technical maps generation and export;

20) logging system;

21) reporting system (data selection, filtering, summarization, analysis, visualization, export options).

22) The platform should accommodate three working user interface languages: English, Russian and Tajik. Language of the settings component in Russian and Tajik is an advantage.

4. The BPMS platform shall comply with Common Criteria for Information Technology Security Evaluation ISO/IEC 15408-3, having Evaluation Assurance Level 4 (EAL4) or higher being proved by authorized certification authority

5. The Platform architectural requirements:

1) built on the basis of web technologies, while no additional software should be installed on the end-user side;

2) ensures the operation and configuration of the Platform through the web interface;

3) configuration of business processes and data fields, dictionaries, as well as making changes to the settings of the business processes logic and directories should not require any modifications to the Platform source code and should be carried out through a single interface without the use of additional modules, as well as without the need to stop the Platform or switch it to configuration/maintenance mode;

4) provides full multi-platform operation including on the LAMP (Linux, Apache, MySQL, PHP);

5) have an API interface for connecting with external systems;

6) have a centralized data storage database;

6. The Platform reliability and security requirements:

1) provide at least a three-level role model (roles of performers, business process managers and controllers/supervisors);

2) provide functions for separating access based on business roles and protecting information from unauthorized access;

3) support and delimitation of user access rights to information objects;

4) identification and authentication of access subjects when entering the Platform using an identifier (code) and password;

5) all user actions on the Platform must be recorded in a log.

6) provide a comprehensive security system for role-based access control;

7) provide the ability to customize history for each information object with the ability to manually add user-defined event types. At the same time, ensure physical separation of the system log and object history;

8) provide a mechanism for automatically switching to emergency mode if a number of consecutive errors occur during operation (their number should be determined by the administrator), or if the total number of errors detected by the system within a certain time exceeds a certain threshold value (the time period and threshold value should be determined administrator). This mode should ensure protection of the Platform and user data from damage if the system detects a critical error;

9) provide the ability to separately configure user security requirements when accessing from the internal and external networks;

7. The Platform report generation functions:

1) contain a built-in report generation system;

2) provide the ability to download reports in PDF, CSV, DOCX, XLSX formats;

3) provide the ability to specify forms (templates) for generating ready-to-print reports of arbitrary complexity;

4) store and provide the opportunity to re-use ready reports and their forms, including reports with cumulative totals;

5) provide the ability to use charts and graphs (radar, pie, line, column) when creating reports.

8. The platform requirements for information exchange:

1) the software and hardware of the Platform must comply with Internet standards, the client part must ensure correct operation in popular Internet browsers;

2) support the secure HTTPS transport protocol;

3) provide the ability to work with the SOAP interaction protocol (SimpleObjectAccessProtocol);

4) support the XML transmitted data format for web methods and their parameters;

9. The platform must contain the following data according to international standards:

1) lists of languages according to ISO 639 and countries according to ISO 3166-1;

2) generation of EAN-8 and EAN-13 barcodes for digital sequences, CODE-39 and CODE-128 for alphanumeric sequences, as well as two-dimensional QR codes for any purpose;

3) storing all data in UNICODE UTF-8 encoding.

Chapter 4. List of Business Processes

1. A cluster of Business processes related to issuance of Certificate of Conformity (the exact set of processes to be designed by the supplier and agreed with the USAID TCA Country Director in Tajikistan. The general "as-is" and "to-be" scenario of the business process of the Certificate of Conformity is attached as Annex II. In addition to this, the vendor will be provided with the prior analysis including the general Business process analysis of the Single Window system as well as the optimization roadmap developed by the TCA that outlines the general approach to automating the business processes at the TajikStandard Agency.
2. A set of technical business processes to automate data exchange with the Single Window Information System (SWIS).

Chapter 5. Trainings

After completion of configuration of the system, training is provided for users at two access levels: administrators and employees/regular users.

Place of training: Training session will be held in the HQ of Agency on standardization, metrology, certification, and trade inspection under GoRT.

Format carrying out:

1. Training of system administrators (4 IT specialists):

- Duration: Three days (24 hours).

- Topic:

  - Administration of the system
  - Ensuring system security.
  - Monitoring and rules for using the system.
  - Backup and disaster recovery processes.
  - Service and support of the system

2. Training of system users (20 employees of the CS central office):

- Duration: Three days (24 hours).

- Topic: System user instructions.

As part of this training, employees will be trained to use the system, considering its functionality and rules of use. Training events will be organized considering the schedule and convenience of the participants and will also provide them with the necessary knowledge and skills to effectively use the system.

ANNEX II

"AS-IS" SCENARIO OF THE BUSINESS PROCESS OF THE CERTIFICATE OF CONFORMITY
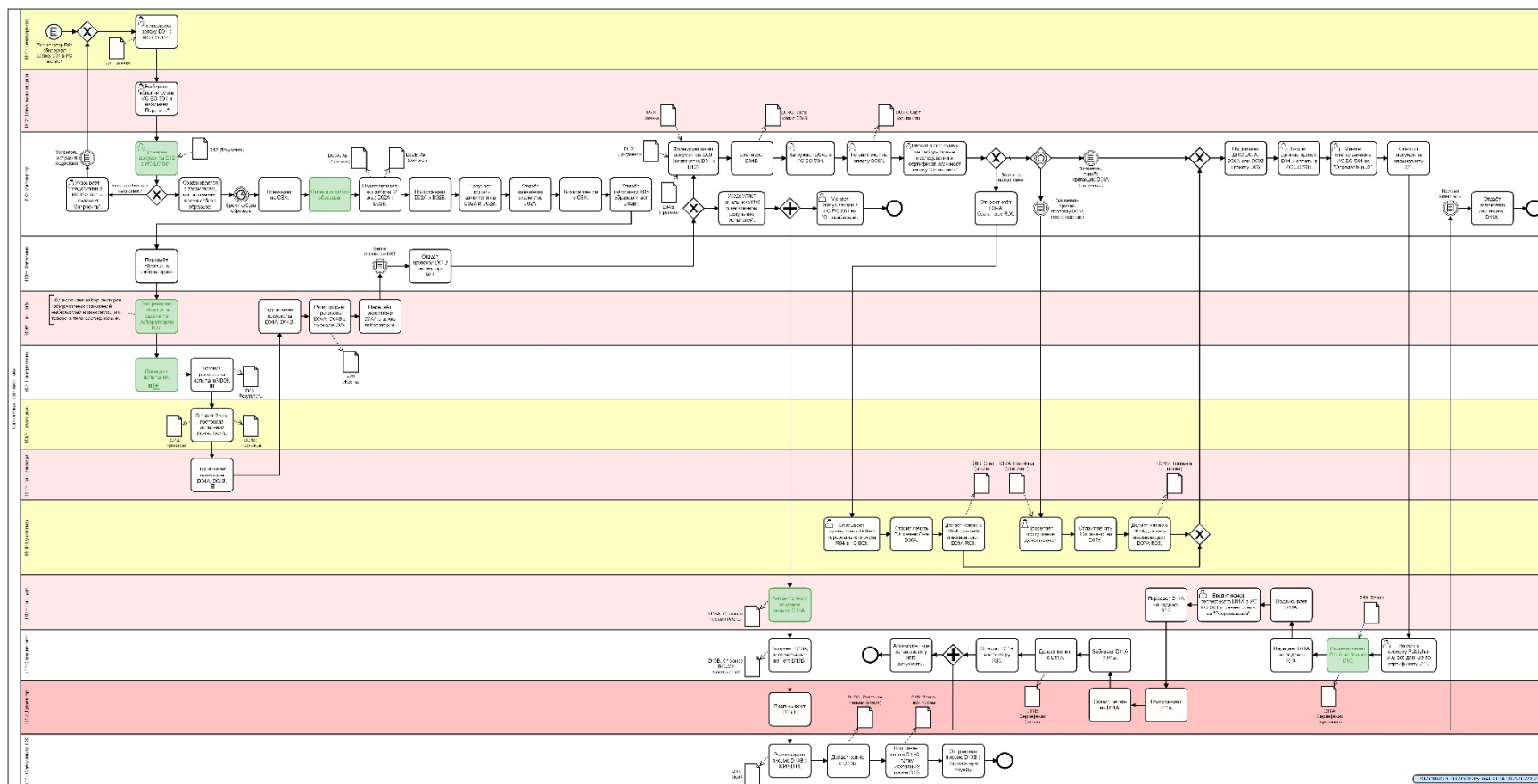
"TO-BE" SCENARIO OF THE BUSINESS PROCESS OF THE CERTIFICATE OF CONFORMITY
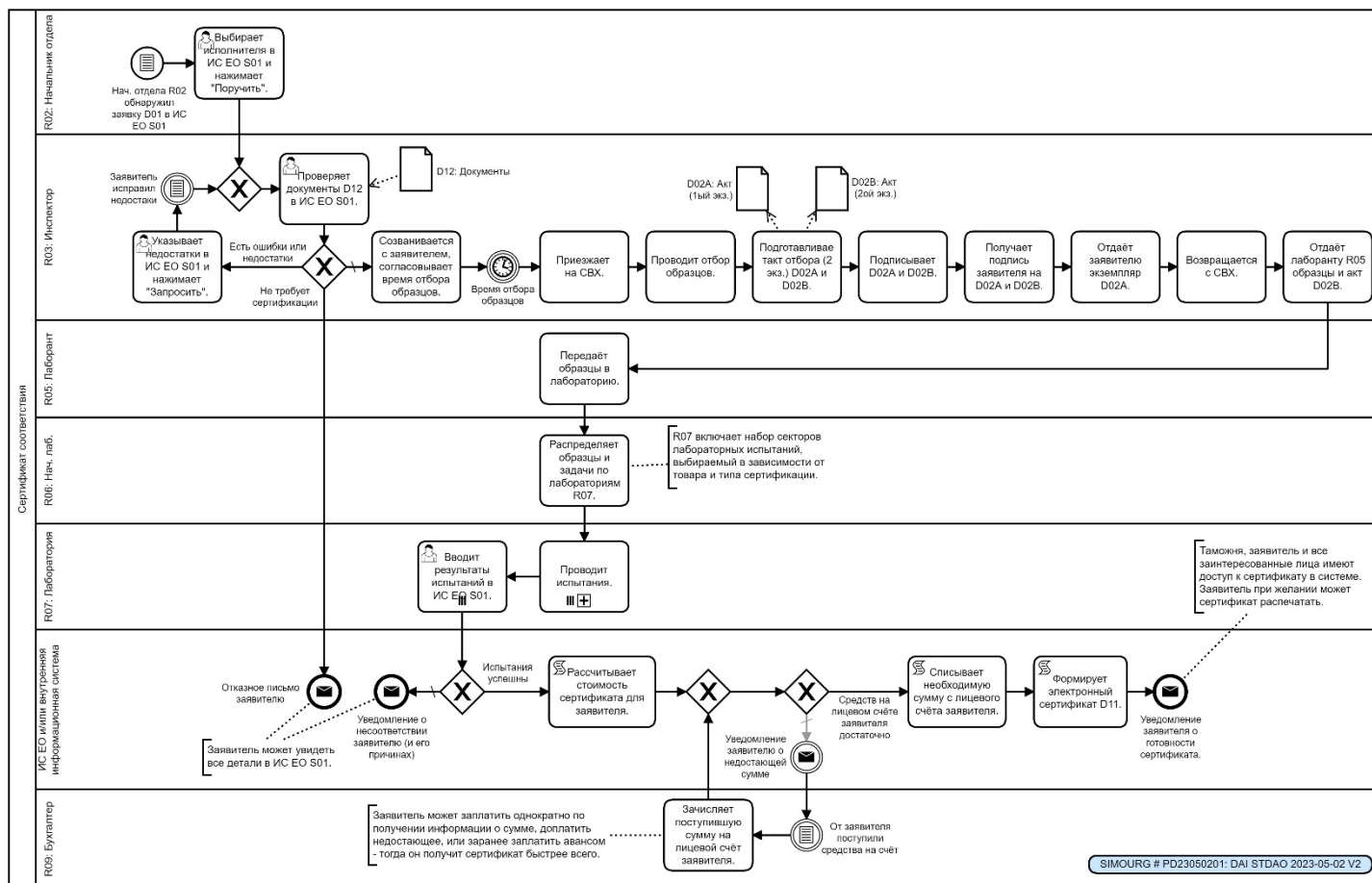
10.2 Attachment B: Proposal Cover Letter

[On Firm's Letterhead]

<Insert date>

TO: DAI GLOBAL LLC.

We, the undersigned, provide the attached proposal in accordance with **RFP-**Click here to enter text.**-**Click here to enter text. issued on 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 90 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.

By submitting this proposal:

- I acknowledge the solicitation amendments received.

- I 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:

10.3   Attachment C: Price Schedule

A. Software					
No.	**Description**	**Unit**	**Q-ty**	**Unit rate, USD**	**Total, USD**
1	Ready Of-The-Shelf software for automation of intra-corporate business processes of any type, belonging to BPMS (Business Process Management System) class systems, with dynamic (customizable) no-code operating logic: setting up and adapting the system to the user's requirements both at the implementation stage and at the operation stage. The system security shall comply with Common Criteria for Information Technology Security Evaluation ISO/IEC 15408-3, having Evaluation Assurance Level 4 (EAL4) or higher being proved by authorized certification authority.	License(s)	1		

B. Labor (including fringe, indirect, and fee)					
Phase I: - *System Installation and Setup* - *Component Launch and Administration Setup* - *Digitization of Business Processes*					
	Labor Type/Position	**Unit**	**Level of Effort**	**Rate per Hour, USD**	**Total, USD**
1	Team Leader / Project Manager	Hours			

	Labor Type/Position	Unit	Level of Effort	Rate per Hour, USD	Total, USD
2	Software Engineer	Hours			
3	Business process analyst	Hours			
4	Other – please, specify	Hours			
	*** if required, please add as many lines here as necessary.				
Total Phase I					
Phase II: API Gateway Configuration					
	Labor Type/Position	**Unit**	**Level of Effort**	**Rate per Hour, USD**	**Total, USD**
1	Team Leader / Project Manager	Hours			
2	Software Engineer	Hours			
3	Business process analyst	Hours			
4	Other – please, specify	Hours			
	*** if required, please add as many lines here as necessary.				
Total Phase II					
Phase III: • **Develop and provide comprehensive user instructions and technical documentation for the new system.** • **Conduct training programs for both administrators and end-users, covering system operation and maintenance.** • **Establish a helpdesk or support system for ongoing user assistance and issue resolution.**					
	Labor Type/Position	**Unit**	**Level of Effort**	**Rate per Hour, USD**	**Total, USD**
1	Team Leader / Project Manager	Hours			
2	Software Engineer	Hours			
3	Business process analyst	Hours			
4	Other – please, specify	Hours			
	*** if required, please add as many lines here as necessary.				
Total Phase III					

Phase IV: Official System Launch					
	Labor Type/Position	Unit	Level of Effort	Rate per Hour, USD	Total, USD
1	Team Leader / Project Manager	Hours			
2	Software Engineer	Hours			
3	Other – please, specify	Hours			
4	Other – please, specify	Hours			
	*** if required, please add as many lines here as necessary.				
Total Phase IV					
Total Labor					
C. *Warranty maintenance and technical support*					
No.	Description	Unit	Q-ty	Unit rate, USD	Total, USD
1	- Technical support - resolution of Bugs and Errors: - Product business configuration on-the-go consultancy and methodological support (up to 16 hours per month) NOTE: Currently, it is anticipated that the vendor will provide fee for technical support for 12 months, and depending on the budget, the client will decide on	Month	12		

Item No.	Activity / Description	Unit	Quantity	Cost per Unit, USD	Total, USD
	the exact number of months for further technical support				
Total Warranty maintenance and technical support					
D. Travel and Transportation					
1	Transportation expenses to and from Tajikistan {ticket and taxi expenses}	Trips			
2	Per Diem { labor cost}	Day			
3	Accommodation {non labor cost}	Nights			
Total Travel and Transportation.					
VAT					
GRAND TOTAL (A+B+C+D +VAT)					

10.6   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	Completed on schedule (Yes/No)	Completion Letter Received? (Yes/No)	Type of Agreement, Subcontract, Grant, PO (fixed price, cost reimbursable)
1									
2									
3									
4									
5									

10.7 Attachment G: Representations and Certifications of Compliance

1. <u>Federal Excluded Parties List</u> - The Bidder Select is not presently debarred, suspended, or determined ineligible for an award of a contract by any Federal agency.

2. <u>Executive Compensation Certification-</u> 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. <u>Executive Order on Terrorism Financing-</u> 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. <u>Trafficking of Persons</u> – 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. <u>Certification and Disclosure Regarding Payment to Influence Certain Federal Transactions</u> – The Bidder certifies that it currently is and will remain in compliance with FAR 52.203-11, <u>Certification and Disclosure Regarding Payment to Influence Certain Federal Transactions</u>.

6. <u>Organizational Conflict of Interest</u> – 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 DAII with a disclosure statement describing this information.

7. <u>Prohibition of Segregated Facilities</u> - The Bidder certifies that it is compliant with FAR 52.222-21, Prohibition of Segregated Facilities.

8. <u>Equal Opportunity</u> – 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. <u>Labor Laws</u> – The Bidder certifies that it is in compliance with all labor laws.

10. <u>Federal Acquisition Regulation (FAR)</u> – 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. <u>Employee Compliance</u> – 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.

10.8   Attachment H: Proposal Checklist

Offeror: _____

Have you?

☐   Submitted your proposal to DAI electronically in PDF as specified in General Instructions above?

Does your proposal include the following?

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

☐   Separate PDF Technical and Cost proposals individually sealed and labeled as Volume I and
        Volume II respectfully.

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

☐   Response to each of the evaluation criteria

☐   Documents use to determine Responsibility

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

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

☐   CV of proposed key staff that would be assigned to the project

☐   Sample Maintenance, Warranty and Support agreement

☐   Project Plan

☐   Letters of recommendation from prior clients