

REQUEST FOR PROPOSALS (RFP)

All changes to this RFP are highlighted in Yellow

RFP # MAAN-PROG-RFP-2024-002-**Modification 01**

For the provision of

Digital Citizen Complaints Management System (DCCMS)

Contracting Entity:

Chemonics International Inc. (“Chemonics”) under its local registration, “Sama Altatawer”
Baghdad, Iraq

Funded by:

United States Agency for International Development (USAID)

Funded under:

Iraq – Iraq Together/Ma’an

Prime Contract Number/Task Order No. 72026724N00001 under GSA OASIS IDIQ No.
47QRAD20DU117

******* ETHICAL AND BUSINESS CONDUCT REQUIREMENTS *******

Chemonics is committed to integrity in procurement, and only selects suppliers based on objective business criteria such as price and technical merit. Chemonics expects suppliers to comply with our Standards of Business Conduct, available at <https://www.chemonics.com/our-approach/standards-business-conduct/>.

Chemonics does not tolerate fraud, collusion among offerors, 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.

Employees and agents of Chemonics are strictly prohibited from asking for or accepting any money, fee, commission, credit, gift, gratuity, object of value or compensation from current or potential vendors or suppliers in exchange for or as a reward for business. Employees and agents engaging in this conduct are subject to termination and will be reported to USAID and the Office of the Inspector General. In addition, Chemonics will inform USAID and the Office of the Inspector General of any supplier offers of money, fee, commission, credit, gift, gratuity, object of value or compensation to obtain business.

Offerors responding to this RFP must include the following as part of the proposal submission:

- Disclose any close, familial, or financial relationships with Chemonics or project staff. For example, if an offeror’s cousin is employed by the project, the offeror must state this.
- Disclose any family or financial relationship with other offerors submitting proposals. For example, if the offeror’s father owns a company that is submitting another proposal, the offeror must state this.
- Certify that the prices in the offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
- Certify that all information in the proposal and all supporting documentation are authentic and accurate.
- Certify understanding and agreement to Chemonics’ prohibitions against fraud, bribery and kickbacks.

Please contact salnajjar@iraqmaan.com with any questions or concerns regarding the above information or to report any potential violations. Potential violations may also be reported directly to Chemonics at to BusinessConduct@chemonics.com or by phone/Skype at 888.955.6881.

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List of Acronyms

AIDAR	Agency for International Development (USAID) Acquisition Regulation
BGD	Baghdad
CFR	Code of Federal Regulations
CO	USAID Contracting Officer
COP	Chief of Party
COR	USAID Contracting Officer's Representative
CV	Curriculum Vitae
DBA	Defense Base Act
DCCMS	Digital Citizen Complaints Management System
FAR	Federal Acquisition Regulations
MEDEVAC	Medical Evacuation
POC	Point of Contact
RFP	Request for Proposals
SAM	System for Award Management
SOW	Scope of work
UEI	Unique Entity Identifier
U.S.	United States
USAID	U.S. Agency for International Development
USAID/IQ	USAID Mission in Iraq
USG	U.S. Government
VAT	Value Added Tax

Section I. Instructions to Offerors

I.1. Introduction

Chemonics, the Buyer, acting on behalf of the U.S. Agency for International Development (USAID) and the Iraq Together/Ma'an Activity under contract number 47QRAD20DU117/72026724N00001 is soliciting offers from companies and organizations to submit proposals to participate with Iraq Together/Ma'an, hereinafter "Ma'an", to design and implement digital citizen complaints management system (DCCMS) at targeted provincial water directorates.

Ma'an is a USAID activity implemented by Chemonics International Inc. in Iraq. Ma'an aims to support select government entities in Iraq (national, regional and local) to improve service delivery performance through use of technology and process standardization while increasing the availability of and access to information, particularly related to public services. Ma'an also fosters improved and inclusive relationships and engagement between the government and the communities they serve. Ma'an's goal is more equitable, efficient, and sustainable public services as well as improved government responsiveness to citizens' needs and demands, contributing to more accountable, transparent, and inclusive governance.

The primary objectives of this scope of work (SOW) include assessing key challenges and root causes through a citizen-centered approach, developing targeted strategies to enhance citizen-government interaction, and delivering comprehensive training and engagement initiatives. The intervention will specifically address issues such as inadequate tracking of citizen complaints, lack of transparency in service delivery, and limited feedback mechanisms. Techniques like user-friendly mobile applications and interactive platforms will be employed to facilitate communication. Deliverables include conducting needs assessments, designing the DCCMS prototype, and training government personnel to ensure effective implementation and improved service delivery across selected provinces.

By addressing these critical challenges and implementing a robust DCCMS, Ma'an aims to enhance government accountability, transparency, and citizen engagement. These efforts align with Ma'an's objectives to strengthen public service delivery, foster democratic governance, and promote equitable access to services. For further details, please refer to Section II.

Offerors are invited to submit proposals in response to this RFP in accordance with **Section I Instructions to Offerors**, which will not be part of the subcontract. The instructions are intended to assist interested Offerors in the preparation of their offer. Any resulting subcontract will be guided by Sections II and III.

This RFP does not obligate Chemonics to execute a subcontract nor does it commit Chemonics to pay any costs incurred in the preparation and submission of the proposals. Furthermore, Chemonics reserves the right to reject any and all offers, if such action is considered to be in the best interest of Chemonics.

Unless otherwise stated, the periods named in the RFP shall be consecutive calendar days.

I.2. Chronological List of Proposal Events

The following calendar summarizes important dates in the solicitation process. Offerors must strictly follow these deadlines.

RFP announcement	10/27/2024
RFP published	10/27/2024

Deadline for questions	11/04/2024 – 24:00 BGD
Proposal conference pre-registration deadline	11/04/2024 – 24:00 BGD
Answers provided to questions/clarifications	11/08/2024
Proposal conference	11/05/2024 – 14:00 BGD
Proposal due date	11/20/2024
Subcontract award (estimated)	01/15/2024

The dates above may be modified at the sole discretion of Chemonics. Any changes will be published in an amendment to this RFP.

Proposal Conference. An optional proposal conference will be held online on November 05, 2024 – 14:00 BGD Time, to provide interested offerors an opportunity to learn more about Iraq Together/Ma'an and to ask any questions about this RFP and the solicitation process. Chemonics welcomes any organization to attend this proposal conference. Pre-registration to attend the proposal conference is required. Please email your registration request and any advance questions by November 04 2024 – 24:00 Iraq Time to iraqmaansolicitations@iraqmaan.com. The registration link will via email.

Written notes from the proposal conference will be provided electronically to all registered offerors, including those offerors who submitted written questions prior to the proposal conference, but were unable to attend the proposal conference in person. Any issues or concerns that might arise in the proposal conference will be clarified by November 07, 2024.

Written Questions and Clarifications. All questions or clarifications regarding this RFP must be in writing and submitted to Ma'an at iraqmaansolicitations@iraqmaan.com no later than November 04, 2024 24:00 BGD. Questions and requests for clarification, and the responses thereto, will be circulated to all RFP recipients who have indicated an interest in this RFP.

Only written answers from Chemonics will be considered official and carry weight in the RFP process and subsequent evaluation. Any answers received outside the official channel, whether received verbally or in writing, from employees or representatives of Chemonics International, Ma'an, or any other party, will not be considered official responses regarding this RFP.

Proposal Submission Date. All proposals must be received by the date and time and complying with the instructions as provided in Section I.3.

Oral Presentations. Chemonics reserves the option to have select offerors participate in oral presentations with the technical evaluation committee. Interviews may consist of oral presentations of offerors' proposed activities and approaches. Offerors should be prepared to give presentations to the technical evaluation committee at the Ma'an office within 2 days of receiving notification.

Subcontract Award (estimated). Chemonics will select the proposal that offers the best value based upon the evaluation criteria stated in this RFP.

I.3. Offer Submission Requirements

Offeror's shall submit their offer as separate technical and cost proposals electronically by email no later than the time and date specified in I.2 and below. The proposals must be submitted to the point of contact designated in I.2. Late offers may be considered at the discretion of Chemonics. Chemonics cannot guarantee that late offers will be considered.

Emailed offers must be received no later than 24:00 BGD on **November 20, 2024** at the following address:

to Ma'an at iraqmaansolicitations@iraqmaan.com.

The Offeror must submit the proposal electronically with up to 3 attachments (5 MB limit) per email compatible with MS Word, MS Excel, readable format, or Adobe Portable Document (PDF) format in a Microsoft XP environment. Offerors must not submit zipped files. Those pages requiring original manual signatures should be scanned and sent in PDF format as an email attachment.

Technical proposals **must not make reference to pricing data** in order that the technical evaluation may be made strictly on the basis of technical merit.

I.4. Eligibility Requirements

To be determined responsive, an offer must include all of documents and sections included in I.4.A and I.4.B.

Chemonics anticipates issuing a subcontract to one or more Iraqi companies, organizations, firms, a partnership/consortium of two or more of the aforementioned entities, provided it is in compliance with all applicable civil, fiscal, and other applicable regulations. Such a company or organization could include a private firm, non-profit, civil society organization, or university.

The award or "awards" will be in the form of a firm fixed price subcontract (hereinafter referred to as "the subcontract"). The successful Offeror or Offerors shall be required to adhere to the statement of work and terms and conditions of the subcontract, which are incorporated in Section III herein.

Companies and organizations that submit proposals in response to this RFP must meet the following requirements:

- (i) Entities mentioned above must be legally registered under the laws of Federal Iraq
- (ii) Firms operated as commercial companies or other organizations or enterprises (including nonprofit organizations) in which foreign governments or their agents or agencies have a controlling interest are not eligible as suppliers of commodities and services.
- (iii) Entities, whether for-profit or non-profit, shall be requested to provide a UEI number if selected to receive a subaward valued at USD\$30,000 or more, unless exempted in accordance with information certified in the Evidence of Responsibility form included in the required certifications in Annex 3.

Offerors may present their proposals as a member of a partnership with other companies or organizations. In such cases, the subcontract will be awarded to the lead company in the partnership. The leading company shall be responsible for compliance with all subcontract terms and conditions and making all partnership arrangements, including but not limited to division of labor, invoicing, etc., with the other company(ies). A legally registered partnership is not necessary for these purposes; however, the different organizations must be committed to work together in the fulfillment of the subcontract terms.

I.5. Source of Funding, Authorized Geographic Code,

- a) Any subcontract resulting from this RFP will be financed by USAID funding and will be subject to U.S. Government and USAID regulations. All goods and services offered in response to this

RFP or supplied under any resulting award must meet USAID **Geographic Code 937** (*authorizes contractors to purchase goods and services from the United States, the recipient country or other developing countries, but excludes advanced developing countries and prohibited source countries.*) in accordance with the United States Code of Federal Regulations (CFR), 22 CFR §228, available at: <http://www.gpo.gov/fdsys/pkg/CFR-2012-title22-vol1/pdf/CFR-2012-title22-vol1-part228.pdf>.

The cooperating country for this RFP is Iraq.

- b) Offerors may not offer or supply any products, commodities or related services that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the following countries: Cuba, Iran, North Korea, Syria. Related services include incidental services pertaining to any/all aspects of this work to be performed under a resulting contract (including transportation, fuel, lodging, meals, and communications expenses).
- c) Any and all items that are made by Huawei Technology Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, Dahua Technology Company will not be accepted. If quotes include items from these entities, please note that they will be deemed not technically responsive and excluded from competition.

I.6. Validity Period

Offerors' proposals must remain valid for 120 calendar days after the proposal deadline.

I.7. Instructions for the Preparation of the Proposal

1. Cover Letter

The offeror shall use the cover letter provided in Annex 1 of this RFP, which confirms organizational information and consent to the validity of this proposal.

2. Technical Proposal

The technical proposal shall comprise the parts below. Please note that the proposal must be responsive to the detailed information set out in Section II of this RFP, which provides the background, states the scope of work, describes the deliverables, and provides a deliverables schedule.

- Part 1: Technical Approach, Methodology and Detailed Work Plan. This part shall be between 5 and 15 pages long but may not exceed 15 pages.
 - **Methodology:** Offerors should describe their approach to completing the project tasks, including their project management framework and steps for execution.
 - **Technical Resources:** Include details on key personnel qualifications, roles, and team structure. Outline any subcontractors involved.
 - **Equipment & Technology:** Specify the tools, equipment, and software that will be used to perform tasks and ensure efficient project delivery.
 - **Project Implementation Plan:** Provide a detailed timeline with key milestones, task dependencies, and a visual representation like a Gantt chart.
 - **Quality Assurance:** Describe quality control processes and how project deliverables will be monitored and evaluated.

- **Risk Management:** Include a risk assessment and mitigation strategies along with contingency plans for unforeseen challenges.
- **Cost Efficiency:** Explain how resources will be optimized for cost efficiency while maintaining high standards.
- **Sustainability:** Detail any sustainability practices and environmental considerations relevant to the project.

As detailed in FAR 52.204-25, Section 889 involves prohibitions related to covered telecommunications equipment or services (“CTES”), which impact the U.S. Government and firms doing business with the U.S. Government. CTES are as defined in FAR 52.204-25, ADS 549.3.1.1, and the Standard Provisions and involve products or services produced and/or provided by the following companies (or their subsidiaries and affiliates):

- Huawei Technologies Company
- ZTE Corporation
- Hytera Communications Corporation
- Hangzhou Hikvision Digital Technology Company
- Dahua Technology Company

- **Part 2: Management, Key Personnel, and Staffing Plan.** This part shall be between 3 and 5 pages long but may not exceed 5 pages. CVs for key personnel may be included in an annex to the technical proposal and will not count against the page limit.

Offerors shall propose staff for the following key personnel positions necessary for the implementation of the scope of work:

1. **Project Manager:** Responsible for overseeing the development process to ensure timelines and goals are met.
2. **Business Analyst:** Focused on gathering requirements and analyzing data.
3. **Quality Assurance Tester:** Responsible for testing the system for bugs, usability, and performance before launch.
4. **DCCMS Developers:** Preference is for advisors who are fluent in both Arabic and English.

Minimum Qualifications for Key Personnel

1.1 Project Manager (1)

- Master's or bachelor's degree in computer science, information technology (IT), software engineering, IT project management, or a related field, Project Management Professional (PMP)® Certification is a plus.
- At least five years prior experience in managing software or IT projects.
- Deep technical knowledge and solid understanding of software development lifecycles (SDLC), software engineering, and technical tools (such as version control, testing frameworks, and development environments).
- Ability to lead, motivate, and coordinate diverse teams of software developers, testers, and other stakeholders.
- Strong communication is crucial to interact with both technical and non-technical stakeholders, translate project requirements, and handle conflicts.
- Flexibility to manage changes in project scope, unexpected issues, and varying client demands.

1.2 Business Analyst (1)

- Bachelor's degree in computer science, IT, software engineering, or a related field.
- At least four years' experience as an IT business analyst. Experience in data analysis, requirement gathering techniques, data modeling, and business process modeling.
- Deep knowledge in Application Programming Interface (API) and web services.

- Knowledge in information security protocols, such as encryption, data protection, and authentication.
- Experience in creating detailed documentation, including technical specifications, user guides, process flows, data dictionaries, and system integration plans. Clear and structured writing is essential.

1.3 Quality Assurance Tester (1)

- Bachelor's degree in computer science, software engineering, IT, or a related field.
- At least three years of experience in testing methodologies, software quality assurance processes, automation tools, and manual testing.
- At least three years of experience in programming languages (e.g., Java, Python, C#), test automation frameworks and continuous integration/continuous delivery tools.
- At least three years of experience in performance testing, load testing, regression testing, functional testing, usability testing, and user acceptance testing (UAT).
- At least three years of experience in User Interface and User Experience (UI/UX) testing, ensuring consistency across different platforms, devices, and browsers, and verifying adherence to UI design standards.
- Knowledge in cybersecurity: Experience in testing security vulnerabilities, penetration testing, threat modeling, and ensuring secure coding practices to protect against data breaches.
- At least three years of experience in documenting test plans, test scripts, reports, defects, and risk analysis in line with quality management processes.
- Excellent written and oral communication skills, with the ability to produce clear documentation and communicate effectively with development teams and stakeholders.
- Adaptability and flexibility in working in complex and dynamic environments, including a willingness to travel to project provinces, subject to COVID or any security travel restrictions at the time.

1.4 DCCMS developers (3)

- 'Bachelor's' or 'master's degree in (computer science, computer systems, web development, AI, computer and software engineering or a related field.
 - At least five years of experience in programming languages, mobile app development, algorithm design, operating systems, data structures, reporting and risk management related to public utilities.
 - At least five years of experience in development architecture, authentication and security, client-side and server-side development, deployment, analytics, and reports.
 - At least five years of experience in UI design, interacting with a mobile app and creating apps with an attractive, easy-to-use format, and consistent color.
 - Knowledge in cybersecurity: excellence skills involve knowing how to write secure code and troubleshoot security issues. also develop plans to mitigate the risks of a breach.
 - Proficiency in platform-specific frameworks, understanding of user standards,
 - Excellent problem-solving and teamwork skills.
 - At least five years of experience in conducting activities or training in the technical topics mentioned above.
 - Excellent written and oral communication skills.
 - Adaptability and flexibility in working in complex and dynamic environments, including a willingness to travel to project provinces, subject to COVID or any security travel restrictions at the time.
- Part 3: Corporate Capabilities, Experience, and Past Performance. This part shall be between 3 and 7 pages long but may not exceed 7 pages.

Part 3 must include a description of the company and organization, with appropriate reference to any parent company and subsidiaries. Offerors must include details demonstrating their experience and technical ability in implementing the technical approach/methodology and the detailed work plan.

Additionally, offerors must include **five** past performance references of similar work (under contracts or subcontracts) previously implemented as well as contact information for the companies for which such work was completed. Contact information must include at a minimum: name of point of contact who can speak to the offeror's performance, name and address of the company for which the work was performed, and email and phone number of the point of contact. Chemonics reserves the right to check additional references not provided by an offeror.

3. Cost Proposal

The cost proposal is used to determine which proposals represent the best value and serves as a basis of negotiation before award of a subcontract.

The price of the subcontract to be awarded will be an all-inclusive fixed price. Nevertheless, for the purpose of the proposal, **offerors must provide a detailed budget showing major line items as well as a budget narrative**. Please refer to Annex 3 for detailed instructions and a sample cost structure. All cost proposals submitted in response to this RFP must adhere to the following currency requirements: Bidders must express their proposals in Iraqi Dinars (IQD). Please ensure that all financial details, including line-item costs, total project cost, and any other monetary figures, are clearly stated in the respective currencies. Proposals that do not adhere to these currency requirements may be disqualified.

No profit, fees, taxes, or additional costs may be added after award. Because Ma'an is a USAID-funded project and is implemented under a bilateral agreement between Iraq and the U.S. Government, offerors must not include VAT and customs duties in their cost proposal.

I.8 Evaluation and Basis for Award

This RFP will use the tradeoff process to determine best value as set forth in FAR 15.101-1. That means that each proposal will be evaluated and scored against the evaluation criteria and evaluation sub-criteria, which are stated in the table below. Chemonics will award a subcontract to the offeror whose proposal represents the best value to Chemonics and Ma'an. Chemonics may award to a higher priced offeror if a determination is made that the higher technical evaluation of that offeror merits the additional cost/price.

Evaluation points will not be awarded for cost, but for overall evaluation purposes of this RFP, technical evaluation factors other than cost, when combined, are considered approximately equal to cost factors. Cost will primarily be evaluated for realism and reasonableness. If technical scores are determined to be nearly equal, cost will become the determining factor.

Chemonics reserves the right to accept any proposal, in whole or in part, at its sole discretion. This includes, but is not limited to, the right to accept or reject any bid in full, accept or reject any part of a bid, award multiple contracts based on portions of different bids, and negotiate with any or all bidders to reach the most advantageous solution for Chemonics. By submitting a proposal, bidders acknowledge and agree to this condition. Chemonics will evaluate each proposal based on the criteria specified in the RFP and will determine the acceptability of each proposal, or part thereof, in alignment with its project goals and budgetary constraints

In evaluating proposals, Chemonics will use the following evaluation criteria and sub-criteria:

Item	Requirement	Points Available
Technical Approach, Methodology, and Detailed Work Plan		
1) Detailed Work plan	Considering the Statement of Work in section II of this RFP. Provide a draft work plan (implementation plan) that will include steps in chronological order that you will take to implement the work. The proposed implementation plan must include and demonstrate how the subcontractor intends to implement the activities in the context of achieving project objectives, addressing requirements, meeting expectations, and details for all activities within the proposed timeline. The work plan should also include all the coordination planning for the meetings and required events to take place during the period of performance: Clearly describe the practical steps you will take to ensure involvement and engagement with government counterparts. How will subcontractor select which directorates to engage for feedback (if feedback will not be requested from all directorates), how the subcontractor will ensure timely inputs from government counterparts (e.g., deliverable feedback, trainee list) Coordination plans that are more realistic and achieve the project impact, local ownership, sustainability, and government counterparts' image will be evaluated more favorably than those that do not consider these factors. Your implementation plan must detail your approach to each task listed in the SOW.	10 points
2) Technical Approach	Offerors must provide a detailed description of their technical approach in response to the RFP. This section should clearly outline all implementation steps in chronological order, demonstrating how the proposed solution aligns with the project objectives outlined in the Statement of Work (SOW). Key evaluation criteria include: Implementation Steps: Describe the comprehensive steps you will take to implement the (DCCMS, including research, analysis, design, development, testing, implementation, and maintenance of technical solutions. Techniques and Tools: Outline the specific techniques, tools, and procedures that will be employed to achieve the desired outcomes. This should include best practice approaches and methodologies that align with Ma'an's initiatives. Project Structure: Provide a clear vision of the software development process, detailing the project architecture, technology stack, and development methodologies. Highlight how each phase—planning, design, development, testing, deployment, and maintenance—will be effectively managed. Alignment with Objectives: Ensure that the technical approach demonstrates a thorough understanding of the project's objectives and how the proposed solution will effectively address the challenges in public service delivery	20 points

3) Methodology	Offerors must outline their methodology for gathering data and engaging stakeholders throughout the project. This section should focus on the following evaluation criteria: 1. Data Gathering Methodology: Detail the proposed methodologies for collecting requirements for the DCCMS, ensuring that the system meets the needs of both citizens and the targeted directorate. This includes how feedback will be integrated into the design process through prototypes. 2. Stakeholder Engagement: Explain the mechanisms for stakeholder involvement, including how you will conduct key informant interviews (KIIs) and focus group discussions (FGDs). Emphasize the importance of diversity and inclusion among participants. 3. Training Strategy: Describe the strategy for offering training workshops, including one-day and two-day sessions, as well as on-the-job training for staff. Provide an approximate timeline, agenda, and expected outcomes for these workshops. 4. Feedback and Iteration: Highlight how the methodology will facilitate feedback and validation from stakeholders, ensuring that the final product aligns with their needs and expectations.	20
Total Points – Technical Approach		50 points
Management, Key Personnel, and Staffing Plan		
4) Management Approach	Please provide and describe: • An organizational chart that describes the proposed structure including the key personnel and other staff assigned to the project. The subcontractor should describe how the proposed team members have the necessary experience and capabilities to carry out the technical approach. • Description of the systematic management approach that demonstrates the capacity to complete work in a timely, satisfactory fashion.	20 points
5) Staffing Plan	Please provide relevant CVs that match the management and technical requirements in the following order: a) A staffing plan for this activity that includes the following information for each proposed staff member, including the key personnel: -Name and Proposed position on the team -Summary of relevant expertise that demonstrates technical expertise and experience to carry out the scope of work b) CVs for each proposed staff member; the CVs shall be no more than two pages in length. Staffing plans - The offeror should outline a clear staffing structure that ensures all necessary roles are filled by qualified individuals. The plan should include details on how the team will be organized and managed to effectively deliver the project objectives, including any support staff and their roles.	15 points
Total Points – Management		35 points

Corporate Capabilities, Experience, and Past Performance		
6) Corporate Capabilities, Experience, and Past Performance	Company Background and Experience – Chemonics will evaluate whether the company experience is relevant to the project SOW.	15 Points
Total Points – Corporate Capabilities		15 Points
Total Points		100 points

I.9 Negotiations

Best offer proposals are requested. It is anticipated that a subcontract will be awarded solely on the basis of the original offers received. However, Chemonics reserves the right to conduct discussions, negotiations and/or request clarifications prior to awarding a subcontract. Furthermore, Chemonics reserves the right to conduct a competitive range and to limit the number of offerors in the competitive range to permit an efficient evaluation environment among the most highly-rated proposals. Highest-rated offerors, as determined by the technical evaluation committee, may be asked to submit their best prices or technical responses during a competitive range. At the sole discretion of Chemonics, offerors may be requested to conduct oral presentations. If deemed an opportunity, Chemonics reserves the right to make separate awards per component or to make no award at all.

I.10 Terms of Subcontract

This is a request for proposals only and in no way obligates Chemonics to award a subcontract. In the event of subcontract negotiations, any resulting subcontract will be subject to and governed by the terms and clauses detailed in Section III. Chemonics will use the template shown in section III to finalize the subcontract. Terms and clauses are not subject to negotiation. By submitting a proposal, offerors certify that they understand and agree to all of the terms and clauses contained in section III.

I.11 Insurance and Services

Within two weeks of signature of this subcontract, the Offeror shall procure and maintain in force, on all its operations, insurance in accordance with the charts listed below. The policies of insurance shall be in such form and shall be issued by such company or companies as may be satisfactory to Chemonics. Upon request from Chemonics, the Supplier shall furnish Chemonics with certificates of insurance from the insuring companies which shall specify the effective dates of the policies, the limits of liabilities there under, and contain a provision that the said insurance will not be canceled except upon thirty (30) days' notice in writing to Chemonics. The Supplier shall not cancel any policies of insurance required hereunder either before or after completion of the work without written consent of Chemonics. Note DBA is reimbursable to the Offeror.

DEFENSE BASE ACT (DBA) INSURANCE

a) FAR 52.228-3 WORKER'S COMPENSATION INSURANCE (DEFENSE BASE ACT INSURANCE) (Jul 2014) [Updated by AAPD 22-01- 6-10-22]

The Subcontractor shall (a) provide, before commencing performance under this Subcontract, such workers' compensation or security as the Defense Base Act (DBA) (42 U.S.C. 1651, et seq.) requires and (b) continue to maintain it until performance is completed. The Subcontractor shall insert, in all lower-tier subcontracts authorized by Chemonics under this Subcontract to which the Defense Base Act applies, a clause similar to this clause imposing upon those lower-tier subcontractors this requirement to comply with

the Defense Base Act. DBA insurance provides critical protection and limits on liability. The Subcontractor shall provide a proof of DBA insurance coverage to Chemonics upon request. Chemonics will verify coverage for, at least, projects in high-risk environments and where Chemonics may be providing security.

(b) AIDAR 752.228-3 WORKERS' COMPENSATION (DEFENSE BASE ACT) [Updated by AAPD 22-01- 6-10-22] As prescribed in AIDAR 728.308, the following supplemental coverage is to be added to the clause specified in FAR 52.228-3.

(1) The Subcontractor agrees to procure DBA insurance pursuant to the terms of the contract between USAID and USAID's DBA insurance carrier unless the Subcontractor has a DBA self-insurance program approved by the U.S. Department of Labor or has an approved retrospective rating agreement for DBA.

(2) If USAID or Subcontractor has secured a waiver of DBA coverage (See AIDAR 728.305-70(a)) for Subcontractor's employees who are not citizens of, residents of, or hired in the United States, the Subcontractor agrees to provide such employees with worker's compensation benefits as required by the laws of the country in which the employees are working, or by the laws of the employee's native country, whichever offers greater benefits.

(3) The Subcontractor further agrees to insert in all lower-tier subcontracts hereunder to which the DBA is applicable a clause similar to this clause, including the sentence, imposing on all lower-tier subcontractors authorized by Chemonics a like requirement to provide overseas workmen's compensation insurance coverage and obtain DBA coverage under the USAID requirements contract.

(4) Contractors must apply for coverage directly to Starr Indemnity & Liability Company through its agent, Marsh McLennan Agency (MMA), using any of the following methods:

1. **Website.** There is a website with the option to print a PDF application form and submit it or complete an online application. The link to the website is:

<https://www.starr.com/Insurance/Casualty/Defense-Base-Act/USAID---Defense-Base-Act>

2. **Email.** An application form can be emailed to: USAID@marshmma.com

3. **Additional Contacts.** Contacts for Starr Indemnity & Liability Company and its agent, Marsh MMA are available for guidance and question regarding the required application form and submission requirements:

- Tyler Hlawati (Starr) tyler.hlawati@starrcompanies.com Telephone: 646-227-6556
- Bryan Cessna (Starr) bryan.cessna@starrcompanies.com Telephone: 302-249-6780
- Mike Dower (Marsh MMA) mike.dower@marshmma.com Telephone: 703-813-6513
- Diane Proctor (Marsh MMA) diane.proctor@marshmma.com Telephone: 703-813-6506

For instructions on the required application form and submission requirements, please refer to [AAPD 22-01](#). Pursuant to AIDAR 752.228-70, medical evacuation is a separate insurance requirement for overseas performance of USAID funded subcontracts; the Defense Base Act insurance does not provide coverage for medical evacuation. The costs of DBA insurance are allowable and reimbursable as a direct cost to this Subcontract.

Before starting work, the offeror must provide Chemonics with a copy of the DBA coverage policy that covers each of its employees.

(c) AIDAR 752.228-7 INSURANCE ON PRIVATE AUTOMOBILES Pursuant to the clause of this Subcontract entitled “Insurance Liability to Third Persons” (AIDAR 752.228-07), if the Subcontractor or any of its employees, consultants, or their dependents transport or cause to be transported (whether or not at Subcontract expense) privately owned automobiles to the Cooperating Country, or if any of them purchase an automobile within the Cooperating Country, the Subcontractor shall, during the period of this Subcontract, ensure that all such automobiles during such ownership within the Cooperating Country will be covered by a paid-up insurance policy issued by a reliable company providing minimum coverage of US\$10,000/US\$20,000 for injury to persons and US\$5,000 for property damage, or such other minimum coverages as may be set by the cognizant Mission Director, payable in U.S. dollars or its equivalent in the currency of the Cooperating Country. The premium costs of such insurance shall not be a reimbursable cost under this Subcontract.

(d) AIDAR 752.228-70 Medical Evacuation Services (MEDEVAC) Services (July 2007) [Updated by AAPD 06-01].

(1) The Subcontractor shall provide MEDEVAC service coverage to all U.S. citizen, U.S. resident alien, and Third Country National employees and their authorized dependents (hereinafter “individual”) while overseas under a USAID-financed direct contract. Chemonics will reimburse reasonable, allowable, and allocable costs for MEDEVAC service coverage incurred under this Subcontract. The USAID Contracting Officer through Chemonics will determine the reasonableness, allowability, and allocability of the costs based on the applicable cost principles and in accordance with cost accounting standards.

(2) Exceptions: (i) The Subcontractor is not required to provide MEDEVAC insurance to eligible employees and their dependents with a health program that includes sufficient MEDEVAC coverage as approved by Chemonics. (ii) The USAID Mission Director through Chemonics, may make a written determination to waive the requirement for such coverage. The determination must be based on findings that the quality of local medical services or other circumstances obviate the need for such coverage for eligible employees and their dependents located at post.

(3) If authorized to issue lower-tier subcontracts, the Subcontractor shall insert a clause similar to this clause in all lower-tier subcontracts that require performance by Subcontractor employees

e) In addition to the foregoing insurance requirements, the Supplier shall, as a minimum, obtain the following insurance in form and substance satisfactory to Chemonics that are covered by the standard fixed rates in Section 3.

TYPE	MINIMUM LIMIT
(a) Defense Base Act or equivalent for waived nationals per FAR 52.228-3 and 52.228-4. The coverage shall extend to Employers Liability for bodily injury, death, and for occupational disease.	As required by DBA
(b) Comprehensive General Liability Each Occurrence Combined Single Limit for Personal Injury and/or Property Damage.	\$1,000,000 \$2,000,000
(c) Automobile Liability Combined Single Limit each occurrence	As per AIDAR 752.228-7 and \$1,000,000
(d) Other Required Insurance- Umbrella Insurance additive to (b) and (c) above	\$1,000,000/ \$2,000,000

I. 12 Privity

By submitting a response to this request for proposals, offerors understand that USAID is NOT a party to this solicitation and the offeror agrees that any protest hereunder must be presented—in writing with full explanations—to Chemonics International for consideration, as USAID will not consider protests made to it under USAID-financed subcontracts. Chemonics, at its sole discretion, will make a final decision on the protest for this procurement

Annex 3 Guide to Creating a Financial Proposal for a Fixed Price Subcontract

The purpose of this annex is to guide offerors in creating a budget for their cost proposal. Because the subcontract will be funded under a United States government-funded project, it is important that all offerors' budgets conform to this standard format. It is thus strongly recommended that offerors follow the steps described below.

Under no circumstances may cost information be included in the technical proposal. No cost information or any prices, whether for deliverables or line items, may be included in the technical proposal. Cost information must only be shown in the cost proposal.

Step 1: Design the technical proposal. Offerors should examine the market for the proposed activity and realistically assess how they can meet the needs as described in this RFP, specifically in section II. Offerors should present and describe this assessment in their technical proposals.

Step 2: Determine the basic costs associated with each deliverable. Offerors should consider best estimate of the costs associated with each deliverable, which should include labor and all non-labor costs, e.g. other direct costs, such as fringe, allowances, travel and transport, etc.

Step 3: Create a budget for the cost proposal. Each offeror must create a budget using a spreadsheet program compatible with MS Excel. The budget period should follow the technical proposal period. A sample budget is shown on the following page. All items and services must be clearly labeled and include the total offered price. The detailed budget must show major line items, including, for example:

1. Salaries
2. Indirect costs
3. Any other costs applicable to the work
4. DBA – see clause I. 11

All cost information must be expressed in Iraqi Dinars (IQD)

Step 4: Write Budget Narrative. The spreadsheets shall be accompanied by written notes in MS Word that explain each cost line item and the assumption why a cost is being budgeted as well as how the amount is reasonable. Supporting information must be provided in sufficient detail to allow for a complete analysis of each cost element or line item. Chemonics reserves the right to request additional cost information if the evaluation committee has concerns of the reasonableness, realism, or completeness of an offeror's proposed cost.

If it is an offeror's regular practice to budget indirect rates, e.g. overhead, fringe, G&A, administrative, or other rate, Offerors must explain the rates and the rates' base of application in the budget narrative. Chemonics reserves the right to request additional information to substantiate an Offeror's indirect rates.

Sample Budget

Offerors should revise the budget line items below accordingly in response to the technical and cost requirements of this RFP.

Illustrative Budget Template for Preparation of the Cost Proposal

****PLEASE NOTE:** Budget sub-categories are included in Deliverables 1-7 for illustrative purposes only and must be built out for all deliverables. Offerors may include fewer or additional sub-categories within each of the major categories (i.e. Labor, Travel, Other Direct Costs, Training, Indirect, Etc.) as needed for each deliverable. Offerors may utilize their own template, but the minimum level of detail described below is required for all deliverables.

Deliverable and Line Items	(Illustrative Sub-Line Items)	Unit	Unit Cost (IQD)	Quantity	Total
Deliverable 1 : Hold kickoff meeting and Develop and Submit of the Project Implementation Plan (PIP)					
Labor					
	Position 1	Daily Rate		# of days	
	Position 2	Daily Rate		# of days	
	Position 3	Daily Rate		# of days	
	Etc.				
<i>Labor Total</i>					
Travel and Transportation					
	Domestic Flights	1 r/t ticket		# of flights	
	Car and driver	Daily Rate		# of days	
	Lodging in Baghdad	Nightly Rate		# of nights	
	Meals & Incidental Expenses (M&IE)	Daily Rate		# of days	
	Participant travel	Daily Rate		# of days	
<i>Travel and Transportation Total</i>					
Other Direct Costs (as applicable)					
	Room rental	Daily Rate			
	Office Space and Utilities				
	Communication Costs				
	Etc.				
<i>Other Direct Costs Total</i>					
Indirect Costs (as applicable)					
	Overhead/Fringe		Rate	Basis for Rate	
<i>Indirect Costs Total</i>					
TOTAL: Deliverable 1					

Deliverable and Line Items	(Illustrative Sub-Line Items)	Unit	Unit Cost	Quantity	Total
Deliverable 2: Two-day workshop for data gathering and functional and non-functional requirements identification					
Labor					
	Position 1	Daily Rate		# of days	
	Position 2	Daily Rate		# of days	
	Position 3	Daily Rate		# of days	
	Etc.				
<i>Labor Total</i>					
Travel and Transportation					
	Car and driver	Daily Rate		# of days	
	Etc.				
<i>Travel and Transportation Total</i>					
Other Direct Costs					
	Participant travel				
	Computer / Software Equipment				
	Audio-Visual Equipment (for workshop)				
	Meeting Expenses/Venue Cost				
	Translation				
	Prototyping Tools				
	Participant Travel				
	Etc.				
<i>Other Direct Costs Total</i>					
Indirect Costs (as applicable)					
	Overhead/Fringe		Rate	Basis for Rate	
<i>Indirect Costs Total</i>					
TOTAL: Deliverable 2					
Deliverable 3: Prototype Development					
Labor					
	Position 1	Daily Rate		# of days	
	Position 2	Daily Rate		# of days	
	UI/UX Designer	Daily Rate		# of days	
	Etc.				
<i>Labor Total</i>					
Travel and Transportation					

	Domestic Flights	1 r/t ticket		# of flights	
	Car and driver	Daily Rate		# of days	
	Lodging	Nightly Rate		# of nights	
	M&IE	Daily Rate		# of days	
	Etc.				
<i>Travel and Transportation Total</i>					
Other Direct Costs					
	Prototyping software				
	Software licenses				
	Computer / IT Equipment				
	Etc.				
<i>Other Direct Costs Total</i>					
Indirect Costs (as applicable)					
	Overhead/Fringe		Rate	Basis for Rate	
<i>Indirect Costs Total</i>					
TOTAL: Deliverable 3					
Deliverable 4: Conduct a workshop for testing after designing and building the mobile app and web app product					
Labor					
	Position 1	Daily Rate		# of days	
	Position 2	Daily Rate		# of days	
	Position 3	Daily Rate		# of days	
	Etc.				
<i>Labor Total</i>					
Travel and Transportation					
	Domestic Flights	1 r/t ticket			
	Car and driver	Daily Rate			
	Participant travel				
	M&IE				
	Etc.				
<i>Travel and Transportation Total</i>					
Other Direct Costs					
	Testing software/tools				
	Venue rental				
	Accommodation				
	A/V Equipment Rental				
	Computer / IT Equipment				

	Reproduction & Printing				
	Etc.				
<i>Other Direct Costs Total</i>					
Indirect Costs (as applicable)					
	Overhead/Fringe		Rate	Basis for Rate	
<i>Indirect Costs Total</i>					
TOTAL: Deliverable 4					
Deliverable 5: Build the capacity of the related entities through on-the-job training and a workshop					
Labor					
	Position 1	Daily Rate		# of days	
	Position 2	Daily Rate		# of days	
	Position 3	Daily Rate		# of days	
	Etc.				
<i>Labor Total</i>					
Other Direct Costs					
	Venue rental				
	Accommodation				
	A/V Equipment Rental				
	Computer / IT Equipment				
	Reproduction & Printing				
<i>Other Direct Costs Total</i>					
Indirect Costs (as applicable)					
	Overhead/Fringe		Rate	Basis for Rate	
<i>Indirect Costs Total</i>					
TOTAL: Deliverable 5					

Deliverable 6: Provide Equipment					
	Etc.				
Other Direct Costs					
	Transportation for equipment				
	Installation costs				
	Laptops				
	Etc.				
<i>Other Direct Costs Total</i>					
Indirect Costs (as applicable)					

	Overhead/Fringe		Rate	Basis for Rate	
<i>Indirect Costs Total</i>					
TOTAL: Deliverable 6					
Deliverable 7: Final Report , Software Delivery, and Maintenance					
Labor					
	Position 1	Daily Rate		# of days	
	Position 2	Daily Rate		# of days	
	Position 3	Daily Rate		# of days	
	Etc.				
<i>Labor Total</i>					
Other Direct Costs					
	Translation services				
	Software Maintenance Fees				
	Graphic Design/Video Production				
	Post-Implementation Support				
<i>Other Direct Costs Total</i>					
Indirect Costs (as applicable)					
	Overhead/Fringe		Rate	Basis for Rate	
<i>Indirect Costs Total</i>					
TOTAL: Deliverable 7					
Proposal Total in IQD					IQD

Annex 5**UEI and SAM Registration Guidance****What is an UEI Number?**

The Unique Entity Identifier, or the UEI, is the official name of the “new, non-proprietary identifier” that will replace the DUNS number. The UEI will be requested in, and assigned by, the System for Award Management (SAM.gov). Businesses and organizations who receive funding from the US government will have to use a Unique Entity Identifier (UEI) created in SAM.gov. The UEI number helps the USG to identify companies.

Why am I being requested to obtain a UEI number?

U.S. law – in particular the Federal Funding Accountability and Transparency Act of 2006 (Pub.L. 109-282), as amended by section 6202 of the Government Funding Transparency Act of 2008 (Pub.L. 110-252) - make it a requirement for all entities doing business with the U.S. Government to be registered, currently through the System for Award Management, a single, free, publicly- searchable website that includes information on each federal award. As part of this reporting requirement, prime contractors such as Chemonics must report information on qualifying subawards as outlined in FAR 52.204-10 and 2CFR Part 170. Chemonics is required to report subcontracts with an award valued at greater than or equal to \$30,000 under a prime contract and subawards under prime grants or prime cooperative agreements obligating funds of \$25,000 or more, whether U.S. or locally based. Because the U.S. Government uses UEI numbers to uniquely identify businesses and organizations, Chemonics is required to enter subaward data with a corresponding UEI number.

Is there a charge for obtaining a UEI number?

No. Obtaining a UEI number is absolutely free for all entities doing business with the Federal government. This includes current and prospective contractors, grantees, and loan recipients.

How do I obtain a UEI number?

UEI numbers can be obtained online at SAM.gov.

What information will I need to obtain a UEI number?

To request a UEI number, you will need to provide the following information:

- Legal name and structure
- Tradestyle, Doing Business As (DBA), or other name by which your organization is commonly recognized
- Physical address, city, state and Zip Code
- Mailing address (if separate)
- Telephone number
- Contact name
- Number of employees at your location
- Description of operations and associated code (SIC code found at <https://www.osha.gov/pls/imis/sicsearch.html>)
- Annual sales and revenue information
- Headquarters name and address (if there is a reporting relationship to a parent corporate entity)

How long does it take to obtain a UEI number?

The UEI number is issued immediately upon completion of the request process.

Are there exemptions to the UEI number requirement?

There may be exemptions under specific prime contracts, based on an organization's previous fiscal year income when selected for a subcontract award, or Chemonics may agree that registration is impractical in certain situations. Organizations may discuss these options with the Chemonics representative.

What is CCR/SAM?

Central Contractor Registration (CCR)—which collected, validated, stored and disseminated data in support of agency acquisition and award missions—was consolidated with other federal systems into the System for Award Management (SAM). SAM is an official, free, U.S. government-operated website. There is NO charge to register or maintain your entity registration record in SAM.

When should I register in SAM?

While registration in SAM is not required for organizations receiving a grant under contract, subcontract or cooperative agreement from Chemonics, Chemonics requests that partners register in SAM if the organization meets the following criteria requiring executive compensation reporting in accordance with the FFATA regulations referenced above. SAM.gov registration allows an organization to directly report information and manage their organizational data instead of providing it to Chemonics. Reporting on executive compensation for the five highest paid executives is required for a qualifying subaward if in your business or organization's preceding completed fiscal year, your business or organization (the legal entity to which the UEI number belongs):

- (1) received 80 percent or more of its annual gross revenues in U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements; **and**
- (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements; **and**,
- (3) The public have **does not** have access to information about the compensation of the executives in your business or organization (the legal entity to which the UEI number it provided belongs) through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the US Internal Revenue Code of 1986.

If your organization meets the criteria to report executive compensation, the following sections of this document outline the benefits of and process for registration in SAM.gov. Registration may be initiated at <https://www.sam.gov>. There is NO fee to register for this site.

Why should I register in SAM?

Chemonics recommends that partners register in SAM to facilitate their management of organizational data and certifications related to any U.S. federal funding, including required executive compensation reporting. Executive compensation reporting for the five highest paid executives is required in connection with the reporting of a qualifying subaward if:

- a. In your business or organization's preceding completed fiscal year, your business or organization (the legal entity to which the UEI number belongs) received (1) 80 percent or more of its annual gross revenues in U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements; and,
- b. The public have does not have access to information about the compensation of the executives in your business or organization (the legal entity to which the UEI number it provided belongs) through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986.

What benefits do I receive from registering in SAM?

By registering in SAM, you gain the ability to bid on federal government contracts. Your registration does not guarantee your winning a government contract or increasing your level of business. Registration is simply a prerequisite before bidding on a contract. SAM also provides a central storage location for the registrant to supply its information, rather than with each federal agency or prime contractor separately. When information about your business changes, you only need to document the change in one place for every federal government agency to have the most up-to-date information.

How do I register in SAM?

Follow the step-by-step guidance for registering in SAM for assistance awards (under grants/cooperative agreements) at: https://www.fsd.gov/sys_attachment.do?sys_id=d4d157741ba3c5103565ed3ce54bcba0

Follow the step-by-step guidance for contracts registrations at:

https://www.fsd.gov/sys_attachment.do?sys_id=b4c153341ba3c5103565ed3ce54bcbb8

You must have a UEI number in order to begin either registration process.

If you already have the necessary information on hand (see below), the online registration takes approximately one hour to complete, depending upon the size and complexity of your business or organization.

What data is needed to register in SAM?

SAM registrants are required to submit detailed information on their company in various categories. Additional, non-mandatory information is also requested. Categories of required and requested information include:

* General Information - Includes, but is not limited to, UEI number, CAGE Code, company name, Federal Tax Identification Number (TIN), location, receipts, employee numbers, and web site address.

* Corporate Information - Includes, but is not limited to, organization or business type and SBA-defined socioeconomic characteristics.

* Goods and Services Information - Includes, but is not limited to, NAICS code, SIC code, Product Service (PSC) code, and Federal Supply Classification (FSC) code.

* Financial Information - Includes, but is not limited to, financial institution, American Banking Association (ABA) routing number, account number, remittance address, lock box number, automated clearing house (ACH) information, and credit card information.

* Point of Contact (POC) Information - Includes, but is not limited to, the primary and alternate points of contact and the electronic business, past performance, and government points of contact. * Electronic Data Interchange (EDI) Information* - Includes, but is not limited to, the EDI point of contact and his or her telephone, e-mail, and physical address. (*Note: EDI Information is optional and may be provided only for businesses interested in conducting transactions through EDI.)