

## REQUEST FOR PROPOSAL

<b>Issue Date:</b>	<b>September 06, 2024/Hanoi Time</b>
<b>Questions Submission Due Date:</b>	<b>September 20, 2024/11.59 pm/Hanoi time</b>
<b>Proposal Submission Due Date:</b>	<b>September 27, 2024/11.59 pm/Hanoi time</b>

**Subject: USAID Indo-Pacific Opportunity Project (IPOP) Vietnam Digital Trade (VDT) Activity – DEVELOPMENT OF A SMART B2B MATCHING PLATFORM**

To All Prospective Offerors:

International Development Group Advisory Services, LLC (International Development Group LLC or IDG) is soliciting proposals from qualified local organizations to provide technical services as described in this solicitation. This procurement will require a formal technical and financial proposal submission as outlined by the Request for Proposal (RFP). This procurement will be based on best value and conducted through a full and open competition process under which any type of organization is eligible to compete. The Vietnam Digital Trade (VDT) Activity anticipates awarding a firm fixed price with a period of performance of 5 months (150 days) from the date of award as a result of this solicitation. Competition under this procurement will be limited to local organizations.

A local consulting firm/organization is defined as a corporation, a nonprofit organization, or another body of persons that:

- 1) Is legally organized under the laws of The Socialist Republic of Vietnam;
- 2) Has as its principal place of business or operations in The Socialist Republic of Vietnam;
- 3) Is not owned, operated, or funded in whole or in part by the Vietnamese government (companies or enterprises in which the government has a controlling interest are not eligible for this opportunity).

Questions regarding this opportunity must be submitted from the date of advertisement and within September 20, 2024, not later than 11.59 pm (Hanoi time) to:

**[ipop\\_vietnam\\_recruitment@internationaldevelopmentgroup.com](mailto:ipop_vietnam_recruitment@internationaldevelopmentgroup.com)**.

In the subject line reference: Questions – [Development of a Smart B2B Matching Platform].

Proposals, consisting of the documentation required in section B must be submitted electronically to:

**[ipop\\_vietnam\\_recruitment@internationaldevelopmentgroup.com](mailto:ipop_vietnam_recruitment@internationaldevelopmentgroup.com)** on or before September 27, 2024, not later than 11.59 pm, Hanoi time. All submitted documents must conform to the requirements outlined in the solicitation.

Documents received after the deadline will not be considered. This solicitation in no way obligates IDG to award a contract nor does it commit IDG to pay any cost incurred in the preparation and submission of a proposal.

Thank you for your interest in working with IDG.

Sincerely,

IDG Procurement Team

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## SECTION A. STATEMENT OF WORK

### A.1 BACKGROUND AND INTRODUCTION

The VDT Activity addresses regulatory gaps and promoting private sector engagement in the rapidly growing digital economy. The Activity supports the Ministry of Industry and Trade (MOIT)'s implementation of frameworks that facilitate digital trade, with an emphasis on supporting MOIT in holding public-private dialogues to ensure implementation is done in consultation with the private sector. Regulations responsive to private sector needs remove bottlenecks in trade faced by enterprises and increase regulatory transparency, helping shape an e-commerce sector where enterprises of all sizes can benefit. The Activity encourages the participation of small and medium enterprises (SMEs) in digital trade by introducing new business models and other best practices, such as traceability of goods and facilitating cross-border connections between enterprises via MOIT's digital trade promotion platform.

With this procurement, USAID VDT (Vietnam Digital Trade) performs the task of developing technical requirements to build the Smart B2B Matching Platform system of the Department of Trade Promotion (Vietrade). This document is one of the products of this assignment.

The Smart B2B Matching Platform project is organized and implemented by the Department of Trade Promotion in the period 2024-2025. The goal of the project is to build a modern, effective business connection system, support trade promotion and enhance cooperation between domestic and foreign businesses. This system creates an effective digital platform for businesses to connect, exchange information and find business partners appropriately and quickly. Through that, the Government as well as other organizations can effectively implement investment promotion programs on this platform.

Participants in the Smart B2B Matching Platform system include individual businesses, leaders of ministries and departments, trade counselors, industry associations and other related organizations. The system creates a multi-dimensional connection and cooperation environment, helping to optimize the trade promotion process and expand the business partner network for all stakeholders. Smart B2B Matching Platform is an advanced system designed to promote trade promotion for Vietnamese businesses. The system is decentralized from central and local management to commercial counselors in different countries, ensuring comprehensive support. One of the outstanding features of the Smart B2B Matching Platform is the ability to experience through modern technologies such as 3D, VR 360 and 360 Panorama. At the same time, the system provides many value-added services to help Vietnamese businesses improve product recognition, introduction, and promotion. Gradually build and form a database of businesses, products and industries with large coverage to apply the most modern Artificial Intelligence solutions to support and deploy trade promotion. , connect, search for business partners (AI business matching) and connect with other trade promotion platforms in the region and around the world.

Technical requirements that describe how the system operates (non-functional requirements) to ensure system operability and scalability are also mentioned. These are performance, security, information security, maintainability and scalability requirements.

Once completed, Smart B2B Matching Platform will become Vietnam's most modern and advanced platform in supporting and promoting trade, not only helping businesses introduce products and production processes effectively. but also creates a rich interactive experience, attracting interest and trust from potential partners; Support management agencies, associations, other organizations, and businesses to promote Vietnamese products and services to domestic and international businesses.

## SECTION B. DELIVERIES AND PERFORMANCE

### B.1 PERIOD OF PERFORMANCE

The period of performance is estimated as beginning on [October 1, 2024] and end by [February 28, 2025].

### B.2 LIST OF DELIVERABLES/FUNCTIONAL REQUIREMENTS

The prospective Contractor is responsible for the following outputs and deliverables in the timeframe indicated in the table below:

#### 1. Functional requirements

No	Function	Describe	Classify
<b>I</b>	<b>Buyer management</b>		
1	Register an account	Allow buyers to register for an account.	Obligatory
2	Update buyer account	Allows buyers to edit/update account information.	Obligatory
3	Log in to your account	Allow buyers to log in to their accounts.	Obligatory
4	Sign out of your account	Allow buyers to log out of their accounts.	Obligatory
5	Upgrade account	Allows buyers to upgrade their account level (membership) to be able to use more advanced functions.	Obligatory
6	Forgot password	Allows the buyer to retrieve the password or create a new account to access the system in case the buyer forgets the password.	Obligatory
7	Receive notification notifications	Allows buyers to receive notifications from the system.	Obligatory
8	Search supplier information	Allows buyers to search for supplier information on the website.	Obligatory
9	View supplier information	Allows buyers to view detailed supplier information including general information, contact information, certifications, list of supplied goods,...	Obligatory

10	Search product	Buyers can search for products by entering keywords, product names or product categories in the search bar.	Obligatory
11	Filter products	Allows website users to filter products by characteristics: supplier, product group, unique characteristics of each item,...	Obligatory
12	View product list	Allows website users to see a list of products after searching and filtering products.	Obligatory
13	View product information	Allows website users to view detailed product information that the supplier has posted.	Obligatory
14	Share products	Allows buyers to share product information through many different channels.	Obligatory
15	See product reviews	Allows users to view reviews and comments from customers who have purchased and used the product.	Obligatory
16	See list of related products	Allows buyers to view products similar/related to the current product. When a user views a product, the system will automatically suggest a list of products with similar characteristics, features, or uses.	Obligatory
17	Contact supplier	Allows users to send requests and suggestions to suppliers via the contact form available on the system.	Obligatory
18	Submit a complaint	Allows buyers to complain about information related to suppliers and products.	Obligatory
19	See complaints	Allows buyers to view detailed information about claim processing status.	Obligatory
20	Cancel complaint	Allows buyers to cancel complaints in case of "Pending complaint" status.	Obligatory
21	Create a purchase request	Allows shoppers to post purchase requests for items they are interested in through the "Purchase Request" form on the website.	Obligatory
22	View purchase request	Allows shoppers to review the list and details of purchase requests they have created.	Obligatory
23	Delete purchase request	Allows buyers to delete purchase requests in the Post Purchase Requests list	Obligatory
24	Add to favorites	Allows buyers to select the "Favorites" button to add products they love or are interested in to save information	Obligatory

25	View favorites list	Allows buyers to review a list of previously added favorite products.	Obligatory
26	Remove from favorites list	Buyers can delete products in their favorites when they are no longer interested in the product.	Obligatory
27	View access history	Allows users to track and manage viewed products or pages.	Obligatory
28	Delete access history	Allows users to delete previously viewed items.	Obligatory
29	View notifications from the system	Allows users to receive and manage important notifications from the system.	Obligatory
30	Settings to receive notifications	Allows users to customize the method and type of notifications and content they want to receive from the system.	Obligatory
31	Delete notification	Allows users to delete read or unnecessary notifications to avoid information dilution or missing important information.	Obligatory
32	Multi-language display	Allows users to switch the system language to a language suitable for the user.	Obligatory
33	Ratings and comments	Allows users to rate and comment on products.	Obligatory
34	See instructions for use	Allows users to read or view documentation on how to use functions available on the platform.	Obligatory
35	360° view	Allows users to rotate and move images in 360° space to view product details or office space, company, factory from any angle.	Obligatory
36	View 360° in AR (Augmented Reality) mode	Allows users to apply augmented reality (AR) mode, allowing users to experience 360° content in real space. AR mode enhances the experience by allowing users to interact with AR objects.	Optional
37	Display and interact on web platforms and mobile applications	Allows users to access and experience 360 content on any device.	Obligatory
38	Play/Pause (video)	Allows users to play or pause 360° videos	Obligatory
39	Adjust the volume	Allows users to increase or decrease the volume of 360° videos.	Obligatory
40	View full screen	Allows users to view 360° content in full screen mode.	Obligatory
41	View 3D images	Display 3D images of products or spaces from many different angles.	Obligatory

42	Interact with 3D images	Allows buyers to interact with 3D images through interactive points.	Obligatory
43	Customize the display	Allows users to view 360° content in full screen mode.	Obligatory
<b>II</b>	<b>Supplier administration</b>		
44	Register an account	Allows suppliers to perform account registration	Obligatory
45	Log in to your account	Allow suppliers to log in to accounts on the website.	Obligatory
46	Sign out of your account	Allow suppliers to log out of accounts on the website.	Obligatory
47	Update supplier accounts	Allows suppliers to edit/update supplier accounts.	Obligatory
48	Post authentic information	Allow suppliers to upload supplier account authentication documents to the system.	Obligatory
49	Upgrade account	Allows you to upgrade your account with membership packages.	Obligatory
50	Forgot password	Allows provider to reset password when password is forgotten	Obligatory
51	Notification settings	Allows providers to install and set notifications	Obligatory
52	See announcement	Allows providers to view notifications	Obligatory
53	Delete notification	Allow the provider to delete notifications	Obligatory
54	Add and edit supplier information	Allows suppliers to add and edit supplier information displayed on the website	Obligatory
55	Add, edit, delete products	Allows suppliers to add, edit, and delete products on the website	Obligatory
56	Share products	Allow vendors to share products on other social media platforms	Obligatory
57	Manage product images and videos	Allows suppliers to manage product images and videos posted	Obligatory
58	See seller reviews	Allows suppliers to view buyer reviews of the product	Obligatory
59	Respond to reviews	Allow suppliers to respond to buyer reviews	Obligatory
60	Inappropriate assessment report	Allow suppliers to report violating and inappropriate reviews	Obligatory
61	Create and view reports	Allows vendors to create and view reports	Obligatory



62	Filter reports	Allows vendors to filter reports by specific criteria	Obligatory
63	Export report	Allows suppliers to export reports to downloadable files	Obligatory
64	Add to, remove from favorites list	Allows suppliers to add purchase requests and delete purchase requests in the favorites list	Obligatory
65	View favorites list	Allows suppliers to view wish lists	Obligatory
66	Search in favorites list	Allows suppliers to search for requests saved in the favorites list	Obligatory
67	View and search for partners	Allow suppliers to view and search for partners on the website	Obligatory
68	Contact the buyer	Allows suppliers to contact buyers	Obligatory
69	Contact customer care department	Allows suppliers to contact customer service for support	Obligatory
70	Submit and edit claims	Allows vendors to send and edit claims to admins	Obligatory
71	Cancel complaint	Allow the supplier to cancel the claim request	Obligatory
72	View complaint history	Allows vendors to view claim correction schedules	Obligatory
73	Reviews and feedback	Allows suppliers to evaluate and respond to the quality of complaint handling results	Obligatory
74	Receive complaint notifications	Allow providers to receive notifications whenever there is a new update on a claim	Obligatory
75	Add and edit payment information	Allow suppliers to add and edit payment information	Obligatory
76	View invoice history	Allow suppliers to view the invoice revision schedule you have paid	Obligatory
77	Add, edit, delete Panorama 360 images	Allows providers to add, edit, and delete Panorama 360 images	Obligatory
78	Add, edit, delete 360 Panorama videos	Allows providers to add, edit, and delete Panorama 360 videos	Obligatory
79	Add, edit, delete interaction points on photos	Allows providers to add, edit, and delete interaction points on images	Obligatory
80	Add, edit, delete videos to Panorama	Allows providers to add, edit, and delete videos to Panorama	Obligatory
81	Add, edit, delete image transfer links	Allows providers to add, edit, and delete image transfer links	Obligatory

82	Add, edit, delete 3D models	Allows suppliers to add, edit, and delete 3D models	Obligatory
83	Add, edit, delete external links on the website	Allows providers to add, edit, and delete external links on the website	Obligatory
84	Add points, edit, and delete interactively on the model	Suppliers can add, edit, and delete interaction points to the 3D model.	Obligatory
85	Add an interaction point containing image data on the model	Vendors can add images to interactive points to the 3D model. When users click on these points, they can view the information.	Obligatory
86	Search and view program details	Allows providers to search and view programs	Obligatory
87	Registration	Allows suppliers to enroll in the program	Obligatory
88	Request to unsubscribe	Allows providers to submit opt-out requests	Obligatory
89	Make reports	Allow suppliers to make reports after the program	Obligatory
90	View conference list and Register, change conference registration information	Allows suppliers to view the conference list and register, change conference registration information	Obligatory
91	Cancel registration for the conference	Allow vendors to unsubscribe from conferences	Obligatory
92	Workshop evaluation	Allows suppliers to rate the association after joining	Obligatory
<b>II</b>	<b>System management</b>		
93	Add, edit, delete structures/layouts	Allows administrators to add, edit, and delete structures/layouts	Obligatory
94	Add, edit, delete article content	Allows administrators to create, add, edit, and delete article content	Obligatory
95	See information on the website	Allows administrators to view information on the website	Obligatory
96	Add, edit, delete admin accounts	Allows administrators to add, edit, and delete administrative accounts in the system	Obligatory
97	Account classification	Allows administrators to classify accounts in the system	Obligatory
98	Search and filter accounts	Allows administrators to search and filter accounts in the system	Obligatory

99	Log in and log out of the website administration system	Allows administrators to log in and out of the system	Obligatory
100	Reset account password	Allows administrators to reset the website administrator account login password	Obligatory
101	Forgot admin account password	Allows administrators to reset the website administrator account login password	Obligatory
102	Set up periodic password change requirements	Allows administrators to set periodic password change requirements	Obligatory
103	Monitor account login history on the system	Allows administrators to access and view login history of accounts on the website to monitor activity and ensure system security	Obligatory
104	Assign permissions, change account permissions, update account permissions	Allows administrators to grant and update account rights according to level or region on the website management system	Obligatory
105	Lock and unlock user accounts on the system	Allows administrators access to lock and unlock users who violate policies	Obligatory
106	Add, edit, delete, and view product supplier accounts	Allows administrators to add, edit, delete and view supplier accounts on the system	Obligatory
107	Categorize product supplier accounts	Allows administrators to classify supplier accounts on the system	Obligatory
108	Search and filter product supplier accounts	Allows administrators to search and filter supplier accounts on the system	Obligatory
109	Approve, reject, and request additional supplier account information	Allows administrators to approve, deny, and request additional supplier account information	Obligatory
110	Update rating to supplier account profile	Allows administrators to update ratings to supplier account profiles	Obligatory
111	Add, edit, delete, and view buyer accounts	Allows admins to add, edit, delete, and view buyer accounts	Obligatory
112	Classify buyer accounts	Allows administrators to categorize buyer accounts	Obligatory
113	Search and filter buyer accounts	Allows admins to search and filter buyer accounts	Obligatory

114	Decentralize, change, and operate accounts on the system	Allows administrators to classify, change, and operate accounts on the system according to membership classes	Obligatory
115	Categorize supplier and buyer accounts	Allows administrators to classify supplier and buyer accounts on the system according to membership classes	Obligatory
116	Cancel membership renewal	Allows administrators to cancel the renewal of active accounts on the system according to membership classes	Obligatory
117	View posted product information	Allows administrators to view detailed product information before deciding to approve	Obligatory
118	Search and filter posted products	Allows administrators to search and filter posted products	Obligatory
119	Request additions and corrections to posted information	Allows administrators to submit requests to add and edit posted information	Obligatory
120	Approve and reject posted products	Allows administrators to approve or reject posted products	Obligatory
121	Classify posted products	Allows administrators to classify posted products	Obligatory
122	Add, edit, delete categories	Allows administrators to add, edit, and delete categories	Obligatory
123	Search and change display order for category attributes	Allows administrators to search and change the display order for category attributes	Obligatory
124	See list of industries	Allows administrators to view the list of industries on the system	Obligatory
125	Send information to relevant departments	The administrator sends information to the relevant department	Obligatory
126	Answer customers' questions and concerns	Administrators respond to customer issues	Obligatory
127	Track customer care history	Allows administrators to track customer care history	Obligatory
128	Classify customer requirements	Allows administrators to classify requests by severity and processing time	Obligatory
129	Automatically assign customer requests	The system automatically assigns customer requests to the appropriate staff member	Obligatory

130	Assign customer requests	Allows administrators to assign customer requests to the appropriate staff member	Obligatory
131	Search and filter customer requests	Allows administrators to search and filter customer requests currently on the system	Obligatory
132	Receive complaints	Allows administrators to receive complaints	Obligatory
133	Classify complaints after receiving buyer complaints	Allows administrators to perform post-reception classification of complaints	Obligatory
134	Resolve complaints	Allows admins to handle buyer complaints	Obligatory
135	Transfer complaints to relevant departments for processing	Allows administrators to transfer buyer complaints to departments for processing	Obligatory
136	Search and filter complaints	Allows admins to perform searches and filter buyer complaints as required	Obligatory
137	Establish handling policies and procedures	Allows administrators to set up policies and procedures for handling complaints on the system	Obligatory
138	Approval of non-conforming assessment reports	Allows administrators to approve non-conforming review reports	Obligatory
139	Add, edit, delete and view reports	Allows administrators to add, edit, delete and view reports related to the system	Obligatory
140	Classify system reports	Allows administrators to classify reports	Obligatory
141	Search and filter reports	Allows administrators to search and filter reports as required	Obligatory
142	Export report	Allows administrators to export reports as required	Obligatory
143	Add, edit, delete and view insurance package information on the system	Allows administrators to add, edit, delete and view insurance package information on the system	Obligatory
144	Classify insurance packages on the system	Allows administrators to classify new insurance packages on the website	Obligatory
145	Search and filter insurance packages displayed on the website	Allows administrators to search and filter insurance packages	Obligatory

146	Approve or refuse to post insurance package information to display on the website	Allows administrators to approve or deny posting insurance package information displayed on the website	Obligatory
147	Contact the insurance company to request additional insurance package information	Allows administrators to contact insurance companies to request additional insurance package information	Obligatory
148	Create a workshop	The platform admin creates a new workshop on the platform, providing detailed information about the workshop.	Obligatory
149	Preview conference information	Allows administrators to preview the interface displaying conference information	Obligatory
150	Save and publish the workshop	Allows administrators to save imported conference information to the database and publish the conference	Obligatory
151	Send emails announcing new seminars to relevant industry members	The system automatically sends notification emails to members in the industry related to newly created and announced seminars	Obligatory
152	Update the list of conference participants	The system process automatically updates the list of conference participants	Obligatory
153	Workshop management	Allows administrators to view, edit, cancel, and perform various management tasks for workshops created on the platform	Obligatory
154	Statistics and reports about the conference	Allows administrators to view statistical information and create detailed reports about conferences	Obligatory
155	Record and archive online seminars	Allows administrators to start and end webinar recording, which is then automatically processed and stored by the system	Obligatory
156	Add, edit, delete specialized analysis reports	Allows administrators or market analysts to add, edit, and delete specialized analysis reports	Obligatory
157	Censorship/Approval of specialized reports	Allows senior administrators or specialized departments to review and approve (or reject) specialized reports	Obligatory
158	Send automatic specialized analysis reports	The process of the system automatically sending emails containing new specialized analysis reports to members of the relevant industry and membership class.	Obligatory

159	Submit manual industry analysis reports	Allows administrators to proactively select and send specialized analysis reports to one or more members	Obligatory
160	Confirm payment and activate membership	The process confirms successful payment from the payment gateway and automatically activates the corresponding membership package	Obligatory
161	View member information	Allows administrators to view detailed information about members	Obligatory
162	Handling membership package upgrades/downgrades	The system does this when recording that a member has upgraded/downgraded their membership package.	Obligatory
163	Automatic membership renewal	The system process automatically renews membership packages for users	Obligatory
164	Manual membership renewal and free membership renewal	Allows admins to manually renew their current membership or manually	Obligatory
165	View payment information	Allows agents to review payment history	Obligatory
166	Cancel automatic renewal	The system process automatically cancels the automatic membership renewal feature.	Obligatory
167	Manually cancel membership renewal	Allow members to proactively cancel the option to automatically renew their membership package	Obligatory
168	Handling expired membership packages	The system processes automatically when a member's membership package expires and the member does not renew.	Obligatory
169	Data backup	Allows system administrators to back up data on the system	Obligatory
170	Data recovery	Allows system administrators to restore data from backups	Obligatory
171	View backups	Allows system administrators to view a list of backups on the system	Obligatory
172	Add, edit, delete languages on the system	Allows system administrators to add, edit, and delete languages on the system to support multilingual content display.	Obligatory
173	Translate content on the system	Allows system administrators to translate system content into other languages	Obligatory
174	Update system configuration	Allows system administrators to update configuration-related information	Obligatory

175	Add, edit, delete investment promotion programs	Allows administrators to add, edit, and delete investment promotion programs on the platform.	Obligatory
176	Post investment promotion programs	Allows administrators to post investment promotion programs on the platform	Obligatory
177	Remove investment promotion programs from the platform	Allows administrators to remove investment promotions from the platform	Obligatory
178	View information posted to the investment promotion program on the platform	Allows administrators to post investment promotion programs on the platform	Obligatory
179	View detailed registration information	Allows administrators to view detailed information about businesses' registration information	Obligatory
180	Update registration list	Allows administrators to update the business's registration list	Obligatory
181	Send notification of successful registration	Allows administrators to send registration notices to participate in trade promotion programs	Obligatory
182	Submit additional requests to complete the report	Allows administrators to submit additional requests to complete reports after participating in a trade promotion program	Obligatory
183	View report information sent	Allows administrators to view reporting information sent by businesses after the end of the program	Obligatory
184	Upload summary reports to Dashboard	Allows administrators to compile reports, then post them to the Dashboard for monitoring	Obligatory
185	Delete summary reports on Dashboard	Admin deletes reports on Dashboard	Obligatory
<b>IV</b>	<b>Counselor management</b>		
186	Post a search for a supplier	Allow counselors in host countries to post articles describing the need to find suppliers for local businesses	Obligatory
187	See list of potential suppliers	Allows counselors in host countries to view a list of potential suppliers on the platform	Obligatory
188	View supplier details	Allows counselors in local countries to view detailed information about a supplier	Obligatory
189	Contact supplier	Allows counselors in host countries and suppliers to exchange information	Obligatory



## 2. Other requirements

No	Request	Describe
1	Technical standards	Comply with Circular 39/2017/TT-BTTTT dated December 15, 2017 of the Ministry of Information and Communications
2	system architecture	System architecture according to the direction of Circular 2568/QD-BTTTT dated December 29, 2023 of the Ministry of Information and Communications
3	User management and authentication	Because the software system is interoperable with many different platforms, a user authentication service is needed
4	Storage	Stored on Cloud system
5	Safety information	Corresponding information security level 2 according to Decree 85/2016/ND-CP dated July 1, 2016 of the government
6	Non-functional	
6.1	Requirements need to be met in terms of processing time and processing complexity of software functions	<p>Processing time is guaranteed at high speed, the system has an average response time of less than 05 seconds for each separate main work stream and does not include statistical and reporting streams (response time). Response is calculated from the time the user sends a response request to the system until receiving response data from the system). The system has the slowest response time of less than 30 seconds for all operations on the entire page and ensures users do not feel any lag in the program. When the program has a certain delay for a task, the system needs a tool to display a message or display icon to let the user know that the system is still operating.</p> <p>The processing complexity of software functions needs to ensure that the functions satisfy the business requirements of system users and ensure business logic between functions.</p> <p>The system needs to pay attention to querying data with the fastest processing speed by dividing it into multiple operations if that function has many data query operations, limiting highly complex queries that will lead to Time out of data query.</p>
6.2	Requirements for installation, infrastructure, transmission lines, operational safety, exploitation and use	<p>The installation and deployment of the software system is done on the cloud computing platform, ensuring:</p> <ul style="list-style-type: none"> <li>Ensuring easy administration, installation and operation, allowing the management department to centrally perform administrative operations for the entire system such as: monitoring network activities,</li> </ul>

		<p>devices, users... as well as perform operations such as configuration, updating, upgrading software...</p> <ul style="list-style-type: none"> <li>• Ensure centralized, convenient administration and good support for management, administration and supervision.</li> <li>• Simple operation: Operation is guaranteed to be simple and compact. That positively contributes to reducing operating costs and increasing the working efficiency of the entire network system.</li> <li>• Safety and security: the system must achieve a high level of safety and information security, allowing the protection of data and information against any unwanted attacks and intrusions from outside, while ensuring the integrity of the system. Privacy of information of each participant participating in the activity.</li> <li>• Meets requirements for secure data transmission on the network.</li> </ul>
6.3	<p>Constraints on the system include: environmental constraints, dependence on the underlying system</p>	<p>The software system can be easily installed and operated on popular operating system platforms such as Windows server, Linux, Centos... Allows deployment on virtualization platforms.</p> <p>The end user will access the service and perform electronic identification and authentication requests via the network environment using popular browsers such as Firefox, Chrome... installed on personal computers ( PC, Laptop...) in Windows, MacOS... operating systems or on supported Smartphone devices.</p> <p>The system must meet the following requirements:</p> <ol style="list-style-type: none"> <li>1. All dates will be saved with 4 digits for the Year part, and can be displayed in all common date formats as in MS-Office.</li> <li>2. The system will support entering, storing and displaying VND currency data with at least 15 integer digits and 9 decimal numbers.</li> <li>3. The system will support instant checking of the validity of input values via direct input method or data file.</li> <li>4. The system will provide the function of checking the consistency and integrity of data fields that are related to each other in the database through defined rules such as key constraints when building the database.</li> </ol>
6.4	<p>Requirements for error tolerance levels for programming syntax errors, logic errors in data processing, errors in controlling the</p>	<p>Regulations on business process errors: Ensure correct and complete business processes according to construction design.</p> <p>Regulations on non-functional requirements:</p> <ol style="list-style-type: none"> <li>1. When problems occur that stop system operation, the system must ensure recovery of 50% within 1-2 hours and 100% within 24 hours.</li> </ol>

	correctness of input data	<ol style="list-style-type: none"> <li>2. The system causes an average of 1 error/month in the first 3 months of operation. 1 error/year in the next 3 years of operation and 0 errors/year in the following years of operation. Acceptable errors are average errors that do not cause serious damage to the system and can be recovered by 90%.</li> <li>3. During use, if a programming syntax error occurs, the system is guaranteed not to crash, display an error message, and the data being manipulated will return to the status quo before the error occurred.</li> <li>4. The system has a mechanism to check the correctness of input data and notify the user.</li> <li>5. Logical processing constraints requirements for entering (or converting) data through the use of input cells provided by the program interface.</li> </ol>
6.5	Interface requirements	<p>Use the Web Content Accessibility Guidelines (WCAG), an international set of standards developed by the World Wide Web Consortium (W3C), to ensure that websites and web content are accessible to everyone, including People with Disabilities.</p> <p>Using WCAG 2.1 level A version is designed to ensure:</p> <p>About accessibility:</p> <ol style="list-style-type: none"> <li>1. Perceptible: Content and interface must be perceptible to at least one of the user's senses:</li> <li>2. Provide alt text for any non-text content (images, charts, audio, video). This includes providing detailed descriptions for images and other graphical elements.</li> <li>3. Provide captions for all video content and audio descriptions for audio content.</li> <li>4. Create content that can be presented in different ways (for example, with assistive devices) without losing information or structure.</li> <li>5. Use color and contrast in a clear and recognizable way. Content should not rely solely on color to convey information</li> <li>6. Operable: Users must be able to interact with the interface and navigate the content:</li> <li>7. Make sure all functions can be performed via the keyboard, not just the mouse.</li> <li>8. Provide enough time for users to read and consume content. Avoid content that changes automatically without user control.</li> <li>9. Avoid content that may cause seizures, such as high-frequency flashing images.</li> </ol>

		<p>10. Understandable: Content and interface must be easy to understand:</p> <p>11. Make sure the text can be read and understood easily.</p> <p>12. Make sure that the user interface behaves predictably, without changing suddenly for no apparent reason.</p> <p>13. Provides input support, such as labels and instructions for forms and input fields.</p> <p>14. Robust: Content must be robust enough to be compatible with current and future supporting technologies:</p> <p>15. Ensure that content is compatible with current and future assistive technologies, including proper use of HTML and CSS code.</p> <p>About browser compatibility:</p> <ol style="list-style-type: none"> <li>1. Cross-browser support: Make sure the website works well on popular browsers like Chrome, Firefox, Safari, Edge, and Opera.</li> <li>2. Multi-device support: Ensure the website displays well on multiple devices such as desktop computers, tablets and mobile phones.</li> <li>3. About the user interface:</li> <li>4. Intuitive design: The interface must be easy to see, understand, and use.</li> <li>5. Uniformity in design: Use consistent colors, fonts, buttons and other interface elements.</li> <li>6. User feedback: Provides immediate feedback to user actions such as mouse clicks, form filling.</li> <li>7. Titles and labels: Titles and labels should be clear and accurately describe the content or functionality.</li> </ol>
7	Manpower requirements for implementation	Having a team of experienced and highly qualified personnel in IT, modern value-added services and related services in the field of e-commerce; Have the ability to apply advanced technologies and modern software development tools, as well as skills in system integration, security, data management, etc.
8	Request testing	<ul style="list-style-type: none"> <li>• The construction unit needs to submit a full test report including test cases for all functions along with test results.</li> <li>• After the Construction Contractor creates an account and provides training on how to use it. The system was put into trial operation for 10 days.</li> </ul>

9	Require training and technology transfer	<ul style="list-style-type: none"> <li>• Compile guidance documents and report to the investor for approval and approval;</li> <li>• Organize training and direct guidance for system administrators and operations staff;</li> <li>• Organize online training for subjects participating in the system within the scope of mission implementation.</li> </ul>
10	Request warranty and maintenance	<ul style="list-style-type: none"> <li>• The developer commits to providing software warranty within 12 (twelve) months from the date of signing the acceptance record;</li> <li>• The developer is responsible for fixing software errors upon receipt of notice from the Investor;</li> <li>• During the warranty period, the developer is responsible for providing focal information to the Investor to promptly guide or handle problems (if any);</li> <li>• After the warranty period expires, request the implementation unit to be ready to perform maintenance if the Investor requests and both parties agree to perform the service. The cost of internal software maintenance for 01 year is determined by 10% of the internal software value.</li> </ul>

<b>Deliverable/Output</b>	<b>Estimated Due/Completion Date*</b>
Deliverable 1 - Software requirements specification (SRS) describes the B2Bplatform and Software design document	60 days upon signing the contract
Deliverable 2 - Software source code	90 days upon signing the contract
Deliverable 3 - Software documentation: user guides, maintenance guides, and deployment guides	120 days upon signing the contract
Deliverable 4 - Acceptance test report confirming all committed functions	150 days upon signing the contract

*\*The dates will be finalized during contract negotiations.*

Unless specifically instructed otherwise, all written deliverables shall be submitted electronically in Microsoft Office Word, Excel, PowerPoint, etc. All deliverables are to be submitted in English. Final due dates for all deliverables will be discussed with IDG and then included in the contract.

## SECTION C. PAYMENT

### C.1 PAYMENT SCHEDULE

The prospective Contractor will be paid based on the submission of deliverables as below:

Output	Contract Amount (%)
Deliverable 1: Upon submission and acceptance of Software requirements specification (SRS) describes the B2B platform and Software design document.	25%
Deliverable 2: Upon submission and acceptance of the software source code.	25%
Deliverable 3: Upon submission and acceptance of the software documentation.	25%
Deliverable 4: Upon submission and acceptance of the testing acceptance report.	25%

### C.2 PAYMENT DETAILS

The prospective Contractor will be responsible for any correspondent bank fees associated with transfers, as well as any and all relevant taxes incurred. The payment will be sent by the IDG Registered Office in Hanoi with funding provided by USAID.

## SECTION D. PROPOSAL INSTRUCTIONS

### D.1 QUESTIONS CONCERNING THE RFP

Questions regarding this opportunity must be submitted by the date and time in the cover letter to **ipop\_vietnam\_recruitment@internationaldevelopmentgroup.com**.

In the subject line reference: Questions – [Development of a Smart B2B Matching Platform].

### D.2 PROPOSAL DUE DATE

Proposals, consisting of the documentation required in Section B must be submitted electronically by the deadline in the cover letter to:

**ipop\_vietnam\_recruitment@internationaldevelopmentgroup.com**.

All submitted documents must conform to the requirements outlined in the solicitation.

Documents received after the deadline will not be considered. This solicitation in no way obligates IDG to award a contract nor does it commit IDG to pay any cost incurred in the preparation and submission of a proposal.

### D.3 PROPOSAL SUBMISSION INSTRUCTIONS

Offers submitted in response to this solicitation shall be in the English language. Offers received in a language other than English shall be rejected.

Financial offers submitted in response to this solicitation shall be denominated in VND. In preparing the financial offer, Offerors should take note of the following:

- Offeror is responsible for any taxes or levies that may be due to the Government of Bangladesh. **The Offeror expressly agrees that any taxes imposed upon it will be their responsibility.**

Documents prepared in response to this RFP must be submitted in accordance with the instructions described below. Late submissions will not be considered. The Offeror must submit separate technical and financial proposals. The technical proposal must include the following:

- 1. Methodology and Workplan:** Offerors must describe their methodology (sampling and implementation) to implement the activities and tasks listed in section B and a draft work plan to achieve the deliverables stated in this RFP.
- 2. Personnel:** Offerors must submit the CVs of two to three (2-3) personnel who will be responsible for coordinating and leading the work as well as a staffing plan showing the compilation of the team and lines of reporting. CVs of the proposed personnel must clearly demonstrate their past experience in conducting similar assignments.
- 3. Past Performance:** The offeror should provide a **minimum of three (3) references** for which they performed the same or similar works. The reference documents must contain: name of the entities, addresses, a contact phone number or email, the time these works

were performed, the total cost of the contract, and contain a brief description of the task performed. These references shall be used by IDG to determine the offerors' past performance.

Details on the proposal instructions are as below:

- **Volumes:** Each offeror's proposal shall be prepared as two (2) separate electronic volumes in English language:
  - **Volume 1 – Technical Proposal (no page limit)**
    - Methodology
    - Work plan
    - Annexes:
      - CVs: 3-page limit per CV
      - Staffing plan
      - Photocopy of degree, form of identification, and certificate demonstrating ability in software development
      - Past Performance References
      - Corporate Capabilities Statement
  - **Volume 2 – Financial Proposal (no page limit)**
    - Detailed Excel budget (using template provided) – all tax will be included
    - Detailed Budget Narrative explaining the basis for the proposed line items
    - Annexes (see Section D.5 for more information):
      - Authorizations, Licenses, and Permits (proof of registration documents for operating and doing business in the Socialist Republic of Vietnam)
      - Representations and Certifications: Section 889
      - Evidence of Responsibility
- **Format:** Technical proposals must be submitted in either PDF or Microsoft Word. **Technical proposals shall not contain any price information.** Financial proposals must be submitted with a detailed budget in the Excel budget template provided with clear quantities and unit costs/prices (including required travel) and a detailed budget narrative in PDF or Microsoft Word describing the basis of the costs/prices proposed. All text should be Times New Roman font, in no smaller than 12-point for text and 10-point for spreadsheets, and any font size for graphics as long as they are legible.
- **Language:** Technical and financial proposals shall be submitted in English.
- **Validity:** Proposal submissions must remain valid for 90 days from the date of submission.

## D.5 ADDITIONAL REQUIREMENTS

1. **Authorizations, Licenses, and Permits:** The offeror must provide copies of registration documents required to operate and do business in The Socialist Republic of Vietnam such as incorporation certificate issued by the relevant authority or any other relevant government body.



2. **Representations and Certifications:** A copy of Section 889 Certification (Annex A) filled out by the local organization must be submitted with the proposal.
3. **Evidence of Responsibility:** the offeror will make an affirmative determination of responsibility and must address each element of responsibility in the template provided (Annex B).

**The proposal must be emailed to [ipop\\_vietnam\\_recruitment@internationaldevelopmentgroup.com](mailto:ipop_vietnam_recruitment@internationaldevelopmentgroup.com) no later than the time and date shown on the cover letter.** Note: Please make sure to type the email addresses as per instructions. It is the offeror's responsibility to verify receipt of their quote by IDG.

## **SECTION E. EVALUATION CRITERIA FOR AWARD**

### **E.1 QUALIFICATIONS AND EXPERIENCE OF THE FIRM**

The selected organization/consortium shall possess the following qualifications:

#### **GENERAL QUALIFICATIONS:**

- Legally organized under the laws of The Socialist Republic of Vietnam;
- Principal place of business or operations in The Socialist Republic of Vietnam;
- Majority-owned by individuals who are citizens or lawful permanent residents of The Socialist Republic of Vietnam; and
- Managed by a governing body the majority of who are citizens or lawful permanent residents of the country in which this contract will be primarily performed.

#### **SPECIFIC QUALIFICATIONS AND EXPERIENCE**

The evaluation will be conducted based on best value. Specific criteria of evaluation are ranked below in order of importance:

##### **1. Quality of technical proposal**

- Understand the purpose of the bid package: there is an explanation describing the purpose, scope of work, specific tasks of the contractor.
- Approach and methodology: proposed solutions and procedures for implementing each step of the consulting work that are reasonable, feasible, and consistent with the requirements in the SOW and current regulations.
- Presentation: logical and professional presentation, easy to understand and evaluate, and reasonable layout.

##### **2. Work plan**

- Completion date of the implementation is within 6 months from the awarding date.
- Implementation plan of the package: There is a plan to implement the package including a plan to implement each step of the work, in accordance with the technical solution and implementation time of the package.
- Shortlisted offerors will be requested to submit a visual interface prototype to demonstrate the feasibility of the solution within 2 weeks once requested.
  - The contractor submits the prototype via one of the design tools such as Figma, Axure, etc.
  - The offerors bear the cost of implementing the prototype

##### **3. Key personnel**

- Personnel arrangement: There is a presentation of personnel arrangement feasible and suitable for the contractor's technical solutions and implementation plan.
- Chief consultant (1 person)
  - Professional qualifications in the fields of information technology training or fields related to information technology training as stated in Article 2 of Circular 08/2022/TT BTTTT.

- At least 10 years in the field of information technology declared in the professional resume.
- Working experience in the position of Leader of contracts for developing e-commerce platform, enterprise business solutions or value-added services. The offeror shall provide proof such as a copy of contract and the contract on personnel arrangement.
- The offeror shall submit a copy of degree, ID, and relevant certificates
- Business analyst consultant (at least 2 people)
  - The Business Analyst must be experienced in e-commerce or related field.
  - At least 5 years in the field of information technology declared in the professional resume.
  - The offeror shall submit a copy of degree, ID, and relevant certificates

#### **4. Experience and capacity of the contractor**

- Experience in completing contracts similar to that of the SOW (independent or member of a joint venture) or subcontractor to the time of bid closing.
  - Similar contracts are for software development with features related to e-commerce platforms and value-added services.
- Proof: Corporate Capabilities Statement.

#### **5. Reasonableness and completeness of proposed price**

### **E.2 EVALUATION PROCESS**

Proposals will be equally evaluated according to the following process

- Screening evaluation
  - The proposals meet all eligible and mandatory requirements will go to the next evaluation step.
- Shortlist evaluation
  - The technical proposal will be evaluated based on criteria in the previous section.
  - The financial proposal will be evaluated for clear narrative, reasonableness, and completeness. The financial proposal must offer price for each function as state in the functional requirements section.
- Final evaluation
  - The shortlisted offerors will be invited to present their proposal, to make clarification, and to revise proposal (if any).
  - The invitation does not guarantee final selection.

### **E.3 CONTRACTING ELIGIBILITY**

**As per USAID requirements, all prospective companies wishing to submit a proposal must be owned and operated independently and may not be owned (in full or in part) or operated by any government entity. Any company or enterprise in which the government has a controlling interest is not eligible for this procurement.**

## ANNEX A: SECTION 889 CERTIFICATION

### Section 889 Certification

DATE: DATE

FROM: NAME

TO: International Development Group Advisory Services, LLC

SUBJECT: Prohibition on Certain Telecommunications and Video Surveillance Services or Equipment (Section 889)

FIRM NAME certifies that it is in compliance with the below Federal Acquisition Regulations (FAR).

### **52.204-24 Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment (Dec 2019)**

The Offeror shall not complete the representation in this provision if the Offeror has represented that it “does not provide covered telecommunications equipment or services as a part of its offered products or services to the Government in the performance of any contract, subcontract, or other contractual instrument” in the provision at [52.204-26](#), Covered Telecommunications Equipment or Services-Representation, or in paragraph (v) of the provision at [52.212-3](#), Offeror Representations and Certifications-Commercial Items.

(a) *Definitions.* As used in this provision—

“Covered telecommunications equipment or services”, “critical technology”, and “substantial or essential component” have the meanings provided in clause 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

(b) *Prohibition.* Section 889(a)(1)(A) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2019, from procuring or obtaining, or extending or renewing a contract to procure or obtain, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. Contractors are not prohibited from providing—

(1) A service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(2) Telecommunications equipment that cannot route or redirect user data traffic or permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(c) *Procedures.* The Offeror shall review the list of excluded parties in the System for Award Management (SAM) (<https://www.sam.gov>) for entities excluded from receiving federal awards for “covered telecommunications equipment or services”.

(d) *Representation.* The Offeror represents that it \_\_\_\_ will, \_\_\_\_ will not provide covered telecommunications equipment or services to the Government in the performance of any contract, subcontract, or other contractual instrument resulting from this solicitation.

(e) *Disclosures.* If the Offeror has represented in paragraph (d) of this provision that it “will” provide covered telecommunications equipment or services”, the Offeror shall provide the following information as part of the offer—

(1) A description of all covered telecommunications equipment and services offered (include brand; model number, such as original equipment manufacturer (OEM) number, manufacturer part number, or wholesaler number; and item description, as applicable);

(2) Explanation of the proposed use of covered telecommunications equipment and services and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b) of this provision;

(3) For services, the entity providing the covered telecommunications services (include entity name, unique entity identifier, and Commercial and Government Entity (CAGE) code, if known); and

(4) For equipment, the entity that produced the covered telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the OEM or a distributor, if known).

The Offeror is required to inform the prime contractor within one (1) business day of identifying any covered equipment/services as required by FAR 52.204-25.

#### ***52.204-26 Covered Telecommunications Equipment or Services-Representation (Dec 2019)***

(a) *Definitions.* As used in this provision, “covered telecommunications equipment or services” has the meaning provided in clause 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

(b) *Procedures.* The Offeror shall review the list of excluded parties in the System for Award Management (SAM) (<https://www.sam.gov>) for entities excluded from receiving federal awards for “covered telecommunications equipment or services”.

(c) *Representation.* The Offeror represents that it \_\_\_\_ does, \_\_\_\_ does not provide covered telecommunications equipment or services as a part of its offered products or services to the Government in the performance of any contract, subcontract, or other contractual instrument.

The Offeror is required to inform the prime contractor within one (1) business day of identifying any covered equipment/services as required by FAR 52.204-25.

Name and Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## ANNEX B: EVIDENCE OF RESPONSIBILITY

### 1. Authorized Negotiators

[Names of authorized negotiators]

### 2. Adequate Financial Resources

[Company Name] has adequate financial resources to perform the contract, or the ability to obtain them. [expand your certification with brief supporting information, as necessary]

- a. Please briefly describe your relationship with your bank, your line of credit, etc. this should be one sentence. Where does your working capital come from?

### 3. Ability to Comply

[Company Name] is able to comply with the required or proposed delivery or performance schedule, taking into consideration all existing commercial and governmental business commitments. [expand your certification with brief supporting information, as necessary]

- a. Briefly describe the systems your company has in place for project management, administration, financing, monitoring, and reporting. These should be a couple of sentences. Briefly describe the systems your company uses to identify and mitigate risk throughout the life of a project. Confirm that your company complies with reporting requirements.
- b. Briefly identify the number of projects completed, the amount, and whether or not there were any cost overruns, and whether task orders were completed on time.

Include a statement that the company is able to comply with the proposed delivery of performance schedule, having taken into consideration all existing business commitments, commercial as well as governmental.

### 4. Record of Performance, Integrity, and Business Ethics

[Company Name] has a satisfactory performance record in accordance [expand your certification with brief supporting information, as necessary]

- a. Confirm that your company has complied with contract requirements in the past adhered to contract schedules, including the administrative aspects of performance.
- b. Confirm your company's record of forecasting and controlling costs.
- c. Confirm that your principals have never been debarred or suspended.
- d. Explain how the company will work with the client to ensure work quality.

[Company Name] has a satisfactory record of integrity and business ethics. [expand your certification with brief supporting information, as necessary]

- a. Confirm that your company has never been accused of unethical business practices
- b. Reference your completion of the Representations and Certifications document.
- c. Identify your company's code of conduct or code of ethics, and briefly describe its contents

## 5. Organization, Experience, Accounting and Operational Controls, and Technical Skills

[Company Name] has the necessary organization, experience, accounting and operational controls, and technical skills, or the ability to obtain them (including, as appropriate, such elements as production control procedures, property control systems, quality assurance measures, and safety programs applicable to materials to be produced or services to be performed by the prospective contractor and subcontractors). [expand your certification with brief supporting information, as necessary]

- a. Identify the number of projects your company has completed as evidence of its experience.
- b. Reference your company's past performance record.
- c. Demonstrate that your company has the capacity in accounting and financial capacity to complete the project.
- d. Identify the type of accounting software your company uses and justify the selection of this software. Is it secure and equipped to handle government contracts?

## 6. Equipment and Facilities

[Company Name] has the necessary production, construction, and technical equipment and facilities, or the ability to obtain them. [expand your certification with brief supporting information, as necessary]

- a. Briefly describe your company's building and facility.
- b. Briefly describe your company's Information Technology systems including hardware, software, and internet connectivity.

## 7. Eligibility to Receive Award

[Company Name] is otherwise qualified and eligible to receive an award under applicable laws and regulations. [expand your certification with brief supporting information, as necessary]

- a. Recertify that neither your company nor any of your principals are presently debarred, suspended, proposed for debarment, or declared ineligible for the award of a contract by any Federal agency.
- b. Certify that neither your company nor any of its principals have been convicted of or had a civil judgment rendered against them for a commission of fraud, or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) contractor subcontract.
- c. Confirm that neither your company nor any of its principals has been convicted of committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, or receiving stolen property, and are not presently indicted for, or otherwise criminally or civilly charged by a governmental entity with the commission of any of the offenses enumerated above.

## 8. Organization of Firm



With the signature below, [Company Name] certifies that the above statements are accurate, complete, and current.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_