

REQUEST FOR PROPOSALS FOR THE DEVELOPMENT AND IMPLEMENTATION OF INFORMATION AND TELECOMMUNICATIONS SYSTEM "UNIFIED DATABASE OF EVALUATION REPORTS", AN AUTOMATED VALUATION MODEL (AVM) SOFTWARE SOLUTION FOR ARRIVING AT ACCURATE PROPERTY VALUATIONS TO STRENGTHEN THE STATE PROPERTY FUND OF UKRAINE'S (SPFU) ABILITY TO COLLECT PRECISE PROPERTY TAXES AND AUGMENT THE EFFICIENCY AND TRANSPARENCY OF PROPERTY VALUATION METHODOLOGY IN THE COUNTRY

Title: SOERR AVM SOFTWARE SOLUTION

RFP Number: SOERR-2020-01

Procurement Method: International Full and Open Competition

Contracting Entity: International Development Group Advisory Services, LLC
1100 North Glebe Road, Suite 950, Arlington, Virginia, 22201

Funded By: United States Agency for International Development (USAID)

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List of terms and abbreviations

API	Application Programming Interface
AS	Automated System
AVM	Automated Valuation Model
CISO	Chief Information Security Officer
EA	Evaluating Agencies
EDGE	Economic Development, Governance and Enterprise Growth
EDS	Electronic Digital Signature
GUI	Graphical User Interface
IDG	International Development Group Advisory Services, LLC
ITS	Unified Database of Evaluation Reports
KPI	Key Performance Indicator
PC	Personal Computer
QES	Qualified Electronic Signature
SOERR	State Owned Enterprise Rapid Response Activity
SPFU	State Property Fund of Ukraine
SRA	State Registry of Assessors
SREEA	State Registry of Evaluation Experts and Evaluation Agencies
RFP	Request for Proposals
USAID	United States Agency for International Development
UX	User Experience

Section 1. IDG Background and Information Sheet

Issue Date	July 1, 2020
Questions Due	July 8, 2020
Closing Date	July 27, 2020

International Development Group Advisory Services, LLC (International Development Group LLC or IDG), is soliciting proposals from qualified organizations interested in providing a software solution to the State Property Fund of Ukraine (SPFU) in order to arrive at accurate property valuations, thereby enabling the SPFU to collect precise property taxes and augment the efficiency and transparency of the property valuation methodology in Ukraine. IDG is a U.S. consulting firm located in the Washington D.C. area. As the implementer of the USAID Economic Development, Governance and Enterprise Growth Project, Ukraine State Owned Enterprise Rapid Response Activity (SOERR), IDG has been contracted by the United States Agency for International Development (USAID) to procure the automated valuation model software solution for the SPFU.

This procurement will require a formal technical and cost proposal submission as outlined by the Request for Proposals (RFP). This procurement will be conducted as a full and open competition process under which any type of organization is eligible to compete.

The awarded contract will be a firm fixed price contract type and the estimated period of performance will be September 2020 through November 2020. The USAID principal geographic code for this contract is 935. The place of performance is Ukraine and the successful bidder's headquarters location.

Any questions regarding this RFP should be submitted no later than 5:00 PM Eastern Standard Time (EST) on July 8, 2020. These submissions should be made by email address to procurement@internationaldevelopmentgroup.com. In the subject line reference: **Questions –SOERR AVM Software Solution.**

RFP proposals must be submitted no later than 5:00 PM EDT on **July 27, 2020**. These submissions must be made by email address to procurement@internationaldevelopmentgroup.com. In the subject line, please reference **RFP – SOERR AVM Software Solution.**

Bidders must submit both Technical Proposals and Financial Proposals electronically. The proposals must be submitted in separate emails. Proposals must be submitted in English and must remain valid 120 days after the submission date.

IDG's technical representative is Mr. Paul Bidanset and IDG's contractual representative is Ms. Jessica Tolliver.

Issuance of this solicitation and the submittal of a proposal do not constitute a commitment on the part of IDG to make an award; neither does it constitute an obligation for any costs incurred in the preparation and submission of a proposal.

Section 2. SPFU Background information

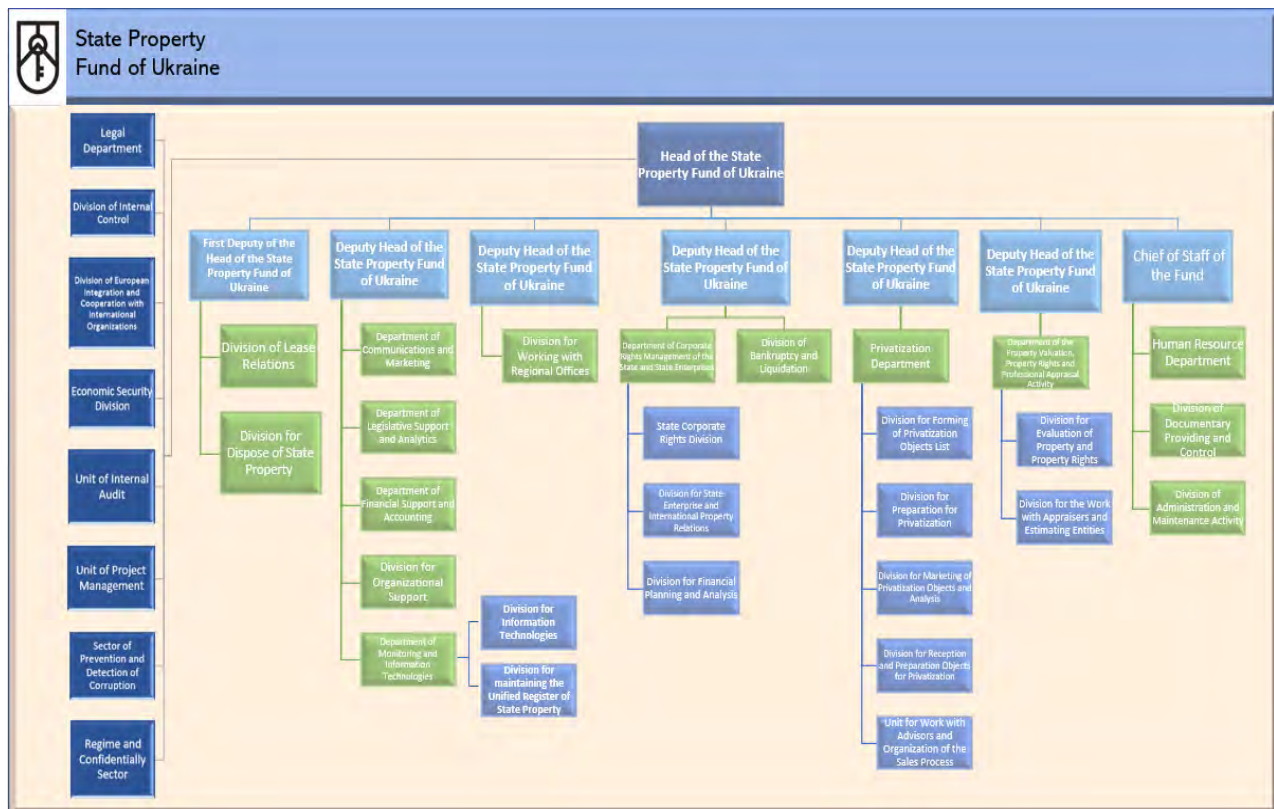
2.1 General information about SPFU

2.1.1. The State Property Fund of Ukraine (SPFU) was established in 1991 as a central executive body with a special status, which implements the policies in areas of privatization, lease, use, disposal, management of state property and corporate rights of the state, and also regulates professional valuation activities in Ukraine. The overarching goal of the SPFU is to promote transparency and professional management of state property in Ukraine. USAID is assisting SPFU in privatization initiatives of various state-owned enterprises to improve overall transparency and efficiency in the functioning of many organizations and thereby increase the competitiveness of the Ukrainian economy. One of the activities that USAID is assisting the SPFU, is to develop and implement an automated property valuation software that will enable the government and citizens to ascertain the accurate value of properties based on market data. This activity aims to eliminate corruption arising from manual property valuations that seek to present deflated property values, thereby leading to poor property tax collections.

2.1.2. SPFU is located at 18/9 General Almazov str, 01133 in Kyiv, Ukraine.

2.1.3. The organizational structure of the SPFU is presented in Figure 1.

Figure 1: SPFU's organizational chart



2.2. Project Overview

- 2.2.1. When real estate transactions are conducted in Ukraine, independent appraisers prepare market value evaluation reports and taxation is determined based on the findings of their reports. However, independent appraisers have the opportunity to manipulate market value estimates, with the most common trend being to understate property values. This reduces the amount of personal income tax and military duty that individuals pay in real estate transactions, which has contributed to a decrease in State Budget revenues. To enhance domestic resource mobilization and to improve the overall competitiveness of the economy, transparent and accurate valuation estimates are needed.
- 2.2.2. Since July 2018, the State Property Fund of Ukraine (SPFU) has been using the Unified Database of Evaluation Reports. This Information and Telecommunications System (ITS) contributes to the SPFU's efforts to reduce the manipulation of market value estimates by independent evaluators and to prevent tax evasion in real estate transactions. The database contains an automated system or module which determines the estimated value of real estate through use of an algorithm and then checks that value against what was prepared by independent appraisers. The module can flag valuation reports that contain inconsistent values and can prevent the registration of those reports to the Unified Database—thus delaying the execution of real estate transactions—until the reports are corrected.
- 2.2.3. During the first month of use of the Unified Database, real estate transaction-related revenues to the State Budget were 12 times higher than those in the corresponding period in 2017; 464 million UAH were collected in that first month. The new model gave rise to other challenges, including a limited number of independent electronic platforms authorized for receiving valuation reports as well as citizens shouldering the costs of submitting appraisal data to those platforms. Since that time, the SPFU has developed a free Service (valuation.spfu.gov.ua) which enables appraisers to submit valuation reports directly to the Unified database and free of charge. The Service also provides for free verification of reports by notaries.

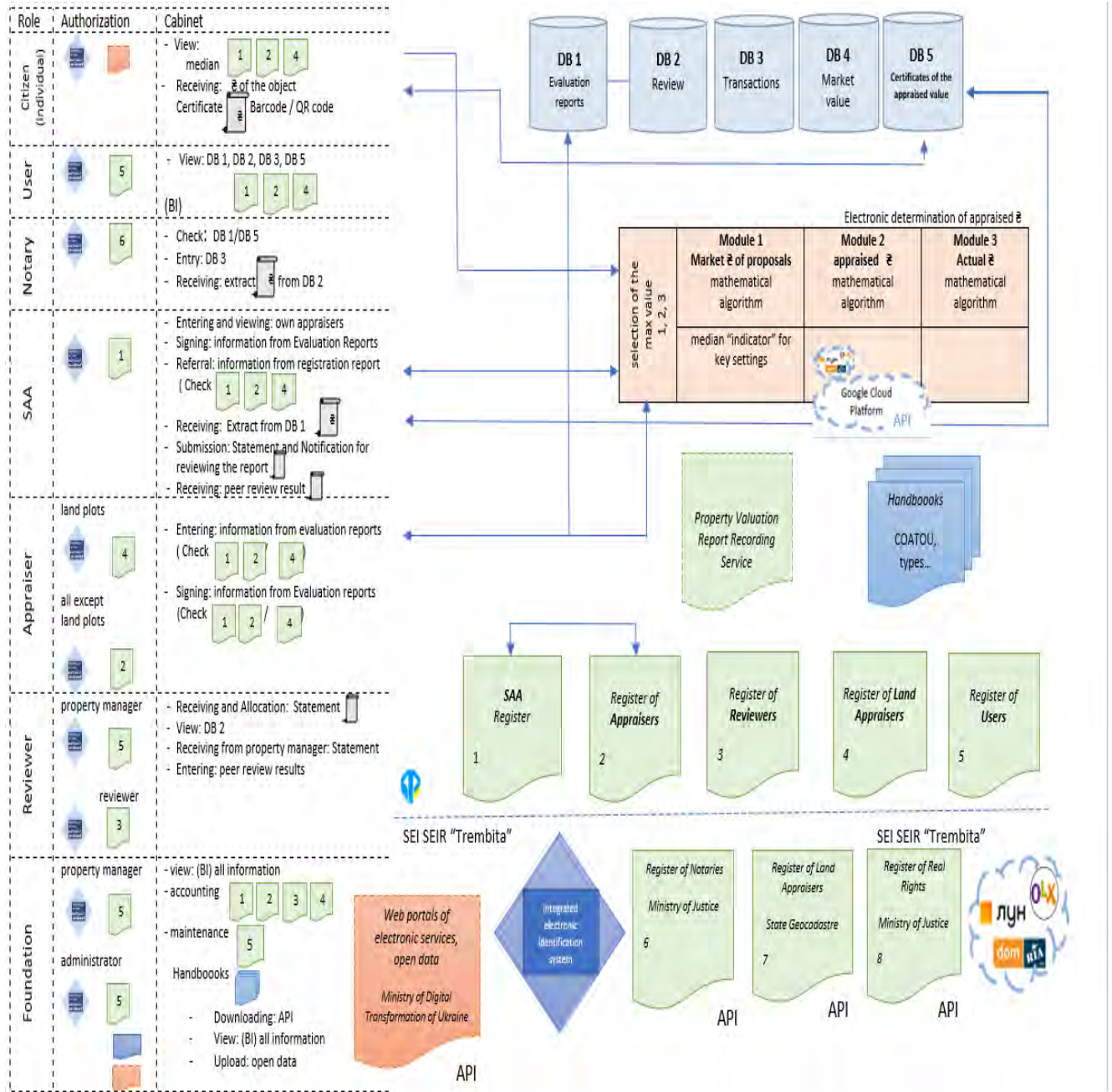
2.3. Project Scope

- 2.3.1. Ukraine has entered the next phase of its efforts to reform the real estate valuation process. Adopted on December 5, 2019, the Law “On amendments to the Tax Code of Ukraine on the elimination of corruption scheme in the field of information registration from the property valuation reports and transparency of property sales” requires that the SPFU develop and implement a free service that automatically generates e-certificates of the estimated value of real estate. This is also known as the automated valuation model (AVM).
- 2.3.2. Per current legislation, the AVM software is supposed to go live by July 1, 2020. However, in late May 2020 amendments were presented to the Verkhovna Rada to Privatization Law 354-IX. These amendments would postpone the date by which the AVM software is required to be operational to December 1, 2020.

- 2.3.3. To meet international standards and practices in property valuation, and to comply with Ukrainian legislation, the SPFU therefore aims to procure and operationalize a strong, transparent, and competitive valuation system.
- 2.3.4. The objective of the new AVM is for any Ukrainian citizen to be able to use this Service for free to estimate the value of their real estate. The website would be publicly accessible; after providing information about their property, citizens would receive an automatically generated e-certificate of its estimated value. Taxes would be calculated based on the value generated via the AVM at the time of real estate sale agreements. There will also be a process by which citizens can challenge the automatically determined estimated value of their real estate. Another important feature of the AVM will be a transaction value database which contains individual real estate sale transactions. This information will be entered by notaries, and will include the prices of final transactions, evaluation reports, and other open source information.
- 2.3.5. The AVM will consist of several components, including: a module to automatically determine estimated value; a database of valuation reports; a database of real estate transactions (including prices); open source market information; an appraisers' registry; an appraisal activity entity's registry; a reviews registry; and a publicly accessible service for Ukrainian citizens.
- 2.3.6. With support from the World Bank, the SPFU has finetuned its AVM algorithm, which generates property value estimates drawing on several data sources including estimated values of comparable properties. When fully integrated into the AVM software, the algorithm will perform a number of functions, including the following:
- collects and validates open source data about market property values, and identifies patterns based on this data;
 - identifies comparable properties based on reports stored in the Unified Database and electronically calculates the estimated value of comparable properties;
 - uses a mapping service such as Google;
 - calculates the value of a property based on the values of comparable properties, including those in similar locations according to territory codes (KOATUU), similar property types, and similar time periods during which data was collected.
- 2.3.7. According to the SPFU, the new AVM is expected to:
- create a fair and transparent tool for determining basis for taxation on real estate transactions;
 - increase revenues to the State Budget of Ukraine from taxation on transactions of sale of individuals' real estate (according to the SPFU's preliminary estimates, in the case of a stable real estate market, revenue growth will be at least 20%);
 - provide a mechanism for oversight of professional evaluation activities;
 - serve as an information repository;
 - ensure accuracy of information;
 - reduce tax evasion and corruption in valuation activities;

- streamline reporting related to valuation and taxation for regulatory and law enforcement agencies per Ukrainian legislation;
 - simplify and significantly improve the process of individual citizens' real estate sales; and
 - provide greater transparency of the valuation process, property rights, and professional evaluation activities in Ukraine through the use of an online registry, which will be accessible to all Ukrainian citizens.
- 2.3.8. Income from property sale is currently determined based on the price listed in the real estate purchase or sale agreement, rather than by the estimated value calculated electronically by the Unified Database or the market value of the item as determined by an Evaluation Agency. The Unified Database should be integrated into the AVM software which, in accordance with the provisions of the Tax Code of Ukraine (TCU), should provide for:
- a. Entry, updates, creation, storage, transmission, and automatic publication of relevant information about a real estate item and its value (except for information about normative monetary assessment of a land plot);
 - b. Registration and authorization (identification) of Evaluation Agencies (Evaluation Experts) and notaries;
 - c. Incorporation of evaluation reports and information gathered by evaluation agencies (evaluation experts) directly into the Unified Database;
 - d. Registration and storage of evaluation reports in a single database with automatic assignment of a unique registration number to each report;
 - e. Electronic determination of estimated real estate values; automatic generation of electronic references of estimated real estate values; and automatic assignment of a unique registration number to each reference at the request of individuals and legal entities; and
 - f. Automatic exchange of information and documents accessed via the Internet.
- 2.3.9. Coordination of information components and organizational and administrative links related to maintenance of the Unified Database by means of ITS "Unified database of evaluation reports" is shown in Figure 2. The procedures for maintenance, electronic generation of estimated value, automatic generation of reports, placement, use, storage of information, accessibility of information, and registration processes, as well as the process and procedure of interaction of the Unified database with other information systems shall be determined by the SPFU in partnership with the vendor during the design stage.

Figure 2: ITS Architecture



Section 3. Key Definitions, Users, and Processes

The following section provides a list of key definitions relevant to understanding the software requirements. It also outlines the anticipated users and beneficiaries of the AVM software, including the SPFU, evaluating agencies (EA), independent appraisers, notaries, individuals and Ukrainian citizens, and other stakeholders involved in real estate transactions. Finally, it describes the process for the software solution development.

3.1 Key definitions and functions of ITS

In order to determine the estimated value of a real estate item, the SPFU uses:

- Open source information for the **"asking" price**;
- Market value data of real estate included in valuation reports stored in the Unified Database for the **"estimated"** value; and
- Prices listed in real estate agreements (purchase and sale), which are then entered by notaries into the Unified Database for the **"actual"** value.

The Unified Database is a state-automated information and telecommunications system that includes the following component parts:

- Database containing valuation reports;
- software;
- algorithm/module for digital reports of estimated property value;
- Service:
 - of electronic determination of estimated property value;
 - of automatic formation of electronic references about the estimated value of a real estate item.

ITS "Unified Database of Evaluation Reports" shall perform the following main functions, namely:

For Users:

- authorization (identification) of the user, in particular through the Integrated identification system;
- registration of users;
- user settings;
- maintenance of a database of users, including legal entities and individuals (citizens), SPFU specialists, representatives of law enforcement and oversight authorities, as well as registered EA, evaluation experts, reviewers and notaries, or persons who commit deeds for transactions for alienation of movable property items;
- maintenance of a database of EA that appear in State Registry of Evaluation Experts and Evaluation Agencies (SREEA) and State Registry of Assessors (SRA) for assessment of land plots.

To Determine Market Value:

- collecting information about the market value from open sources, including using the parsing system;

- validation of data from open sources;
- calculation of electronic determination of the estimated value of property according to the appropriate algorithms provided by the SPFU at the design stage;

To generate Evaluation Reports:

- generation of the report;
- editing of the report;
- maintenance and processing of reports;
- search for reports;
- viewing of the report;
- signature of the report with Electronic Digital Signature (EDS) / Qualified Electronic Signature (QES);
- sending a report for oversight;
- obtaining the result of oversight of the report;
- sending the report and its storage in the Unified Database;
- retrieval of information from the report for registration, including that on estimated value;
- obtaining the result of registration of the report;
- maintenance of a database of evaluation reports;

To review reports:

- filing an application for review;
- receiving the results of the review;
- maintenance of a database of reviewers;
- maintenance of a database of reviews of evaluation reports;
- storing reviews of reports in the Unified Database;

For Notaries:

- verification of the electronic reference on the estimated value of a real estate item;
- verification of registration of the report by a notary;
- entering the actual value and information about a transaction;
- maintenance of a database of notaries who are listed in the Unified Registry of notaries.

DB of ITS "Unified Database of Evaluation Reports" – is a set of data that describes characteristics of these data and interrelationship between the elements of the system, in particular the database on:

- individuals and legal entities that have generated an electronic reference of estimated value from the Unified Database;
- EA listed in SREEA;
- evaluation experts listed in SREEA and SRA for assessment of land plots;
- notaries;
- users of the Unified Database;
- reviewers;
- ask price of property;
- estimated value of property;
- actual value of property;
- references on estimated value;
- information from property evaluation reports;

- property evaluation reports;
- registration of evaluation reports;
- reviews.

ITS "Unified Database of Evaluation Reports" is distributed according to the type of an item of evaluation, in particular:

Residential real estate :

- residential real estate (except those located in apartment blocks);
- apartment (s) in low-rise or multi-story residential buildings;

Non-residential real estate

- garage/parking space in a closed parking lot;
- administrative real estate;
- commercial real estate;
- industrial (warehousing) real estate;

It also includes:

- land plots;
- items of incomplete construction;
- movable property;
- property rights to immovable and movable property (shares, securities, property rights and intangible assets (except for intellectual property rights) and intellectual property rights).

3.2 Intended users of ITS

The SPFU, which acts as holder and administrator of the Unified Database has been entrusted with the methodological and programmatic support related to the maintenance of the Unified Database and organization of information security. The SPFU has the following responsibilities:

- definition of organizational and methodological principles of maintenance of the Unified Database;
- oversight over filing by EA of information into the Unified Database;
- use of information from the Unified Database to fulfill the SPFU's authority for the purpose of state regulation in the field of property evaluation, property rights and professional evaluation activities;
- generalization and disclosure of information from the Unified Database about activity of evaluation agencies, in particular, in the form of open data;
- carrying out other authority necessary for functioning of the Unified Database and receiving information from it;
- securing technical functioning of ITS "Unified Database of Evaluation Reports", data storage and proper protection against unauthorized access and destruction of information;
- providing for technical design of information provided to users of the Unified Database, and compliance of this information with the content of the Unified Database;

- provision with access of entities of the Unified Database to information contained in it, in accordance with legal requirements, in compliance with the requirements to proper information security;
- exercising other powers necessary for functioning of the Unified Database.

The ITS "Unified Database of Evaluation Reports" will allow for users to register and become authorized users by providing identification information. Users will include:

- legal entities and individuals (citizen);
- EA;
- an evaluation expert who works as part of EA;
- a notary;
- a reviewer;
- SPFU specialists;
- representatives of law enforcement and supervisory authorities, in particular the central executive branch authority implementing state tax and customs policy, the central executive branch authority implementing state policy in the field of land relations, and other state authorities. The SPFU provides users of information from the Unified Database with access to view information from evaluation reports registered with the Unified Database using an electronic digital signature and on the basis of a request of such users addressed to the SPFU.

3.3 Process for software solution development

Phase 1: Determine the basis upon which real estate values are estimated. Certain data points will be needed as inputs for an algorithm, which will then be run via the AVM software to generate the estimated value of real estate. The automatically generated value will be checked against the value that has been prepared by independent appraisers, and the software will then automatically generate a report.

Phase 2: Develop the “Unified Database of Evaluation Reports” AVM Software, which shall have the following capabilities:

- Automatically generates reports containing property value estimates based on data points to be identified by the SPFU during the design stage, automatically assigns unique registration numbers to each report, and automatically updates with information in real time;
- Allows for data entry and uploads of documentation such as independent appraiser-prepared valuation reports into the Unified Database.
- Can be maintained in accordance with the “Procedure for maintaining a single database of evaluation reports” (hereinafter the “Procedure maintaining a single database”) outlined in SPFU Order No. 677/2018, and available at <https://zakon.rada.gov.ua/laws/show/z0677-18#Text>.

- Automatically screens the valuation reports uploaded to the database, checking for timeliness, completeness, accuracy, and compliance of reports with the “Procedure maintaining a single database.” For example, if the market value of a real estate item defined in the evaluation report exceeds the acceptable 25% price range, the Unified Database automatically refuses to register such a report;
- Checks that all valuation reports contain the registration number of involved EAs/independent appraisers/valuation experts/notaries, and verifies the identification and registration numbers;
- Collects data entered by EA, evaluation expert, reviewer, and notary via ITS and presents it in a consolidated fashion;
- Provides a safe and secure platform for storage, uploads, and downloads of documents, and protects against unauthorized access and destruction of information;
- Allows for searches according to various indicators and data sets;
- Maintains the user registry, including access rights, data processing capabilities, and uploads/downloads of documents.

Phase 3: Pilot the ITS Unified Database of Evaluation Reports and Go Live

- Modify SREEA, Automated System (AS) “Reviewers”, adapt SREEA data, expand its functionality, and introduce a mechanism for the integration of data from SREEA and the State Registry of Assessors for Expert Monetary Assessment of Land Plots in ITS “Unified Database of Evaluation Reports” in order to maintain a registry of evaluation agencies in the specialization of evaluation for tax purposes, accrual and payment of other mandatory payments charged in accordance with the law;
- Modify AS "Reviewers" and implement an information management module for reviewing evaluation reports;
- Introduce an administrative services provision based on the Unified Database and SREEA;
- Implement a registry of all property evaluation reports;
- Ensure the storage of evaluation reports in the Unified Database for the purpose of determining taxation.

Section 4. Solution and services requirements

4.1. Functional requirements

- 4.1.1. As explained in the process description section (*Section 3. Key Definitions, Users and Processes*), the Software Solution should support the desired business processes.
- 4.1.2. A detailed list of functional requirements is in *Table 1*. This section is only for informational purposes, please refer to Section 10 which provides the template for you to respond and make suggestions about each requirement as part of the Technical Proposal.

Table 1: Importance of functional requirements

ID	Requirement	Importance
1. Technical Approach		
FR 1.01	The Information and Telecommunication System “Unified Database of Evaluation Reports” must be compatible with existing legacy databases and interoperability issues between new and existing databases and systems must be taken into account.	Mandatory
FR 1.02	The ITS “Unified Database” must maintain and store all evaluation reports for taxation purposes.	Mandatory
FR 1.03	The ITS “Unified Database” must ensure that authorized users can submit, update, create, store, transfer and publish evaluation reports.	Mandatory
FR 1.04	The ITS “Unified Database” must accept and manage new registration and authentication requests submitted by evaluation agencies and evaluation experts as well as notaries.	Mandatory
FR 1.05	Evaluation experts must be able to submit evaluation reports to the ITS “Unified Database”. The IT system must register (assigning a unique registration number) and store all evaluation reports.	Mandatory
FR 1.06	An automated valuation mechanism based on comparables (comparison of a property against information regarding valuation in the existing database) in accordance with the AVM algorithm needs to be integrated within the ITS “Unified Database”. <i>The Automated Valuation module must automatically evaluate the taxable cost of property being subject to appraisal.</i>	Mandatory
FR 1.07	Notaries as well as certified reviewers must be able to conduct data verification.	Mandatory
FR 1.08	The Bidder must assess hardware and software requirements to deploy the system.	Mandatory
FR 1.09	The Bidder must provide Historical data management plan.	Mandatory
FR 1.10	The Bidder must respond to Regulatory framework related to real estate transactions.	Mandatory

ID	Requirement	Importance
2. Data Management		
FR 2.01	Information and Telecommunication System “Unified Database of Evaluation Reports” needs to be populated from different data sources as outlined in the data flow diagram (Figure 2-Section 2).	Mandatory
FR 2.02	Citizens of Ukraine should be able to evaluate their property online free of charge in accordance with the law. The digital evaluation report should be available for downloading and printing.	Mandatory
FR 2.03	The solution must conduct automatic validation of entered information to ensure its integrity, completeness, correctness and compliance.	Mandatory
FR 2.04	ITS “Unified Database” must store, preserve and safeguard all evaluation reports submitted by authorized users of the system or collected automatically.	Mandatory
FR 2.05	Register of authorized users needs to be created and managed within the IT system. A mechanism for managing users with different access rights (permissions) needs to be implemented.	Mandatory
FR 2.06	Data exchange needs to be enabled between ITS “Unified Database” and “DROSOD” (DROSOD is the Ukrainian term for SREEA, State Registry of Evaluation Experts and Evaluation Agencies), Automated System “Otsinka” and “DRO of land plot appraisals” (“SRAALP”, State Registry of Assessors on Expert Monetary Assessment of Land Plots).	Mandatory
3. Parsing Module		
FR 3.01	According to the developed AVM Algorithm, the Parsing Module will be automatically collecting (parsing) data from such websites https://dom.ria.com , https://olx.ua/nedvizhimost , https://lun.ua/ua , http://www.aviso.ua , https://address.ua	Mandatory
FR 3.02	Automatic and manual data check-up and validation needs to be run in order to eliminate data parsing errors and irrelevant / outdated information.	Mandatory
FR 3.03	The parsing module needs to be flexible, scalable, and expandable should a need to add more data resources arise in the future.	Preferable
4. Valuation Algorithm		
FR 4.01	The Bidder must specify the programming language(s) that will be used to program the valuation algorithm.	Mandatory
FR 4.02	The Bidder will describe all proposed stages of algorithm development, with detailed steps and time estimates for each.	Mandatory
FR 4.03	The Bidder will describe the proposed quality control metrics and procedures that will be used to test algorithm valuation accuracy.	Mandatory
FR 4.04	The Bidder will acknowledge understanding of appraisal laws in Ukraine.	Mandatory
FR 4.05	The Bidder will specify hosting and analytical considerations to ensure the functionality of the valuation algorithm is not compromised when scaled.	Mandatory

ID	Requirement	Importance
FR 4.06	At the initial stage of searching for comparable sales, comparison objects are selected within the location of a radius of 400 m for cities with million plus of inhabitants (Kiev, Odessa, Kharkiv), 400 m for oblast centers, and 400 m for other municipalities from the item of evaluation. The Bidder must describe proposed methods for estimating geolocation, as well as the proposed algorithm for expanding data selections by geolocation.	Mandatory
5. Geographic Information Systems		
FR 5.01	The Bidder will demonstrate capacity to handle georeferencing requests based on expected user volume.	Mandatory
FR 5.02	The Bidder will specify programming language(s) and any Application Programming Interfaces (e.g. Google, Bing) used to execute GIS-based functions (e.g. mapping).	Mandatory

Bidders must acknowledge familiarity with the legal framework surrounding appraisals in Ukraine, specifically:

1. Regulatory and legal framework for property valuation, property rights and professional valuation activities in Ukraine: Law of Ukraine "On Property Valuation, Property Rights and Professional Valuation Activities in Ukraine".
<https://zakon.rada.gov.ua/laws/show/2658-14#Text>
2. Law of Ukraine "On Land Valuation". <https://zakon.rada.gov.ua/laws/show/1378-15#Text>
3. Decree of the Cabinet of Ministers of Ukraine of September 10, 2003 № 1440 "On approval of the National Standard № 1" General principles of property valuation and property rights ".
<https://zakon.rada.gov.ua/laws/show/1440-2003-п#Text>
4. Decree of the Cabinet of Ministers of Ukraine of October 28, 2004 № 1442 "Evaluation of integral property complexes." "On Approval of National Standard No. 2 " Evaluation of integral property complexes." Real Estate Valuation ".
<https://zakon.rada.gov.ua/laws/show/1442-2004-п#Text>
5. Decree of the Cabinet of Ministers of Ukraine of November 29, 2006 № 1655 "On approval of the National Standard N 3 "Evaluation of integral property complexes".
<https://zakon.rada.gov.ua/laws/show/1655-2006-п#Text>
6. Decree of the Cabinet of Ministers of Ukraine of October 3, 2007 № 1185 "On approval of the National Standard № 4" Valuation of intellectual property rights ".
<https://zakon.rada.gov.ua/laws/show/1185-2007-п#Text>

4.2. Non-functional requirements

4.2.1. Non-functional specifications establish requirements not directly related to the functionality provided by the Software Solution, but determine its ability to be used, maintained and adjusted to business needs over time. The Software Solution must meet the non-functional requirements set below.

4.2.2. A detailed list of non-functional requirements is in. For each of the requirements, we indicated its importance by either marking it as “Mandatory” or “Preferable”. This section is only for informational purposes; please refer to Section 10 which provides the template for you to respond and make suggestions about each requirement as part of the Technical Proposal.

Table 2: Importance of non-functional requirements

ID	Requirement	Importance
1. Overall Architecture		
NF 1.01	The architecture must be aligned to best practices and standards to meet the highest criteria for security, compatibility, performance and reliability.	Mandatory
NF.1.02	The solution will have an open and modular architecture, which will allow easy integration with different systems and data sources. In particular, the solution must be built to comply with requirements associated with obtaining a “KSZI” (Measures for Information Security) certification issued by the State Service of Special Communication and Information Protection of Ukraine. The solution needs to be compatible with current software systems and solutions used by the SPFU.	Mandatory
NF 1.03	Due to the high amount of processed data and to ensure increased productivity, the solution must have native integrated capabilities such as in-memory processing, multi-thread processing, parallel execution of jobs etc.	Mandatory
NF 1.04	The solution must ensure a high level of stability and operational performance. In this regard, the solution should have effective mechanisms for handling errors, in order to avoid data loss, system-wide blocking processes, system failure, etc.	Mandatory
NF 1.05	The solution must have the ability to be adapted in a timely manner to new business needs. It is very important that this will be possible only through parameterization and configuration adjustments in the applications (versus changes in code), thus minimizing adjustment costs supported by the SPFU.	Mandatory
NF 1.06	The solution must be easily maintainable. In this regard, the solution architecture should allow implementation of new versions delivered by the software provider without affecting the architecture of existing customizations, components implemented by the SPFU and interfaces with other external applications.	Mandatory
NF 1.07	The solution should have user-friendly interfaces, be simple and intuitive in use.	Mandatory
NF 1.08	The solution should ensure a very high level of security, taking into account the sensitivity of the data so that control measures provided at the system level are proportional to the risks involved. In this regard, the most important security objectives to be achieved are:	Mandatory

ID	Requirement	Importance
	<ul style="list-style-type: none"> a. ensure confidentiality, authenticity, and integrity of information during processing, storage or transmission of information (including messaging / packages / files); b. ensure an effective control of access and prevent any unauthorized access to its data; c. ensure an effective auditing by monitoring and logging user activities at the system level; d. prevent loss, modification or misuse of information within the system. 	
NF 1.09	Platform technologies presented in the solution architecture must be open technologies or widely used technologies.	Mandatory
NF 1.10	The proposed solution must meet the estimated infrastructure requirements for hardware and software.	Mandatory
NF 1.11	<p>The technological and infrastructure architecture represents all software and hardware components necessary to ensure the operating environment in which all solution components should run. The technological platform includes development platforms, database management systems, operating systems that can run solution components, specific system software required to be installed for correct run of the solution, hardware platform that can run solution components etc.</p> <p>In order to be scalable, flexible and easily maintainable, it is recommended that all solution components have a minimum level of dependence on the technological platform on which it runs.</p>	Preferable
2. System Management and Administration		
NF 2.01	<p>One of the most critical concerns for the SPFU is to have full control over the implemented Software Solution. This is crucial in order to ensure sufficient flexibility when (any) changes and updates to the regular operation are needed. Therefore, the SPFU should be able to manage independently the following tasks:</p> <ul style="list-style-type: none"> a. Maintenance of appraisal methodologies including setting up new appraisal methods, scenarios and parameters and calibrating them; b. Parsing module scripts and approaches. Adding / modifying / removing online resources the information is being collected from; c. Access right authorization to new or existing users; d. Monitoring of activities, i.e. logging and possibility of monitoring all activities performed within the Software Solution; e. Modifying existing and producing new document templates; and f. Creation of various reports. 	Mandatory
NF 2.02	The solution should allow SPFU to define and integrate easily with new data sources (e.g., external database, external web service, external file). In this regard, the solution will provide all the tools needed for this purpose: data mapping, data transformation. The main data sources, which have to be integrated during the project implementation, are described in Figure 2-Section 2.	Mandatory
NF 2.03	<p>The solution should allow at least the following user configurable operations:</p> <ul style="list-style-type: none"> a. define/customize business rules/criteria for data analysis; b. define/customize automated actions based on different events, time schedule; define new reports, based on customizable templates. 	Mandatory

ID	Requirement	Importance
NF 2.04	The solution must provide friendly graphical user interface (GUI) for external and internal users. Administrators must be able to undertake the customization and configuration of the system in an effective and convenient manner.	Mandatory
NF 2.05	The solution must be able to store all operational and historical data for a minimum of five years, without affecting its performance.	Mandatory
NF 2.06	The system must support some data archiving procedures. Vendor has to describe archiving approach and automated / manual procedures supported by the solution.	Mandatory
NF 2.07	SPFU will operate at least the following environments for the tendered solution: a. <i>Production</i> : This will be the main environment to deploy the solution for production; b. <i>Testing</i> : SPFU will maintain the test environment even after going into production, for development and testing purposes for 20 users; In this regard, the Bidder should consider these facts, when calculating the number of licenses.	Mandatory
NF 2.08	The solution should provide the needed functionality to allow the transfer of data between different environments.	Mandatory
NF 2.09	The solution should have in place some mechanisms to assure puzzling or depersonalization of the data when copied from production to test environment.	Preferable
3. User Interface		
NF 3.01	The time required for training in order to use the solution should be minimal. Users should have access to information anytime in order to facilitate the proper use of the solution.	Mandatory
NF 3.02	Documentation related to the solution should contain complete guides, detailed and updated for all groups of users.	Mandatory
NF 3.03	The solution should allow saving intermediate work and operations initiated by the user (automatically or at user request).	Mandatory
NF 3.04	User interfaces should allow easy navigation through solution forms, by using complementary mechanisms (e.g., mouse and/or keyboard and/or special functions).	Mandatory
NF 3.05	The solution should allow users to customize its own workspace (e.g., adding menu items to favorites, displaying the latest hits, save searches, save templates etc.).	Preferable
NF 3.06	The Bidder should follow UI/UX guidelines provided by SPFU, contained in the official brand book.	Preferable
4. Security		
NF 4.01	All access credentials used by the application should be configurable in the administrative interface. Applications should not contain hardcoded credentials for access.	Mandatory
NF 4.02	None of the solution components should contain stored access credentials in open form (in databases, configuration files).	Mandatory
NF 4.03	All solution related system processes should run with minimum privileges needed to execute the tasks assigned.	Mandatory

ID	Requirement	Importance
NF 4.04	<p>For user management, identification, authentication and access control the following requirements are applicable:</p> <ul style="list-style-type: none"> g. The solution should allow granular management of access rights to all data and possible operations with them. h. Authorization method within the solution should be based on the principle “everything which is not explicitly allowed is forbidden”. i. The solution should allow for the definition of groups of users and roles in the application, and the association of users in the application to these groups and roles. j. The solution should allow granting of access rights at the level of users, groups and user roles. A group can contain multiple subgroups / roles. A user can be assigned to one or more groups and roles; their access rights are determined cumulatively. k. The solution should allow granting of access rights based on business rules (e.g., modifying a template only if the user is an author). l. The solution should allow temporary delegation of rights owned by a user to another user. The delegation of rights should be made with preservation or suspension of the rights owned by the user to whom the rights are assigned. m. The solution should have interfaces and reports relating to existing access rights to data. They can be parameterized according to at least the following parameters: user group/role in the applications, user ID, data category, operations permitted. n. Users from all groups should be identified and authenticated based on integration with directory services of the SPFU (LDAP / Active Directory). o. The system should disconnect individual user after idle period expiration. p. The system must block a user after a preconfigured number of unsuccessful login attempts. 	Mandatory
NF 4.05	<p>For auditing and security monitoring, the following requirements are applicable:</p> <ul style="list-style-type: none"> a. The proposed solution will have audit components that will centrally collect and manage audit records at each component level. b. Audit component should allow granular configuration of audit policies. c. The proposed solution should allow for determining the specific characteristics of events that must be registered (e.g. products in a certain period, certain events, and facts). d. Application should allow auditing of any event within the application. e. Each audit record should contain at least: <ul style="list-style-type: none"> i. Moment in time of the event; ii. Subject of the event (User ID); iii. Categories of affected data/parameters; iv. Event that happened; v. IP address of the source that initiated the event, or any other information permitting to identify the source; f. Audit component should use the system clock set to the operating system that runs the audit component. 	Preferable

ID	Requirement	Importance
	<p>g. Audit component should be able to be integrated with solutions based on open standards, such as SIEM (Security Incident and Event Management) to take over the audit records produced in the solution by SIEM.</p> <p>h. The solution should have also its own user interfaces for accessing and processing recorded log events, including filtering of audit records by any field owned and their export in the usual format.</p> <p>The proposed solution should have secure mechanisms to protect the integrity of audit information recorded.</p>	
NF 4.06	The solution will be able to encrypt sensitive data stored in the database.	Preferable
5. Performance		
NF 5.01	<p>The required solution must have the ability to process in a timely manner the analysis performed by SPFU, according to volumes resulting from SPFU's activity. The solution must perform flawlessly and meet the estimated performance measures provided hereunder:</p> <ul style="list-style-type: none"> a. Processing requests for operations with data registers and providing outputs - less than 30 seconds; b. Time limit for outputting search results - less than 15 seconds; c. Form processing and generation of print-friendly formats - less than 15 seconds. d. Number of unique visitors – 10,000 – 15,000 per day; e. Number of daily automatic appraisal requests - 10,000 – 15,000 per day; f. Page loading (any page) - no longer than 20 seconds. 	Mandatory
NF 5.02	Bidders should provide a minimum hardware (VM configuration, storage, network requirements etc.) and software configuration for the host system that will be required to meet the performance requirements mentioned above. In addition, please state the minimum requirements for the client systems (PCs). Estimated infrastructure requirements have been provided in Table 3.	Mandatory
6. Licensing		
NF 6.01	Bidder will describe the tendered licensing model, giving details on why the proposed model is the best for SPFU needs and will display a comparative chart of licensing models the Bidder is usually tendering.	Mandatory
NF 6.02	Bidder will provide a break-down of the proposed licensing model (e.g. by modules, by user/group of users/server/processor – as applicable).	Mandatory
NF 6.03	When calculating the number of licenses, the Bidder should consider the following situation. SPFU will maintain the test environment even after going into production, for development and testing purposes. The Bidder will take into account such situation, and if additional licenses are needed associated costs will be shown.	Mandatory
NF 6.04	All delivered software licenses should include the price for two years of support and maintenance, provided by license manufacturer, which will start from the final acceptance date. In case of earlier activation of licenses, all the costs for support and maintenance services, provided by license's	Mandatory

ID	Requirement	Importance
	manufacturer during the implementation stage, will be supported by the Bidder.	
NF 6.05	Bidder will provide the optimal licensing model depending on the selected technical approach and technology stack.	Mandatory
NF 6.06	Financial Proposal should include all costs related to solution licenses.	Mandatory

Table 3: Estimated infrastructure requirements

Hardware:	Virtualization servers
	Lenovo Think SR630 server: 2xIntel Xeon Silver 4114 (10C 2.2 GHz 13.75 MB Cache/85W), 128GB (8x16GB, 2Rx8 RDIMM), 5x300GB 10k SAS, 3x900GB 10k SAS, 930-8I, Module ThinkSystem 1Gb 4-port RJ45 LOM, 2x750w power supply, XCC Enterprise, Toolless Rails, Front
	Lenovo x3550 server: M5 6C E5-2620v3 2.4 GHz 2.5"HS M5210 (1GB flash) LCD DVD-RW 1x550W HS PSU, 24GB RAM, 3x300GB 10K SAS 2.5 in HDD
	Fortinet FortiGate FG-60E firewall: 10 x GE RJ45 ports (including 7 x Internal Ports, 2 x WAN Ports, 1 x DMZ Port) FortiGate-60E 1 Year Threat Protection (24x7 FortiCare plus Application Control, IPS, AV)
	Cisco SG300-20 20-Port Gigabit Managed Switch
	Network drive - system NAS QNAP TS228A disk slot: 2 x 3.5" HDD / SSD SATA III; LAN: 1 (GbE); USB: 1 x USB 3.0, 2 x USB 2.0
	Administrator's workstation
System unit: AMD A8-9600 processor (AD9600AGABBOX), ATX400W power supply, Seagate BarraCuda 3.5" 1TB hard drive, ASRock a320dgs motherboard, operational memory 8 GB DDR4 2400 MHz RAM, DVD-RW optical drive (LG GH24NSD1) APC SmartUPS 3000VA uninterruptible power supply (2 units)	
Software:	Virtualization servers operating system (V_OS) – VMWare ESXi version 5.1 (or higher) with built-in hypervisor (virtualization software) is Microsoft Windows Server 2016 Datacenter (or higher) with built-in Hyper-V hypervisor (virtualization software)
	Operating system of Database servers, back-end application servers, domain controllers (P_OSS) is Microsoft Windows Server 2008 R2, Microsoft Windows Server 2016 Datacenter (or higher)
	Operating system of front-end servers, monitoring servers and security gateways (P_OSSV) is Microsoft Windows Server 2016 Datacenter, security gateway software package "IIT connection protection-2. Protection gateway"
	Administrator's workstation Operating System (P_OSW) is Microsoft Windows 10 Pro
	Application server software (P_SAS) is 1.10 nginx, IIS 7.5 (or higher) Apache 2.2
	DBMS (P_DBMS) – Microsoft SQL Server
	Anti-virus (P_AV) – MFE Endpoint Protection

	Protection gateway (P_GT)
	Protection client (P_CP)
	Gateway remote control (P_RPG)
	Monitoring software (P_MON)
	Load balancer (P_LB)

4.3. Implementation requirements

4.3.1. A detailed list of implementation requirements is in Table 4. This section is only for informational purposes, please refer to Section 10 which provides the template for you to respond and make suggestions about each requirement as part of the Technical Proposal.

4.3.2. Table 4: Implementation requirements

ID	Requirements
1. Analysis and Design	
IR 1.01	<p>Phase objectives:</p> <ol style="list-style-type: none"> 1. The purpose of this phase is to create common understanding of the target solution, explain the priorities within review them against the chosen solution and to create detailed software requirements specification and acceptance criteria of the solution. This section should ensure a common understanding of the processes, requirements and major gaps in the chosen solution in order to implement a solution that meets the expectations of the SPFU. 2. It is expected, that this phase will build upon designed processes and requirement specifications proposed by this RFP and on the proposal of the Bidders, which will identify to which extent the target solution will cover the requirements within out of the box functionality and which will require customization/custom development of the target solution. 3. The Bidder should translate functional requirements into a workable design (functional specification), support the analysis by delivering prototypes of designed features and should prepare the necessary environment for the configuration of the solution. 4. The Bidder should describe the methodology and instruments used for analysis and design phase and should provide sample of deliverables.
IR 1.02	<p>Main activities:</p> <ol style="list-style-type: none"> 1. SPFU will present thoroughly current and future requirements regarding the project scope. 2. SPFU will present processes inside the scope of the project. 3. For each part of the designed process and requirements the Bidder will demonstrate vanilla version of the solution and explain the way how the system works. For all core functionalities, Bidder will prepare prototyped screens adjusted to SPFU requirements. 4. All gaps identified during the RFP will be reviewed in detail and adequate solution will be proposed by the Bidder. 5. SPFU will present the data sources together with data samples to be integrated into the solution's data model. Based on this, the selected Bidder will review the changes to be made in the data model, will define the data quality assurance strategy / model and will propose the solution. 6. Analyze the information about users and their roles.

ID	Requirements
	<ol style="list-style-type: none"> 7. Review the existing IT and network technical infrastructure and develop proposals / recommendations for architecture and related infrastructure of the Solution, considering keeping under control the complexity of IT infrastructure and reusability of existing resources. 8. Define and produce a functional specification that would meet the requirements, given the functional and technical constraints imposed. 9. Document design specifications for solution functionalities based on the software requirements specification. 10. Document detailed specifications of the solution (e.g. interaction interfaces and diagrams (Data Flow Diagrams), Use Cases, retrieval scenario, validation scenario, data uploading scenario, analysis scenario etc.). 11. Document test strategy and test analysis in connection to the acceptance criteria and functional specification. 12. Establish the applicable configuration parameters. 13. Define the specifications for customization, configuration and integration with other sources of data/applications.
IR 1.03	<p>Deliverables: At the end of this phase, the following will be delivered:</p> <ol style="list-style-type: none"> 1. Document on the detailed functional specification of the solution, which should cover both technical and functional aspects. From a technical standpoint, the deliverable should document the solution architecture (applications/tools, model integration of these, data model, interfaces and interaction diagrams, security etc.), and technology platform agreed and signed by both parties. The document should include the following information: <ol style="list-style-type: none"> a. solution overview (diagrams that provide an overview of the solution architecture accompanied by a narrative description); b. integration platform of solution components, interfaces (the name that will be integrated with the solution, the type of interface (e.g., supplier, consumer, symmetric), solution and the impact of the failure of the interfaces); c. solution architecture attributes (software and hardware technologies, services, components, portability, capacity, availability and reliability, scalability); d. data architecture (context diagrams, logical data model); e. security architecture (overview of security solution); f. other aspects. 2. Document on solution configuration/setting up, which will document in detail all the parameters set for all components of the solution. 3. Document High Level Test Plan and test analysis that will link to and cover all above mentioned specifications. 4. Other documents according to the best-practice and delivery methodology of the Bidder.
2. Build phase	
IR 2.01	<p>Phase objectives The purpose of this phase is to transpose functional requirements into application functionalities by applying the agreed solutions in analysis and design phase.</p>
IR 2.02	<p>Main activities</p> <ol style="list-style-type: none"> 1. Install the production and test environments (OS/DB/apps). 2. Implement customization, integration and configuration of the solution, according to specifications of the deliverables accepted at design phase.

ID	Requirements
	<ol style="list-style-type: none"> 3. Produce the blueprint for the logical and physical architecture of the application and database servers. 4. The Bidder should describe the methodology and instruments used for build phase and should provide sample of deliverables. 5. Test analysis is further detailed – complete set of test scripts is elaborated and finalized.
IR 2.03	<p>Deliverables</p> <ol style="list-style-type: none"> 1. Solution, configured and installed in: <ol style="list-style-type: none"> a. Production Environment b. Test environment 2. Solution should meet the requirements agreed in the above chapters and that should include: <ol style="list-style-type: none"> a. Functional and non-functional requirements provided in the analysis document; b. Validation rules, workflows, analysis scenarios, reports provided in the analysis document; c. Interfaces specified in the analysis document; d. Security (user rights, other security configurations); e. Documentation provided as per SPFU request; 3. Solution architecture document updated as necessary.
3. Testing phase	
IR 3.01	<p>Phase objectives:</p> <ol style="list-style-type: none"> 1. The purpose of this phase is to test the quality of all the functional and technical elements of the solution. During this phase, the Bidder should establish the testing method and should prepare testing scripts for all testing activities that will cover the entire software development and implementation lifecycle. 2. The Bidder should include the proposed approach and methodology for testing in the technical proposal, which will cover at least the scope, approach, resources, tools, sample of deliverables and schedule of the testing activities. The proposed testing approach should be validated/ agreed with the SPFU at project initiation phase. The Bidder should indicate in its technical proposal the software instruments that will be used in order to track and monitor the potential open tickets for defects repair. It is obvious must that SPFU representatives need to have access to this application. 3. The Bidder is also advised that for non-functional requirements testing, where applicable (e.g., performance testing, security testing, UX testing etc.), an automated test solution, or test scripts should be provided to the SPFU. In case test results are poor (high rate of “failed” tests, more than 3 failed tests per functionality/application module), the entire module should be considered “unaccepted” and sent back for testing purposes.
IR 3.02	<p>Main activities:</p> <ol style="list-style-type: none"> 1. Testing should be performed according to the best-practice standards, and the test activities covered should include: test planning, test specifications, test execution, recording of results, checking for test completion. 2. All testing to be performed should be appropriately planned, prior to being executed. 3. The Bidder should be responsible for documenting and delivering system tests scenarios with logs and results, as a prerequisite for the SPFU acceptance process. During system testing, the SPFU testing team should participate as an observer (if applicable and/or possible). 4. User Acceptance Testing (UAT) should be the final stage of testing. SPFU, with the Bidder’s support, should perform this activity and the main objective is to ensure that the

ID	Requirements
	<p>final system matches the original requirements defined by the business. SPFU may choose to do any tests it needs, based on the usual business process. Testing should be carried out based on users' requirements. It should be performed under the responsibility of SPFU to enable their determination as to whether to accept the system software or not.</p> <ol style="list-style-type: none"> 5. The Bidder should support SPFU in UAT efforts to help identify problems and communicate them to the relevant team(s) for resolution. 6. The Bidder should ensure the necessary services for all testing activities that will cover at least: <ol style="list-style-type: none"> a. Prepare UAT documentation/ test scenarios, which should be revised by the SPFU and business consultants. After the SPFU validates the test scenarios, these documents can be used for testing purposes. b. Agree with SPFU on the acceptance criteria and testing strategy. c. Conduct acceptance test. d. Documentation of the testing results. e. Agree the issue list by categories. f. Agree the action plan for solving the issues.
IR 3.03	<p>Deliverables:</p> <ol style="list-style-type: none"> 1. Acceptance test plan agreed and 'signed-off' by both parties. 2. UAT documentation/ test scripts and scenarios agreed and 'signed-off' by both parties. 3. Test results documents.
4. Training	
IR 4.01	<p>Phase objectives: The purpose of this phase is to deliver a comprehensive training plan.</p>
IR 4.02	<p>Main activities:</p> <ol style="list-style-type: none"> 1. The Bidder should conduct staff training to ensure an adequate level of knowledge and skills to use and manage efficiently the solution. 2. The Bidder should conduct training sessions for the administration and maintenance and also for development teams designated by the SPFU to ensure a proper level of knowledge and skills as to be able to efficiently use the development tools available within the solution and to design and develop individually new scenarios for data source integrations, validation rules, data model, reports, screen forms etc. 3. The Bidder should develop and agree with the SPFU the following elements of the training component: <ol style="list-style-type: none"> a. Bidder's strategy on training and tutoring; b. Structure and content of the training course and manual(s) for each user category; c. Methodology and tools for assessing and controlling the efficiency and sufficiency of training sessions.
IR 4.03	<p>Deliverables:</p> <ol style="list-style-type: none"> 1. The training course should consist of different types of training, such as: <ol style="list-style-type: none"> a. training courses; b. presentations; c. workshops; d. self-learning materials or remote training; and, e. individual consultations. 2. The Deliverables of training sessions should comprise: <ol style="list-style-type: none"> a. the training plan; b. manual(s) of the courses; c. testing and assessing questionnaires; and,

ID	Requirements
	d. the registry for assessing the knowledge and personnel satisfaction.
5. Go-live and final acceptance	
IR 5.01	<p>System operation in the production environment and final acceptance should be made according to the following scheme:</p> <ol style="list-style-type: none"> 1. Go-live preparation phase; 2. Soak period; 3. Final acceptance.
<i>5.1 Go-live preparation phase</i>	
IR 5.02	<p>Phase objectives: The purpose of this phase is to facilitate the decision-making process with regard to launching the solution into production.</p>
IR 5.03	<p>Main activities:</p> <ol style="list-style-type: none"> 1. Review and assess readiness from multiple perspectives: <ol style="list-style-type: none"> a. IT readiness criteria: <ol style="list-style-type: none"> i. production system fully delivered and functional; ii. configuration document and design specification written and a handover made to the future Service Manager of the software; iii. User manual and Admin manual for the application delivered; iv. maintenance process agreed; v. technical training delivered; vi. no critical defects present after moving into productive environment, unless they are known and approved by the SPFU; b. Business readiness criteria: <ol style="list-style-type: none"> i. all functionalities required are present in the application; ii. no critical or high defects present; maximum of 15 medium and 30 low defects are acceptable. iii. evaluation requests are successfully handled and the expected output is generated; iv. the data loss possible if the application crashes is not exceeding the RPO; v. text manuals for internal users are available; vi. user rights implemented according to the specifications; vii. user training performed. 2. Remediation Plan for defects is developed (defect list may contain defects with severity level 3 and 4). 3. The Bidder should describe the methodology and instruments used for go-live preparation phase and should provide sample of deliverables.
IR 5.04	<p>Deliverables:</p> <ol style="list-style-type: none"> 1. The solution is ready for launching into production. The solution is installed on the production environment - internal servers of SPFU physically located in the engineering facility of SPFU (SPFU building, Kyiv, 18/9 Generala Almazova St., room 203). Testing was performed and no severity 1 and 2 defects were found. 2. Remediation plan for defects. 3. Bidder's self-assessment report of business and technical requirements (this document should cover at least the following information: requirement identifier, solutions associated with the requirement, % of requirement coverage in the application).
<i>5.2 Soak period</i>	
IR 5.05	Phase objectives:

ID	Requirements
	<ol style="list-style-type: none"> 1. The purpose of this phase is to extensively test solution behavior in daily operation to determine whether the solution meets the required qualities of capacity and stability. 2. This phase should be performed during a minimum period of 10 business days. 3. During this phase, the SPFU should draft its own self-assessment report, which will be compared with that provided by the Bidder at the end of Go-live phase. 4. In case significant discrepancies are found (between SPFU's self-assessment and Bidder's self-assessment), SPFU reserves that right to ask the Bidder to fix or improve the coverage degree of certain business and technical requirements.
IR 5.06	<p>Main activities:</p> <ol style="list-style-type: none"> 1. Provide extensive offsite and if needed onsite support during the entire soak period for bug fixes and performance issues: log inspection and analysis/ problem prevention/ fine tuning. 2. For defects identified during soak period, a remediation plan should be agreed. 3. Solving of defects identified in remediation plan approved prior to go-live phase and also identified during soak period. 4. Providing assistance (help desk support) for end users. 5. Assistance for active monitoring of system's parameters. 6. If needed, the Bidder should provide any additional configuration or customization required in the solution, in order to comply with the formal set of requirements. 7. If needed, the Bidder should provide improvement works for system performance with regard to its accessibility and efficiency. 8. The Bidder should assist the SPFU in system administration/management. During the soak period, the Bidder should ensure full transfer of knowledge to the SPFU for proper system administration/management. 9. The Bidder should assist the SPFU in providing I and II-line support to the internal users of the SPFU and other stakeholders.
IR 5.07	<p>Deliverables:</p> <ol style="list-style-type: none"> 1. Remediation plan fully executed and all defects removed. 2. Status on remediation plan for defects occurred prior to and during soak period (weekly reports).
IR 5.08	<p>Acceptance criteria:</p> <ol style="list-style-type: none"> 1. All defects included in remediation plans are fully removed. 2. No major bugs identified during soak period. 3. No discrepancies found between SPFU's self-assessment report and Bidder's self-assessment report. In case discrepancies are found, these should be removed prior to final acceptance of soak period. 4. An acceptance report should be signed by both parties within the agreed time period.
<i>5.3 Final acceptance</i>	
IR 5.09	<p>Phase objectives:</p> <ol style="list-style-type: none"> 1. The purpose of this phase is to formalize the complete delivery of system functionalities, documentation and services. 2. Such acceptance should be signed after formally closing the soak period for the solution. 3. After this final acceptance, the SPFU should approve the final instalment payment and the contract of guarantee will become active.
IR 5.10	<p>Main activities:</p> <ol style="list-style-type: none"> 1. Review and assess the criteria defined below for final acceptance of the solution.

ID	Requirements												
	<ol style="list-style-type: none"> 2. Criteria list for solution final acceptance is provided below. SPFU should align and detail together with the Bidder the acceptance criteria at project initiation stage. <ol style="list-style-type: none"> a. Documentation/ deliverables for analysis and design phase provided and accepted by the SPFU; b. Documentation/ deliverables for build phase provided and accepted by the SPFU; c. Documentation/ deliverables for test phase provided and accepted by the SPFU; d. Documentation/ deliverables for soak phase provided and accepted by the SPFU; e. Documentation/ deliverables for training phase provided and accepted by the SPFU; f. Criteria list for general acceptance is provided below. SPFU should align and detail together with the Bidder the acceptance criteria at project initiation stage: 3. All above-mentioned documentation and deliverables are updated and fully provided by the Bidder. 4. The SPFU should analyze the documents and deliverables submitted by the Bidder in order to acknowledge the quality requirements. 5. Services included in the tender were fully executed by the Bidder. 												
IR 5.11	<p>Deliverables: Criteria list revised and agreed by both parties.</p>												
6. Minimal acceptance criteria and Solution Documentation													
IR 6.01	<p>Phase objectives: The acceptance criteria should be revised and agreed with the SPFU at the beginning of the initiation stage. The below mentioned criteria are minimal and should not be deleted or eliminated.</p> <ol style="list-style-type: none"> 1. The deliverables of each phase should be provided to the SPFU as in accordance with the Work Plan which will also take into account the time needed for the SPFU and Bidder to review and coordinate the deliverables. 2. Deliverables meet the SPFU expectations and requirements in terms of clarity, level of detail, structure, content etc. 3. Deliverables are aligned with internal standards of the Bidder and best practices. 4. Deliverables are easy to use and understandable to the intended beneficiaries. 5. Deliverables are aligned with quality standards agreed between the SPFU and the Bidder. 6. Acceptance documentations for each phase are formally approved by the Parties. 												
IR 6.02	<p>Main activities: For the testing phase, additional minimal acceptance criteria to be included are:</p> <ol style="list-style-type: none"> 1. All tests should be completed without severity levels 1 or 2. The severity of the problems found should be defined according to the criteria below: <table border="1" data-bbox="431 1457 1308 1833"> <thead> <tr> <th>No.</th> <th>Severity</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Critical (fatal problem)</td> <td>Core functions fail completely and constantly or are missing. Complete and continuous central system failure.</td> </tr> <tr> <td>2</td> <td>High (serious problem)</td> <td>Vital or critical functionality for the intended use is missing or failing continuously or repeatedly. Vital or critical functionality for the intended use cannot be activated or fails continuously.</td> </tr> <tr> <td>3</td> <td>Medium (general problem)</td> <td>Important but non-critical or vital for the intended use system functionality is completely missing or failing continuously or repeatedly.</td> </tr> </tbody> </table>	No.	Severity	Description	1	Critical (fatal problem)	Core functions fail completely and constantly or are missing. Complete and continuous central system failure.	2	High (serious problem)	Vital or critical functionality for the intended use is missing or failing continuously or repeatedly. Vital or critical functionality for the intended use cannot be activated or fails continuously.	3	Medium (general problem)	Important but non-critical or vital for the intended use system functionality is completely missing or failing continuously or repeatedly.
No.	Severity	Description											
1	Critical (fatal problem)	Core functions fail completely and constantly or are missing. Complete and continuous central system failure.											
2	High (serious problem)	Vital or critical functionality for the intended use is missing or failing continuously or repeatedly. Vital or critical functionality for the intended use cannot be activated or fails continuously.											
3	Medium (general problem)	Important but non-critical or vital for the intended use system functionality is completely missing or failing continuously or repeatedly.											

ID	Requirements		
	4	Low (minor problem)	Certain functions are missing or failing. System works correctly but esthetic problems occur. Certain functions work but not completely correct.
	<ol style="list-style-type: none"> 2. Issues with severity level 1 and 2 should require immediate bug fixing, and it should be mandatory for testing process to be continued. 3. Testing process should consist of as many test cycles as necessary until all severity 1 and 2 is-sues will be eliminated. After a Severity 1 or 2 problems will be fixed, it is for the SPFU testing team to decide whether test cycle will be restarted or continued. 4. The number of outstanding defects is below an acceptable upper limit (to be agreed before the acceptance phase) or the faults are minor. 		
IR 6.03	<p>Deliverables: As deliverables of the project, the Bidder should provide at a minimum the following documentation:</p> <ol style="list-style-type: none"> 1. User instructions and users guide: this document should provide sufficient details, understandable by end users regarding functionalities, operations. The document should describe the steps and actions to be performed in application and also print screens should be included, tips & tricks, FAQ etc. The purpose of the document is to represent a basis for learning process and also a reference point for users in case information about operating applications is needed. The user guide should be provided in Ukrainian. 2. System operating instructions – work instructions: <ol style="list-style-type: none"> a. Maintenance instructions/service management troubleshooting guide: this document should include all known errors and solutions associated and should provide sufficient technical details in order to correct potential errors. b. Installation manuals, including system modifications at the level of application and database. The document should cover installation requirements, installation steps and parameters setup for the SPFU, post installation tasks, tips & tricks, FAQ. c. Documentation relating to application administrators should cover roles, tasks (e.g., back-up, tuning, patching), utilities, logging, tools for developers etc. d. Documentation relating to application customization/development (conditions and methodology for solution customization by the SPFU). e. Archive and retrieval processes and related documentation. f. Documentation relating to security, covering access control, user management, auditing and monitoring, security reports. g. Documentation relating to system configuration – customized installation guide (if this information is not covered by item 2.b above). 3. Documentation and support materials relating to internal users. 		

4.4. Conditions for warranty, maintenance, and post-implementation support

4.4.1. The scope of post-implementation maintenance and support services is to ensure for the SPFU the following objectives:

- a. The functionality provided by the application should be timely aligned with the SPFU changing business needs;

- b. The incidents and the problems occurred during the use of solution should be addressed and resolved in a timely manner with minimal impact on the SPFU activity;
- c. The difficulties in using the solution should be properly and timely solved, as agreed between parties.

4.4.2. To achieve these objectives, the post-implementation maintenance and support services must be provided by the Bidder in compliance with the requirements from Table 5. This section is only for informational purposes; please refer to Section 10 which provides the template for you to respond and make suggestions about each requirement as part of the Technical Proposal.

4.4.3. Table 5: Post-implementation requirements

ID	Requirements															
MSR 1	As part of the initial contract for the delivery and implementation of the solution, the Bidder should provide a warranty period, which involves the provision of support services and maintenance services for a period of 12 months from the date of final acceptance of the solution, including 500 man-hours for change requests.															
MSR 2	<p>Maintenance and support services should be provided on basis of a Service Level Agreement, which should be attached to the contract signed between the Parties. The agreement should establish the post-implementation maintenance and support services level, based on the following minimal requirements:</p> <ul style="list-style-type: none"> a. Support days: 5 business days per week b. Support hours: 09:30-15:00, UTC+3 (Kyiv local time) c. Response Time (RT) and Solving time: <table border="1" data-bbox="475 1094 1263 1304"> <thead> <tr> <th>Classification of the SPFU request*</th> <th>Response Time (RT)</th> <th>Solving Time (ST)</th> </tr> </thead> <tbody> <tr> <td><i>Critical</i></td> <td>3h</td> <td>6 h</td> </tr> <tr> <td><i>High</i></td> <td>5 h</td> <td>1.5 days</td> </tr> <tr> <td><i>Ordinary</i></td> <td>1 day</td> <td>4 days</td> </tr> <tr> <td><i>Low</i></td> <td>3 days</td> <td>The best effort</td> </tr> </tbody> </table> <p>* SPFU requests for post-implementation maintenance and support services are classified in terms of their importance for the SPFU. The importance for the SPFU is estimated by the impact (inflicted or potential) of the event that has created the need for the request on the quality parameters of the solution operation.</p>	Classification of the SPFU request*	Response Time (RT)	Solving Time (ST)	<i>Critical</i>	3h	6 h	<i>High</i>	5 h	1.5 days	<i>Ordinary</i>	1 day	4 days	<i>Low</i>	3 days	The best effort
Classification of the SPFU request*	Response Time (RT)	Solving Time (ST)														
<i>Critical</i>	3h	6 h														
<i>High</i>	5 h	1.5 days														
<i>Ordinary</i>	1 day	4 days														
<i>Low</i>	3 days	The best effort														
MSR 3	The Bidder should have a customer support team or process where all requests from the SPFU will be addressed. The work program and organization of the support process/mechanism should ensure post-implementation maintenance adhering to quick response and turnaround.															
MSR 4	The Support Center should be contacted at least by the following means: e-mail, phone, web etc.															
MSR 5	Maintenance and support services should be provided remotely.															
MSR 6	For the provision of post-implementation maintenance and support services, the Bidder should provide SPFU with access to a ticketing solution, available through the Internet. The ticketing system should be properly secured. All interactions between the Bidder and the SPFU while providing post-implementation maintenance and support services should all be carried out by means of the respective platform.															
MSR 7	The Bidders proposal for post-implementation maintenance and support services must be based on best practices for Project Management and IT Service Management (e.g. ISO 20000, ITIL).															

Section 5. Milestones

The following table provides the major milestones for the SPFU AVM Software, which correspond to the phases described in Project Implementation Requirements. Each of the outputs must be accepted before corresponding payment can be initiated.

Output	Estimated Due Date*
1. Submission of final workplan	September 18, 2020
2. Completion of analysis and design phases, including submission of: <ul style="list-style-type: none"> a. document detailing functional specification of solution b. document on solution setup/configuration, and c. high level test plan 	October 1, 2020
3. Completion of build/construction phase, including: <ul style="list-style-type: none"> a. configuration and installation of solution in production and test environments, b. updated solution architecture documentation 	November 15, 2020
4. Completion of training and testing phases, and delivery of all documentation including: <ul style="list-style-type: none"> a. agreed-upon acceptance ‘signed-off’ by both parties, b. agreed-upon UAT documentation/ test scripts ‘signed-off’ by both parties, and c. test results documents. 	November 30, 2020
5. Completion of go-live phase, with criteria list revised and accepted by both parties	November 30, 2020
6. Final acceptance, with the following minimum requirements : <ul style="list-style-type: none"> a. user instructions and users guide (Ukrainian) b. work instructions including maintenance instructions/service management troubleshooting guide c. Installation manuals, including system modifications at the level of application and database. d. documentation relating to application administrators should cover roles, tasks (e.g., back-up, tuning, patching), utilities, logging, tools for developers etc. e. documentation relating to application customization/development (conditions and methodology for solution customization by the SPFU). f. archive & retrieval processes and related documentation. g. documentation relating to security, covering access control, user management, auditing and monitoring, security reports. h. documentation relating to system configuration – i. documentation and support materials relating to internal users. 	December 15, 2020

**Actual dates will be identified during contract negotiations with IDG*

Section 6. Payment Schedule

The selected firm will be paid based on submission of deliverables as below

Output	Contract Amount (%)
1. Acceptance of the final work plan and mobilization	5%
2. Acceptance of deliverables of analysis and design phases	10%
3. Acceptance of deliverables of build/construction phase	20%
4. Acceptance of deliverables of training and testing	20%
5. Acceptance of deliverables of go-live phase	20%
6. Final acceptance	25%

Payment Details

The Bidder will be responsible for any correspondent bank fees associated with transfers. The payment will be sent by IDG (US-based) with funding provided by USAID, within thirty (30) days of receipt of an accurate invoice and accepted milestone.

Section 7. Contractual Requirements

7.1. Period of Performance

The period of performance is August 2020 through December 2020.

7.2. Place of Performance

The place of performance is Ukraine and the successful bidder's headquarters location.

7.3. Insurance and Services

Pursuant to AIDAR 752.228-3 Worker's Compensation Insurance (Defense Base Act), to obtain DBA insurance, contractors, and subcontractors must apply for coverage directly from AON Risk Insurance Services (AON), the agent for Allied World Assurance Company (AWAC).

Contractors must apply for coverage directly to AON Risk Insurance Services Inc., the agent for AWAC DBA Insurance. For instructions on the required application form and submission requirements, contact the following office:

AON Risk Insurance Services West, Inc.
2033 N. Main St., Suite 760
Walnut Creek, CA 94596-3722
Hours: 8:30 A.M. to 5:00 PM, Pacific Time
Primary Contact: Fred Robinson
Phone: (925) 951-1856 Fax: (925) 951-1890
Email: Fred.Robinson@aon.com

- a) In compliance with new Agency guidelines, Contractors will be required to submit a copy of DBA coverage for which contract performance is to occur outside of the U.S. This document must be provided prior to start of performance overseas.

The selected Bidder shall purchase and maintain throughout the course of the work and period of performance of this project, such insurance as will protect the selected Bidder, USAID, SPFU, and IDG from the following claims which may arise out of or result from its operations hereunder (whether by itself, any subcontractors, anyone directly or indirectly employed by any of them, or anyone for whose acts any of them may be liable): claims under workmen's compensation, disability benefit and other similar employee benefit acts; claims for damages because of bodily injury, occupational sickness or disease, or death, of its employees or any other person; claims which are sustained by any person as a result of the actions of the selected Bidder or by any other person; and claims for damages because of injury to or destruction of tangible property, including loss of use resulting there from. The selected Bidder will provide IDG with satisfactory evidence of compliance with this requirement.

The following are the required types of coverage and minimum amounts for each:

- Commercial General Liability. Throughout the period when work is performed and until final acceptance by IDG and SPFU, the selected Bidder shall carry and maintain and ensure that all subcontracts carry and maintain, Commercial General Liability insurance with available limits of not less than the total value of the project. Such insurance shall contain coverage for all premises and operations, broad form property damage, and contractual liability. Such insurance shall not be maintained on a per project basis unless the respective selective Bidder does not maintain blanket coverage.
- Workers' Compensation. The selected Bidder shall, throughout the period when work is performed and until final acceptance by IDG, carry and maintain, and ensure that all subcontractors carry and maintain, insurance in accordance with the applicable laws relating to Workers' Compensation covering all of their respective employees.

7.4. Logistics Support

The selected Bidder shall be responsible for furnishing all logistics support

7.5. Executive Order on Terrorism Financing

The Contractor is reminded that U.S. Executive Orders and U.S. law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. A list of these names can be found at the web site of the Office of Foreign Assets Control (OFAC) with the Department of Treasury. That web site is <http://treasury.gov/ofac>. It is the responsibility of the contractor to ensure compliance with these Executive Orders and laws.

This provision must be included in all subcontracts/subawards issued under this contract.

7.6. Environmental Compliance

1) a) The Foreign Assistance Act of 1961, as amended, Section 117 requires that the impact of USAID's activities on the environment be considered and that USAID include environmental sustainability as a central consideration in designing and carrying out its development programs. This mandate is codified in Federal Regulations (22 CFR 216) and in USAID's Automated Directives System (ADS) Parts 201.5.10g and 204 (<http://www.usaid.gov/policy/ADS/200/>), which, in part, require that the potential environmental impacts of USAID-financed activities are identified prior to a final decision to proceed and that appropriate environmental safeguards are adopted for all activities. Bidder environmental compliance obligations under these regulations and procedures are specified in the following paragraphs of this RFP.

b) In addition, the contractor/recipient must comply with host country environmental regulations unless otherwise directed in writing by USAID. In case of conflict between host country and USAID regulations, the latter shall govern.

c) No activity funded under this contract will be implemented unless an environmental threshold determination, as defined by 22 CFR 216, has been reached for that activity, as documented in a

Request for Categorical Exclusion (RCE), Initial Environmental Examination (IEE), or Environmental Assessment (EA) duly signed by the Bureau Environmental Officer (BEO). (Hereinafter, such documents are described as “approved Regulation 216 environmental documentation.”)

2) An Initial Environmental Examination (IEE) DCN: 2015-MOL-001 (See Attachment J.1) has been approved for this RFP. The IEE covers activities expected to be implemented under this contract. USAID has determined that a Categorical Exclusion applies to activity. This indicates that if these activities are implemented subject to the specified conditions, they are expected to have no significant adverse effect on the environment. The Bidder shall be responsible for implementing all IEE conditions pertaining to activities to be funded under this solicitation.

As part of its initial Work Plan, and all Annual Work Plans thereafter, the contractor, in collaboration with the USAID Contracting Officer’s Representative (COR) and Mission Environmental Officer or Bureau Environmental Officer, as appropriate, shall review all ongoing and planned activities under this contract to determine if they are within the scope of the approved Regulation 216 environmental documentation.

If the contractor plans any new activities outside the scope of the approved Regulation 216 environmental documentation, it shall prepare an amendment to the documentation for USAID review and approval. No such new activities shall be undertaken prior to receiving written USAID approval of environmental documentation amendments.

Any ongoing activities found to be outside the scope of the approved Regulation 216 environmental documentation shall be halted until an amendment to the documentation is submitted and written approval is received from USAID.

3) When the approved Regulation 216 documentation is (1) an IEE that contains one or more Negative Determinations with conditions and/or (2) an EA, the contractor shall:

Unless the approved Regulation 216 documentation contains a complete environmental mitigation and monitoring plan (EMMP) or a project mitigation and monitoring (M&M) plan, the contractor shall prepare an EMMP or M&M Plan describing how the contractor will, in specific terms, implement all IEE and/or EA conditions that apply to proposed project activities within the scope of the award. The EMMP or M&M Plan shall include monitoring the implementation of the conditions and their effectiveness.

Integrate a completed EMMP or M&M Plan into the initial work plan.

Integrate an EMMP or M&M Plan into subsequent Annual Work Plans, making any necessary adjustments to activity implementation in order to minimize adverse impacts to the environment. USAID anticipates that environmental compliance and achieving optimal development outcomes for the proposed activities will require environmental management expertise.

7.7. USAID-Financed Third-Party Web Sites

a) Definitions: “Third-party web sites”

Sites hosted on environments external to USAID boundaries and not directly controlled by USAID policies and staff, except through the terms and conditions of a contract. Third-party Web sites include project sites.

- b) The contractor must adhere to the following requirements when developing, launching, and maintaining a third-party Web site funded by USAID for the purpose of meeting the project implementation goals:

(1) Working through the COR, the contractor must notify the USAID Bureau for Legislative and Public Affairs/Public Information, Production and Online Services (LPA/PIPOS) of the Web site URL as far in advance of the site's launch as possible.

(2) The contractor must comply with Agency branding and marking requirements comprised of the USAID logo and brandmark with the tagline "from the American people," located on the USAID Web site at www.usaid.gov/branding, and USAID Graphics Standards manual at <http://www.usaid.gov>.

(3) The Web site must be marked on the index page of the site and every major entry point to the Web site with a disclaimer that states: "The information provided on this Web site is not official U.S. Government information and does not represent the views or positions of the U.S. Agency for International Development or the U.S. Government."

(4) The Web site must provide persons with disabilities access to information that is comparable to the access available to others. As such, all site content must be compliant with the requirements of the Section 508 amendments to the Rehabilitation Act.

(5) The contractor must identify and provide to the COR, in writing, the contact information for the information security point of contact. The contractor is responsible for updating the contact information whenever there is a change in personnel assigned to this role.

(6) The contractor must provide adequate protection from unauthorized access, alteration, disclosure, or misuse of information processed, stored, or transmitted on the Web sites. To minimize security risks and ensure the integrity and availability of information, the contractor must use sound: system/software management; engineering and development; and secure coding practices consistent with USAID standards and information security best practices. Rigorous security safeguards, including but not limited to, virus protection; network intrusion detection and prevention programs; and vulnerability management systems must be implemented, and critical security issues must be resolved as quickly as possible or within 30 days. Contact the USAID Chief Information Security Officer (CISO) at ISSO@usaid.gov for specific standards and guidance.

(7) The contractor must conduct periodic vulnerability scans, mitigate all security risks identified during such scans, and report subsequent remediation actions to

CISO at ISSO@usaid.gov and COR within 30 workdays from the date vulnerabilities are identified. The report must include disclosure of the tools used to conduct the scans. Alternatively, the contractor may authorize USAID CISO at ISSO@usaid.gov to conduct periodic vulnerability scans via its Web-scanning program. The sole purpose of USAID scanning will be to minimize security risks. The contractor will be responsible for taking the necessary remediation action and reporting to USAID as specified above.

- c) For general information, agency graphics, metadata, privacy policy, and 508 compliance requirements, refer to <http://www.usaid.gov>

7.8. Government Furnished Facilities or Property

- a) The Contractor and any employee or consultant of the Contractor is prohibited from using U.S. Government facilities (such as office space or equipment) or U.S. Government clerical or technical personnel in the performance of the services specified in the Contract unless the use of Government facilities or personnel is specifically authorized in the Contract or is authorized in advance, in writing, by the CO.
- b) If at any time it is determined that the Contractor, or any of its employees or consultants, have used U.S. Government facilities or personnel either in performance of the Contract itself, or in advance, without authorization in writing, by the Contracting Officer, then the amount payable under the Contract will be reduced by an amount equal to the value of the U.S. Government facilities or personnel used by the Contractor, as determined by the Contracting Officer.
- c) If the parties fail to agree on an adjustment made pursuant to this clause it will be considered a "dispute" and will be dealt with under the terms of the "Disputes" clauses of the Contract.

7.9. Limitation on Acquisition of Information Technology (Deviation Nos. M/Oaa-Dev-Far-18-2c and M/Oaa-Dev-Aidar-18-2c) (April 2018)

(a) Definitions. As used in this contract -- "Information Technology" means:

(1) Any services or equipment, or interconnected system(s) or subsystem(s) of equipment, that are used in the automatic acquisition, storage, analysis, evaluation, manipulation, management, movement, control, display, software itching, interchange, transmission, or reception of data or information by the agency; where

(2) such services or equipment are ' used by an agency' if used by the agency directly or if used by a contractor under a contract with the agency that requires either use of the services or equipment or requires use of the services or equipment to a significant extent in the performance of a service or the furnishing of a product.

(3) The term "information technology" includes computers, ancillary equipment (including imaging peripherals, input, output, and storage devices necessary for security and

surveillance), peripheral equipment designed to be controlled by the central processing unit of a computer, software, firmware and similar procedures, services (including provisioned services such as cloud computing and support services that support any point of the lifecycle of the equipment or service), and related resources.

(4) The term "information technology" does not include any equipment that is acquired by a contractor incidental to a contract that does not require use of the equipment.

(b) The Federal Information Technology Acquisition Reform Act (FITARA) requires Agency Chief Information Officer (CIO) review and approval of contracts that include information technology or information technology services.

(c) The Contractor must not acquire information technology as defined in this clause without the prior written approval by the contracting officer as specified in this clause.

(e) The Contracting Officer will provide written approval to the Contractor through modification to the contract expressly specifying the information technology equipment, software, or services approved for purchase by the COR and the Agency CIO. The Contracting Officer will include the applicable clauses and special contract requirements in the modification.

(f) Except as specified in the contracting officer's written approval, the Government is not obligated to reimburse the Contractor for any costs incurred for information technology as defined in this clause.

(g) The Contractor must insert the substance of this clause, including this paragraph (g), in all subcontracts.

7.10. Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment (Aug 2019)

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

“Covered foreign country” means The People’s Republic of China.

“Covered telecommunications equipment or services” means—

- a. Telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities);
- b. For the purpose of public safety, security of Government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities);
- c. Telecommunications or video surveillance services provided by such entities or using such equipment; or
- d. Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of National Intelligence or the Director of the Federal Bureau of Investigation,

reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

“Critical technology” means—

- (1) Defense articles or defense services included on the United States Munitions List set forth in the International Traffic in Arms Regulations under subchapter M of chapter I of title 22, Code of Federal Regulations;
- (2) Items included on the Commerce Control List set forth in Supplement No. 1 to part 774 of the Export Administration Regulations under subchapter C of chapter VII of title 15, Code of Federal Regulations, and controlled-
 - i. Pursuant to multilateral regimes, including for reasons relating to national security, chemical and biological weapons proliferation, nuclear nonproliferation, or missile technology; or
 - ii. For reasons relating to regional stability or surreptitious listening;
- (3) Specially designed and prepared nuclear equipment, parts and components, materials, software, and technology covered by part 810 of title 10, Code of Federal Regulations (relating to assistance to foreign atomic energy activities);
- (4) Nuclear facilities, equipment, and material covered by part 110 of title 10, Code of Federal Regulations (relating to export and import of nuclear equipment and material);
- (5) Select agents and toxins covered by part 331 of title 7, Code of Federal Regulations, part 121 of title 9 of such Code, or part 73 of title 42 of such Code; or
- (6) Emerging and foundational technologies controlled pursuant to section 1758 of the Export Control Reform Act of 2018 (50 U.S.C. 4817).

“Substantial or essential component” means any component necessary for the proper function or performance of a piece of equipment, system, or service.

(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. The Contractor is prohibited from providing to the Government 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, unless an exception at paragraph (c) of this clause applies or the covered telecommunication equipment or services are covered by a waiver described in Federal Acquisition Regulation [4.2104](#).

(c) *Exceptions.* This clause does not prohibit contractors 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.

(d) Reporting requirement.

(1) In the event the Contractor identifies covered telecommunications equipment or services used as a substantial or essential component of any system, or as critical technology as part of any system, during contract performance, or the Contractor is notified of such by a subcontractor at any tier or by any other source, the Contractor shall report the information in paragraph (d)(2) of this clause to the Contracting Officer, unless elsewhere in this contract are established procedures for reporting the information; in the case of the Department of Defense, the Contractor shall report to the website at <https://dibnet.dod.mil>. For indefinite delivery contracts, the Contractor shall report to the Contracting Officer for the indefinite delivery contract and the Contracting Officer(s) for any affected order or, in the case of the Department of Defense, identify both the indefinite delivery contract and any affected orders in the report provided at <https://dibnet.dod.mil>.

(2) The Contractor shall report the following information pursuant to paragraph (d)(1) of this clause

(i) Within one business day from the date of such identification or notification: the contract number; the order number(s), if applicable; supplier name; supplier unique entity identifier (if known); supplier Commercial and Government Entity (CAGE) code (if known); brand; model number (original equipment manufacturer number, manufacturer part number, or wholesaler number); item description; and any readily available information about mitigation actions undertaken or recommended.

(ii) Within 10 business days of submitting the information in paragraph (d)(2)(i) of this clause: any further available information about mitigation actions undertaken or recommended. In addition, the Contractor shall describe the efforts it undertook to prevent use or submission of covered telecommunications equipment or services, and any additional efforts that will be incorporated to prevent future use or submission of covered telecommunications equipment or services.

(e) *Subcontracts*. The Contractor shall insert the substance of this clause, including this paragraph (e), in all subcontracts and other contractual instruments, including subcontracts for the acquisition of commercial items.

Section 8. Proposal Instructions

8.1. Introduction

8.1.1. IDG will select an organization through a full and open competition. The Bidders are invited to submit a Technical Proposal and a Financial Proposal, as specified in Section 1 and Section 8. The complete Technical and Financial Proposal will be the basis for contract negotiations and ultimately for a signed Contract with the selected Bidder.

8.1.2. Bidders bear all costs associated with the preparation and submission of their Proposals and contract negotiation. IDG is not bound to accept any Proposal and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Bidders.

8.1.3. Proposal Preparation Costs: IDG will not pay for any proposal preparation costs.

8.2. Questions and Clarifications

8.2.1. For further information, please contact procurement@internationaldevelopmentgroup.com. All questions must be submitted in writing no later than **5:00 PM EST on July 8, 2020**. IDG will provide responses to the questions or comments received. These submissions must be made by email only to procurement@internationaldevelopmentgroup.com. In the subject line reference: Questions – SOERR AVM Software Solution.

8.2.2. IDG will send written responses by email to all questions and comments received (without identifying the source of inquiry) to all Bidders. Should IDG deem it necessary to amend the RFP as a result of a clarification, it will do so. At any time before the submission of Proposals, IDG may amend the RFP by issuing an addendum that will be published on the IDG website (<https://www.internationaldevelopmentgroup.com/procurement>) or shared by standard electronic means. All Bidders should check the IDG website periodically for any amendments. If the addendum is received by electronic means, Bidders should acknowledge receipt of all amendments. To give Bidders reasonable time in which to take an amendment into account in their proposals IDG may, if the amendment is substantial, extend the deadline for the submission of proposals.

8.3. Proposal Due Date

8.3.1. Proposals should be submitted in electronic format to procurement@internationaldevelopmentgroup.com no later than **5:00 PM EDT on July 27, 2020**. The subject line of the email should reference: RFP – SOERR AVM Software Solution.

8.3.2. The Proposals must be submitted only to the email address indicated and received by IDG no later than the time and the date indicated above, or any formal extension notified in writing to this date. Any proposal received by IDG after the deadline for submission will be disqualified and an email will be sent to the Bidder with a clarification indicating the reason for disqualification.

8.4. Proposal Validity

8.4.1. Bidders' proposals must remain valid for 120 days after the submission date. During this period, Bidders should maintain the availability of professional staff nominated in the proposal. IDG will make its best effort to complete negotiations within this period. Should the need arise, however, IDG may request Bidders to extend the validity period of their proposals. Bidders who agree to such extension should certify that they maintain the availability of the professional staff nominated in the proposal, or in their confirmation of extension of validity of the proposal, Bidders could submit new staff in replacement, who would be considered in the final evaluation for contract award. Bidders who do not agree have the right to refuse to extend the validity of their Proposals.

8.5. Authorized Geographic Code

8.5.1. The authorized geographic codes for procurement of goods and services is 935. The geographic code follows the USAID established geographic codes used by USAID in procurements. Code 935 is defined as any area or country including the recipient country but excluding any country that is a prohibited source. For accurate identification of prohibited sources, please refer to Automated Directives System (ADS) Chapter 310 entitled "Source and Nationality Requirements for Procurement of Commodities and Services Financed by USAID." The link to ADS 310 can be found here.

8.6. Proposal Submission Instructions

8.6.1. In preparing their Proposal, Bidders are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.

8.6.2. Both Technical and Financial Proposals must be signed by an authorized representative of the Bidder.

8.6.3. Each Bidder's Proposal should be prepared in two separate electronic volumes. The following list should be used as a checklist for the Technical and Financial Proposals.

Volume 1 – Technical Proposal

1. Technical Proposal Submission Letter
2. Organization Description
3. Past Performance Information
4. Executive Summary
5. Description of Solution's Technical Approach and Methodology
6. Comments on the RFP
7. Work Plan
8. Response(s) to Functional Requirements
9. Response(s) to Non-Functional Requirements
10. Response(s) to Implementation Services Requirements
11. Response(s) to Post-Implementation Requirements

12. Staffing Plan and Level of Effort
13. Professional Staff CVs
14. Risk Management Plan

Volume 2 – Financial Proposal

1. Financial Proposal Submission Letter
2. Budget Narrative
3. Cost Proposal
4. Evidence of Responsibility

8.7. Format and Language

8.7.1. Technical Proposals must be submitted in either PDF or Microsoft Word. Where the templates provided for the Financial Proposal are in Excel, this must also be submitted in Excel, with clear quantities and unit costs. The other required documents that are part of the Financial Proposal must be submitted in either PDF or Microsoft Word. A page is considered to be a one sided, A4, 8.27” x 11.69” size with 1-inch margins. All text should be Times New Roman font, in no smaller than 12-point for text and 10-point for spreadsheets and tables, and any font size for graphics as long as they are legible. Each page should be numbered consecutively. Any deviation from this specification is grounds for disqualification.

8.7.2. Technical and Financial Proposals shall be submitted in English only.

8.8. Technical Proposal Instructions

8.8.1. Bidders are required to submit a full Technical Proposal. The Technical Proposal should provide the information indicated in Section 10, using the appropriate attachments where templates are provided.

8.8.2. A detailed description on selected items from the full Technical Proposal is included below:

Description of Solution’s Technical Approach and Methodology. It is required that the Bidder explains the way in which it will consider the objectives of the mission, the design of the services, methodology to carry out the activities and to obtain the outputs and its details. The Bidder has to highlight the problems to be solved and their importance and explain the technical design which it will adopt with this intention. Moreover, the Bidder has to explain the methodology which it is intending to adopt and its compatibility with the suggested design.

Given the priorities and objectives discussed in this RFP, the Bidder should present their methodology based on the following basic principles to be applied throughout the project:

- a. *Orientation to Objectives:* the implementation team, the tasks and the implementation services and deliverables to be performed under this tender, should demonstrate a consistent orientation towards the achievement of primary objectives of the project and achievement of specific objectives of the

- project, stated above. Within the technical proposal, the Bidder should prove on all possible dimensions that the actions planned under the tender will ensure the successful achievement of the primary objective and specific objectives.
- b. *Commitment and Responsibility*: the Bidder should assume full commitment and responsibility for the success of the project, up to his obligations.
 - c. *Professionalism and competence*: the Bidder should prove a high level of professionalism, competence and experience in the field. In order to support the required level of professionalism and competence in accordance with the requirements, the Bidder should have permanent allocation capacity within the project of highly qualified specialists, as required, and if necessary, to attract specialists from different fields to cover any skills needed in achieving their objectives.
 - d. *Quality*: the term quality should be treated at its absolute value and responsibility. In this context, the Bidder will follow within the technical proposal to express upon their vision on the quality of each deliverable in part, as well as on implementation process as a whole.
 - e. *Know-how*: the Bidder should prove sufficient know-how to ensure successful achievement of objectives. Thus, the technical proposal should include detailed descriptions of the principle approach in this project, to be described all the methodologies, techniques and tools used in performing the tasks set. The Bidder should as well take into account and explain how should ensure the transfer of one part of this necessary know-how to the Beneficiary to understand and implement the set objectives.
 - f. *Efficiency and Effectiveness*: the Bidder should demonstrate a high level of efficiency and effectiveness of implementation services which is to provide. Within the technical proposal, the Bidder should submit the details of his vision related to the proving of the level of efficiency and effectiveness of rendered services, which will also refer to clearly established quantitative and qualitative indicators.
 - g. *Flexibility*: given the complex nature of the project, the Bidder should explain the degree of flexibility in allocating additional resources if necessary, which it can possibly take in an eventual contract.

Organization Description. A brief description of the Bidders' organization and an outline of recent experience of the Bidders. Provide here a brief description of your company background and organization. In the case of a Teaming Agreement, please provide a synopsis of the Prime Contractor and Subcontractors that are participating in your Bid.

Past Performance Information. Bidders should provide relevant information on past performance examples from a maximum of three (3) relevant assignments implemented in the past five (5) years. The prime Bidder should also include one (1) relevant assignment for each proposed subcontractor (if any subcontractors are proposed). For each assignment, the outline should indicate the names of subcontractors/ Professional staff who participated, duration of the assignment, contract amount, and Bidder's involvement. Information should be provided only for those assignments for which the Bidder was legally contracted as a corporation or as one of the major Bidders within a joint venture. Assignments completed by individual Professional staff working privately or through

other consulting Bidders cannot be claimed as the experience of the Bidder, or that of the Bidder's associates, but can be claimed by the Professional staff themselves in their CVs. Bidders should be prepared to substantiate the claimed experience if so requested by IDG.

Comments on the RFP. Comments and suggestions on the RFP including workable suggestions that could improve the quality effectiveness of the assignment; and on requirements for counterpart staff and facilities including administrative support, office space, local transportation, equipment, data etc. to be provided by the Bidder. Present and justify here any modifications or improvement to the RFP the Bidder is proposing to improve performance in carrying out the assignment (such as deleting some activity/activities the Bidder considers unnecessary, or adding another, or proposing a different phasing of the activities).

Work plan. In this section, the Bidder will propose the principal activities which includes the mission, their nature and duration, spreading out and interrelationships, the benchmarks (including intermediate approvals required from IDG/SPFU) and the dates of presentation of the reports work plan suggested must be compatible with the technical design and methodology. The work plan should include at least the following components:

- a. The initial Work Plan should cover major phases and work packages, major activities, start and end date, duration, milestones, including responsibilities, interdependences, external dependencies; and the critical path.
- b. In case the Bidder will subcontract the activities to obtain some deliverables, it should present the Work Packages associated with these activities. The structure of a Work Package should comprise: date, responsible person, description of the work package, quality control methods to be used, level of resources that will be allocated, start and end date, constraints, method of reporting. The work packages should be signed by both the subcontractor and the Bidder.
- c. The Work Plan will clearly reflect the total planned time for software deployment.
- d. The working hypotheses, which are the basis of the initial plan, should be presented.
- e. The Bidder should present the tolerances for the overall Work Plan and for each of the major phases. The Bidder should present the method by which the Project Manager will ensure the tolerance control at each stage and the procedure that will be applied when these tolerances are exceeded. For this project, the cost tolerances are not permitted, the project budget being fixed.
- f. A Gantt diagram is preferred for the Work Plan.
- g. During the contract execution, detailed Work Plans should all be developed for each of the phases/stages.
- h. The Work Plan will also include revision and coordination of deliverables by the parties (Bidder and SPFU) with the allocation of the necessary time. The SPFU review / coordination of deliverables will be granted 3-5 business days per iteration. The review / coordination of the deliverable can take place through several iterations. The Bidder will consider this term in the execution of the Work Plan.

Staffing Plan. The staffing plan should provide a list of the proposed key Professional staff team by area of expertise, the position that would be assigned to each staff team

member, and their tasks. Section 10 provides a template that need to be included in the proposal for implementing the Software Solution. The Bidder should demonstrate it can provide to the SPFU a minimum number of key experts as follows:

1. Key expert no. 1 – Project manager
2. Key expert no. 2 – Business analyst/ Business consultant
3. Key expert no. 3 –Solution architect/ Senior software engineer
4. Key expert no. 4 – Front-end developer

If the Bidder considers necessary, it can decide to add additional resources, according to its own professional judgment, methods, implementation standards, etc. For each of these roles mentioned above one or more persons can be allocated. A person can also cumulate roles, if he/ she meets the criteria for all the envisaged roles and if the workload on the project allows. The quality assurance role has to be specifically allocated to a team member.

As part of the Staffing Plan please provide estimates of the staff input, level of effort (LOE) in days needed to carry out the assignment.

Curriculum Vitae (CVs). CVs of all key proposed professional staff must be presented. CVs are limited to 3 pages each and must follow the format requirements included in Section 10.

Risk Management Plan. This project imposes potential exposure to a range of risks that need to be addressed appropriately by developing a sound strategy and an effective risk mitigation plan. This should include at least the following sections:

- a. The risk management plan should describe the risk management processes, risk management strategies, risk management responsibilities and specific procedures for risk identification, reporting, escalation etc.
- b. The Bidder should submit the initial Risk Register as part of the Technical Proposal. The Risk Register should be filled in with project specific risks and should contain for each identified risk, at least the following information: risk identification code, type of risk, identification date, date of last revision, risk description, probability, impact, severity, counter-measures, the risk management responsible person, risk status (e.g., open, closed). The Risk Register should structure the identified risks by categories, for example, Project management/ Resources/ etc. and by project phases, for example, Analysis/ Design/ etc.

In this context, during the implementation of the project, it will be necessary to manage at least the following risk categories

- a. *Framework and requirements risks:* this category of risks refers to how the established perimeter of the acquisition and the related requirements can ensure clear communication and adequate coverage of SPFU's needs in order to effectively achieve the objectives.
- b. *Technological risks:* refers to the risks generated by the selection of the most optimal techniques for the needs of the SPFU, considering the balancing of needs between the classical solutions based on pre-established analysis rules and

scenarios on the one hand and the new technological trends related to the machine learning on the other hand.

- c. *Resource risks*: this category refers to the risks associated with adequate resource planning and allocation to effectively achieve the project objectives. These risks also affect both sides (the SPFU and the Provider) and require appropriate management by establishing a complex and effective strategy.
- d. *Implementation risks*: refers to risks associated with implementation process of the solution that can affect the achievement of the objectives (goal, time and quality). In this context, it is absolutely necessary to establish all the circumstances, constraints and factors that may have a negative impact on the implementation process in order to be able to properly manage all identified risks.
- e. *Project risks*: this category refers to the risks of organizing the project, distributing responsibilities, setting clear acceptance criteria etc.

8.8.3. The Technical Proposal should not include any financial information. A Technical Proposal containing financial information will be declared nonresponsive.

8.9. Financial Proposals

8.9.1. Bidders are required to submit a full Financial Proposal. The Financial Proposal should provide the information indicated in Section 11, using the appropriate attachments where templates are provided.

8.9.2. Financial Proposals must be submitted with a detailed budget in Excel with clear quantities and unit costs using the budget template provided and a detailed budget narrative describing the basis of the costs proposed. All costs have to be shared in United States Dollars (USD).

8.9.3. A detailed description on selected items from the full Financial Proposal is included below:

Budget Narrative. The detailed budget narrative should be submitted in Microsoft Word or Adobe PDF outlining the justification for each specific line item. The narrative should also include the payment schedule and proposed timing. The narrative should be based on the payment schedule outlined in Section 6 of the RFP.

Cost Proposal. Detailed Excel budget using the template provided with clear quantities and unit costs in U.S. Dollars should be submitted to enable IDG to determine price reasonableness. This budget should include all costs associated with the development, testing, training, and the implementation of the Software Solution. The final total costs should be presented in U.S. Dollars.

Total Cost of Ownership (TCO). In a separate brief spreadsheet and narrative, please also list and describe any other costs associated with the total cost of ownership, beyond the costs proposed to IDG in the budget, after the Software Solution is fully functional. This should include support services, ongoing maintenance services (costs of maintenance covering a period of 5 years after warranty) etc. that the SPFU will need to cover in the future, after the contract with IDG is completed.

Evidence of Responsibility. Contract representative will make an affirmative determination of responsibility. The Bidder must address each element of responsibility in the template provided.

8.10. Proposal Evaluation

8.10.1. From the time the proposals are submitted to the time the Contract is awarded, the Bidders should not contact IDG or SPFU on any matter related to its Technical and Financial Proposal. Any effort by Bidders to influence IDG or SPFU in the examination, evaluation, ranking of proposals, and recommendation for award of contract may result in the rejection of the Bidders' Proposal.

8.11. Evaluation of Technical Proposals

8.11.1. The Technical Evaluation Committee will evaluate the Technical Proposals on the basis of their responsiveness to the RFP applying the evaluation criteria, sub-criteria, and point system specified in Section 9. Each responsive proposal will be given a technical score. A Proposal will be rejected at this stage if it does not respond to important aspects of the RFP.

8.12. Evaluation of Financial Proposals

8.12.1. After the technical evaluation is completed, IDG in consultation with the Technical Evaluation Committee will review the Financial Proposals. The Technical Evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures the former will prevail. In addition to the above corrections, activities and items described in the Technical Proposal but not specifically priced will be assumed to be included in the total price included in the bid. IDG in consultation with the Technical Evaluation Committee may also consider additional items in the TCO in addition to the costs proposed under this contract.

8.13. Award of Contract

8.13.1. After completing negotiations, IDG will submit a consent to subcontract request to USAID to obtain approval to award the contract to the selected Bidder. Once approved, IDG will promptly notify all Bidders who have submitted proposals of the award. The selected Bidder is expected to commence the assignment on the date and at the location specified in the final subcontract.

8.14. Conflict of Interest

8.14.1. Per ADS 302, organizational conflicts of interest generally fall under one of the following:

- i. Biased Ground Rules: Where a contractor sets the "ground rules" for a procurement (e.g., writing a procurement's statement of work, specifications, or performing systems engineering and technical direction for the procurement), which appears to skew the competition in favor of the contractor. This comes into play when a procuring agency contracts for services to develop the terms of a procurement and the contractor or one of its affiliates subsequently competes for implementation of that contract work (see FAR 9.505-2). For example, an organization who was contracted by USAID to design an USAID activity wants to be eligible for the competition to implement the activity.

- ii. Impaired Objectivity: Where a contractor's work under a federal contract requires the contractor to evaluate proposals/past performance of itself or a competitor, which calls into question the contractor's ability to render impartial advice to the government (See FAR 9.505-3). For example, an organization contracted by USAID to evaluate an activity or contractor wants to provide services that are requested as a result of the evaluation.
- iii. Unequal Access to Information: Where a contractor has access to nonpublic information as part of its performance of a federal contract, which may provide the contractor (or an affiliate) with an unfair competitive advantage in current or future procurements (FAR 9.505-4). For example, an organization contracted by USAID to conduct audits seeks to do consulting work under contract with USAID (sometimes in competition with the firms audited)

8.14.2. The Bidder certifies that will comply FAR Part 9.5 and ADS 302, Organizational Conflict of Interest. The Bidder certifies that is not aware of any information bearing on the existence of any potential organizational conflict of interest. The Bidder further certifies that if the Bidder becomes aware of information bearing on whether a potential conflict may exist, that Bidder shall immediately provide IDG with a disclosure statement describing this information.

8.15. Fraud and Corruption

8.15.1. IDG does not tolerate fraud, collusion among Bidders, falsified proposals/bids, bribery, or kickbacks. Any firm or individual violating these standards will be disqualified from this procurement, barred from future procurement opportunities, and may be reported to both USAID and the Office of the Inspector General.

Section 9. Evaluation Criteria

9.1. General Information

9.1.1. IDG may award a contract without discussions with Bidders in accordance with FAR 52.215-1. Therefore, the Bidder’s initial proposal should contain the Bidder’s best terms from a price and technical standpoint.

9.1.2. IDG and the Technical Evaluation Committee intend to evaluate proposals in accordance with Section 8 of this RFP and award to the responsible Bidder, whose proposal offers the best value, considering both cost and non-cost factors, to IDG, USAID, and the SPFU.

9.1.3. The submitted technical information will be scored by a Technical Evaluation Committee using the technical criteria shown below. The Evaluation Committee may include industry experts who are not employees of IDG, although only as non-voting members.

9.1.4. Cost has not been assigned a numerical weight. All evaluation factors other than cost or price, when combined, are more important than cost or price.

9.2. Technical Evaluation Criteria

Technical Proposals will be evaluated according to the criteria presented below, which reflect the requirements of the activity. IDG will score each technical proposal based on the scoring criteria below.

Criteria	Points
1. Bidder’s experience (10 points) <i>1.1 Past Performance (number of successful implementations, client reference list)</i>	10
2. Bidder’s response(s) to the functional requirements (30 points) <i>2.1 Technical Approach</i> <i>2.2 Data Management</i> <i>2.3 Parsing Module</i> <i>2.4 Valuation Algorithm (methodology and scalability)</i> <i>2.5 Geographic Information Systems (incorporation and scalability)</i>	12 5 5 5 3

<p>3. Bidder's response(s) to non-functional requirements (26 points)</p> <p>3.1 Hardware Requirements</p> <p>3.2 Interoperability (building APIs)</p> <p>3.3 Security</p> <p>3.4 Performance</p> <p>3.5 Documentation</p> <p>3.6 User Interface</p>	<p>5</p> <p>5</p> <p>4</p> <p>4</p> <p>4</p> <p>4</p>
<p>4. Bidder's response to implementation and post-implementation requirements (20 points)</p> <p>4.1 Project Schedule</p> <p>4.2 Implementations Services</p> <p>4.3 Legal Framework (statutory requirements, etc.)</p> <p>4.4 Project Approach and Methodology</p> <p>4.5 Project management</p> <p>4.6 Post implementation</p>	<p>4</p> <p>4</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p>
<p>5. Evaluation of the Bidder and of the project team (14 points)</p> <p>5.1 Project team experience and expertise based on CVs</p> <p>5.2 Team Composition</p>	<p>10</p> <p>4</p>
<p><u>Total points for the technical proposal</u></p>	<p><u>100</u></p>

9.3. Financial Proposal Evaluation

IDG and the Technical Evaluation Committee will evaluate the proposed costs to determine if they are fair and reasonable using proposal analysis techniques consistent with FAR 15.404. The evaluation of cost will include a determination of cost realism, completeness, and reasonableness. An analysis of the proposed cost will be conducted to determine the validity and the extent to which it reflects performance addressed in the technical proposal.

9.4. Determination of Competitive Range

The competitive range of Bidders with whom discussions may be conducted will be determined by the IDG contract representative pursuant to FAR 15.306 (c). Bidders are advised that, in accordance with FAR 52.215-1, if the contracting representative determines that the number of proposals that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the contracting representative may limit the number of proposals in the competitive range to the greatest number that will permit an efficient competition among the most highly rated proposals.

9.5. Selection

In accordance with FAR 52.215-1(f), IDG in consultation with the Technical Evaluation Committee intend to award a contract resulting from this solicitation to the responsible Bidder whose proposal represent the best value after evaluation in accordance with the factors as set forth in this RFP. This procurement utilizes the tradeoff process set forth in FAR 15.101-1. The contract representative shall award the contract to the Bidder whose proposal represents the best value to the IDG, USAID, and the SPFU. The contract representative may award to a higher priced Bidder if a determination is made that the higher technical evaluation of that Bidder merits the additional cost/price, and therefore represents the best value.

Section 10. Technical Proposal - Templates

The full Technical Proposal must include all elements listed below. Templates are provided for selected items in the list. A more detailed description of these items is included in [Section 8](#). All submissions need to adhere to the page limits for each section and cannot exceed the page limit mentioned.

1. Technical Proposal Submission Letter ([Attachment 1](#))
2. Organization Description – a maximum of 3 pages
3. Past Performance Information ([Attachment 2](#))
4. Executive Summary – 1 page
5. Description of the Solution’s Technical Approach and Methodology – 5 pages
6. Comments on the RFP – No Limit
7. Work Plan- No Limit
8. Response(s) to Functional Requirements ([Attachment 3](#))
9. Response(s) to Non-Functional Requirements ([Attachment 4](#))
10. Response(s) to Implementation Services Requirements ([Attachment 5](#))
11. Response(s) to Post-Implementation Requirements ([Attachment 6](#))
12. Staffing Plan and Level of Effort ([Attachment 7](#))
13. Professional Staff CVs – a maximum of 3 pages
14. Risk Management Plan – a maximum of 3 pages

Section 11. Financial Proposal - Templates

The full Financial Proposal must include all elements listed below. Templates are provided for selected items in the list. A more detailed description of these items is included in [Section 8](#). All submissions need to adhere to the page limits for each section and cannot exceed the page limit mentioned.

1. Financial Proposal Submission Letter ([Attachment 8](#))
2. Budget Narrative – No limit
3. Cost Proposal ([Attachment 9](#))
4. Evidence of Responsibility ([Attachment 10](#))

Attachment 1. Technical Proposal Submission Letter

[Location, Date]

To: *[Name and address of Client]*

Dear International Development Group LLC:

We, the undersigned, offer to provide the consulting services for *[Insert title of assignment]* in accordance with your Request for Proposal dated *[Insert Date]* and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal submitted in separate email submissions.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the consulting services related to the assignment not later than the date indicated in Section 1.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

Attachment 2: Past Performance Information

Bidders should provide relevant information on past performance examples from a maximum of three (3) relevant assignments implemented in the past five (5) years. The prime Bidder should also include one (1) relevant assignment for each proposed subcontractor (if any subcontractors are proposed). Information should be provided only for those assignments for which the Bidder was legally contracted as a corporation or as one of the major Bidders within a joint venture. Each past performance example should be provided using the template below.

PAST PERFORMANCE REPORT - SHORT FORM	
Contract Information (to be completed by Bidder)	
1. Name of Contracting Entity:	2. Contract No.:
	3. Contract Type:
Dates:	4. Contract value:
<p>Project Title:</p> <p>Place(s) of Performance:</p> <p>Scope of Work:</p> <p>Skills/Expertise Required:</p>	
6. Problems: (If problems encountered on this contract, explain corrective action taken.)	
7. Contact Reference: (Name, Telephone Number, E-mail address, and Mailing Address)	
8. Bidder:	

Attachment 3. Response(s) to Functional Requirements

Use the following template to explain how the proposed Software Solution will address functional requirements. Address all the points mentioned under Functional Requirements in Section 4. If any of the requirements marked as “Mandatory” are not part of the standard Software Solution, the software provider should state in the respective columns if it is possible to achieve the required functionality by customization of existing function or by developing it or not possible to cover such functionality at all. Detailed description of how the software provider achieves implementation of the particular functionality or what the customization process is, and effort associated with it should be included in the column *Detailed Explanation*. Bidders may provide licensing and implementation services costs separately for “Mandatory” requirements.

ID	Requirement	Description	Importance	YES / NO / NA (Not applicable)	Detailed explanation
FR 1.01			Mandatory		

Attachment 4. Response(s) to Non-Functional Requirements

Use the following template to explain how the proposed Software Solution will address Non-Functional requirements. Address all the points mentioned under Non-Functional Requirements in Section 4. In case a detailed description of how the software provider achieves implementation of the particular functionality or what the customization process is, and effort associated with it can be provided, it should be included in the column *Detailed Explanation*. All requirements labelled as “Preferable” will be considered as an advantage, provided the essential criteria are fulfilled. Bidders may provide licensing and implementation services costs separately for “Mandatory” requirements and for all requirements including the “Preferable” items.

ID	Requirement	Importance	YES / NO / (NA) Not applicable	Detailed explanation
1. Overall Architecture				
NF 1.01		Mandatory		

Attachment 5. Response(s) to Implementation Requirements

Your response to Implementation Requirements should refer to the details mentioned in Section 4 of the RFP, explaining how the proposed Software Solution will address each requirement. In case, you want to provide additional comments or suggestions, you may do so according to your own professional judgment, methods, implementation standards etc.

ID	Requirements	Detailed explanation
1. Analysis and Design		
IS 1.01	1.	

Attachment 6. Response(s) to Post Implementation Requirements

Your response to Post Implementation Requirements should be as per this template, explaining how the proposed Software Solution will address each requirement. Please comment on how you will deliver MSR 1 through MSR 7. Address all the points mentioned under Post Implementation Requirements in Section 4.

ID	Requirements	Detailed Explanation
MSR 1		

Attachment 7. Staffing Plan

Use the template below (Team Composition, Assignments and Qualifications) to describe the role and the responsibility of the staff included in the proposal, also highlighting the relevant experience each member has for the proposed position. For implementing the Software Solution, you should demonstrate you can provide to the SPFU a minimum number of key experts as follows:

1. Key expert no. 1 – Project manager
2. Key expert no. 2 – Business analyst/ Business consultant
3. Key expert no. 3 – Solution architect/ Senior software engineer
4. Key expert no. 4 – Front-end developer

Bidders may propose additional resources if needed, according to their professional judgment, methods, implementation standards etc. For each of these roles (key experts) one or more persons can be allocated. A person can also cumulate roles, if he/ she meets the criteria for all the envisaged roles and if the workload on the project allows. The quality assurance role has to be specifically allocated to a team member.

Description of Key Experts:

1. **Key expert no. 1 - Project manager:** responsible for effective project management, according to the detailed requirements established in the Section 4. Possession of a certificate, such as Program Manager Professional (PMP), PRINCE2 or equivalent would be an advantage:
 - a. Total work experience in various IT project implementations;
 - b. Experience in a minimum of 2 completed projects in the last 3 years in the role of project manager is preferable
 - c. Experience in a minimum of 1 implementation based on offered solution, in the role of project manager is preferable.
2. **Key expert no. 2 – Business analyst:** responsible for analysis and design of the functional specifications of the solution:
 - a. Total work experience in IT projects. Any certifications in this area will be considered an advantage;
 - b. Experience in at least 2 implementation projects similar to the solution proposed for the SPFU.
3. **Key expert no. 3 –Solution architect/ Senior software engineer:** responsible for defining the technical architecture and components installation/configuration of the solution in accordance with established requirements:
 - a. Total work experience as a solution architect;
 - b. Relevant experience in deployment, configuration and customization of the software offered to the SPFU;
 - c. Relevant Certification would be an advantage.
4. **Key expert no. 4 – Front-end developer:** responsible for developing the software solution as per the architecture and configuration specifications.
 - a. Total work experience in the development and implementation of complex multi-dimensional software solution models.

b. Relevant Certification would be an advantage.

Team Composition, Assignments, Qualifications and Level of Effort

Name of Staff and Position Assigned	Position Requirements/Tasks/ Responsibilities	Relevant Qualifications and Experience	Level of effort ¹

¹ Should correspond to the Cost Proposal

Attachment 8. Financial Proposal Submission Letter

[*Location, Date*]

To: [*Name and address of Client*]

Dear International Development Group LLC:

We, the undersigned, offer to provide the consulting services for [*Insert title of assignment*] in accordance with your Request for Proposal dated [*Insert Date*] and our Technical Proposal. Our attached Financial Proposal is for the sum of [*Insert amount(s) in words and figures*], all taxes inclusive. It is formed by [*Insert amount(s) in words and figures*] for the year 2020, and [*Insert amount(s) in words and figures*] for the year 2021.

Our Financial Proposal should be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

Attachment 9. Cost Proposal

Use the Excel attachment to complete the requested budget. The table below is displayed here for informational purposes only.

Item#	Description	Unit	Quantity	Rate (USD)	Total (USD)
I	Labor				
1.1	ex) Technical Director	ex) Day	ex) 5	ex) \$300	ex) \$1,500
1.2				\$ -	\$ -
1.3				\$ -	\$ -
1.5				\$ -	\$ -
1.6				\$ -	\$ -
1.7				\$ -	\$ -
1.8				\$ -	\$ -
Labor Sub-Total					\$ -
II	Expenses				
2.1	ex) Communication	ex) Per day	ex) 90	ex) \$5	ex) \$450
2.2				\$ -	\$ -
2.3				\$ -	\$ -
2.4				\$ -	\$ -
2.5				\$ -	\$ -
2.6				\$ -	\$ -
2.7				\$ -	\$ -
Expenses Sub-Total					\$ -
Total Estimated Value					\$ -
TOTAL VALUE					\$ -

Attachment 10. Evidence of Responsibility

1. 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]

- b. 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.
- c. 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]

- d. Confirm that your company has complied with contract requirements in the past adhered to contract schedules, including the administrative aspects of performance
- e. Confirm your company's record of forecasting and controlling costs
- f. Confirm that your principals have never been debarred or suspended
- g. 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]

- h. Confirm that your company has never been accused of unethical business practices
- i. Reference your completion of the Representations and Certifications document.
- j. 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]

- k. Identify the number of projects your company has completed as evidence of its experience.
- l. Reference your company's past performance record
- m. Demonstrate that your company has the capacity in accounting and financial capacity to complete the project
- n. 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]

- o. Briefly describe your company's building and facility.
- p. 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]

- q. Recertify that neither your company nor any of your principals are presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contract by any Federal agency
- r. Certify that neither your company nor any of its principals have been convicted of or had a civil judgment rendered against them for commission of fraud, or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) contractor subcontract
- s. 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 commission of any of the offenses enumerated above.

8. Cognizant Auditor

9. Organization of Firm

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

Signature: _____

Name: _____

Title: _____

Date: _____