



Egypt - Economic Governance Activity (EGA)

Request for Proposals (RFP)

RFP No. RFP-EGA-21-057

Implementation of Interactive Intelligent Civil Service Agent (CHATBOT)

Issue Date: 14th of July 2021

WARNING: Prospective Offerors who have received this document from a source other than the **Egypt – Economic Governance Activity (EGA) project**, should immediately contact procurementega@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 on the website this RFP is published on, and to all prospective bidders who are on record as having received this RFP and expressed their official interest in participation. Offerors are encouraged to check this website periodically

Disclaimer: Issuance of this RFP in no way obligates DAI EGA to award a purchase order and offerors will not be reimbursed for any costs associated with the preparation and submission of their proposals. DAI EGA reserve the right to accept or reject any or all proposals without assigning any reason thereof.

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.

Table of Contents

Synopsis of the RFP	3
1. Introduction and Purpose	3
1.1 Purpose	3
1.2 Issuing Office	4
1.3 Type of Award Anticipated	4
2. General Instructions to Offerors	4
2.1 General Instructions	4
2.2 Proposal Cover Letter	4
2.3 Questions regarding the RFP	5
3. Instructions for the Preparation of Technical Proposals	5
3.1 Services Specified	5
3.2 Technical Evaluation Criteria	6
4. Instructions for the Preparation of Cost/Price Proposals	6
4.1 Cost/Price Proposals	6
5. Basis of Award	6
5.1 Best Value Determination	6
5.2 Responsibility Determination	7
6. Anticipated post-award Outcomes and Deliverables	7
7. Inspection & Acceptance	8
8. Compliance with Terms and Conditions	8
8.1 General Terms and Conditions	8
8.2 Prohibited Technology	8
8.3 Source and Nationality	8
8.4 Data Universal Numbering System (DUNS)	9
8.5 Legal Entity, Legal Entity Shareholding Scheme, and Partnerships	9
9. Anti-Corruption and Anti-Bribery Policy and Reporting Responsibilities	9
10. Attachments	12
10.1 Attachment A: Scope of Work for Services or Technical Specifications	12
10.2 Attachment B: Proposal Cover Letter	25
10.3 Attachment C: Price Schedule	25
10.4 Attachment D: Instructions for Obtaining a DUNS Number - DAI'S Vendors, Subcontractors	29
10.5 Attachment E: Self Certification for Exemption from DUNS Requirement	37
10.6 Attachment F: Past Performance Form	39
10.7 Attachment G: Representations and Certifications of Compliance	41
10.8 Attachment H: Branding and Marking Plan	43
10.9 Attachment I: Mandatory Contract Clauses	45
10.10 Attachment J: Proposal Checklist	49

Synopsis of the RFP

RFP No.	RFP-EGA-21-057
Issue Date	14 th of July 2021
Title	Implementation of Interactive Intelligent Civil Service Agent (Chatbot)
Issuing Office & Email/Physical Address for Submission of Proposals	Egypt - Economic Governance Activity (EGA) All proposals shall be labeled with the RFP Number + Type of Proposal file (Technical / Financial) to be submitted to submissionsega@dai.com .
Bidders' Conference	No bidder conference will take place.
Deadline for Receipt of Questions	Written clarifications/ questions to be submitted to procurementega@dai.com no later than Monday, 26 th of July 2021 Replies to all clarifications/questions will be given by COB Wednesday, 28 th of July 2021
Deadline for Receipt of Proposals	All proposals shall be labeled with the RFP Number + Type of Proposal file (Technical / Financial) to be submitted before 2:00PM EET , on Thursday, 5 th of August 2021. Proposals received after this date/time will be rejected.
Point of Contact	EGA Technical Procurement Office procurementega@dai.com
Anticipated Award Type	Firm Fixed Price Sub-Contract
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 technical and cost/price factors.

Offerors may obtain a copy of the RFP by sending an email to procurementega@dai.com. Requests arriving after 3 days from the RFP Issue Date will be void.

1. Introduction and Purpose

1.1 Purpose

DAI, the implementer of the USAID – Egypt Economic Governance Activity (**EGA**) project, invites qualified offerors to submit proposals to supply and deliver Services for the **Implementation of Interactive Intelligent Civil Service Agent (Chatbot)** in support of program implementation.

1.2 Issuing Office

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.

1.3 Type of Award Anticipated

DAI anticipates awarding a **Firm Fixed Price sub-contract**. This sub-contract type is subject to change during the course of negotiations.

A Firm Fixed Price Subcontract is: An award for a total firm fixed price, 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, 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 **2:00PM EET, on Thursday, 5th of August 2021**, to be submitted to submissionsega@dai.com. **Technical and cost proposals need to be sent in two separate email files.**

All proposals shall be labeled with the RFP Number + Type of Proposal file as follows:

- ✦ TECHNICAL PROPOSAL EMAIL SUBJECT: RFP-EGA-21-057–VOLUME I: Technical Proposal
- ✦ FINANCIAL PROPOSAL EMAIL SUBJECT: RFP-EGA-21-057–VOLUME II: Financial Proposal 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 Calendar Days** for the prices provided.
- ✦ Acknowledge the solicitation amendments received.

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 EGA** 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 Offerors 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 in a separate file from cost/price proposals, and shall be clearly labeled as "RFP-EGA-21-057–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.

Offeror may submit an alternative proposal in addition to the main proposal without altering the main and specific objectives of the RFP. The alternative scope will not be regarded as feasible unless the technical evaluation committee approve it based on the fact that it surpasses the main and specific objectives or provide better methodology with regards to executing the RFP deliverables.
2. **Management approach** – Description of the Offeror’s staff assigned to the project and the years of experience with the offeror and independently. The proposal should describe how the proposed team members have the necessary experience and capabilities to carry out the Technical Approach. Therefore, it is important to elaborate on the role of each team member in the implementation of the SOW, *for example, project manager will lead the management of the whole project, and so on.*
3. **Past Performance** – 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 including a weblink to the deployed system, the duration of the work and the value of the contract, description of any problems encountered and how they were resolved, and a current contact phone number of a responsible and knowledgeable representative of the organization. **See Attachment F.**
4. **Corporate Capabilities** - Corporate Capabilities - Strong company profile with significant years of experience in the ICT sector. Additionally, the offeror should provide the Latest Three Audited Financial Statements (Income Statement and Balance Sheet) including Auditor's Report for the past year.

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	Maximum Points
Technical Approach	30 points
Management Approach or Personnel Qualifications	20 points
Past Performance	30 points
Corporate Capabilities	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 file/email from technical proposals, and shall be clearly labeled as "VOLUME II: COST/PRICE PROPOSAL" as instructed in point no. 2.1 above.

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.

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 Egypt.
2. All payments will be made in EGP to the respective bank account in EGYPT.
3. Evidence of a DUNS number (explained below and instructions contained in **Attachment D**).
4. The source, origin and nationality of the products or services are not from a Prohibited Country (explained below).
5. 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.
6. Ability to comply with required or proposed delivery or performance schedules.
7. Have a satisfactory past performance record.
8. Have a satisfactory record of integrity and business ethics.
9. Have the necessary organization, experience, accounting and operational controls and technical skills.
10. Have the necessary production, construction and technical equipment and facilities if applicable.
11. Be qualified and eligible to perform work under applicable laws and regulations.

6. Anticipated post-award Outcomes and Deliverables

Upon award of a subcontract, the deliverables detailed in below table will be submitted to DAI. The Offeror may propose additional deliverables with details if needed. Also, the Offeror should detail proposed costs per deliverable in the Price Schedule. All the deliverables must be submitted to and approved by DAI before payment will be processed.

No.	Description	Due Date
1	Detailed Work-plan and Implementation Schedule	1 week
2	Deployment of AI Chatbot (Alpha Version)	+3 weeks
3	Advanced Training on building Chatbot System and required infrastructure	1 week
4	Testing of AI Chatbot pre to final release	+3 weeks
5	Deployment of AI Chatbot (Production)	+1 week
6	Advanced training on System maintenance, administration, and Bot engine AI learning	2 weeks
7	Annual maintenance and technical support (to be post paid quarterly by dividing the value over four equal claims) Year 1	Quarterly

8	Annual maintenance and technical support (to be post paid quarterly by dividing the value over four equal claims) Year 2	Quarterly
---	--------------------------------------------------------------------------------------------------------------------------	-----------

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

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.

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/ads/policy/300/310>

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, Sudan, and Syria. 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 Data Universal Numbering System (DUNS)

There is a **mandatory** requirement for your organization to provide a DUNS number to DAI. The Data Universal Numbering System is a system developed and regulated by Dun & Bradstreet (D&B) that assigns a unique numeric identifier, referred to as a "DUNS number" to a single business entity. Without a DUNS number, 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 DUNS number to DAI. Offerors who fail to provide a DUNS number 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 DUNS number 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 DUNS number, see **Attachment D** - Instructions for Obtaining a DUNS Number - DAI'S Vendors, Subcontractors.

For those not required to obtain a DUNS number, see **Attachment E** - Self Certification for Exemption from DUNS Requirement.

8.5 Legal Entity, Legal Entity Shareholding Scheme, and Partnerships

If the offeror is a group of legal entities that will form or have formed a consortium at the time of the submission of the Proposal, they shall confirm in their Proposal that they have designated "one party" to act as a "lead entity", and if they are awarded, the subcontract shall be entered into, by and between DAI/EGA and the designated "lead entity", who shall be acting for and on behalf of all the member entities comprising the joint venture. It shall be clear in the proposal as well, the role of the consortium member entities in delivering the SOW and all the required information, past performance, and certification including - debarment, representation, and certification of compliance - shall be completed for each entity in the consortium. None of the member entities can submit an independent proposal.

The Subcontractor shall not further Subcontract or assign any services or work to be performed under this Subcontract without prior written authorization from DAI's Subcontract Administrator, which shall not be unreasonably withheld.

By submitting a proposal in response to this RFP, Offerors confirm that they are not a foreign government or parastatal organization. Foreign government-owned parastatal organizations are firms operated as commercial companies or other organizations --including non-profits--or enterprises in which foreign governments or the foreign agencies have a controlling interest.

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 misstating 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 hotline@usaid.gov.

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 for Services or Technical Specifications

Implementation of Interactive Intelligent Civil Service Agent (Chatbot)

BACKGROUND

EGA is a five-year activity (2020-2025) funded by the U.S. Agency for International Development (USAID) as part of the bilateral agreement between the Government of Egypt (GoE) and the United States. This project, which is implemented by DAI Global LLC, will support the investment climate in Egypt through enhancing economic governance, and promoting administrative and institutional development in line with Egypt's Sustainable Development Strategy (SDS) 2030; National Anti-Corruption Strategy 2019-2022; and the Administrative Reform Vision of Egypt. In doing so, the project supports the efforts of the GoE to enhance the quality of public administration through adopting more inclusive and efficient tools that ensure the needs and priorities of citizens and the private sector are reflected; thus promoting a positive investment climate in Egypt. The Egyptian government has pursued an evidence-based digital transformation plan, particularly over the past five years, in parallel with the public administrative development represented in developing the technological capabilities of government entities and government employees and training them in line with the global advancement in technological and information management.

In this context, EGA is supporting the Government's partner, the Central Agency for Organization & Administration (CAOA) - the concerned agency representing the Government of Egypt – in developing and streamlining services to civil servants through the implementation of an automated artificial intelligence based interactive agent (AI Chatbot) that will simulate professional human agent responses to civil service inquiries. The AI Chatbot will provide an innovative experience in digital transformation for one of the most important functions of government entities as a service provider.

OBJECTIVES

The objective of this assignment is to support the Government partner (CAOA) to implement an automated artificial intelligence based interactive agent (AI Chatbot) to respond to civil service inquiries from civil servants and/or citizens.

SCOPE OF WORK

The scope of work of this assignment is to implement an AI Chatbot which will be simulating CAO's expert customer support agents' written and vocal responses to daily inquiries from civil servants and citizens.

The required activities under this scope of work are as follows:

1. Delivery of advanced training for CAO's technical team on building an AI Chatbot system.
2. Implementation of an AI Chatbot.
3. Delivery of advanced training on System Administration and Bot engine AI learning.



4. Annual System Support.

PROPOSED ACTIVITIES AND DETAILED REQUIREMENTS

A. TECHNICAL SPECIFICATION

To implement this scope of work, the offeror shall design, develop, deploy and manage a system that simulates an expert mechanism in responding to civil services inquiries received from civil servants and/or citizens - 10,000 of requests per day – in a personalized and engaging manner using an AI Chatbot. The proposed AI Chatbot system must be able to fulfil, at least, the following set of functionalities:

1. Natural Language Understanding (NLU)

The AI Chatbot shall receive inquiries and clarifications from users in flawless and unstructured language and understand the proper intent – intent recognition – from the inquiry.

2. Natural Language Query/Processing (NLP)

The AI Chatbot shall receive inquiries and clarification requests from users and simulate human intelligence in understanding questions and providing human-like responses. The response shall undergo natural language processing to be human-like, meaningful, and personalized.

3. Self-learning

The AI Chatbot shall have ongoing machine learning algorithms and rules to build new conversation flows. The AI Chatbot shall continuously generate training data in a manual and automated manner to support natural language processing and self-learning functionalities.

4. Speech Service

The AI Chatbot shall support Automatic Speech Recognition (**ASR**) to interpret vocal speech and convert speech to text in indoor as well as noisy places. The offeror shall clearly indicate the average Word Error Rate (**WER**) of the provisioned chatbot system for each of the supported languages, including different dialects and pronunciations.

The AI Chatbot shall support the conversion of Text to Speech (**TTS**) in the language/s indicated under **4.1.13** below with high accuracy and resembling human conversation.

5. Word Filter

The AI Chatbot shall be able to deal with rude, abusive, offensive, and racist language and shall keep logs of conversations/users.

6. Word Errors

The AI Chatbot shall be able to understand typing errors and be able to correct them before a response.

7. Fallback

The AI Chatbot shall be able to transfer unsuccessful conversations to a human agent after reporting the reason for fallback switching. Fallbacks shall be analyzed, and the system be trained to prevent such fallback in a progressive manner. The system fallbacks shall not exceed **25% from attended requests at release date.** If Fallbacks exceed this benchmark, the system will be deemed a "**Defective System**".

8. Personalization

The AI Chatbot shall be able to interact in an individual and personalized manner by identifying who they are connecting with through relevant info, including but not limited to geo-location, chat history, birthday, time of day, and domain name of the requester. For example, a conversation initiated with a civil servant from a government ministry shall be personalized compared to a conversation that will take place with an employee in a government owned company.

9. Sentiment Analysis

The AI Chatbot shall be able to understand the mood of the customer (for example, is the customer happy, neutral, or angry) and the strength of that feeling and deal with it in a professional alike manner. A key edge for AI Chatbot is to have a simulated escalation process that resemble human escalation.

10. Chat Back

The AI chatbot shall be able to pick up a conversation where they last left by keeping logs of disconnected chats and retrieving the relevant log at the point the conversation was disconnected.

11. Immediate Response

The AI chatbot shall respond immediately without developing waiting queues to all requesters, while making sure that all Denial-of-Service Attacks (DOS) are countered in advance.

12. Platforms and Operating Systems

The AI Chatbot shall be enabled on CAO A web (<http://www.caoa.gov.eg>) and the official Facebook page of CAO A. It shall run on featured browsers such as Chrome, Edge, Safari, Brave, and so on.

The AI Chatbot shall support the following operating systems:

- ✦ Windows 10 OS desktop and above
- ✦ Android, release 10 and above
- ✦ iOS, release 12 and above

13. Languages

The AI Chatbot language is the Arabic language with Egyptian dialect/s.

14. People with disabilities:

The AI Chatbot shall be designed to be accessible, enabling persons with disabilities to use all its features.

15. Integration and interoperability

The AI Chatbot shall be able to integrate with other in-house as well as third-party systems via well-established APIs, web services, webhooks, and so on including but not limited to workflow systems. The AI Chatbot shall be able to initiate a request to transfer a request to a real agent. The AI Chatbot shall have interfaces for well know messaging systems including, but not limited to, Facebook and WhatsApp.



16. Handle message attachments

The AI Chatbot shall be able to handle message attachments with limited size and specific formats – Images, word and PDF documents – from system users. The ability of the system to undergo Image processing and link it to workflows will be highly appreciated.

B. SYSTEM REQUIREMENTS AND INFRASTRUCTURE

1. System Infrastructure Diagram

The Offeror shall include a detailed system infrastructure diagram that depict the hardware, networking, security architecture, systems and applications required to run the system.

2. System Specifications

It is planned for the system to be hosted at the Government partner's premises and infrastructure.

The Offeror shall include the hardware specifications (processing, memory, storage, bandwidth, and so on), the operating systems and the operating system licenses, databases, and so on, required for the AI Chatbot to run smoothly.

The system shall support redundancy, load balancing and autoscaling and optimize the utilization of bandwidth. The Offeror shall guarantee service level of 99.9% availability, notwithstanding routine and scheduled maintenance. The Offeror shall indicate routine maintenance requirements.

3. Software License and Proprietary systems

The Offeror shall include any software license requirements for the AI Chatbot to run smoothly. In the financial proposal, the Offeror shall clearly stipulate the annual recurring costs required to operate the AI Chatbot system, other than those costs associated with the underlying infrastructure operating systems. The licensing model shall be clear in the proposal, including volume licenses, Software as a Service (SaaS) licenses, and so on.

The Offeror shall clearly indicate whether the solution includes any proprietary software that will impact the operation of the system after the end of the period of performance. The Offeror shall indicate the publisher/owner of such proprietary software.

4. Information Security

The proposed system shall conform with standard information security measures, including, but not limited to, application security, access management, session management, data security, encryption, network security, security logging, and so on. The proposed solution shall be able to early discover and deal with security threats such as vulnerability, malicious code manipulation, SQL injections, Phishing, Denial of Services attack (DoS), Cross-Site Scripting (XSS), and so on.

C. REPORTING

1. Dashboard and Analytics

The AI Chatbot system shall include a comprehensive dashboard for the oversight of the quality metrics associated with the AI Chatbot services provisioning. The System shall feature analytics and visualization techniques in a manner that facilitates monitoring and planning. The dashboard shall include, but not be limited to, response time, fallback rates, word error rates, classification



of conversation topic/service, number of successful conversations, and number of inquiries per conversation.

2. Logging

The AI Chatbot system shall natively provide readable logs that depict the activity of the system including, but not limited to, numbers and descriptions of fallbacks, system health, and security attack attempts.

3. Feedback

The AI Chatbot system shall natively support collecting feedback from system users on the responsiveness of the system. The feedback can be collected on per inquiry basis or after completing the whole conversation.

D. SYSTEM MAINTENANCE

The Offeror shall use version control and roll back capabilities to manage deployments in a planned and professional manner to avoid long system downtimes and interruptions.

The Offeror shall maintain an error free AI Chatbot environment. In doing so, the Offeror shall be responsible for planning activities and developing triggers required to undertake maintenance, including, but not limited to, preventive, predictive, and reactive maintenance.

E. TRAINING

The Offeror shall conduct hands-on training on the operation and maintenance of the AI Chatbot to the CAO Technical Team highlighted under 4.4. All health, security, and risk mitigation standards to be observed during operation shall be instructed as well.

The Offeror shall conduct training to the CAO technical team on the AI Chatbot system and its elements and implementation of an AI Chatbot system.

SERVICE LEVEL AGREEMENT (SLA) A. OBJECTIVE

DAI/EGA wants to ensure that the proper elements and commitments are in place to guarantee consistent implementation of the AI Chatbot system operations throughout the outlined Service Level Agreement (SLA) scope, specifically to:

- ✦ Reach a minimum downtime and disruption to System operations.
- ✦ Fix errors in the in the System deployment.
- ✦ Process required configurations that streamline the System operations.
- ✦ Enhance the business throughout the deployment and training of new AI Scenarios not configured in the current System as needed (Bot AI training).
- ✦ Capacity building of CAO team to take over the support activities.

B. SCOPE

The scope of this support agreement will fall under three categories to fulfil the mentioned objectives, as follows:

1. Operations Support

The subcontractor will support the daily operations of the system to ensure an error free environment. The operation support shall guarantee a 99.9% system uptime (that means a daily total



of 52 minutes and 36 seconds downtime is acceptable under this agreement, apart from downtime linked to hardware infrastructure, and/or IaaS in case of cloud hosting).

- ✦ System setup and management of software deployment
- ✦ Version control
- ✦ System monitoring and health-check (logs/triggers)
- ✦ User Authorization & Administration
- ✦ System Upgrades
- ✦ Troubleshooting errors
- ✦ All other operation related issues and activities

2. Deployment of new Bots/Services in addition to BOT learning

- ✦ AI Chatbot Configuration
- ✦ Bot AI Training
- ✦ Deployment of new Bots/services

3. Advanced Training

As part DAI/EGA's objective to support CAO A in building an in-house team capable to fulfill the system operational requirements internally and meet the future growing requirements, the Subcontractor shall build the capacities of CAO A's internal support team one month before the go-live date. This training must simulate all support activities by the Subcontractor. The Subcontractor must identify the CAO A team structure required to receive advanced functional and technical training. A minimum two persons must be identified per topic at least 15 days before the training starts.

C. SERVICE AVAILABILITY REPORTING AND RESPONSE

In provisioning of the AI Chatbot system, the following classification of system availability and resolution time represents the parameters in relation to the service(s) covered in the support agreement:

Category	Description	Resolution time
High/Critical	System went down and is not accessible by any users. System feature failure that prevents the AI Chatbot from being accessible by system users over any of the platforms identified under 4.1.12.	Within 3 hours from reporting the issue by email/phone.
Medium	Error accessing any of the System features without hindering the system users from running and attending training sessions.	Within 24 hours from reporting the issue by email/phone.
Low	Normal System maintenance, bugs associated with visual layouts that do not affect the system users from running and attending training sessions.	Within 3 days from reporting the issue by email/phone.

The following reporting guidelines shall be embraced to report a service availability alteration:

- ✦ Email support: Monitored 9:00 A.M. to 5:00 P.M. Sunday – Thursday.



- ✦ Telephone/chat support (Emergency): 24*7.
- ✦ Calls/Emails received out of office hours will be managed on best efforts to answer and action the call incident.
- ✦ Emergency Onsite assistance is guaranteed within 3 hours from receiving an official request from CAO A.
- ✦ Onsite assistance is guaranteed within 24 hours during the business week for Medium and Low-level incidents.
- ✦ Planned assistance is guaranteed 2 times per month at the discretion of CAO A subject to one day previous notice.

D. KEY PERFORMANCE INDICATORS

ID	Type/Impact (Systems, Infrastructure, Functionality ...)	Key Performance Indicator (what to be measured?)	Description	Reporting Methodology (Report, Log ...)	Schedule (Audit Frequency)	Penalty Points
1	System	Service Availability	As defined under 5.3	Report	Quarterly	
		High				50
		Medium				30
		Low				15
2	Functionality	Fallback	As defined under 4.1.7	Log + Report	Quarterly	
		Months from (1 to 6) After Production	<=25%			0
			>25% <=30%			50
			>30% Defective System			Defective System
		Months from (7 to 12) After Production	<=20%			0
			>20% <=25%			50
			>25% Defective System			Defective System
		Months from (13 to 24) After Production	<=10%			0
			>10% <=15%			50
			>15% Defective System			Defective System
3	Functionality	Word Error Rate	number of incorrect words identified during a conversation.	Report	Quarterly	
			<=15%			0
			>10% <=15%			30
			>15%			55
4	System	User Satisfaction Rate	Post conversation in a scale from 1 to 3 whereby: 1 is not satisfied (sad emoji) 2 is satisfied (transparent emoji) 3 is very satisfied (happy emoji) As percentage from total conversation in a given period	Report	Quarterly	



			Dissatisfaction Rate <= 3%		0
			Dissatisfaction Rate > 3% <= 15%		30
			Dissatisfaction Rate > 15%		55

E. PENALTIES:

Penalty Points	Associated Corrective Action	Associated Penalty* (Deductions in % from annual support value)
>0 <=50	Detailed Analysis and Mitigation Report	2.5%
>50 <=100	Detailed Analysis and Mitigation Report	5%
>100 <=200	Detailed Analysis and Mitigation Report + Project Manager On-site Engagement	10%
>200	NA	Defective System

**Accumulated penalty deductions cannot exceed 50% from total annual support cost. At such case, the whole implementation will enter in "Defective System" status.*

F. EXCLUSIONS:

- ✦ Failure classified as a result of nationwide/state or global service downtime.
- ✦ Failure classified as a result of alteration of the production system by CAO technical team during the period of support.

G. DEFECTIVE SYSTEM:

Defective System means a system with fault rate resulting in fallback or downtime exceeding the benchmark identified under 4.1.7. Apart from to the penalties under 5.5 A Defective System, License of the system and period of performance will be extended three months from the date of reporting a Defective System at no extra costs. A weekly fallback sample will take place to examine the fair reporting of the reported fallbacks.

SERVICE LEVEL AGREEMENT

The entire project should be completed within 8 to 10 weeks from contract signature.

OUTCOMES AND ANTICIPATED DELIVERABLES

1. Detailed Workplan and Implementation Schedule

This deliverable should be based on an in-depth analysis of CAO's infrastructure. The detailed implementation methodology, limitations, constraints, and any additional requirements should be highlighted.

2. Implementation of AI Chatbot (Alpha Version)

The contracted offeror will provide a stable, bug-free, and quality-assured version of the AI Chatbot at the due-date of this delivery. This version should follow the methodology and workflow that have been approved in the Detailed Workplan and Implementation Schedule. The portal will be launched as a piloting phase of the project. The contracted offeror will provide the required technical support and essential enhancements during this phase.



3. Advanced Training on building Chatbot System

A full training package (in-person and recorded tutorials), as well as in-class training, will be provided to the IT team on the concepts of AI chatbots and the development of open-source chatbot system including BOT learning scenarios.

4. Testing of AI Chatbot pre to final release

The Offeror shall perform all planned activities required to guarantee the successful deployment and operation of the AI Chatbot system. In doing so, the Offeror shall perform several tests as instructed by DAI/EGA and its government partner, including, but not limited to, the following types of testing:

- ✦ Browser Compatibility Testing
- ✦ GUI Testing
- ✦ Integration Testing (third-party APIs)
- ✦ Load Testing
- ✦ Word Error Rate Testing
- ✦ Fallback Testing
- ✦ Workflow Testing
- ✦ Security Testing
- ✦ Beta/Functional Testing

5. Deployment of AI Chatbot (Production)

Deployment of Release to Web (RTW) version of the AI Chatbot. This is the final functional, full features, stable, bug-free, and quality-assured version of the AI Chatbot released on the platforms and language indicated above under ("A. Technical Specification"). It is the responsibility of the offeror to provision the required technical support team who will ensure the proper setup of the infrastructure and security.

6. Advanced training on System maintenance, administration, and Bot engine AI learning

A full training package (in-person and recorded tutorials), as well as in-class training, will be provided to system administrators and the IT team on the administration of the system, including the BOT engine learning. The advanced training shall include the delivery of preventive maintenance schedules as well as daily maintenance checklists and automated system alert notifications.

7. Annual Maintenance and technical support

Annual support shall be provided to CAO A after the acceptance of the release version of the AI Chatbot. This will cover occasional visit at the discretion of CAO A, as well as a timely response to urgent technical problems. Moreover, the maintenance period must include all updates, fix irregular bugs, and support integration with other in-house and/or third-party systems.

Note: All the above deliverables must be approved by CAO A and DAI/EGA with a clear acceptance statement to be considered as a successful delivery.

Task Description	Anticipated Schedule	Outcome
A. Implementation of Interactive Intelligent Civil Service Agent (Chatbot)		
1. Detailed Work-plan and Implementation Schedule	1 week	Report (PDF) + MS Project Plan
2. Implementation of AI Chatbot (Alpha Version)	+3 weeks	System running on local network with all features incorporated
3. Advanced Training on building Chatbot System and required infrastructure	1 week	Training Manual
4. Testing of AI Chatbot pre to final release	+3 weeks	In-class Training
5. Deployment of AI Chatbot (Production)	+1 week	Weekly Test Report + Detailed Final Test Report (PDF)
6. Advanced training on System maintenance, administration, and Bot engine AI learning	2 weeks	Release to Web (RTW) full features functioning System
B. Annual Maintenance and Technical Support		
7. Annual maintenance and technical support (to be post paid quarterly by dividing the value over four equal claims)	Year #1	SLA
8. Annual maintenance and technical support (to be post paid quarterly by dividing the value over four equal claims)	Year #2	SLA

OFFERORS TO CONSIDER THE FOLLOWING WHILE PREPARING THEIR TECHNICAL PROPOSAL:

The quality of the proposals will be technically assessed as a function of the following criteria:

- ✦ All deliverables should pass through a very rigid quality assurance process, with totally bugs free, stress, and security clearance.
- ✦ Time-schedule will start counting once the subcontract becomes effective.
- ✦ Qualifications of proposed personnel: the offeror must submit resumes of highly qualified professionals that meet the requirements as indicated in the corporate competencies' requirements. Nominated personnel will be one of the bases for evaluation and awarding. Therefore it is required to submit resumes in average of 4 pages per each resume and to indicate the number of years with the Offeror's company.
- ✦ Qualifications of the company: the offeror must meet the requirements listed under the corporate competencies section in terms of organizational background and history relevant to the specific proposed assignment.
- ✦ The following requirements shall be submitted as sections inside the technical proposal:
 - Detailed infrastructure diagrams (Systems, Network, Security)



- Detailed hardware requirement

Detailed software requirements indicated the recurring costs as a checkmark and proprietary systems.

Recurring costs shall be indicated under Attachment C: Price Schedule – b. Detailed Budget **GENERAL REQUIREMENTS:**

- ✦ The offeror should follow a clear methodology for project management and shall describe in the proposal, the management approach: roles and responsibilities, the timeline for delivery (with assumptions if needed)
- ✦ The offeror should work in close coordination with the management team from USAID EGA and CAO A to provide regular updates and respond promptly to the needs and demands of the management team.
- ✦ All reports shall be delivered in electronic format in MS Word, Excel, or PowerPoint.
- ✦ The language of the reporting is the English language.

COMPETENCES:

The following profile describes the skills and experience required for successful offeror:

- ✦ The offeror should be a specialized firm in software development and digital solutions with previous notable experience in developing messaging and chatting systems.
- ✦ The offeror should have notable experience in developing large scale project preferably with public and development organizations.

PERIOD OF PERFORMANCE

The selected service provider/subcontractor is expected to complete the scope highlighted herein and execute the deliverables within three (3) months from contracting followed by annual maintenance and technical support for two (2) years .



10.2 Attachment B: Proposal Cover Letter

[On Firm's Letterhead]

<Insert date>

TO: Development Alternatives, Inc.

We, the undersigned, provide the attached proposal in accordance with **RFP No. RFP-EGA-21-057 - Implementation of Interactive Intelligent Civil Service Agent (Chatbot)** issued on **Wednesday, 14th of July 2021**. Our attached proposal is for the total price of <Sum in Words (EGP 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.

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

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

The offeror to provide the price Schedule for the anticipated deliverables per the table below:

Deliverable No.	Deliverable Details	Total Cost in (EGP)	Expected Due Date
1			
2			

3			
..			
..			
..			
..			
..			
..			
N	VAT (not applicable, DAI is exempted from VAT)		
Total Cost in Egyptian Pounds (EGP)			EGP

Delivery Period: The scope highlighted shall be executed in **90** calendar days followed by maintenance and technical support for two (2) years to be renewed annually at the discretion of DAI/EGA.

Detailed Budget: the offeror is required to submit a detailed budget for the anticipated deliverables per the following table:

Item No.	Category / Title (All proposed staff must be qualified)	Years of Experience	LOE/ No. of Days	Daily Rate (may not exceed fully loaded labor rates)	Total Price
Deliverable #1 (for example: Project Manager, Lead Architect, Software Developer ...etc.)					
1					
2					
3					
...					
Deliverable # 1 Total in Egyptian Pounds (EGP)					
Deliverable #2 (for example: System Architect, Security Associate, Network Associate, Systems Associate ...etc.)					
1					
2					

3					
...					
Deliverable # 2 Total in Egyptian Pounds (EGP)					
Deliverable #... List the rest of Deliverable using the above format					
Deliverable #...					
Other Direct Costs (List all other direct costs associated with the delivery of the SOW – Data below is for reference only!)					
	Item	Unit	Number of Units	Unit Cost	Total Cost
1	Training / Workshop				
	- Materials	Item			
	- Venue	Days			
	- Catering	# Days x # Participants			
	- ...				
2	Printings				
	- Design and production	item			
	- Printing	# pages x # copies			
	- ...				
3	License / Subscription				
	- Product	# License x # Years			
	- Product	# License x # Years			
	- ...				
.....					
VAT (not applicable, DAI is exempted from VAT)					EGP 0.00
GRAND TOTAL in Egyptian Pound (EGP)					EGP 0.00



Important notes that to be taken in consideration once preparing the financial proposals:

- ✦ No indirect cost rates are included in the detailed budget or cost proposal. All costs will have to be specifically listed as direct costs. No overhead as percentage shall be approved
- ✦ If any offeror has Negotiated Indirect Cost Rate Agreement (NICRA) approved by USAID or any U.S. Government Agency, then their overhead could be considered. However, the offeror has to include a copy of the signed NICRA in the cost proposal.
- ✦ The total price of deliverables is inclusive of all costs to include labor, preparation costs, materials costs, travel costs, and any other costs necessary to provide services and deliverables.
- ✦ Offerors should provide proposal **budget notes** in word format detailing the costs offered in the above tables. An example for budget notes; explain the role of a team member/workshop elements under the detailed budget.
- ✦ *Event (Workshop) budget should be detailed as follows (as applicable): materials development and production, honorarium for facilitator / speaker, conference facility and audio-visual equipment rentals, meals and refreshments, etc. These need to be specified in the detailed budget.



10.4 Attachment D: Instructions for Obtaining a DUNS Number - DAI'S Vendors, Subcontractors

INSTRUCTIONS FOR OBTAINING A DUNS NUMBER

Note: There is a Mandatory Requirement for your Organization to Provide a DUNS number to DAI. DAI'S VENDORS, SUBCONTRACTORS & GRANTEES

I. SUBCONTRACTS/PURCHASE ORDERS: All domestic and foreign organizations which receive first-tier subcontracts/purchase orders with a value of \$25,000 and above are required to obtain a DUNS number prior to signing of the agreement. *Your organization is exempt from this requirement if the gross income received from all sources in the previous tax year was under \$300,000. Please see the self-certification form attached.*

II. MONETARY GRANTS: All foreign entities receiving first -tier monetary grants (standard, simplified and FOGs) with a value equal to or over \$25,000 and performing work outside the U.S. must obtain a DUNS number prior to signing of the grant. All U.S. organizations who are recipients of first-tier monetary grants of any value are required to obtain a DUNS number; the exemption for under \$25,000 applies to foreign organizations only.

NO SUBCONTRACTS/POs (\$25,000 + above) or MONETARY GRANTS WILL BE SIGNED BY DAI WITHOUT PRIOR RECEIPT OF A DUNS NUMBER.

Note: The determination of a successful offeror/applicant resulting from this RFP/RFQ/RFA is contingent upon the winner providing a DUNS number to DAI. Organizations who fail to provide a DUNS number will not receive an award and DAI will select an alternate vendor/subcontractor/grantee.

Background:

Summary of Current U.S. Government Requirements- DUNS and Reporting in FSRS Database

The Data Universal Numbering System (DUNS) is a system developed and managed by Dun and Bradstreet that assigns a unique nine-digit identifier to a business entity. It is a common standard world-wide and users include the U.S. Government, European Commission and the United Nations. The DUNS number will be used to better identify related organizations that are receiving U.S. federal funding, and to provide consistent name and address data for electronic application systems.

The U.S. Government requires that all applicants for first-tier monetary grants (i) and all first-tier subcontracts/purchase orders of \$25,000 or above have a DUNS number prior to DAI issuing an award to that entity.

REQUIREMENT FOR DAI TO REPORT DATA IN THE FSRS DATABASE:

In addition, in accordance with the Federal Funding Accountability and Transparency Act of 2008; FAR 52.204-10, "Reporting Executive Compensation and First-Tier Subcontract Awards" (Revised July 2010); and Subpart 4.14— "Reporting Executive Compensation and First-Tier Subcontract Awards," effective March 1, 2011, DAI is required to report any newly awarded first-tier subcontracts \$25,000 or above in the FSRS (Functional Security Requirements Specifications) database at <http://www.fsrs.gov>.

In accordance with AAPD 11-01 amended, all foreign entities receiving first-tier monetary grants (standard, simplified and FOGs) with a value equal to or over \$25,000 and performing work outside the U.S. must obtain a DUNS number prior to signing of the grant. All U.S. organizations who are recipients of first-tier monetary grants of any value are required to obtain a DUNS number; the exemption for under \$25,000 applies to foreign organizations only. In accordance with the AAPD as well as 2 CFR Parts 25 and 170, DAI is required to report on grantees in the FSRS



database. The reported information for subcontracts and grants will be available for the public to view at <http://usaspending.gov>.

Instructions detailing the process to be followed in order to obtain a DUNS number for your organization begin on the next page.

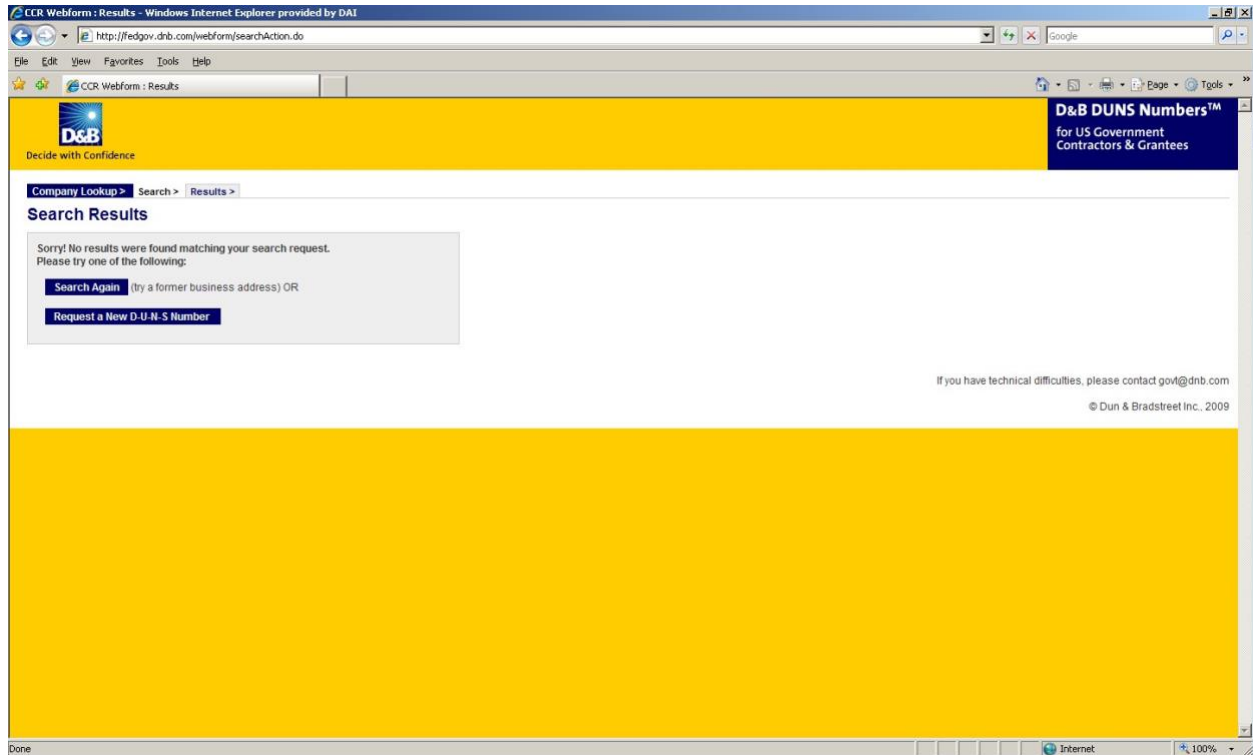
THE PROCESS FOR OBTAINING A DUNS NUMBER IS OUTLINED BELOW:

1. Log on to the D&B (Dun & Bradstreet) DUNS registration website to begin the process of obtaining a DUNS number free of charge.

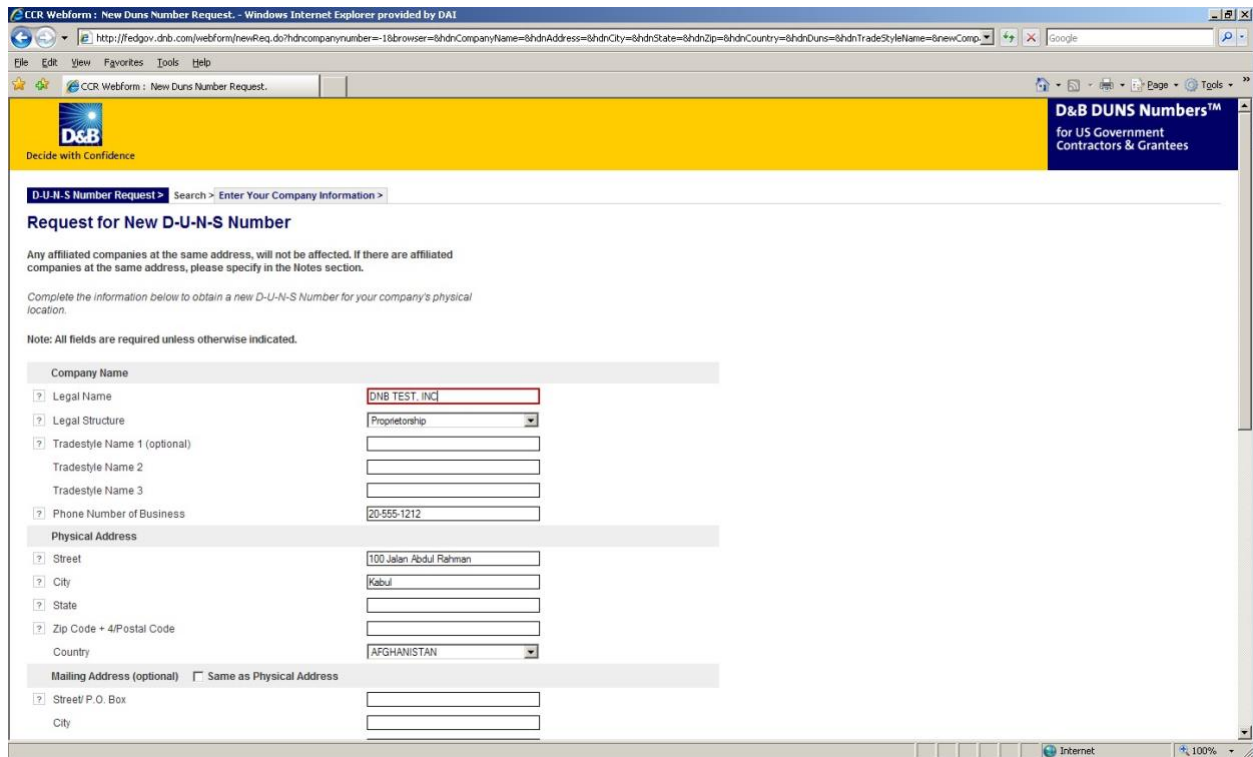
<http://fedgov.dnb.com/webform/index.jsp>

Please note there is a bar on the left for Frequently Asked Questions as well as emails and telephone numbers for persons at Dun & Bradstreet for you to contact if you have any questions or difficulties completing the application on-line. DAI is not authorized to complete the application on your organization's behalf; the required data must be entered by an authorized official of your organization.

2. Select the Country where your company is physically located.
3. You will first be asked to search the existing DUNS database to see whether a DUNS number already exists for your organization/entity. Subcontractors/grantees who already have a DUNS number may verify/update their DUNS records.
4. Potential DAI subcontractors/vendors/grantees who do not already have a DUNS number will be shown the screen below. To request a new DUNS Number, the "Request a New D-U-N-S Number" button needs to be selected.



5. Enter the information regarding your organization listed on the next three screens. (See screen shots below.) Make sure you have the following information available (in English) prior to beginning the process of entering this section in order to ensure successful registration.
 - ☐ Legal Business Name (commas are allowed, periods are not allowed)
 - ☐ Address
 - ☐ Phone
 - ☐ Name of Owner/Executive
 - ☐ Total Number of Employees
 - ☐ Annual Sales or Revenue (US Dollar equivalent)
 - ☐ Description of Operations
6. Note that some fields are Optional, however all other fields must be completed to proceed further with the application process. For example, all applicants must complete the Organization Information sections. The Company Name and Physical Address fields are self-populated based on information previously entered during the initial DUNS search. The question marks to the left of the field provide additional information when you click on them.



7. You must select the legal structure of your organization from the pull down menu. To assist you in selecting the appropriate structure that best represents your organization, a brief description of the various types follows:

- **Corporation** – A firm that meets certain legal requirements to be chartered by the state/province in which it is headquartered by the filing of articles of incorporation. A corporation is considered by law to be an entity separate and distinct from its owners. It can be taxed; it can be sued; it can enter into contractual agreements.
- **Government** - central, province/state, district, municipal and other U.S. or local government entities. Includes universities, schools and vocational centers owned and operated by the government.
- **Limited Liability Company (LLC)** - This is a type of business ownership combining several features of corporation and partnership structures. It is designed to provide the limited liability features of a corporation and the tax efficiencies and operational flexibility of a partnership. Its owners have limited personal liability for the LLC's debts and obligations, similar to the status of shareholders in a corporation. If your firm is an LLC, this will be noted on the organizations registration and licensing documents.
- **Non-profit** - An entity which exists for charitable reasons and is not conducted or maintained for the purpose of making a profit. Any money earned must be retained by the organization, and used for its own expenses, operations, and programs. Most organizations which are registered in



the host country as a non-governmental organization (NGO) rather than as a commercial business are non-profit entities.

Community based organizations, trade associations, community development councils, and similar entities which are not organized as a profit making organization should select this status, even if your organization is not registered formally in country as an NGO.

- **Partnership-** a legal form of operation in which two or more individuals carry on a continuing business for profit as co-owners. The profits and losses are shared proportionally.
 - **Proprietorship-** These firms are owned by one person, usually the individual who has day-to-day responsibility for running the business. Sole proprietors own all the assets of the business and the profits generated by it.
8. One of the most important fields that must be filled in is the Primary SIC code field. (See screen shot below.) The Primary Standard Industrial Code classifies the business' most relevant industry and function.

9. If you are unsure of which SIC Code your organization's core business falls under, please refer to the following website: <http://www.osha.gov/oshstats/sicser.html>



Standard Industrial Classification (SIC) System Search - Windows Internet Explorer provided by DAI

http://www.osha.gov/pls/mis/sicsearch.html

UNITED STATES DEPARTMENT OF LABOR

OSHA

Occupational Safety & Health Administration We Can Help

Home Workers Regulations Enforcement Data & Statistics Training Publications Newsroom Small Business OSHA

STATISTICS & DATA | SIC MANUAL

This page allows the user to search the 1987 version SIC manual by keyword, to access descriptive information for a specified 2,3,4-digit SIC, and to [examine the manual structure](#).

Enter a SIC CODE:

Enter the search keyword(s):

Submit Clear

[Search Help and Examples](#)

Freedom of Information Act | Privacy & Security Statement | Disclaimers | Customer Survey | Important Web Site Notices | International | Contact Us

U.S. Department of Labor | Occupational Safety & Health Administration | 200 Constitution Ave., NW, Washington, DC 20210
Telephone: 800-321-OSHA (6742) | TTY: 877-889-5627
www.OSHA.gov

You will need to enter certain keywords to bring up the potential SIC Codes. In the case above, "Research" was entered as the keyword, and resulted in the following:

Standard Industrial Classification (SIC) System Search - Windows Internet Explorer provided by DAI

http://www.osha.gov/pls/mis/sicsearch.html?_sp_sic_search=Research

UNITED STATES DEPARTMENT OF LABOR

OSHA

Occupational Safety & Health Administration We Can Help

Home Workers Regulations Enforcement Data & Statistics Training Publications Newsroom Small Business OSHA

STATISTICS & DATA | SIC MANUAL

This page allows the user to search the 1987 version SIC manual by keyword, to access descriptive information for a specified 2,3,4-digit SIC, and to [examine the manual structure](#).

Enter a SIC CODE:

Enter the search keyword(s): Research

Submit Clear

[Search Help and Examples](#)

- 3721 Aircraft
- 3724 Aircraft Engines and Engine Parts
- 3728 Aircraft Parts and Auxiliary Equipment, Not Elsewhere Classified
- 3761 Guided Missiles and Space Vehicles
- 3764 Guided Missile and Space Vehicle Propulsion Units and Propulsion Unit Parts
- 3769 Guided Missile Space Vehicle Parts and Auxiliary Equipment, Not Elsewhere Classified
- 3844 X-Ray Apparatus and Tubes and Related Irradiation Apparatus
- 6282 Investment Advice
- 6411 Insurance Agents, Brokers, and Service
- 6732 Educational, Religious, and Charitable Trusts
- 6733 Trusts, Except Educational, Religious, and Charitable
- 8731 Commercial Physical and Biological Research
- 8732 Commercial Economic, Sociological, and Educational Research
- 8733 Noncommercial Research Organizations
- 8742 Management Consulting Services
- 9511 Air and Water Resource and Solid Waste Management
- 9531 Administration of Housing Programs
- 9532 Administration of Urban Planning and Community and Rural Development
- 9641 Regulation of Agricultural Marketing and Commodities
- 9661 Space and Research and Technology

Freedom of Information Act | Privacy & Security Statement | Disclaimers | Customer Survey | Important Web Site Notices | International | Contact Us

U.S. Department of Labor | Occupational Safety & Health Administration | 200 Constitution Ave., NW, Washington, DC 20210
Telephone: 800-321-OSHA (6742) | TTY: 877-889-5627
www.OSHA.gov

PLEASE NOTE: Many of the DAI subcontractors and grantees fall under one of the following SIC codes:

Implementation of Interactive Intelligent Civil Service Agent (Chatbot)



8742 Management Consulting Services

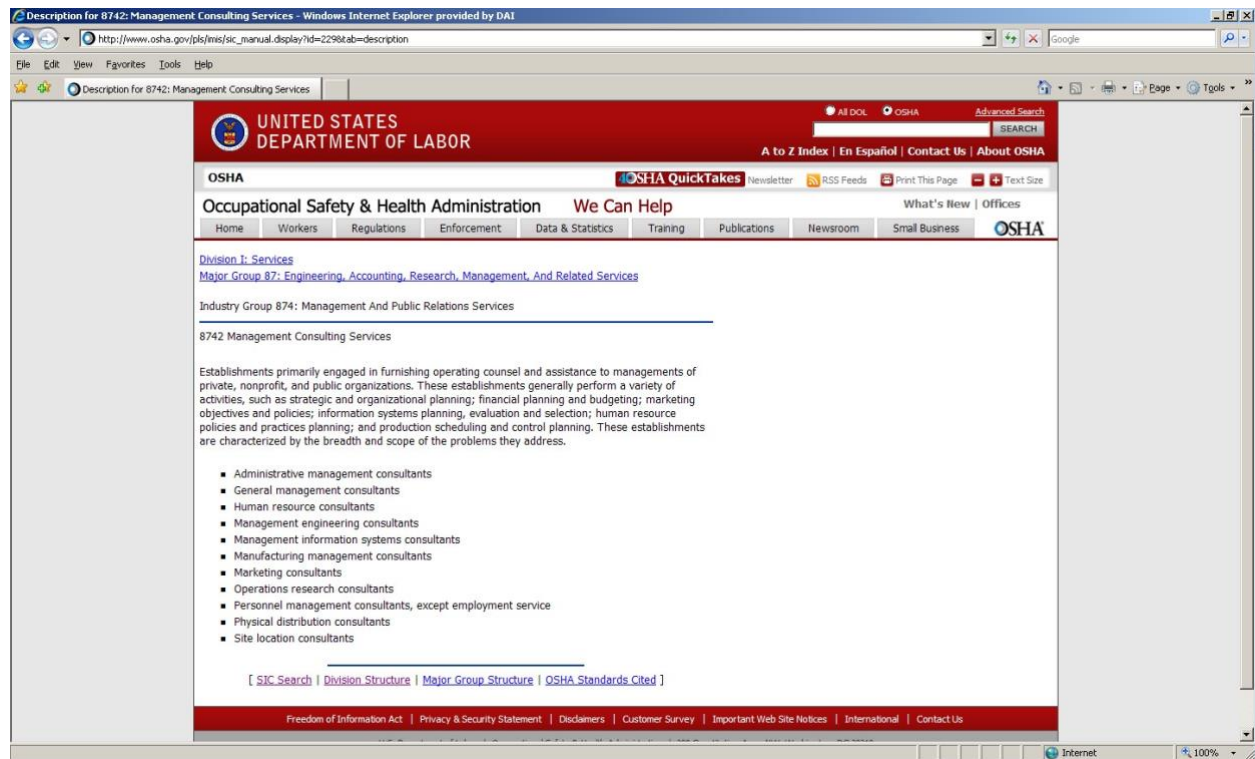
1542 General Contractors-Nonresidential Buildings, Other than Industrial Buildings and Warehouses or one of the codes within:

Industry Group 357: Computer And Office Equipment

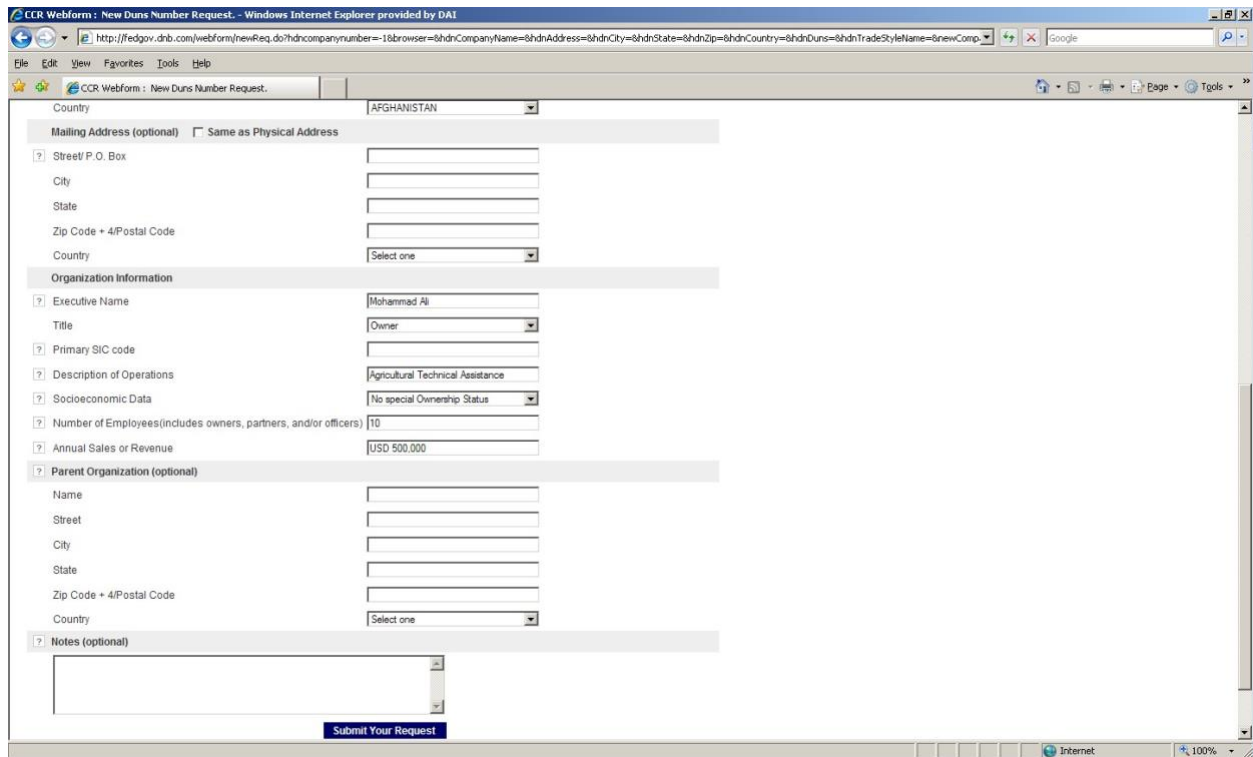
Industry Group 355: Special Industry Machinery, Except Metalworking

Industry Group 356: General Industrial Machinery And Equipment

Industry Group 359: Miscellaneous Industrial And Commercial



10. Description of Operations- Enter a brief description of the primary services you provide the example below, “agricultural technical assistance” was chosen as the primary function of the business.



CCR Webform: New Duns Number Request. - Windows Internet Explorer provided by DAI

http://fedgov.dnb.com/webform/newReq.do?hdnCompanyNumber=1&browser=&hdnCompanyName=&hdnAddress=&hdnCity=&hdnState=&hdnZip=&hdnCountry=&hdnDuns=&hdnTradeStyleName=&newComp.

Country: AFGHANISTAN

Mailing Address (optional) ☐ Same as Physical Address

Street/ P.O. Box:

City:

State:

Zip Code + 4/Postal Code:

Country: Select one

Organization Information

Executive Name: Mohammad Ali

Title: Owner

Primary SIC code:

Description of Operations: Agricultural Technical Assistance

Socioeconomic Data: No special Ownership Status

Number of Employees (includes owners, partners, and/or officers): 10

Annual Sales or Revenue: USD 500,000

Parent Organization (optional)

Name:

Street:

City:

State:

Zip Code + 4/Postal Code:

Country: Select one

Notes (optional)

Submit Your Request

11. The Annual Sales or Revenue figure should be provided in USD (US Dollar) equivalent.
12. Once all of the fields have been completed, click on “Submit Your Request” to be taken to the Verification page.
13. Note: Representative (Principal, Owner or Officer) needs to verify and provide affirmation regarding the accuracy of the data under criminal or civil penalties as per Title 18, Section 1001 of the US Criminal Code.
14. Once “Yes, Continue” button is clicked, the registration application is sent to D&B, and a DUNS number should be available within 24-48 hours. DUNS database can be checked in 24-48 hours by entering the Business Information in the Search window – which should now display a valid result with the new DUNS number for the entity.



CCR Webform : verification page - Windows Internet Explorer provided by DAI

http://fedgov.dnb.com/webform/NewDunsRequest.do

CCR Webform : verification page

D&B DUNS Numbers™
for US Government
Contractors & Grantees

D-U-N-S Number Request > Search > Enter Your Company Information > Verify Information Page >

Verification Page

Company Name

Legal Name: DNB TEST, INC

Phone Number of Business: 20-555-1212

Physical Address

Street: 100 Jalan Abdul Rahman

City: Kabul

State:

Zip Code + 4/Postal Code:

Country: AFGHANISTAN

Organization Information

Executive Name: Mohammad Ali

You affirm that you are a principal, owner or officer of the entity for which you are submitting proposed information and/or changes and that you are properly authorized to submit these changes. You also agree not to knowingly provide any false or misleading information to D&B. Knowingly providing false or misleading information may result in criminal or civil penalties as per [Title 18, Section 1001 of the US Criminal Code](#), and may negatively impact the status of the D&B report maintained on this company.

This also includes the use of a Shelf Corporation. D&B defines a Shelf Corporation as one that exhibits either of the following characteristics: (1) An aged corporation where no prior business activities could be confirmed or (2) An aged corporation that was revoked, dissolved or went to a dormant status, and is subsequently reinstated and is under new control. It is D&B's policy that the historical business activity of a Shelf Corporation, if any, will not be factored into the determination of such Shelf Corporation's start date. As such, any individual who attempts to misrepresent the start date of their business through the use of a Shelf Corporation or any other means is immediately put on information alert status or higher-risk status. In addition, the criminal penalties mentioned above may apply.

10.5 Attachment E: Self Certification for Exemption from DUNS Requirement

Self-Certification for Exemption from DUNS Requirement For Subcontractors and Vendors

Legal Business Name:

Physical Address:

Physical City:

Physical Foreign Province (if applicable):

Physical Country:



Signature of Certifier

Full Name of Certifier (Last Name, First/Middle

Names):

Title of Certifier:

Date of Certification (mm/dd/yyyy):

The sub-contractor/vendor whose legal business name is provided herein, certifies that we are an organization exempt from obtaining a DUNS number, as the gross income received from all sources in the previous tax year is under USD \$300,000.

*By submitting this certification, the certifier attests to the accuracy of the representations and certifications contained herein. The certifier understands that s/he and/or the sub-contractor/vendor may be subject to penalties, if s/he misrepresents the sub-contractor/vendor in any of the representations or certifications to the Prime Contractor and/or the US Government.

The sub-contractor/vendor agrees to allow the Prime Contractor and/or the US Government to verify the company name, physical address, or other information provided herein. Certification validity is for one year from the date of certification.



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.

[illegible]



10.7 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 a 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: Branding and Marking Plan

Note: This is not required as part of the proposal. It is included as information for the Offeror. Upon subcontract award, this will be the first deliverable due.

Appendix N: Marking Plan

Sub Project Number and Name: _____

Name of Implementing Partner: _____

Name and Title of Partner's Agent: _____

Name and Title of DAI Project Manager: _____

Instructions: This form has been created to provide implementing partners (subcontractors and grantees) and DAI Project Managers with a summary of marking requirements found in the Project's Branding Implementation Plan (BIP). This form must be completed by the DAI Project Manager in conjunction with the agent of the implementing partner. Once completed, the Project Manager must upload the form to TAMIS.

Subproject Activities

Provide a short summary of the activities to be completed including the project location. For example, what materials or equipment will be purchased? What events will take place?

Include 2-3 sentence summary here:

Please place an "X" below for each activity that will take place as part of this Sub project. The implementing partner will be responsible for ensuring the Marking noted in the table below is implemented according to standards and templates provided.

Mark "X"	Activity/Documents	Required Marking
Activities		



Mark "X"	Activity/Documents	Required Marking
Documents		
	Reports	
	Certificates (training or other)	
	Invitations	
	Other (please describe)	

Co- Branding and Co-Marking:

DAI logo must not appear on any USAID funded programmatic material.

Requests for Exceptions or Waivers of Marking Requirements – If you do not feel it is possible to mark one or more of the items or events listed above, please describe below (1) what marking you want to be exempt from (2) how the activity or item meets the requirement for an exception or waiver.

Include full detailed justification here:



10.9 Attachment I: Mandatory Contract Clauses

H.25 ELECTRONIC AND INFORMATION TECHNOLOGY ACCESSIBILITY (APRIL 2018)

(a) Definitions

“Information and Communication Technology (ICT) means information technology and other equipment, systems, technologies, or processes, for which the principal function is the creation, manipulation, storage, display, receipt, or transmission of electronic data and information, as well as any associated content. Examples of ICT include, but are not limited to: computers and peripheral equipment; information kiosks and transaction machines; telecommunications equipment; customer premises equipment; multifunction office machines; software; applications; Web sites; videos; and, electronic documents. (Appendix A to Part 1194 – Section 508 of the Rehabilitation Act)

(b) Federal agencies are required by Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), to offer access to information and communication technology for disabled individuals within its employment, and for disabled members of the public seeking information and services. This access must be comparable to that which is offered to similar individuals who do not have disabilities. Standards for complying with this law are prescribed by the Architectural and Transportation Barriers Compliance Board ("The Access Board"). The contractor must comply with any future updates of standards by the Access Board.

36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <http://www.access-board.gov/sec508/508standards.htm>.

(c) Except as indicated elsewhere in the contract, all ICT procured through this contract must meet the applicable accessibility standards at 36 CFR 1194 as follows:

1194.21 Software applications and operating systems

1194.22 Web-based intranet and Internet information and applications

1194.23 Telecommunications products 1194.24 Video and multimedia products

1194.25 Self-contained, closed products

1194.26 Desktop and portable computers 1194.31 Functional performance criteria

1194.41 Information, documentation, and support

(d) Deliverable(s) must incorporate these standards as well.

(e) The final work product must include documentation that the deliverable conforms with the Section 508 Standards promulgated by the US Access Board.

(f) The Contractor must comply with 508 standards, and any changes needed to conform to the standards will be at no additional charge to USAID.



H.27 MEDIA AND INFORMATION HANDLING AND PROTECTION (APRIL 2018)

(a) Definitions. As used in this special contract requirement-

“Information” means any communication or representation of knowledge such as facts, data, or opinions in any medium or form, including textual, numerical, graphic, cartographic, narrative, or audiovisual. This also includes but not limited to all records, files, and metadata in electronic or hardcopy format.

“Sensitive Information or Sensitive But Unclassified” (SBU) means information which warrants a degree of protection and administrative control and meets the criteria for exemption from public disclosure set forth under Sections 552 and 552a of Title 5, United States Code: the Freedom of Information Act and the Privacy Act, 12 FAM 540 Sensitive but Unclassified Information (TL;DS61;10-01-199), and 12 FAM 541 Scope (TL;DS-46;05-26-1995). SBU information includes, but is not limited to: 1) Medical, personnel, financial, investigatory, visa, law enforcement, or other information which, if released, could result in harm or unfair treatment to an individual or group, or could have a negative impact upon foreign policy or relations; and 2) Information offered under conditions of confidentiality, arising in the course of a deliberative process (or a civil discovery process), including attorney-client privilege or work product, and information arising from the advice and counsel of subordinates to policy makers “Media” means physical devices or writing surfaces including but not limited to magnetic tapes, optical disks, magnetic disks, Large Scale Integration (LSI) memory chips, and printouts (but not including display media) onto which information is recorded, stored, or printed within an information system.

(b) This special contract requirement applies to the Contractor and all personnel providing support under this contract (hereafter referred to collectively as “Contractor”) and addresses specific USAID requirements in addition to those included in the Federal Acquisition Regulation (FAR), Privacy Act of 1974 (5 U.S.C. 552a - the Act), E- Government Act of 2002 - Section 208 and Title III, Federal Information Security Management Act (FISMA), the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Pub. L. 104-191, 110 Stat. 1936), the Sarbanes-Oxley Act of 2002 (SOX, Pub. L.107-204, 116 Stat 745), National Institute of Standards and Technology (NIST), Federal Information Processing Standards (FIPS) and the 800-Series Special Publications (SP), Office of Management and Budget (OMB) memorandums, and other laws, mandates, or executive orders pertaining to the development and operations of information systems and the protection of sensitive information and data.

(c) Handling and Protection. The Contractor is responsible for the proper handling and protection of Sensitive Information to prevent unauthorized disclosure. The Contractor must develop and implement policies or documentation regarding the protection, handling, and destruction of Sensitive Information. The policy or procedure must address



at a minimum, the requirements documented in NIST 800-53 Revision 4 or the current revision for Media Protection Controls as well as the following:

- (1) Proper marking, control, storage and handling of Sensitive Information residing on electronic media, including computers and removable media, and on paper documents.
- (2) Proper security, control, and storage of mobile technology, portable data storage devices, and communication devices.
- (3) Proper use of FIPS 140-2 compliant encryption methods to protect Sensitive Information while at rest and in transit throughout USAID, contractor, and/or subcontractor networks, and on host and client platforms.
- (4) Proper use of FIPS 140-2 compliant encryption methods to protect Sensitive Information in email attachments, including policy that passwords must not be communicated in the same email as the attachment.
- (d) Return of all USAID Agency records. Within five (5) business days after the expiration or termination of the contract, the contractor must return all Agency records and media provided by USAID and/or obtained by the Contractor while conducting activities in accordance with the contract.
- (e) Destruction of Sensitive Information: Within twenty (20) business days after USAID has received all Agency records and media, the Contractor must execute secure destruction (either by the contractor or third party firm approved in advance by USAID) of all remaining originals and/or copies of information or media provided by USAID and/or obtained by the Contractor while conducting activities in accordance with the contract. After the destruction of all information and media, the contractor must provide USAID with written confirmation verifying secure destruction.
- (f) The Contractor shall include the substance of this special contract requirement in all subcontracts, including this paragraph (f).

(End)

H.17 DISCLOSURE OF INFORMATION

Contractors are reminded that information furnished under this solicitation may be subject to disclosure under the Freedom of Information Act (FOIA). Therefore, all items that are confidential to business, or contain trade secrets, proprietary, or personnel information must be clearly marked. Marking of items will not necessarily preclude disclosure when the U.S. Office of Personnel Management (OPM or the Government), determines disclosure is warranted by FOIA. However, if such items are not marked, all information contained within the submitted documents will be deemed to be releasable.



- (a) Any information made available to the Contractor by the Government must be used only for the purpose of carrying out the provisions of this contract and must not be divulged or made known in any manner to any person except as may be necessary in the performance of the contract.
- (b) In performance of this contract, the Contractor assumes responsibility for protection of the confidentiality of Government records and must ensure that all work performed by its subcontractors will be under the supervision of the Contractor or the Contractor's responsible employees.
- (c) Each officer or employee of the Contractor or any of its subcontractors to whom any Government record may be made available or disclosed must be notified in writing by the Contractor that information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein and that further disclosure of any such information, by any means, for a purpose or to an extent authorized herein, may subject the offender to criminal sanctions imposed by 19 U.S.C. 641. That section provides, in pertinent part, that whoever knowingly converts to their use or the use of another, or without authority, sells, conveys, or disposes of any record of the United States or whoever receives the same with intent to convert it to their use or gain, knowing it to have been converted, will be guilty of a crime punishable by a fine of up to \$10,000, or imprisoned up to ten years, or both.

H.18 COMPLIANCE WITH THE TRAFFICKING VICTIMS PROTECTION REAUTHORIZATION ACT

The U.S. Government may terminate this contract agreement, without penalty, if the Contractor or any subcontractor, (i) engages in severe forms of trafficking in persons or has procured a commercial sex act during the period of time that the contract is in effect, or (ii) uses forced labor in the performance of the contract agreement.



10.10 Attachment J: 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)
- ☐ Separate 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
- ☐ Past Performance (use template in Attachment F)
- Evidence of a DUNS Number OR Self Certification for Exemption from DUNS Requirement