



The East Africa Trade and Investment Hub, (The Hub)

Request for Proposals (RFP)

No. RFP-NAI-0085

Development of a National Webstore for the Rwanda Standards Board

Issue Date: February 19, 2019

WARNING: Prospective Offerors who have received this document from a source other than the Hub (<http://www.eatradehub.org/opportunities>) should immediately contact procurementTIH@eatradehub.org and provide their name and mailing address in order that amendments to the RFP or other communications can be sent directly to them. Any prospective Offeror who fails to register their interest assumes complete responsibility in the event that they do not receive communications prior to the closing date. Any amendments to this solicitation will be issued and posted on <http://www.eatradehub.org/opportunities> - offerors are encouraged to check this website periodically.

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Synopsis of the RFP

RFP No.	RFP-NAI-0085
Issue date	Tuesday, February 19, 2019
Title	Development of a National Webstore for the Rwanda Standards Board
Issuing Office	DAI Global LLC. Goodman Tower, Waiyaki Way, Nairobi, Kenya The Issuing Office and email address noted are the sole point of contact at DAI for purposes of this RFP. Any prospective offeror who fails to register their interest with this office assumes complete responsibility in the event that they do not receive direct communications (amendments, answers to questions, etc.) prior to the closing date.
Email address for submission of questions	procurementTIH@eatradehub.org The email address in the synopsis is the sole point of contact at DAI Trade Hub project for any questions.
Email address for submission of proposals	tendersTIH@eatradehub.org We only accept email applications, no hard copies will be accepted
Deadline for Receipt of Questions	Thursday, February 21, 2019 at 12.00pm East African Time
Deadline for Receipt of Answers to questions	Friday, February 22, 2019 at 12.00pm East African Time
Deadline for Receipt of Proposals	Tuesday February 26, 2019 at 11.59pm East African Time
Anticipated Award Type	Firm Fixed Price Purchase Order. DAI anticipates awarding a Firm Fixed Price Purchase Order. This subcontract type is subject to change during the course of negotiations. A Firm Fixed Price Purchase Order is: An award for the provision of specific services, goods, or deliverables and is not adjusted if the actual costs are higher or lower than the fixed price amount. Offerors are expected to include all costs, direct and indirect, into their total proposed price.
Basis for Award	An award will be made based on the Trade Off Method. The award will be issued to the responsible and reasonable offeror who provides the best value to DAI and its client using a combination of technical and cost/price factors. Women led or women owned or women majority employed companies are encouraged to apply. 5 evaluation points will be automatically allocated to businesses that demonstrate they are women-led or employ majority women or women owned.

Interested Offerors may obtain a full copy of the RFP which contains detailed instructions for preparation of the proposal from the Trade Hub website <http://www.eatradehub.org/opportunities>

I.0 Scope of Work and Proposal.

I.1 Purpose

DAI Global LLC, the implementer of the USAID-funded, East Africa Trade and Investment Hub (the Hub), invites qualified offerors to submit proposals to provide the following service: *Development of a National Webstore for the Rwanda Standards Board*. The specifications are detailed in the scope of work.

I.2 Scope of work for Services or Technical Specifications

A. Background

The Hub is the U.S. Government's flagship project to promote U.S. and African cooperation. The Hub partners with East African and U.S. businesses to attract investment needed to drive economic growth and transform the East African private sector into a vibrant global trading partner. The project pursues these goals through four integrated components:

- Policy environment for EAC integration, trade and investment improved and implemented.
- Competitiveness of selected regional agricultural value chains increased.
- Exports and trade promotion, particularly with the U.S. under AGOA, increased.
- Investment and technology transfer between Eastern and Sub-Saharan Africa and global markets.

Background on Requirement

Rwanda Standards Board (RSB) is a public institution established by Rwanda Government Legislation N° 50/2013 of 28/06/2013 determining the mission, organization and functioning of the Rwanda Standards Board to undertake all activities pertaining to the development of Standards, Conformity Assessment and Metrology services in the country. The vision of RSB is to be a trusted party in providing internationally recognized and customer suited standardization services.

Its mission is to provide standards based solutions for Consumer Protection and Trade promotion for socio-economic growth in a safe and stable environment. To achieve that and to have sustainable customer focus, RSB has implemented the Quality Management System (QMS) through certification against ISO 9001. RSB has more than 2,390 approved national standards including adoptions from International Organization for Standardization (ISO), International Electrotechnical Commission (IEC), American Society for Testing and Materials (ASTM), CODEX Alimentarius and International Organization of Legal Metrology (OIML) standards and harmonized regional standards (East African Community [EAC] and Africa Electro technical Standardization Commission [AFSEC]).

The standards are developed to ensure safety and protection of consumer as well facilitation of national, regional and international trade. The standards focusing on areas of priority for Rwanda economy and are developed based on international standardization principles and ISO Directives and Guides. Standards are developed through RSB/Technical Committees and more than 500 local experts participate in standards work and RSB participates in international standards work (28 ISO TCs) and ensures active participation in regional Technical Committees (ARSO and EAC). Currently National Electrotechnical Committee of Rwanda participates in IEC activities by participating in eight (8) IEC Technical Committees as Affiliate, attending IEC General Assembly and different workshop organized by IEC. NEC participate also as statutory members in six (6) AFSEC Technical Committees and Affiliate Conformity Assessment Status (ACAS) Programme of IEC and AFSEC.

For implementation of standards, some of developed standards are used in Technical Regulations as best practice based on WTO/TBT requirements on Non-Tariff Barriers to Trade and Rwanda is member of WTO.

RSB organizes and conducts trainings awareness and to encourage industries and various organization to implement standards and to raise awareness of the citizens on the use and role of standards in their daily life. Since 2014 more than 61 sessions of trainings have been provided to support SME's compliance to standards and more than 800 people have been trained on standards depending on the areas in which they operate.

RSB has the following mandates among others:

- (1) To establish and publish national standards;
- (2) To disseminate information on standards, technical regulations relating to standards and conformity assessment;
- (3) To raise awareness and promote the importance of standards and quality service as tools to improve market access, technology transfer and sustainable development;
- (4) To carry out research in the areas of standards and metrology for the setting up of measurement standards and reference materials in the field of chemical metrology;
- (5) To establish laboratories capable of conducting tests and offering testing services;
- (6) To act as reference laboratory in the quality domain;
- (7) To advise the Government on defining, devising and implementing the standardization policy
- (8) To establish and develop relations and collaboration with other institutions at national, regional and international levels with similar mandate, whether public or private.

National Standards Division (NSD) being one of the four technical Divisions of the Rwanda Standards Board whose mandate is to develop and publish national standards, take part in regional and international standards setting activities, coordinating standards education activities and programmes, acting as the focal point on matters regarding WTO TBT Agreement on removing technical barriers to trade and making routine industry outreach to meet different stakeholders in order to keep our mandate more relevant.

For NSD to meet global demands and to align its core business with the international standards and best practices, it has embarked on the digitization of its services offered to the world so that Rwanda Standards Board can respond with strength to the changing business landscape in Rwanda and beyond.

The current Rwanda Standards catalogue is not easily accessible, hard to be updated and does not provide enough information to customers. As a result, customers find it difficult to make a quick and informed decision on buying Rwanda standards. The current approach used by RSB to sell Rwanda Standards is time consuming and involves a lot of physical interactions with customers. There is need to develop national webstore and an online library platform to facilitate selling of national standards and provide stakeholders access to information. The platform will also facilitate processing of request, development and publication of standards.

It is against this background that RSB would like to hire a firm that will develop the RSB webstore to facilitate digitization of standards sales and library services.

B. Objectives

Main Objective

To develop RSB webstore in order to enhance efficiency in services delivery to the clients on the sale of national standards and library services.

Specific Objective

1. To design and develop a functional RSB webstore with minimum requirements as proposed under part 2 of section C (below).
2. To partition the view of RSB online standards catalogue.
3. To migrate RSB data to the national webstore
4. To prepare training materials and train staff on how to use national webstore

C. Main Tasks and Deliverables

Main Tasks

This assignment will involve the following main tasks:

1. To conduct the needs assessment to facilitate designing and development of RSB webstore and integrate it with an online standards catalogue.
2. To determine and propose the requirements/specifications of the national webstore and the requirements for integrating it with an online standards catalogue, with the following minimum requirements:

2.1 Usability and Graphical User Interface

- 2.1.1 The system shall provide a uniform look and feel between all the web pages;
- 2.1.2 The system shall have Standard department as the menu bar;
- 2.1.3 PDF Secure Signing/stamping on the standards with a unique traceable code;
- 2.1.4 Administration of the back end;
- 2.1.5 The system shall have Payment Gateway Integration with (Rwanda Online Gateway)

2.2 Display of standards records

- 2.2.1 The system shall display all the standards in specified categories;
- 2.2.2 The system shall allow user to select a standard from the categories;
- 2.2.3 The system shall display the best-selling standards;
- 2.2.4 The system shall be able to display all products (Standards) as well as newly added ones;
- 2.2.5 The system shall display 10 standards at a time on the screen.

2.3 Provide comprehensive product details

- 2.3.1 The system shall display detailed information of the selected standard with the following details:

- ⇒ Buy or add to cart button,
 - ⇒ Standard number,
 - ⇒ Standard title,
 - ⇒ Price,
 - ⇒ Brief description of the scope.
- 2.3.2 The system shall provide browsing options to see standards details.

2.4 Provide Search facility

- 2.4.1 The system shall enable user to enter the search text on the screen;
- 2.4.2 The system shall display all the matching standards based on the search;
- 2.4.3 The system shall display only 10 matching results at a time on the current screen;
- 2.4.4 The system shall enable user to navigate between the searches results;
- 2.4.5 The system shall notify the user when no matching product is found on the search.

2.5 Maintain customer profile

- 2.5.1 The system shall allow user to create profile and set his/her credential after registration;
- 2.5.2 The system shall authenticate user credentials to view the profile;
- 2.5.3 The system shall allow user to update the profile information.
- 2.5.4 The system shall have help guides on how to complete tasks

2.6 Provide online purchase using shopping cart facility

- 2.6.1 The system shall provide shopping cart during online purchase.
- 2.6.2 The system shall allow user to add/remove standard in the shopping cart;
- 2.6.3 The shopping cart should provide few steps to order confirmation;
- 2.6.4 The system shall allow user to confirm the purchase through the shopping cart;
- 2.6.5 The system shall enable user to enter the payment information;
- 2.6.6 The system shall enable automatic download of the standards purchased once payment has been confirmed
- 2.6.6 The system shall allow multiple currency.

2.7 Allow multiple payment methods

- 2.7.1 The system shall display available payment methods for payment;
 - All mobile money transfer methods,
 - Credit card payment,
- 2.7.2 The system shall allow user to select the payment method for an order;
- 2.2.3 Notify the user and the RSB on success purchase in case of the unsuccessful the system to send the reason for unsuccessful purchase to both the user and RSB

2.8 Email notification

- 2.8.1 The system shall maintain customer email information as a required part of customer profile;

2.8.2 The system shall send an email notification for any newly registered user to the sales office through email;

2.8.3 The system shall send an order request to the sales office (Sales team) through email;

2.8.4 The system shall send an order confirmation to the user and the sales office through email.

2.9 Detailed invoice for customer

2.9.1 The system shall display detailed invoice for current order once it is confirmed;

2.9.2 The system shall email an invoice to the customer upon order confirmation;

2.9.3 The system shall assign an automatic unique identity number to the invoice;

2.9.4 The system shall optionally allow user to print the invoice.

2.10 Interface with other applications

2.10.1 The system should be able to integrate with the existing system.

2.10.2 The standards shall take initial load time depending on internet connection strength which also depends on the media from which the product is run;

2.10.3 The performance shall depend upon hardware components of the client/customer.

2.11 Security

2.11.1 The system shall use secure sockets in all transactions that include any confidential customer information;

2.11.2 The system shall automatically log out all customers after a period of inactivity;

2.11.3 The system shall not leave any cookies on the customer's computer containing the user's password;

2.11.4 The system's back-end servers shall only be accessible to authenticated administrators;

2.11.5 The audit trail will enable the system administrators to isolate any errors that may arise due to user problems or technical related problems. The audit trail should keep track of all transactions, including the name of the user, date of update and the changes that were effected;

2.11.6 The customer's web browser shall never display a customer's password. It shall always be echoed with special characters representing typed characters;

2.11.7 The customer's web browser shall never display a customer's credit card number after retrieving from the database. It shall always be shown with just the last 4 digits of the credit card number;

2.11.8 The system's back-end servers shall never display a customer's password. The customer's password may be reset but never shown.

2.11.9 Robust security features to include but not limited to the following: SSL encryption, controlled user access, use of HTTPS Protocol, DDoS Prevention, access logs etc.

2.12 Configuration Management Tool and Support

- 2.12.1 There shall be a dash board at the backend of the system displaying a summary of reporting tools;
- 2.12.2 The system shall be able to show a report of each customer on what has been bought over a period of time;
- 2.12.3 The system shall be able to give reports on total sales over a period of time, give a list of most selling standards, give a list of customers in the order of the most revenue received;
- 2.12.4 The system shall enable the administrator to enable or reset a download link to the customers;
- 2.12.5 The system must have a tool to aid in comprehensive audit trail of all transactions made through the System;
- 2.12.6 The system shall have adequate data backup/retrieval mechanisms in place;
- 2.12.7 The System shall provide limited view access (up to table of content) for non-purchased standard;
- 2.12.8 The system shall provide option for membership subscriptions based on standards fields/sectors;
- 2.12.9 The system to be hosted and comply with system requirements of the National Data Centre (NDC).

2.13 On-line User Documentation and Help System Requirements

On-line help system becomes a critical component of the system which shall provide:

- 2.13.1 Specific guidelines to a user for using the National Web-Store system,
- 2.13.2 Online help, contact form, FAQ's customer support,
- 2.13.3 The system shall display the customer support contact numbers on the screen.

2.14 Legal, Copyright, and Other Notices

- 2.14.1 The National web-store should display the disclaimers, copyright, logo and terms of use of the web store system.

3. Design a national webstore integrate it with an online standards catalogue based on the above proposed requirements/specifications taking into account the above minimum requirements.

4. Develop a national functional webstore and integrating it with an online standards catalogue based on the above proposed requirements/specifications taking into account the above minimum requirements.

5. Piloting the national webstore

6. Upload information on Standard and /or undertake data migration

7. Prepare training materials and train RSB staff on the use of the system

Recipients of the Webstore Design

The direct recipients of this consultancy are:

- 1. National Standards Division
- 2. Cooperate Services Division-IT services.

Deliverables

The Consultancy Firm will be expected to submit the following deliverables:

1. **Milestone 1:** An inception report detailing the approach which will include a work plan, schedule of activities, timelines, tools/questionnaires to be deployed etc., and explicit methodology for carrying out the assignment.
2. **Milestone 2:** An assessment report to facilitate development of a national webstore integrated with an online standards catalogue
3. **Milestone 3:** Designed national webstore integrated with an online standards catalogue based on the proposed requirements/specifications taking into account the minimum features.
4. **Milestone 4:** Developed a functional national webstore integrated with an online standards catalogue based on the proposed requirements/specifications taking into account the minimum features
5. **Milestone 5 :** Uploaded information and data migrated to the national webstore.
6. **Milestone 6:** Training materials developed and staff of RSB trained, signed off 3 year support warranty.

The following documents which are standard in software development are to be provided by the developers: User Requirements Specification (URS), Software Requirements Specification (SRS), codebase, database structure and system architecture

D. Indicative Methodology

The Consultancy Firm to be awarded the assignment will be required to develop a detailed methodological approach and a plan/schedule of how the assignment will be executed. In particular, the Firm is expected to undertake the following:

- Clearly demonstrate how each of the tasks will be accomplished by elaborating on the activities and other resources needed;
- Highlight specific constraints that may be faced in the course of executing the tasks and/or assumptions to be made;
- Provide clear timelines for each of the tasks/activities;
- Provide cost estimates for each of the task/activity; and, mobilize for the execution of the tasks/activities as per the timelines.

The Firm is expected to explain the approach and methodology that they will use to undertake the assignment. The proposed approach and methodology should include, among others, the following:

1. Desk review: The Firm is expected to undertake assessment of the existing situation at Rwanda Standards Bureau, and bench-mark using the functioning webstores at Kenya Bureau of Standards, and Uganda National Bureau of Standards.
2. Field work: The Firm will be required to undertake consultations with the relevant bodies in Rwanda.
3. Presentation and validation of the national webstore and online standards catalogue to be organized on agreed date, the firm to present and incorporate the inputs.
4. All Government IT systems and applications, are normally hosted at the National Data Centre (NDC) as per the instruction of the Ministerial responsible for ICT technologies. Therefore, the national webstore will be hosted at the NDC. The Hub will provide the initial funds to cover for the cost of hosting the application at National Data Centre for a period of one year. Thereafter, the cost of hosting will be covered by RSB. The annual hosting cost will depend on size and complexity of the national webstore system. The

- proposed virtual server of national webstore system to be hosted at National Data Centre will composed of the following;
- a) Processor: Intel Xeon
 - b) RAM: 8GB
 - c) Storage: 500GB
 - d) Operating System: Windows Server 2016 R2 Standard
 - e) Additional Software: Licensed US based server Antivirus system (any reputable US antivirus system excluding Kaspersky)
 - f) One Dedicated Public IP address
 - g) Dedicated ingress/egress bandwidth.
5. The Firm developing the application will provide a minimum guarantee/warranty period of at least 3 years. During this period the Firm will provide full support services to the RSB.
 6. The Firm developing the application should indicate in its offer the cost of annual maintenance /support

E. Technical Direction

This assignment will be undertaken under the overall supervision of the Hub's Deputy Chief of Party. The firm will concurrently report to the Senior Economic Policy Specialist at the Hub and Director of Standards, Education, Research and Information Documentation Unit at Rwanda Standards Board (RSB), and provide report on the progress of the assignment adhering to timelines indicated above. The contact person for the assignment will be ICT Specialist at the Hub and ICT Expert at Rwanda Standards Board. However, day to day supervision of the team of Consultants will be undertaken by RSB.

F. Eligibility

The organization/firm must be/provide the following;

1. The organization / firm should hold a valid practicing license in any East African Community Partner State (provide evidence for example certificate of registration and business license or legal opinion indicating ability to provide services in the region), with ability to legally work in Rwanda.
2. Provide three (3) past client referral letters for similar assignments: demonstrate evidence of undertaking similar projects successfully and provide references for each project. The letters must have name of contact person, their email and telephone numbers. Include copies of the signed contracts and scopes of work undertaken.
3. Provide CV's of key management and operational staff proposed for this assignment.
4. Have a minimum 5 years working with web-based multi user systems/online platform/database interfacing systems.
5. At least 5 years of proven consultancy experience in a similar assignment;
6. Proficiency in system analysis, Database management and information management systems;
7. Proven expertise in online service integration and e-sales services optimization;
8. Knowledge and working experience in web design and Web management;
9. At least 3 years of experience in developing, maintenance and system support for web based distributed and multi-user systems;
10. Have reliable understanding on applicable national regulations on e-sales and information security systems/Protocols.
11. Demonstrated evidence of undertaking similar or relevant assignments and good track record.
12. Demonstrated capacity of undertaking the similar or relevant assignment including having appropriate skills among the staff in sufficient number and experience;

13. Good reporting skills and fluency in English and knowledge of French will be an added advantage.
14. Demonstrate working experience with payment system and managing an online catalogue.
15. Prior working experience with Government and good understanding of the requirements for linking webstore to Rwanda Online Gateway (IREMBO) will be an added advantage.

How to Apply

If eligible and interested in this RFP, please submit the following via email address,

tendersTIH@eatradehub.org before **Tuesday February 26, 2019 at 11.59pm East African Time;**

1. A copy of your organization's/firm's registration certificate
2. Detailed organization /firm profile
3. Provide a technical proposal which should include a summary of:
 - Your organization/firm's technical approach to handle the tasks as outlined in the scope of work
 - Your organization/firm's prior performance in performing similar assignments in the EAC region.
4. Your organization/firm's personnel capabilities and THREE (3) referees' letters where the organization/firm provided such services in the region.
5. CV's of Key management and operational staff proposed for this assignment - The two consultants from the firm are expected to have the following minimum qualifications:
 - Lead ICT Expert: The IT consultant must have at least Master's degree in Information technology, Management information systems, Software engineering or equivalent from a recognized high learning institution with at least 3 years in consultancy. He/she must have over 7 years' experience working with web-based multi user systems/online platform development and database interfacing systems. Expertise in Angular, ASP.NET core MVC. Microsoft SQL server 2014, PHP/MySQL and /or greater or Java/My SQL preference to open source technology, software architecture, Business Intelligence systems, Crystal reports and/or jasper Reporting tool and document management systems.
 - Deputizing ICT Expert to work together with the lead consultant in providing ICT expertise. He/she must have at least University degree in Information technology, Management information systems, Software engineering or equivalent from a recognized high learning institution. Proven expertise in web graphics and web design. Expertise in data migration and software integration. Proven Experience in database management.
6. Requirements for submission of proposals for consultancy services:

Submission:

 - a) Your proposal shall be prepared in the English Language.
 - b) Your proposal shall comprise of the following documents;
 - (i) Technical component.
 - (ii) Financial component.
 - c) Each copy of the above components should be separately marked or addressed, whether the proposal is technical or financial.
 - d) The proposal for consultancy services should be clearly be marked or titled '*Development of a National Webstore for the Rwanda Standards Board*'

Technical Contents of Proposal:

 - a) Understanding of the assignment
 - b) Proposed approach and methodology.
 - c) Work plan and timelines.
 - d) Deliverables
 - e) Capacity to deliver the assignment.
 - f) Profile of the Firm with details previous engagement and similar/relevant assignment undertaken.

- g) Curriculum Vitae with details of qualifications, work experience, previous engagement in consultancy work, relevant skills/experience.

Financial Contents of Proposal:

The Financial component shall contain itemized costing for the service proposed. Cost items must be clearly explained in a cost budget, with accompanying budget notes clarifying the rationale behind the cost values. The budget should follow the format as shown in section 1.7 below.

G. Period of Performance

The period of performance is anticipated to be five (5) months from the date of contract award.

H. Place of Performance

The place of performance under this contract is Kigali, Rwanda.

I. Confidentiality and Ownership of Intellectual Property

All documentation produced and data collected during this assignment will be the sole property of USAID and Development Alternatives Incorporated (DAI) for the East Africa Trade and Investment Hub. It may not be reproduced, disseminated or discussed with other parties, apart for the purpose of completing the deliverables required.

1.3 Deliverables

Upon award of a subcontract, the deliverables detailed in the below table will be submitted to DAI. All of the deliverables must be submitted to and approved by DAI before payment will be processed.

No.	Description	Due Date
1	Milestone 1: An inception report detailing the approach which will include a work plan, schedule of activities, timelines, tools/questionnaires to be deployed etc., and explicit methodology for carrying out the assignment	7 days after contract signature
2	Milestone 2: An assessment report to facilitate development of a national webstore integrated with an online standards catalogue	4 weeks after milestone 1
3	Milestone 3: Designed national webstore integrated with an online standards catalogue based on the proposed requirements/specifications taking into account the minimum features.	4 weeks after milestone 2
4	Milestone 4: Developed a functional national webstore integrated with an online standards catalogue based on the proposed requirements/specifications taking into account the minimum features	4 weeks after milestone 3
5	Milestone 5: Uploaded information and data migrated to the national webstore	3 weeks after milestone 4
6	Milestone 6: Training materials developed and staff of RSB trained, signed off 3 year support warranty	4 weeks after milestone 5

I.4. Instructions for the Preparation of Technical Proposals

Technical proposals shall be submitted via email only to tendersTIH@eatradehub.org Technical proposals shall include the following contents;

- a) Technical Approach - Description of the proposed services which meet or exceeds the stated technical specifications or scope of work. The proposal must show how the Offeror plans to complete the work and describe an approach that demonstrates the achievement of timely and acceptable performance of the work.
- b) Management approach – Description of the Offeror’s staff assigned to the project. The proposal should describe how the proposed team members have the necessary experience and capabilities to carry out the Technical Approach.
- c) Past Performance – Provide a list of at least three (3) recent awards of similar scope and duration. The information shall be supplied as a table, and shall include the legal name and address of the organization for which services were performed, a description of work performed, the duration of the work and the value of the contract, description of any problems encountered and how it was resolved, and a current responsible and knowledgeable representative of the organization, their official email address and official contact phone number. See Attachment F.
- d) References – At least three (3) written references specifically referencing assignments of similar nature to this scope.
- e) Evidence of woman-owned/managed organization/firm, or employs a majority of women will attract additional scores.

I.5. Technical Evaluation Criteria

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

Mandatory Requirement:

- a. *Certified copy of Certificate of Incorporation or registration document*
- b. *Detailed Company Profile (as described in section F: How to Apply)*

	Evaluation Criteria	Points
1.	Technical Approach – Description of the proposed services which meet or exceeds the stated technical specifications or scope of work. The proposal must show how the Offeror plans to complete the work and describe an approach that demonstrates the achievement of timely and acceptable performance of the work.	40 Points
2	Management approach – description of the offeror’s staff assigned to the project. The proposal should describe how the proposed team members have the necessary experience and capabilities to carry out the Scope of work (attach the team members CVs).	20 Points
3.	Experience: Citation of experience in handling similar or related assignments or studies (the proposal should include details on the work completed, country focus, impact, contract value, date of completion etc.), and provision of three (3) written references specifically referencing assignments of similar nature to this scope	35 points

4.	Evidence of woman-owned/managed organization/firm, or employs a majority of women	5 points
	Total	100 Points

I.6. Past Performance

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

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

Example of a Past Performance Table

#	Name of organization and contact information for whom services were provided	Start and End Dates	Assignment undertaken title (Brief description of tasks done)	USD or KES Value of contract	Countries covered in the assignment
1					
2					
3					
4					

1.7. Instructions for the Preparation of Cost/Price Proposals

Price proposals shall be sent via email to tendersTIH@eatradehub.org as part of your response to this RFP

Provided in the below table is an example Price Schedule for firm-fixed price awards.

A detailed budget should accompany the price schedule. It is important to note that Value Added Tax (VAT) and any other applicable taxes shall be included in the budget on a separate line, it should also be noted which line items the taxes has been applied to.

If the contract is issued from Nairobi, Kenya, these services are eligible for VAT exemption under the DAI prime contract with USAID. The Offeror's invoices will bill DAI inclusive of VAT, based on the invoice DAI will seek VAT exemption through USAID within 30 days of the date of the invoice. DAI will seek VAT exemption from the government per each Invoice and Electronic Tax Receipt (ETR) provided after successful completion of the assignment tasks and deliverables. Once approved by the Government of Kenya DAI will provide the successful Offeror with VAT exemption documentation. Based on these documents repayment of the VAT portion will be made to DAI Global LLC.

The offeror is responsible for all applicable taxes and fees, as prescribed under the applicable laws for income, compensation, permits, licenses, and other taxes and fees due as required.

Price schedule

No.	Description	Due Date	% Payment	Price (USD/KES)
1	Milestone 1: An inception report detailing the approach which will include a work plan, schedule of activities, timelines, tools/questionnaires to be deployed etc., and explicit methodology for carrying out the assignment	7 days after contract signature	15%	
2	Milestone 2: An assessment report to facilitate development of a national webstore integrated with an online standards catalogue	4 weeks after milestone 1	15%	
3	Milestone 3: Designed national webstore integrated with an online standards catalogue based on the proposed requirements/specifications taking into account the minimum features.	4 weeks after milestone 2	15%	
4	Milestone 4: Developed a functional national webstore integrated with an online standards catalogue based on the proposed requirements/specifications taking into account the minimum features	4 weeks after milestone 3	15%	

No.	Description	Due Date	% Payment	Price (USD/KES)
5	Milestone 5: Uploaded information and data migrated to the national webstore	3 weeks after milestone 4	15%	
6	Milestone 6: Training materials developed and staff of RSB trained, signed off 3 year support warranty	4 weeks after milestone 5	25%	
VAT and any other applicable taxes				
Total				

**The budget should be detailed and portray the following information (among other details): Staff numbers, titles/roles, and Level of Effort (LoE) of staff; budgets for travel, communications, documentation, workshops etc. The budget should be accompanied by detailed budget notes providing rationale for the cost items.*

2.0 General Instructions to Offerors

“Offeror” and/or “Bidder” mean a firm proposing the work under this RFP. “Offer” and/or “Proposal” means the package of documents the firm submits to propose the work.

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

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

Proposals are due no later than **Tuesday, February 26, 2019 11.59pm East African Time**, to be submitted via email to the address provided in the instructions. (Late offers will be rejected except under extraordinary circumstances at DAI’s discretion.) All proposals submitted shall reference the RFP Number RFP-NAI-0085 and the RFP title in the email subject line.

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

2.1 Basis of Award

2.1.1 Best Value Determination

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

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

Cost realism will be based on considerations such as the following:

- Are proposed costs realistic for the services to be performed?
- Do the costs reflect a clear understanding of the scope of work?
- Does the proposal meet at a minimum the DAI requirements/specifications?
- Are the costs consistent with the various elements of the offerors technical proposal?

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

2.1.2 Responsibility Determination

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

1. Provide Business registration certificate.
2. Evidence of a DUNS number (explained below and instructions contained in Attachment D).
3. The source, origin and nationality of the products or services are not from a Prohibited Country (explained below).
4. Having adequate financial resources to finance and perform the work or deliver goods or the ability to obtain financial resources without receiving advance funds from DAI.
5. Ability to comply with required or proposed delivery or performance schedules.
6. Have a satisfactory past performance record.
7. Have a satisfactory record of integrity and business ethics.
8. Have the necessary organization, experience, accounting and operational controls and technical skills.
9. Have the necessary production, construction and technical equipment and facilities if applicable.
10. Be qualified and eligible to perform work under applicable laws and regulations.

2.2 Proposal Cover Letter

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

- The Offeror will certify a validity period of sixty (60) days for the prices provided.
- Acknowledge any solicitation amendments received.

2.3 Questions regarding the RFP

Each Offeror is responsible for reading and complying with the terms and conditions of this RFP. Requests for clarification or additional information must be submitted in writing via email or in writing to the Issuing Office as specified in the Synopsis above. No questions will be answered by phone. Any verbal information received from a DAI or the Hub's employee or other entity shall not be considered as an official response to any question regarding this RFP.

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