REQUEST FOR PROPOSAL

Issue Date:	**October 17, 2024/Hanoi Time**
Questions Submission Due Date:	**October 21, 2024/11.59 pm/Hanoi time**
Proposal Submission Due Date:	**October 24, 2024/11.59 pm/Hanoi time**

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. **The ceiling for this activity is 90,000 USD [Ninety thousand US dollars].** 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 October 21, 2024, not later than 11.59 pm (Hanoi time) to:

 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 on or before October 24, 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 November 1, 2024 and end by March 31, 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**

ITEM	FUNCTION	DESCRIPTION	MUST-HAVE
I	**Buyer Management**		
1	Register an account	Buyers can sign up for a new account by providing necessary details.	Yes
2	Update buyer account	Buyers can update their profile information, such as name, contact details, and preferences.	Yes
3	Log in to your account	Allows buyers to access their accounts by entering their login credentials.	Yes
4	Sign out of your account	Buyers can securely log out of their accounts.	Yes
5	Forgot password	Helps buyers recover access to their account by resetting the password.	Yes
6	Receive notifications	Buyers can get updates on new products, supplier information, or order status.	Yes
7	Search supplier information	Buyers can search for details about suppliers, including contact information, products offered, and ratings.	Yes

8	View supplier information	Buyers can view full profiles of selected suppliers, including their product catalog and reputation.	Yes
9	Search product	Buyers can search for products using keywords, categories, or filters.	Yes
10	Filter products	Allows buyers to narrow down product results using criteria such as price, category, or brand.	Yes
11	View product list	Displays a list of products based on the buyer's search or filter criteria.	Yes
12	View product information	Buyers can see detailed descriptions of a product, including specifications, price, and images.	Yes
13	See list of related products	Displays products similar to or related to the one being viewed.	Yes
14	Contact supplier	Buyers can directly message or contact suppliers for inquiries.	Yes
15	Submit a complaint	Buyers can raise concerns or complaints about a product or supplier.	Yes
16	See complaints	Buyers can view the status and history of complaints they have submitted.	Yes
17	Cancel complaint	Buyers can cancel a complaint if the issue is resolved or they no longer wish to proceed.	Yes
18	Create a purchase request	Buyers can submit a request for products, including the desired quantity and specifications.	Yes
19	Add to favorites	Allows buyers to save products or suppliers to their favorites list for easy access later.	Yes
20	View favorites list	Buyers can view all products or suppliers they have added to their favorites.	Yes
21	Remove from favorites list	Buyers can remove items from their favorites list.	Yes
22	Multi-language display	Buyers can switch between languages for better navigation and understanding of the platform.	Yes

II	Supplier Administration		
1	Register an account	Suppliers can sign up by providing their company and contact details.	Yes
2	Log in to your account	Suppliers can log in using their credentials to manage their accounts.	Yes
3	Sign out of your account	Allows suppliers to securely log out of their accounts.	Yes
4	Post authentic information	Suppliers can upload verified and accurate information about their company and products.	Yes
5	Upgrade account	Suppliers can access premium features by upgrading their account.	Yes
6	Forgot password	Helps suppliers reset their password in case they forget it.	Yes
7	Notification settings	Suppliers can manage their notification preferences to stay informed about important updates.	Yes
8	Delete notification	Allows suppliers to remove unwanted notifications from their inbox.	Yes
9	Add and edit supplier information	Suppliers can update their profile with accurate business details.	Yes
10	Add, edit, delete products	Suppliers can manage their product catalog by adding new items, editing details, or removing old products.	Yes
11	Share products	Suppliers can share their product listings with potential buyers or partners.	Yes
12	Manage product images and videos	Suppliers can upload and manage multimedia content for better product presentations.	Yes
13	Add to, remove from favorites list	Suppliers can save favorite buyers or partners and manage the list.	Yes
14	View favorites list	View the list of buyers or products the supplier has marked as favorites.	Yes
15	Search in favorites list	Suppliers can search for specific items or partners saved in their favorites.	Yes
16	View and search for partners	Suppliers can search for potential partners and view their details.	Yes

17	Contact the buyer	Suppliers can send messages or inquiries to buyers.	Yes
18	Contact customer care department	Suppliers can reach out to customer service for assistance.	Yes
19	Submit and edit claims	Suppliers can file claims related to transactions or buyers and update them as necessary.	Yes
20	Cancel complaint	Suppliers can cancel a complaint if an issue has been resolved.	Yes
21	Multi-language display	Suppliers can choose different languages to navigate the platform more effectively.	Yes
III	**System Management**		**Yes**
1	Add, edit, delete admin accounts	Administrators can manage the creation, updating, and deletion of accounts within the system.	Yes
2	Search and filter accounts	Admins can search for specific user accounts and apply filters to narrow down the results.	Yes
3	Log in and log out of the website administration system	Admins can access or leave the admin dashboard securely.	Yes
4	Reset account password	Admins can reset passwords for users who are unable to access their accounts.	Yes
5	Forgot admin account password	Admins can retrieve their login credentials by resetting the password.	Yes
6	Assign permissions, change account permissions, update account permissions	Admins can define what actions different users or accounts can perform on the system.	Yes
7	Add, edit, delete, and view product supplier accounts	Admins can manage supplier accounts, including adding new ones, making changes, or deleting inactive accounts.	Yes
8	Search and filter product supplier accounts	Admins can find supplier accounts by using search and filter options.	Yes
9	Approve, reject, and request additional supplier account information	Admins review and verify supplier account applications or request more details.	Yes

10	Add, edit, delete, and view buyer accounts	Admins can manage buyer accounts, making necessary updates or removing them.	Yes
11	Search and filter buyer accounts	Admins can search for buyer accounts using filters to refine the results.	Yes
12	View posted product information	Admins can access and review products posted by suppliers.	Yes
13	Search and filter posted products	Admins can find specific products based on set filters or search terms.	Yes
14	Add, edit, delete categories	Admins can manage product categories, including adding new ones, editing existing ones, or removing obsolete categories.	Yes
15	Send information to relevant departments	Admins can relay important updates or issues to other departments.	Yes
16	Answer customers' questions and concerns	Admins can respond to customer inquiries or issues.	Yes
17	Search and filter customer requests	Admins can search through customer requests and filter them based on specific criteria.	Yes
18	Receive complaints	Admins receive complaints from users regarding the platform or service.	Yes
19	Classify complaints after receiving buyer complaints	Admins categorize complaints to prioritize or route them appropriately.	Yes
20	Search and filter complaints	Admins can search for complaints using filters to narrow down the issues.	Yes
21	Add, edit, delete, and view reports	Admins can manage reports by generating, updating, or removing them from the system.	Yes
22	Export report	Admins can export reports to other formats, such as PDFs or Excel files.	Yes
23	Add, edit, delete languages on the system	Admins can manage the available languages on the platform.	Yes
24	Translate content on the system	The system provides translation of content to different languages.	Yes
IV	**Small-Scale B2B Virtual Trade Fair for Specific Sector**		

1	Add 3D models	Admins or users can upload 3D models for a more interactive experience.	Yes
2	Edit 3D models	Existing 3D models can be modified or improved.	Yes
3	Delete 3D models	Admins can remove obsolete or incorrect 3D models.	Yes
4	Add external links on the website	Admins can add links to external sites relevant to users.	Yes
5	Edit external links on the website	Admins can update or correct external links.	Yes
6	Delete external links on the website	Admins can remove external links that are no longer needed.	Yes
7	360° view	Provides users with the ability to view products or environments in full 360-degree rotation.	Yes
8	Display and interact on web platforms and mobile applications	The system supports interaction with both web and mobile platforms.	Yes
9	Play/Pause (video)	Users can control video playback, including play and pause functions.	Yes
10	Adjust the volume	Users can modify the sound level of multimedia content.	Yes
11	View full screen	Users can expand multimedia content to fill the entire screen.	Yes
12	View 3D images	Allows users to access and explore 3D images of products.	Yes
13	Interact with 3D images	Users can rotate, zoom, and interact with 3D images for a detailed view.	Yes
14	Customize the display	Users can adjust settings such as color schemes, layout, and themes to personalize their experience.	Yes

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	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. 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. 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.
6.2	Requirements for installation, infrastructure, transmission lines, operational safety, exploitation and use	The installation and deployment of the software system is done on the cloud computing platform, ensuring: • Ensuring easy administration, installation and operation, allowing the management department to centrally perform administrative operations for the entire system such as: monitoring network activities, devices, users... as well as perform operations such as configuration, updating, upgrading software... • Ensure centralized, convenient administration and good support for management, administration and supervision.

		• 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. • 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. • Meets requirements for secure data transmission on the network.
6.3	Constraints on the system include: environmental constraints, dependence on the underlying system	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. 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. The system must meet the following requirements: 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. 2. The system will support entering, storing and displaying VND currency data with at least 15 integer digits and 9 decimal numbers. 3. The system will support instant checking of the validity of input values via direct input method or data file. 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.
6.4	Requirements for error tolerance levels for programming syntax errors, logic errors in data processing, errors in controlling the correctness of input data	Regulations on business process errors: Ensure correct and complete business processes according to construction design. Regulations on non-functional requirements: 1. When problems occur that stop system operation, the system must ensure recovery of 50% within 1-2 hours and 100% within 24 hours. 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%.

		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.
		4. The system has a mechanism to check the correctness of input data and notify the user.
		5. Logical processing constraints requirements for entering (or converting) data through the use of input cells provided by the program interface.
6.5	Interface requirements	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. Using WCAG 2.1 level A version is designed to ensure: About accessibility: 1. Perceptible: Content and interface must be perceptible to at least one of the user's senses: 2. Provide alt text for any non-text content (images, charts, audio, video). This includes providing detailed descriptions for images and other graphical elements. 3. Provide captions for all video content and audio descriptions for audio content. 4. Create content that can be presented in different ways (for example, with assistive devices) without losing information or structure. 5. Use color and contrast in a clear and recognizable way. Content should not rely solely on color to convey information 6. Operable: Users must be able to interact with the interface and navigate the content: 7. Make sure all functions can be performed via the keyboard, not just the mouse. 8. Provide enough time for users to read and consume content. Avoid content that changes automatically without user control. 9. Avoid content that may cause seizures, such as high-frequency flashing images. 10. Understandable: Content and interface must be easy to understand: 11. Make sure the text can be read and understood easily. 12. Make sure that the user interface behaves predictably, without changing suddenly for no apparent reason.

		13. Provides input support, such as labels and instructions for forms and input fields.
		14. Robust: Content must be robust enough to be compatible with current and future supporting technologies:
		15. Ensure that content is compatible with current and future assistive technologies, including proper use of HTML and CSS code.
		About browser compatibility:
		1. Cross-browser support: Make sure the website works well on popular browsers like Chrome, Firefox, Safari, Edge, and Opera.
		2. Multi-device support: Ensure the website displays well on multiple devices such as desktop computers, tablets and mobile phones.
		3. About the user interface:
		4. Intuitive design: The interface must be easy to see, understand, and use.
		5. Uniformity in design: Use consistent colors, fonts, buttons and other interface elements.
		6. User feedback: Provides immediate feedback to user actions such as mouse clicks, form filling.
		7. Titles and labels: Titles and labels should be clear and accurately describe the content or functionality.
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	• The construction unit needs to submit a full test report including test cases for all functions along with test results. • 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.
9	Require training and technology transfer	• Compile guidance documents and report to the investor for approval and approval; • Organize training and direct guidance for system administrators and operations staff; • Organize online training for subjects participating in the system within the scope of mission implementation.

10	Request warranty and maintenance	• The developer commits to providing software warranty within 12 (twelve) months from the date of signing the acceptance record; • The developer is responsible for fixing software errors upon receipt of notice from the Investor; • During the warranty period, the developer is responsible for providing focal information to the Investor to promptly guide or handle problems (if any); • 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.

Deliverable/Output	Estimated Due/Completion Date*
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:
  - o **Volume 1 – Technical Proposal (no page limit)**
    - ▪ Methodology
    - ▪ Work plan
    - ▪ Annexes:
      - o CVs: 3-page limit per CV
      - o Staffing plan
      - o Photocopy of degree, form of identification, and certificate demonstrating ability in software development
      - o Past Performance References
      - o Corporate Capabilities Statement
  - o **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):
      - o Authorizations, Licenses, and Permits (proof of registration documents for operating and doing business in the Socialist Republic of Vietnam)
      - o Representations and Certifications: Section 889
      - o 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 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; and

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.
- o The offeror shall submit a copy of degree, ID, and relevant certificates
- Business analyst consultant (at least 2 people)
  - o The Business Analyst must be experienced in e-commerce or related field.
  - o At least 5 years in the field of information technology declared in the professional resume.
  - o 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.
  - o 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
  - o The proposals meet all eligible and mandatory requirements will go to the next evaluation step.
- Shortlist evaluation
  - o The technical proposal will be evaluated based on criteria in the previous section.
  - o 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
  - o The shortlisted offerors will be invited to present their proposal, to make clarification, and to revise proposal (if any).
  - o 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: _____