

Request for Quote/Proposal (RFQ/RFP)

Commodity/Service Required	Service Provider for the Development of Cloud-Based Online Application System for Registration and Processing of EVCS Operator
Type of Procurement	Fixed-Price with Payment Milestones
Type of Contract	Purchase Order
Term of Contract	The timeline for this project is for a period of six (6) months from award date.
Contract Funding	United States Agency for International Development
This Procurement supports	Energy Secure Philippines
Submit Proposal to	Jan Ranizen F. Vitan Grants and Procurement Analyst jvitan@energysecure.ph
Date of Issue of RFP	September 8, 2022
Date Questions from Supplier Due	September 15, 2022 Extended until September 26, 2022
Date Proposal Due	September 22, 2022 Extended until October 3, 2022
Approximate Date Purchase Order Issued to Successful Bidder(s)	October 4-7, 2022

Method of Submittal:	
Respond via e-mail with attached document in MS Word / pdf format. The Bidder/Service Provider/Seller agrees to hold the prices in its offer firm for 60 days from the date specified for the receipt of offers unless another time is specified in the addendum of the RFP/RFQ.	
Solicitation Number:	ESP-RFP-2022-268

Attachments to RFP:

1. Attachment "A" – Commodity Specifications
2. Attachment "B" – Instructions to Bidders/Sellers
3. All PO Terms and Conditions are listed on our website at:
<https://www.rti.org/sites/default/files/rti-purchase-order-terms-and-conditions-v1.16.pdf>,
http://www.rti.org/files/PO_FAR_Clauses.pdf or for commercial items:

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[http://www.rti.org/files/PO FAR Clauses Commercial Items.pdf](http://www.rti.org/files/PO_FAR_Clauses_Commercial_Items.pdf) (hereinafter the “Terms”).
Supplier’s delivery of products, performance of services, or issuance of invoices in connection with this purchase order establishes Supplier’s agreement to the Terms. The Terms may only be modified in writing signed by both parties.

All Bidders/Sellers are responsible to carefully review each attachment and follow any instructions that may be relevant to this procurement.

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Attachment A

Commodity Specifications or Statement of Work

Statement of Work

Indicate a description of the activity/service that is expected from the supplier. Provide product specifications or service expectations (both if applicable). Include deliverables, timelines, and any special terms and conditions.

Description of Activity/Service:

BACKGROUND

The USAID ESP Activity is supporting the Department of Energy (DOE) in implementing the provisions of the Energy Efficiency and Conservation Act (R.A. No. 11285) and its IRR. Specifically, USAID ESP is soliciting Proposals from firms who are interested and qualified to perform the design, implementation and support of a Cloud-Based Online Application System for Registration and Processing of the Electric Vehicle Charging System (EVCS) Operator (hereinafter referred to as “System”). Through the procurement of a new System, DOE would like to develop an online platform that will facilitate compliance of EVCS Operators with the Republic Act (R.A.) No. 11697 or The Electric Vehicle Industry Development Act (EVIDA).

R.A. No. 11697 or EVIDA requires any person/entity who/that may own, establish, and operate EVCS and in any similar activities to file a notice with the Energy Utilization Management Bureau (EUMB). This is to consolidate and harmonize all existing issuances to ensure the safe, efficient operation and system reliability, and to accelerate investments in EVCS in the country. EVIDA also requires EVCS operators to submit documentary requirements and quarterly reports of their actual energy consumption from EVCS using the EVCS Operation and Specification Report Form and minimum energy performance (MEP) for EVCS Monitoring Report. With the initiative to provide safety and easy transactions amidst this COVID-19 pandemic, a web-based online application shall be developed to process the EVCS applications, ensure compliance to standards and regulations, securely store data, and provide real-time energy data, among others, regarding EVCS.

Considering that the emerging EV technology presents opportunities for improving energy efficiency of transportation in support of the government’s thrust for energy independence, there is a need to identify, regulate, and consolidate all EVCS operators and applicants to ensure a safe, efficient, standardize operations and system reliability, and to accelerate investments in the EV sector in the country.

USAID ESP intends to contract with one Service Provider (Bidder), who will be solely responsible for the solution’s performance and will be the sole point of contact for DOE regarding contractual matters. The proposal must include all components of the system. It is expected that the Bidder will provide the implementation, ongoing system operation, training, maintenance, and other services described within this RFP.

Product or Service Expectations (both if applicable):

SCOPE OF WORK

The System in this RFP is defined as the project output, in the form of a cloud-based online application system, provided by the Service Provider to the Department of Energy (DOE). This application will be accessible from various client devices such as laptops, tablets, or mobile phones, through a web browser. Management of the underlying infrastructure, including network, servers, operating systems, and storage will be outsourced to a hosting provider, while management of the application will fall under the purview of the DOE.

The technical and professional activities required for establishing, managing, and maintaining the environments are the responsibilities of the Service Provider.

The technical assistance aims to provide following:

- a. To develop an application system for registration, processing of EVCS operators, processing incentives availment applications, and integrate additional modules that are essential to overall application process compliance with R.A. No. 11697 or EVIDA and its IRR.
- b. To have an efficient quarterly submission of the actual consumption of EVCS and a provision for the development of a payment gateway system that will be used in the integration of an online payment system which will streamline payment process for a complete paperless transaction.
- c. To design a scalable, reliable, and secure cloud application in terms of database, internet bandwidth, and flexible modules for expansion.
- d. To provide real-time administrative and management functions, including but not limited to energy situation and data analytics, assistance on the location, time of operation, type of charging protocol, and classification of EVCS.
- e. To develop application protocol compliant with the Data Privacy Commission and Payment Card Industry Data Security Standard (PCI DSS).
- f. To design and deliver a Secure Sockets Layer (SSL) that is a standard security technology for establishing an encrypted link between a server and a client or a mail server and a mail client. This will allow sensitive information such as credit card numbers, social security numbers, and login credentials to be securely transmitted.

Systems

Bidders are responsible for providing a system with sufficient functionality and performance capabilities to support all DOE's needs. The proposed system should be sized and of sufficient capabilities to meet the performance standards for the projected volumes plus a margin for unexpected growth.

The following is a list of systems that must be included in the Proposer's solution:

- 1. A fully integrated, online application system to perform a broad range of functionality including registration, processing, incentives availment application, quarterly submission of the actual energy consumption of EVCS as well as the ability to input and access reports, location, EVCS details/ summaries and other vital information in accordance with R.A. No. 11697 or EVIDA and its IRR.

2. The System should have tools to ensure data integrity, accuracy and security with the necessary encryption. It should have the ability to pre-populate report forms from the System. Users should be able to search and access external databases from a single query. Additionally, it is critically important that the cloud-based online application system comply with all applicable local, national, and international or other laws and regulations applicable in connection with the use of system.
3. The System should be configurable by DOE and be Data Privacy Commission and Payment Card Industry Data Security Standard (PCI DSS) compliant. The System should be able to provide real-time administrative and management functions to DOE, including but not limited to energy situation and data analytics, assistance on the location, time of operation, type of charging protocol, and classification of EVCS.

Cloud Hosting

The Bidder shall host the System on a reputable cloud hosting provider that provides reliability capabilities including high availability and disaster recovery as part of its infrastructure. It is expected that the System shall be Web browser agnostic that is backwards/forward compatible with the current major Web browser applications like the DOE and EVOSS websites (e.g., Chrome, Safari, Firefox, and Edge).

Implementation and Support

The Winning Bidder, with appropriate involvement from DOE employees, must perform all tasks required to implement the proposed system, including all configuration, testing, training, and construction of interfaces with other concerned entities/agencies. The Bidder must include in its proposal a comprehensive project plan showing time and resources required to accomplish tasks, including those described in the Appendices.

Project Management

The Service Provider/Bidder will be responsible for applying project management methodologies in the areas of project planning, resource management, project monitoring, production control, configuration management, quality assurance, test planning and execution, training plan, implementation methodology, change management and business process re-engineering, post-implementation support and documentation.

- The Bidder must present a comprehensive project plan showing time and resources required to accomplish tasks. The plan shall include three (3) major phases: planning, implementation, and post-implementation.
- The Bidder shall provide a project manager who, along with the DOE's Focal Contact Person, will be responsible for coordinating the following:
 - Project plan development and implementation and project status reporting
 - Any subcontractor work, if any
 - Requested system changes and modifications to the project plan
 - All technical, educational, documentation and support services
- The Bidder's Project Manager will provide status reports to the DOE and adhere to the directives of DOE's Project Manager and/or staff.
- During the course of the project, until Final System Acceptance, the contracting firm's

project manager will:

- Attend regular status meetings
- Submit regular status reports, covering such items as:
 - Progress of work being performed
 - Milestones attained
 - Problems encountered
 - Corrective action taken
 - Status of issues/problems
- Participate in project status conference calls

Change Management

DOE expects to work with the Bidder to identify process changes and develop training tools and materials to facilitate the transition to the new systems using new business processes.

Documentation

Documentation must be developed to support the system and DOE's business processes. Any software tools or utilities that are desirable to tune, test, maintain or support the system must be specified in the documentation. Any tailoring or configuring must be documented and delivered to DOE. At a minimum, the Service Provider shall provide DOE with the following:

- User documentation
- Configuration documentation
- Interface documentation
- System administration manuals
- Application software tutorials
- Data dictionaries
- Database setup and maintenance
- Entity relationship diagrams
- Report creation and maintenance
- System documentation
- Help desk support call escalation process
- Disaster recovery manual
- Handover of source code and technical documentation

All user documentation, including application and interface documentation, help documentation and software tutorials shall be available online and accessible from within the relevant application. These should be handed over during final system acceptance.

Training

DOE recognizes that the involvement, understanding, and commitment of employees is essential to the successful implementation of the proposed System. As such, DOE employees will assist in all key process design and configuration decisions.

The Service Provider is expected to provide the following types of training programs:

1. A training program for DOE's core project implementation team that includes the training necessary to understand the overall system architecture, interface configurations, data import/export capabilities and workflow configuration options.
2. A training program for application administrators that includes the training necessary to configure, tailor, monitor and administer the system's technical and functional aspects.
3. A training plan and training documentation to support the training of all end-users (e.g., EVCS operators, System administrators, etc.) on the functionality and features of the various proposed system components.

Except for post-implementation training, all training must be completed in a satisfactory manner before DOE will give formal Final System Acceptance. Service Provider shall make available post-implementation training as requested by DOE.

All training material shall meet the following requirements:

1. Training materials, including the presentation materials, shall be provided at least three (3) weeks prior to the start of any training course.
2. Training materials must be for the version of the System that will be deployed.
3. Training materials shall be customized by the Proposer to include functionality and features defined in this RFP and any other functionality that is developed during the implementation process.
4. All training material will be provided in electronic format (one version must be a .pdf) for unlimited duplication by DOE.
5. Additionally, the Service Provider shall provide a training system that will allow users to simulate live operations for the System without degrading system performance.

System Testing

System implementation must include adequate provisions for functional, performance and reliability testing before User Acceptance Testing. DOE requires the Service Provider's involvement in the development and execution of all test plans to assure the system delivers the expected results.

Satisfactory completion of a mutually agreed-upon acceptance test for each stage of the implementation is required, as is a final acceptance test in a fully integrated environment (to ensure components work together as intended). The acceptance test will include a confirmation of each functional requirement identified in this RFP, in addition to required performance and reliability acceptance procedures that DOE may require.

User Acceptance Testing

User acceptance testing must be performed with involvement from representatives of the evaluating agencies, primarily the DOE, and representatives of the applicants and operators before Final System Acceptance. Representatives must be actual end-users who are not involved in the build and test phases of the project to remove bias.

DOE requires the Service Provider's involvement in the development and oversight of user acceptance testing to obtain concurrence from stakeholders that the system delivers the expected results. The Service Provider must take the feedback provided by participants of the acceptance test and determine whether the feedback is within the scope of the project or not. Feedback that is deemed within the scope must be implemented and verified by the users as part of the acceptance criteria.

Hand Over of Source Code and Technical Documentation

Reliability and Performance Standards

Warranty

The entire system solution as proposed in this RFP must include a two-year warranty for Proposer-supplied software, including all software updates, enhancements and refinements and interfaces, for a minimum of twenty (24) months after the Final System Acceptance date. DOE also requires a warranty for implementation services (e.g., work products, developed modifications) for the same period. The warranty shall conform to contractually agreed upon specifications and protect against any defects or damage caused by manufacturers, Bidders, or proposed Subcontractors, in the System's equipment or software. Additionally, the Service Provider will warrant its responses to the functional requirements included in **Appendix B** to this RFP and any other element of this RFP and will agree to attach its RFP response to any contract reached with DOE.

Final System Acceptance shall be determined by DOE according to an agreed upon testing plan. All repairs and expenses to cover repairs made under warranty, including parts, software, labor, travel expenses, meals, lodging and any other costs shall be borne by the Service Provider. All repairs and expenses to cover repairs that are due to the Service Provider's inability to perform based upon warranty guidelines shall be borne by the Service Provider.

Subscription, Support and Maintenance

DOE expects that a 2-year subscription, maintenance and support agreement will be offered. The support agreement must describe priority levels for system errors and include a guaranteed response time for each priority level.

Account Manager

The selected Bidder will provide DOE with an Account Manager who will be the single point of contact throughout the Bidder's relationship with DOE. The Account Manager, and any Service Provider personnel as determined by DOE, may be subject to successfully completing background checks before being allowed access to the DOE's systems and information. DOE reserves the right to request and have the Account Manager replaced if DOE determines a change would best result in successful completion of the project.

Deliverables, Timelines, Special Terms and Conditions:

The Service Provider shall adhere to the following timelines:

Proposal Due-Date and Location

Proposal must be submitted no later than September 22, 2022, at 5:00 PM local time to:

Jan Ranizen Vitan

Grants and Procurement Analyst, ESP
RTI International

Email address: jvitan@energysecure.ph

All proposals and accompanying documentation will become property of DOE and will not be returned. The Bidder has full responsibility to ensure the proposal arrives before this deadline and accepts all risks of late delivery of mailed proposals regardless of fault. DOE assumes no responsibility for delays caused by any delivery service.

The submitted Proposal (s) must be received prior to the time and date specified.

Questions and Clarifications Regarding the RFP

Any explanation desired by a Bidder regarding the meaning or interpretation of the Request for Proposal must be submitted in writing to the RFP coordinator at jvitan@energysecure.ph. The deadline for all questions and requests for clarifications or interpretations is 05:00 PM local time on September 15, 2022. DOE is not obligated to respond to questions or requests for clarifications or interpretations not received by the stated deadline.

If DOE determines that clarifications, supplemental instructions, or changes to this RFP are necessary, it will issue an official written addendum that will become part of this RFP and be included as part of the Contract. Bidders shall not be allowed to take advantage of any errors or omissions found in this RFP. Full instructions will be given if such error or omission is discovered and called to the attention of DOE point of contact in a timely manner.

Proposal Response Format

DOE expects the Functional Proposal to be divided into twelve (12) clearly marked and identified sections. The Cost Proposal (Section 12) must be submitted separately as described elsewhere in this RFP. The proposal must follow the format prescribed below and address all requirements identified in this RFP. The objective of the prescribed format is to facilitate the review of all proposals. Failure to complete and furnish all information requested in the specified form and format may result in the rejection of the proposal.

The following table describes each section. Proposers should label each section as described in the table and provide a table of contents that includes page number references. The paragraphs following the table explain the details requested for each section and are referenced accordingly in the table. Paragraph numbering within proposals should correspond to question numbers in the detailed RFP.

Proposal Format Overview	
Section	Description
1	Proposer Background and Experience and Financial Qualifications
2	Bidder’s References
3	System Architecture
4	System Backup
5	Application Software and Integration
6	System Testing and Acceptance
7	Implementation and Project Management
8	Documentation
9	Training
10	Support, Warranty and Maintenance
11	Contract Provision
12	Cost Proposal

Proposal Section 1: Proposer Background and Experience

1. Identify the Prime Service Provider and all subcontractors.
2. If the Bidder is a corporation, formal proof of the authority of the officer signing the Proposal to bind the corporation should be submitted with the proposal. A copy of the corporate resolution or minutes can be adequate proof; a simple letter is not sufficient. (Please refer to **Appendix A: Proposal Response Form**)
3. Provide background information about:
 - a. The Proposer’s company history and experience in the market for application systems similar to that described in this request for proposal.
 - b. If a subcontractor is proposed, provide a history on previous work completed together by the proposer and subcontractor. Include the following for each project in which the proposer and subcontractor have worked together:
 - Agency (include point of contact)
 - Project date
 - Applications installed
 - Responsibilities of each party
4. Provide a copy of the company’s latest audited financial statements.

Proposal Section 2: Bidders References

1. Each vendor (Service Provider and Subcontractor) must complete Appendix F – Consultant’s References. Each vendor must provide at least 3 references meeting the following criteria:
 - At least three (2) references should be for systems installed within the last three (3) years
 - Three (3) references should be for systems installed more than three (3) years ago

Proposal Section 3: System Architecture

Service Providers should clearly label and identify each sub-section for easy reference.

System Diagram

1. Describe the system architecture that will be necessary to provide connectivity to the application.
2. Provide a diagram of the proposed System architecture. The diagram should include an overall representation of the cloud infrastructure network, as well as a representation of the System environments (Production, Backup, and Training/Testing).
3. How will the server configuration provide the redundancy necessary to guarantee the performance criteria stated in ‘System Volume Requirements’ (Appendix C)?
4. Are there any recommended alternative system architecture configurations?
 - If yes, please describe.

Performance and Availability

1. Describe any impact to systems (e.g., interference to normal operations, system shutdown) that will occur during SaaS, PaaS, IaaS, and local storage/interface upgrades and/or expansions.
2. Describe any impact to systems that will occur during SaaS, PaaS, IaaS, and local storage/interface upgrades or updates.
3. DOE expects the System to be available 99.95 percent of the time. Describe how the Bidder will guarantee this level of System availability both initially and during the life of any SaaS, PaaS, or IaaS subscription and maintenance contract (Appendix D).
4. What features are provided that would prevent a user from running a complex query that may adversely affect system performance (e.g., security permissions, separate reporting server)?

Network Compatibility

Describe how the field reporting system works in an environment of intermittent mobile and Web browser computer connectivity.

- Does the system require connectivity to write reports?

Proposal Section 4: System Backup

System Backup Procedures and Retention

1. Describe the Bidder's recommended approach for System backup for both cloud based as well as any local storage, interface, or other servers, if any
 - a. How will the Bidder's recommended System backup process affect the live operation of the System?
 - b. Are all system functions (inquiry and update) available during backup? If not, explain the level of availability of System functions during backup.
2. Will the Proposer's recommended approach for System backup enable a full backup of the System?
 - a. What is the maximum time a full backup will take?
 - b. Can the full backup be performed unattended?
 - c. Can full backup be scheduled to occur automatically?
3. Describe the tasks required of DOE personnel and the level of technical knowledge required to perform the backup.
4. Are backups made on an earlier software version or hardware platform always available in the current system? Describe any limitations.
5. How does Bidder recommend the process to backup all data maintained in the cloud System in order to keep a local record of all data? Describe any limitations to such backups

Proposal Section 5: Application Software and Integration

Clearly label and identify each sub-section for easy reference.

Software, SaaS, PaaS, and IaaS License Agreements (if any)

1. Include copies of the proposed standard software licensing and Software/Platform/Infrastructure as a Service (SaaS/PaaS/IaaS) subscription agreements.
2. What type of licensing agreement is proposed (e.g., concurrent, named, etc.)?
3. How many licenses or subscription licenses are proposed?

Major System Components

1. Use the Excel Workbook provided to indicate how Bidder can satisfy the functional requirements (Appendix B). The Bidder should complete the spreadsheet, but should not modify or alter the workbook format in any

manner except to provide responses where requested. Modification or alteration of the workbook format may result in rejection of the proposal. The Bidder should include the workbook in electronic format on compact disk, flash drive or other portable electronic storage device in this section.

- a. The Bidder should leave the workbook as an Excel file and not convert to .pdf. If the Proposer wants to provide a .pdf version of the Excel file, it should do so in a file separate from the main functional proposal document.
- b. All detailed requirements in Appendix B are numbered in the left-hand column. These identification numbers should not be changed or omitted in the proposal.
- c. Detailed response instructions are included on the first worksheet of the workbook. Failure to follow the instructions will result in rejection of the proposal. Bidders are asked to indicate their ability to comply with the requirement using the codes described in the following paragraphs:
 - “C” indicates that the requirement will be met by proposed existing software that is installed and operational at other sites and can be demonstrated to DOE. The cost of requirements for receiving this response code are included in the cost of the standard application software. If the software required to meet this requirement is under development or in a test or beta phase, do not answer with a “C” response. Answer with an “N” response and indicate the development status in the “Comments” column.
 - “N” indicates that the Bidder cannot comply with the requirement. If a Bidder is answering “N” because it cannot meet the requirement in its entirety, please indicate why in the “Comments” column.
 - “A” indicates that, while the Bidder cannot meet the requirement exactly the way the requirement is stated, the Bidder can meet the requirement without modification to the standard application software and without additional cost to DOE. For example, the requirement can be met via functionality in another module, through standard features in the OS, or through an easy work-around. Responses in this column must be accompanied by an explanation in the “Comments” column. Failure to provide an explanation will result in the response being counted as an “N” response.
 - “M” indicates that the Bidder can meet the requirement by modifications to existing standard software. Responses receiving this Response Code may have an additional cost associated with them. Additional costs for modifications must be listed in the Cost Proposal and must reference the specific functional requirement associated with the cost.
 - “T” indicates that the Bidder can meet the requirement through use of third-party software. All “T” responses must have

supporting explanations in the “Comments” column, including the name of the third-party provider. All third-party software necessary to meet the listed requirements must also be listed in the Cost Proposal. Failure to do so will result in a re-coding of the response as an “N.”

Note that a blank response will indicate to DOE that the Proposer cannot meet the requirement. Blank responses will be counted as “N” responses.

Security Features

1. Describe to what level of depth (field, screen, module, etc.) security and permissions may be controlled within a System/application module.
2. Describe what security functions are provided by the application software versus those that are provided by system software or the operating system.
3. Describe the auditing capabilities of the System (include screenshots).
4. Describe the process (and technical requirements) for which you propose having access to the system after it has been deployed to provide remote diagnostics.

System Administration

1. What periodic System management functions should be performed to maintain System performance?
2. How much System Administrator time is needed per week?

Proposal Section 6: System Testing and Acceptance

1. DOE requires a review process to verify the Bidder’s responses to all of the functional requirements and to confirm that the proposed System meets defined user requirements prior to commencing implementation. Describe your approach to confirming requirements, determining modifications necessary to meet DOE’s specifications and then addressing those modifications.
2. ‘System Performance Requirements’ outlines Acceptance Test Requirements (Appendix E). If the Bidder does not agree to the Acceptance Test Requirements, Bidder must clarify any exceptions and submit an alternative to any exceptions taken.
3. Provide a comprehensive Acceptance Test Plan that incorporates these requirements. DOE will consider as non-responsive any vendor that does not provide an Acceptance Test Plan, or at a minimum, a sample of the plan that illustrates the process and parameters underlying its test approach, including, but not limited to:
 - How each of the functional specifications in the RFP will be tracked, documented and tested prior to System Application Component Acceptance and Final Acceptance.
 - How interfaces will be tested

- How System reliability will be tested
- How System performance and speed will be tested
- How integration of System and System Components will be verified
- Remediation procedures for failed tests and found errors
- The delineation of testing tasks between DOE and Bidder personnel

Proposal Section 7: Implementation and Project Management

Bidders must clearly label and identify each sub-section for easy reference.

Project Management

1. Describe the Bidder's approach to managing an implementation of this magnitude. Address at a minimum the following components of project management:
 - a. Project communications
 - b. Schedule management
 - c. Issue management
 - d. Scope management
 - e. Risk management
 - f. Quality assurance
2. Include in this section a Statement of Work that breaks down the System implementation by tasks and delineates Bidder and DOE's responsibilities within each task. Tasks should include configuration, testing and interface development and deployment. Address project management services including creating and maintaining a detailed deployment plan, along with a detailed task list.
3. Include in this section a realistic implementation project schedule that starts at contract signing. The schedule should describe tasks to be performed by DOE as well as by the Bidder.

Project Team

1. Identify the primary individuals who will be involved in the project. Note that these individuals must be available for oral interviews.
2. Identify a project manager who will be the primary point of contact for the duration of the project through formal project acceptance. Note that this individual must be available for oral interviews.
3. Include in this section resumes for the proposed personnel.
4. Any personnel from the successful Bidder working directly on the project, or any third party who may be contracted to work on the project by the successful proposer will be subject to a background investigation and fingerprint check before being allowed to work with DOE on the proposed system. Is there any reason that Bidder would object to this condition of the Contract?
5. Describe the process and actions available to DOE should the assigned project manager not meet the performance expectations of DOE, what

alternatives are available to DOE?

Data Migration

DOE expects to migrate all or some historical data into the system. Please include any costs associated with migrating data in the cost proposal. If proposers wish to present alternative proposals for data conversion, please provide a proposal describing the details of each alternative approach, and:

- a. The advantages and disadvantages of each approach
- b. Recommended approach
- c. Proposer's experience with the recommended approach

Proposal Section 8: Documentation

1. Will the Bidder agree to supply comprehensive hard and soft copies of all types of documentation listed in the "Documentation" section of the Scope of Services in this RFP?
2. Identify any requested documentation that the Bidder does not provide, as well as the reason it is not provided.
3. Will the Bidder provide authority to copy documentation for internal use as necessary? State any exceptions.
4. Will the Bidder be willing to provide a complete set of user documentation for the finalist evaluation phase?
5. Is documentation available with upgrades? If so, does the Bidder provide an entirely new set of documentation, or does the documentation reflect only the changes?

Proposal Section 9: Training

It is anticipated that the Bidder and DOE will work together to develop a final training plan that will include training formats (e.g., train-the-trainer, end user training, locations, timeframes, curriculum). DOE requires a preliminary Training Plan with the Proposal to assess the Bidder's approach to training.

1. Provide a training plan that addresses the training requirements outlined in the "Training" section of the Scope of Services in this RFP.
2. Does the Bidder provide refresher training? If yes, describe what refresher training is available. Include the cost of refresher training in the Cost Proposal as an option.
3. Does the Bidder provide any computer-based training options to bring new employees up to speed on the System?

Proposal Section 10: Support, Warranty and Maintenance Provisions

Customer Support

1. Describe Customer Support options that will be provided to DOE, including:
 - Telephone support
 - Web-based support
 - On-site support
2. Describe the Bidder's support procedure for each type of error listed below.
 - Error affects multiple users, critical operations and/or database functionality. Errors result in data loss, data corruption, prevented productive use of System Component or System.
 - Error affects productive use and operations of the System Component or System, or System or System Component does not meet performance or availability standards. A procedural work-around is not available.
 - System or System Component may be turned live, but a Component does not work properly. Productive use of the affected application or component is not significantly impacted and a procedural work-around is available.
 - System or System Component contains minor errors that do not affect productive use of the affected application or module.
3. Provide a description of how the Bidder: prioritizes issues, determines response time, logs support calls; tracks incidents; monitors the escalation of problems; diagnoses and corrects problems on-line from remote locations; and resolves problems.

SaaS, PaaS, and IaaS Subscriptions

1. Provide in this section a copy of the Bidder's standard subscription agreement.
2. Provide 2 years of subscription costs in the cost proposal.

Warranty

1. Provide in this section a copy of the Bidder's standard warranty.
2. Will the proposed System include a minimum first year warranty commencing at final System Acceptance? If not, explain.
3. Does the Bidder warrant that the implemented System will conform with its responses to the functional requirements in 'Proposal Response Forms' and the performance specifications in 'System Volume Requirements'?
 - a. If not, explain.
 - b. List any conditions of warranty.
4. Will the Bidder agree to cover expenses to repairs made under warranty, including parts, software, labor, travel expenses, meals, lodging and any other costs associated with the repair?
5. Will the Bidder cover repair costs for work it is unable to perform based upon warranty guidelines?
6. Do any Customer Support provisions differ during the Warranty

Period (as compared to during Maintenance Periods)?

Software Application Maintenance

1. Include in this section of copy of the Bidder's standard maintenance agreement.
2. Do system upgrades/enhancements require vendor intervention – either on-site installation or require the scheduling of resources to download and install the upgrade/enhancement?
3. What services and products are included the Bidder's maintenance program. Address specifically:
 - a. Customer support provisions
 - b. Upgrades, updates, enhancements and fixes
 - c. Training
 - d. Documentation
 - e. Professional services
4. What services and products are specifically excluded from the Bidder's maintenance program?
5. Will the Proposer provide labor, equipment and other materials necessary to maintain the Application and System Applications in good operating condition and in conformance with the Performance Requirements? Identify and explain in detail any exceptions.
6. What is the process for delivery and installation of fixes, upgrades, and new releases?
 - a. What is the philosophy and process for providing software patches for corrections of software errors?
 - b. How often does the Bidder provide software updates and enhancements?
 - c. How are changes to software tested and documented?
 - d. Will interfaces be upgraded along with the standard applications? If so, how will Bidder ensure that interfaces are not broken or compromised?
 - e. What is the philosophy and process for providing software patches for corrections of software errors?
 - f. How often does the Bidder provide software updates and enhancements?
 - g. How are changes to software tested and documented?
 - h. Will interfaces be upgraded along with the standard applications? If so, how will Service Provider ensure that interfaces are not broken or compromised?
7. Are updates provided to meet changes in government requirements?
 - a. Is there an additional charge for these updates?
 - b. If there are additional charges, how are they determined?
8. What training assistance for updates is provided?

Proposal Section 11: Contract Provisions

The winning Bidder will be required to sign a Contract for this engagement with RTI International which will be negotiated with the selected Service Provider. An offered contract may be submitted with the proposal.

Proposal Section 12: Cost Proposal

Please note that:

- Proposals must be for a fixed price solution.
- All costs for every component referred to in the proposal, including options, must be included in the cost proposal.
- Costs must be unbundled and separately listed. Proposals that do not detail specific costs on the provided forms will be considered non-responsive.
- The Bidder shall bear the responsibility of any errors made in pricing the services (e.g., omitting a component of the services).
- Should the Bidder have failed to either include in the price, or to deliver to DOE, any component necessary to perform the functionality or provide services as proposed in the RFP, the Bidder shall be required to provide same at the Bidder's own expense.

The first four (4) subsections require using provided forms to present a detailed breakdown and summary costs by categories for the following proposed System components:

- System Software
- Cloud SaaS/PaaS/IaaS Costs
- Implementation Costs
- Optional Costs

The fifth subsection summarizes the total one-time cost and the sixth subsection identifies recurring system costs for two (2) years following System Acceptance. Both require the use of provided forms.

In addition to the Cost Proposal, Proposers may attach pricing sheets in their own format.

System Software

List all System software proposed for the system as requested in the "System Software" section of the Scope of Services in this RFP.

- Include total costs and annual maintenance costs.
- The "Annual Maintenance Cost" should represent the average maintenance cost for years one (1) and two (2).

Implementation Costs

Describe and list all other costs that would be associated with implementation of the Proposed System, including, but not limited to the following:

- Installation of Software/Third Party products
- System Integration
- Project Management

- Training
- Travel
- Any other costs (describe)

Optional Costs

1. Describe and list all optional cost items that could be associated with implementation of the System.

Any optional costs to which the Proposer refers in the Functional Proposal must be identified on the Optional Cost Form in order for that option to be considered in the evaluation process.

Total One Time Costs

Present a summary of all one-time costs for the proposed System. Any subtotals carried forward to this form should agree with the corresponding detail forms.

Recurring Costs Summary

Present a summary of all recurring costs for the proposed System. This includes costs related to SaaS, PaaS, and IaaS subscriptions and yearly maintenance costs. Any subtotals carried forward to this form should agree with the corresponding detail forms.

Hourly Rates

1. What hourly rates are proposed as part of this Contract? Note that these rates should be guaranteed for at least two years from the date of contract signing.
2. Present rates for at least each of the following:
 - Analyst
 - Programmer
 - Project Manager
 - Trainer
 - Data Conversion
 - Database Administrator
 - Other (describe)

Pricing

Item #	Quantity to be Purchased	Description of Preferred Commodity or Services Specifications	Unit of Measure	Unit Fixed Price (Each)	Total Fixed Price (Each)	Lead Time Availability (Number of Days)
1						
2						
3						
Total Value						

By signing this attachment, the bidder confirms he has a complete understanding of the specifications and fully intends to deliver items that comply with the above listed specifications.

Signature:

Title:

Date:

APPENDICES

(Presented under separate cover)

Appendix A: Proposal Response Form

Appendix B: Functional Requirements

Appendix C: System Volume Requirements

Appendix D: System Performance Requirements

Appendix E: Acceptance Test Requirements

Appendix F: Consultant's References

(Note: There is no required format, kindly label as Appendix F upon submission of proposal)

Attachment “B” Instructions to Bidders/Sellers

1. **Procurement Narrative Description:** The Buyer (RTI) intends to purchase commodities and/or services identified in Attachment A. The Buyer intends to purchase the quantities (for commodities) and/or services (based on deliverables identified in a Statement of Work). The term of the Ordering Agreement shall be from Award Date to the Delivery date of the Offeror unless extended by mutual agreement of the parties. The Buyer intends to award to a single “approved” supplier based on conformance to the listed specifications, the ability to service this contract, and selling price. We reserve the right to award to more than one bidder. If an Ordering Agreement is established as a result of this RFQ/RFP, supplier understands that quantities indicated in the specifications (**Attachment A**) are an estimate only and RTI does not guarantee the purchase quantity of any item listed.
2. **Procuring Activity:** This procurement will be made by **Research Triangle Institute (RTI International)**, located at

RTI International

Unit 1409&1410, One Park Drive, 9th Ave cor. 11th Drive, BGC, Taguig City

(insert full address of the office)

who has a purchase requirement in support of a project funded by

USAID Philippines

(insert client’s name)

RTI shall award the initial quantities and/or services and any option quantities (if exercised by RTI) to Bidder by a properly executed Purchase Order as set forth within the terms of this properly executed agreement.

3. **Proposal Requirements.** All Bidders (Seller) will submit a quote/proposal which contains offers for all items and options included in this RFQ/RFP. All information presented in the Bidder’s quote/proposal will be considered during RTI’s evaluation. Failure to submit the information required in this RFQ/RFP may result in Bidder’s offer being deemed non-responsive. Bidders are responsible for submitting offers, and any modifications, revisions, or withdrawals, so as to reach RTI’s office designated in the RFQ/RFP by the time and date specified in the RFQ/RFP. Any offer, modification, revision, or withdrawal of an offer received at the RTI office designated in the RFQ/RFP after the exact time specified for receipt of offers is “late” and may not be considered at the discretion of the RTI Procurement Officer. The Bidder’s proposal shall include the following:
 - (a) The solicitation number:
 - (b) The date and time submitted:
 - (c) The name, address, and telephone number of the Seller and authorized signature of same:
 - (d) Validity period of Quote:
 - (e) A technical description of the items being offered in sufficient detail to evaluate compliance with the requirements in the solicitation. This may include product literature, or other documents, if necessary.

- (f) If RTI informs Seller that the Commodity is intended for export and the Commodity is not classified for export under Export Classification Control Number (ECCN) “EAR99” of the U.S. Department of Commerce Export Administration Regulations (EAR), then Seller must provide RTI the correct ECCN and the name of Seller’s representative responsible for Trade Compliance who can confirm the export classification.
 - (g) Lead Time Availability of the Commodity/Service.
 - (h) Terms of warranty describing what and how the warranties will be serviced.
 - (i) Special pricing instructions: Price and any discount terms or special requirements or terms (special note: pricing must include guaranteed firm fixed prices for items requested.)
 - (j) Payment address or instructions (if different from mailing address)
 - (k) Acknowledgment of solicitation amendments (if any)
 - (l) Past performance information, when included as an evaluation factor, to include recent and relevant contracts for the same or similar items and other references (including points of contact with telephone numbers, and other relevant information)
 - (m) **Special Note:** *The Seller, by his response to this RFQ/RFP and accompanying signatures, confirms that the terms and conditions associated with this RFQ/RFP document have been agreed to and all of its attachments have been carefully read and understood and all related questions answered.*
4. **Forms:** Sellers (potential bidders or suppliers) must record their pricing utilizing the format found on Attachment “A”. Sellers must sign the single hardcopy submitted and send to address listed on the cover page of this RFQ/RFP.
5. **Questions Concerning the Procurement.** All questions in regard to this RFQ/RFP to be directed to

Jan Ranizen F. Vitán, Grants and Procurement Analyst

(insert name of procurement officer)

at this email address:

jvitan@energysecure.ph

(insert email address of the procurement officer).

The cut-off date for questions is *(insert date)*.

September 15, 2022

6. **Notifications and Deliveries:** Time is of the essence for this procurement. Seller shall deliver the items or services no later than the dates set forth in the contract that will be agreed by both parties as a result of this RFQ/RFP. The Seller shall immediately contact the Procurement Officer if the specifications, availability, or the delivery schedule(s) changes.

Exceptional delays will result in financial penalties being imposed of Seller.

7. **Documentation:** The following documents will be required for payment for each item:
 - (a) A detailed invoice listing Purchase Order Number, Bank information with wiring instructions (when applicable)
 - (b) Packing List
 - (c) All relevant product/service documentation (manuals, warranty doc, certificate of analysis, etc.)
8. **Payment Terms:** Refer to RTI purchase order terms and conditions found in <https://www.rti.org/sites/default/files/rti-purchase-order-terms-and-conditions-v1.16.pdf> , http://www.rti.org/files/PO_FAR_Clauses.pdf, or http://www.rti.org/files/PO_FAR_Clauses_Commercial_Items.pdf. Payment can be made via wire transfer or other acceptable form. Sellers may propose alternative payment terms and they will be considered in the evaluation process.
9. **Alternative Proposals:** Sellers are permitted to offer “alternatives” should they not be able to meet the listed requirements. Any alternative proposals shall still satisfy the minimum requirements set forth in Attachment A Specifications.
10. **Inspection Process:** Each item shall be inspected prior to final acceptance of the item. All significant discrepancies, shortages, and/or faults must be satisfactorily corrected and satisfactorily documented prior to delivery and release of payment.
11. **Evaluation and Award Process:** The RTI Procurement Officer will award an agreement contract resulting from this solicitation to the responsible Seller (Bidder) whose offer conforms to the RFQ/RFP will be most advantageous to RTI, price and other factors considered. The award will be made to the Seller representing the **best value** to the project and to RTI. For the purpose of this RFQ/RFP, price, delivery, technical and past performance are of equal importance for the purposes of evaluating and selecting the “best value” awardee. RTI intends to evaluate offers and award an Agreement without discussions with Sellers. Therefore, the Seller’s initial offer should contain the Seller’s best terms from a price and technical standpoint. However, RTI reserves the right to conduct discussions if later determined by the RTI Procurement Officer to be necessary.

The evaluation factors will be comprised of the following criteria:

- (a) **PRICE (30points)**. Lowest evaluated ceiling price (inclusive of option quantities) .
 - (b) **DELIVERY (20points)**. Seller provides the most advantageous delivery schedule.
 - (c) **TECHNICAL (40points)**. Items/Services shall satisfy or exceed the specifications described in RFQ/RFP Attachment A.
 - (d) **PAST PERFORMANCE (10points)** - Seller can demonstrate his/her capability and resources to provide the items/services requested in this solicitation in a timely and responsive manner.
12. **Award Notice.** A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful supplier within the time acceptance specified in the offer, shall result in a binding contract without further action by either party.

13. **Validity of Offer.** This RFP in no way obligates RTI to make an award, nor does it commit RTI to pay any costs incurred by the Seller in the preparation and submission of a proposal or amendments to a proposal. Your proposal shall be considered valid for 60 days after submission.
14. **Representations and Certifications.** Winning suppliers under a US Federal Contract are required to complete and sign as part of your offer RTI Representations and Certifications for values over \$10,000.
15. **Anti-Kick Back Act of 1986.** Anti-Kickback Act of 1986 as referenced in FAR 52.203-7 is hereby incorporated into this Request for Proposal as a condition of acceptance. If you have reasonable grounds to believe that a violation, as described in Paragraph (b) of FAR 52.203-7 may have occurred, you should report this suspected violation to the RTI's Ethics Hotline at 1-877-212-7220 or by sending an e-mail to ethics@rti.org. You may report a suspected violation anonymously.
16. **The John S. McCain National Defense Authorization Act for fiscal year 2019 - section 889.** RTI cannot use any equipment or services from specific companies, or their subsidiaries and affiliates, including Huawei Technologies Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, and Dahua Technology Company ("Covered Technology"). In response to this request for proposal, please do not provide a quote which includes any Covered Technology. Any quote which includes Covered Technology will be deemed non-responsive. Additionally, if the United States Government is the source of funds for this RFP, the resulting Supplier shall not provide any equipment, system, or service that uses Covered Technology as a substantial or essential component

Acceptance:

Seller agrees, as evidenced by signature below, that the seller's completed and signed solicitation, seller's proposal including all required submissions and the negotiated terms contained herein, constitute the entire agreement for the services described herein.

By: *(Seller Company Name)*

Signature: _____

Title:

Date: