

To: Offerors

Date: July 8, 2021

From: Procurement and Partnerships Team, INVEST Project; Implemented by DAI Global LLC

Subject: Request for Proposals (RFP) INVEST-089: VCCI PPP Website Improvements, Establishment of Virtual PPP Help Desk and Online Training Course

Due: 1:00 PM Eastern Daylight Time (EDT) on **August 12, 2021**

Dear Offerors:

Enclosed is a Request for Proposals (RFP) to support the implementation of DAI's INVEST project funded by the United States Agency for International Development (USAID). DAI invites firms to submit a proposal to support work under USAID/Vietnam's Municipal Clean Energy Development Facility.

INVEST anticipates that there will be two phases of work under this subcontract, as described in the accompanying Statement of Objectives (SOO). The purpose of this RFP is to establish an Indefinite Quantity Contract (IQC) mechanism that covers both phases of the work to be completed. It is anticipated that one firm or consortium that best meets or exceeds the evaluation criteria will be shortlisted (also referred to as pre-qualified) and receive an IQC, resulting in:

- **Task Order 1:** The successful offeror to this IQC RFP will be awarded a firm-fixed price task order subcontract to conduct the activities detailed in the SOO covering Task Order 1. The scope of the subcontract for Task Order 1 will be finalized during award negotiations based on the offeror's proposal submission.
- **Task Order 2:** Requests for Task Order Proposal (RFTOP) will be issued to the IQC holder to propose an approach to executing the implementation plans as a result of the work completed under the initial Task Order. The scope for this phase of work will be further refined during implementation plan development during Task Order 1.

Offerors must have the competencies outlined under both task orders/activities in the SOO and must be licensed and legally organized businesses. The ultimate combined IQC ceiling for all Task Orders is expected to be between USD \$250,000 and \$300,000.

- I. **RFP Process and deadlines:** We anticipate that this solicitation will result in the award of one IQC mechanism. The IQC will include an initial Fixed Price Task Order covering Task Order 1 of the SOO. We anticipate that at least one subsequent Task Order will be issued to the IQC holder for work under Task Order 2 as outlined in the SOO.
 - a. Submission of Questions – Questions must be submitted no later than **9:00 AM EDT on July 16, 2021** via email to INVEST_Procurement@dai.com.

- b. **Submission of Proposal** – Proposal must be submitted no later than **1:00 PM EDT on August 12, 2021** via email to INVEST_Procurement@dai.com, copying Leah_Day@dai.com and Katherine_Tilahun@dai.com. The subject line of the email should be your organization name, followed by “Submission under RFP INVEST-089: VCCI Website.” Please certify in your submission email a validity period of 60 days for the price(s) provided and include your organization’s DUNS number. Please limit file submissions to 10 megabytes or less.

II. Composition of Proposal: The proposal should comprise the following submission documents. The Technical Proposal and Cost Proposal should be prepared as separate files for independent evaluation, as follows below. Technical proposals should be submitted as a ten (10) slide presentation, using 12-point standard font size. Graphics may be included, so long as text is clearly legible. If text or graphics are of poor resolution, the information provided may be excluded from consideration.

NOTE: Proposals should address both Task Order 1 and Task Order 2. Proposal components for Task Order 2 should be illustrative based on the examples outlined under Task Order 2 in the SOO. Submissions in PowerPoint or PDF are acceptable, although PDF is preferred along with an accompanying PowerPoint document. Please provide a copy of your cost proposal in Excel format; offerors should use the attached cost/budget template.

Part 1 – Technical Proposal

The technical proposal is composed of the following three (3) sections:

1. **Technical Approach to Task Order 1 and Task Order 2** – Offerors will detail their approach to fulfilling the accompanying Statement of Objectives (SOO). The approach will clearly indicate how the proposed activities will result in the successful completion of all deliverables and milestones.
2. **Institutional Capacity** – Offerors should provide details about the experience, expertise, and capacity of their firm (or firms if partners are proposed) to implement the proposed approach and complete the work as described. This should also include past performance information for similar activities.
3. **Management Plan/Staffing Structure** – Offerors should include details of personnel who will be assigned to activities as proposed in the technical approach, as well as a clear management plan in narrative form for the development, review, and submission of all associated deliverables, including a milestone schedule. Offerors are permitted to engage in partnering arrangements if it will aid in providing best value to USAID. If a partnering arrangement is being proposed, please describe the nature of the arrangement, the specific technical value being contributed by each member of the team, and the appropriate management controls to ensure successful delivery.

In addition to the above, please include the following inputs, which will not be counted as part of the 10-slide limit and format may be PDF or Word:

- Two (2) examples of past performance (i.e., case studies) relevant to this activity (limited to two (2) pages per example)
- CV(s) of any individuals proposed in the staffing plan to conduct this activity (limited to two (2) pages per individual).

A cover page will be considered a non-counting page, should offerors choose to include one. No additional annexes or documentation are requested nor should be submitted.

Part 2 – Cost Proposal

The contract type for the presumptive work will be Fixed Price, awarded as a subcontract by DAI Global, LLC.

Please include your total proposed fixed price along with a price for Task Order 1 and Task Order 2 with details for specific deliverable pricing. Offerors must also include a cost breakdown of the hourly rates for proposed personnel, any other direct costs, indirect costs, and fees if applicable, with a build-up to their total proposed price or include substantiating price reasonableness documentation/justification. Cost breakdowns included will be utilized to determine price reasonableness. Offerors may use the attached cost/budget template, but are not required to as long as the cost criteria is met; please limit file submissions to 10 megabytes or less.

III. Evaluation of Proposal: DAI will use best value determination for the award of this Request for Proposals. A best value determination means that, in DAI's estimation, the selected offer will provide the greatest overall benefit to USAID in response to the requirements stated in this RFP. DAI may also exclude an offer from consideration if it determines that an Offeror is "not responsible," i.e., that it does not have the management and financial capabilities required to perform the work required. DAI reserves the right to check the past performance, references, and other pertinent offeror information in making award decisions. Proposals will be evaluated against a stated number of factors including: the overall proposed approach, past performance, specific qualifications in the identified approach and sectors, and other evidence substantiating the bidder's ability to deliver, including budget and time frame considerations.

1. Technical Proposal: The Technical Proposal will be scored and evaluated separately from the cost proposal. Technical panel reviewers will evaluate offerors on the following factors, consistent with the offerors' technical proposal. The Technical Proposal will be evaluated against the following criteria:

- a. **Technical Approach (30 Points):** Points for this section will be awarded based on the information presented in the technical approach. The offeror will be scored based on its presentation of a clear and thoughtful approach which reflects the requirements of the Statement of Objectives (SOO) and incorporates the offeror's competencies. Offerors should address how they plan to work successfully with INVEST, USAID, VCCI, PPP consultants, and the Bootcamp partner.

- i. **Task Order 1:** Points will be awarded based on the Offeror's approach to assessing the current PPP website and recommending improvements and a virtual help desk platform and online training course.
 - ii. **Task Order 2:** Points will be awarded to firms describing their approach towards executing the website modification, virtual help desk establishment, and online training course implementation plans.
 - b. **Institutional Capacity (40 Points):** Points for this section will be awarded based on information presented in the corresponding section and any submitted past performance case studies, including offerors' previous experience and demonstrated ability to address the requirements in the SOO. Preference will be given to firms and/or consortia that have past performance in timely and successful delivery of similar services and/or relevant experience with improving website and establishing virtual help desks and online training courses.
 - c. **Management Plan/Staffing Structure (30 Points):** Points for this section will be awarded based on the qualifications of proposed staff, clear delineation of the roles and responsibilities of each proposed staff and each proposed firm (if firms are partnering), and the demonstrated efficacy and clarity of the management plan. Proposals should provide a clear management plan in narrative form for the development, review, and submission of all associated deliverables, including a proposed milestone schedule. If the offeror is submitting a proposal with partners, the proposal should describe the nature of the arrangement (i.e. added technical value), the division of labor among the partners, and the appropriate management controls to ensure successful delivery. Offerors should clearly demonstrate that they can work in Vietnam physically, with a preference for Hanoi or ability to collaborate closely with VCCI. Offerors should demonstrate an established physical presence in Vietnam, or propose at least one partner of their consortium with a physical presence in Vietnam (if partnering), and include proposed staff already located in Vietnam.
2. **Cost Proposal:** Cost and associated cost build-up will be evaluated separately from the technical approach, with due consideration for realism, price reasonableness, and allowability consistent with U.S. government cost principles. Evaluation for this section will be dependent upon all information presented by the Offeror in their deliverable table and supporting cost information, as well as its alignment with the proposed technical approach.
- IV. **Offeror's Agreement with Terms and Conditions:** The completion of all RFP requirements in accordance with the instructions in this RFP and submission to DAI of the technical and price proposals will constitute an offer and indicate the Offeror's agreement to the terms and conditions in this RFP and any attachments hereto. DAI is not required to accept and/or evaluate proposals that do not conform to the instructions of the

RFP, and additionally, DAI may reject all proposals and not award a subcontract for this RFP. DAI reserves the right to award a subcontract without discussion and/or negotiation; however, DAI also reserves the right to conduct discussions and/or negotiations, which among other things may require an Offeror(s) to revise its proposal (technical and/or price). By submitting an offer, Offerors agree to comply with the general terms and conditions for an award, including [Representations and Certifications](#) compliance. Offerors must provide full, accurate, and complete information in response to this solicitation. By submitting an offer, Offerors certify that they have not/will not attempt to bribe or make any payment to DAI employees in return for preference. Issuance of this RFP in no way obligates DAI to award a subcontract, nor does it commit DAI to pay any costs incurred by the Offeror in preparing and submitting the proposal. DAI reserves the right to award a subcontract to one organization or to issue multiple awards to different organizations based on the results of our evaluation.

Thank you,

DAI INVEST Procurement and Partnerships Team

INVEST_Procurement@dai.com

**Statement of Objectives under RFP INVEST-089:
USAID/Vietnam Municipal Clean Energy Development Facility
VCCI PPP Website Improvements, Establishment of Virtual PPP Help Desk and Online Self-
Guided PPP Training Course**

Introduction

USAID seeks to unlock the potential of private capital to drive inclusive growth. Increasingly, private investors and businesses are looking to emerging markets for better returns and new market opportunities. Specifically, USAID can leverage its resources – grants, technical assistance, guarantees, and convening power – to help raise awareness of investment opportunities, lower transaction costs, and mitigate the risk of investments that generate positive social, economic, and environmental impact.

Through INVEST’s flexible buy-in mechanism, USAID Missions and Operating Units can access an unprecedented network of firms and individuals that have the range of technical expertise needed to identify opportunities and effectively mobilize private capital toward development priorities. Using a lean approach tailored to high potential opportunities, relevant parts of the network will come together to research, develop, and build specific solutions that align private capital with development needs.

Background

USAID/Vietnam engaged INVEST to explore and facilitate private investments in the energy, health care, education, and infrastructure sectors in the economy. In November 2019, INVEST conducted a rapid scoping mission to Vietnam to help USAID prioritize activities based on a predefined set of transaction opportunities provided by the Mission. From the scoping mission, INVEST identified an opportunity to help build the capacity of the Government of Vietnam (GVN) to engage the private sector in clean energy projects under the new GVN Public Private Partnership law.

Public Private Partnerships (PPPs) play an important role in mobilizing additional sources of funding and financing for infrastructure, enhancing project selection, and aligning the incentives of the private sector with the interests of the contracting authority to support development objectives. According to the World Bank, Vietnam needs approximately \$25 billion per year in investment to meet its sustainable infrastructure needs. Given GVN’s current budget constraints and a self-imposed public debt cap, securing private capital through PPPs is critical for creating fiscal space to adequately address Vietnam’s public infrastructure needs.

Private participation in infrastructure is active in Vietnam though, despite promising efforts, the majority of PPPs have struggled due to an inefficient legal framework and a lack of capacity among state agencies to prepare, procure and manage PPP projects. To address PPP governance challenges and facilitate investments, the GVN Ministry of Planning and Investment developed and published a new draft PPP law in October 2019. The draft was widely discussed in the National Assembly and was approved in June 2020. USAID/Vietnam, under the LEAP III project¹, provided support to the National Assembly on the draft PPP law through an interactive questions-and-answers platform and regional consultative workshops.

USAID seeks to strengthen PPP understanding and implementation at the municipal level and build capacity to procure, manage, and implement feasible PPP investments. The theory of change is that if

¹ [USAID Learning, Evaluation, and Analysis Project III \(LEAP III\): the buy-in supported the development and implementation of Vietnam's new Public Private Partnership law. 2018—2020, \\$1.5 million.](#)

municipal governments receive the legal and technical assistance needed to establish, structure, and implement PPPs through a transparent and rigorous process, then they can drive innovative, clean, and renewable energy solutions to meet demand, attract more investments, and serve as an example to other municipalities.

INVEST conducted a feasibility study to determine the interest in and likelihood of success of a Municipal Clean Energy Development Facility (MCEDF) that builds the capacity of municipal governments to engage the private sector in clean energy projects under the GVN’s new PPP law. As a result of this study, a set of recommended activities was proposed to build capacity in Vietnam to implement PPPs. This includes advisory support to ongoing projects in need of assistance as well as training and ongoing support to key stakeholders. As part of this training and capacity building support, INVEST will provide technical assistance to the Vietnam Chamber of Commerce and Industry (VCCI) to strengthen its Public Private Partnership Platform.

Objectives and Activities

Under this scope of work, the successful offeror will work closely with INVEST and the Vietnam Chamber of Commerce and Industry (VCCI)², including its Public Private Partnerships (PPP) Committee³, throughout the engagement to improve the VCCI PPP website and to set up a virtual PPP help desk platform and online self-guided training course.

- VCCI PPP Website

The purpose of the VCCI PPP website, <http://vcci-ppp.vn/>, is to: (1) provide information about PPP activities, training courses, seminars, procedures, policies, guidance, and rules on PPP investment; (2) serve as a database for relevant resources, such as best practices, latest guidelines, reports, studies; and (3) promote PPP investments in Vietnam through connecting stakeholders and knowledge sharing on the roles, experiences, development direction, and initiatives of individuals, businesses, organizations, and the GVN.

Table 1: VCCI PPP Website Technical Details

Domain:	The website is housed at the domain of http://vcci-ppp.vn/ .
Content Management System (CMS):	The CMS was built by CSB on ASP, ASP.NET technology platform (not using open-source platform).
Hosting:	The website is hosted on a cloud server at the service provider ISP. The entire web site data is backed up for 5 consecutive days. The website will be hosted at ISP: longvan.net .
Content Language:	The website is currently available only in Vietnamese.
Storage Limitations:	There is no storage limit. Depending on the operational requirements of the organization, it is easy to increase or decrease storage resources. Access speed and limit can also be upgraded depending on the actual situation.

² <https://www.vcci.com.vn/>

³ The PPP Committee is charged with 1) developing policies and PPP projects/programs for sustainable development and long-term national competitiveness enhancement; 2) mobilizing both domestic and foreign resources; and 3) encouraging businesses to present ideas and build PPP models/projects in a sustainable way.

Original Developer:	The Office for Business Sustainable Development (SD4B) hired CSB Technology Care Joint Stock Company to build and manage the website.
Site Traffic Monitoring:	VCCI uses Google Analytics to track visits, where visitors come from (e.g., social networks, websites, ads, etc.), how long they stay, geographical locations, etc.
User Experience:	The website does not currently include an authenticated/logged in experience for users (e.g. user profiles, user dashboard, favorite content, interaction with other users). VCCI does not anticipate that the project will include adding such user experiences.
System Integration:	VCCI does not anticipate that the project would include integration with external applications or databases.
Search Engine Optimization (SEO):	SEO needs to be leveraged to maximize efficiency in finding information and promoting websites about PPP. The level that should be applied is that the website's PPP keywords and article titles will be on the top of Google search.
End User Connectivity:	Development of the site should embrace the notion of progressive enhancement, to ensure that visitors with challenging connectivity can still use the site.
Data Residency and Governance Considerations:	VCCI will add SSL security to the domain name and edit the coding to help Google find information better. Data will be aggregated and stored at least two times per month.
Anticipated System Roles:	Author (can create, update, delete content), Publisher (can publish content), Admin (can edit site configurations).
Interface	VCCI, INVEST, and the successful offeror will determine new features and functionality collaboratively during Task Order 1. The website interface will likely include the following categories: Project overview; Policy on PPP; Information on PPP projects; News about PPPs; Knowledge of PPP; Virtual Helpdesk; Contact. Sample VCCI interfaces are available here: http://vibonline.com.vn/ ; https://vietnamba.org.vn/ ; http://beavccivietnam.com.vn/#beaslide/3 ;

- Virtual PPP Help Desk Platform

The virtual PPP help desk platform will allow users of the PPP website to access frequently asked help desk questions (FAQs) and to submit questions to a panel of experts who will respond to their questions about PPPs and/or direct them to relevant information, resources, or contacts. The help desk will provide virtual assistance (not live) to individuals and organizations seeking information on PPPs in Vietnam by linking them to technical knowledge and infrastructure professionals (including legal and financial) to address inquiries on PPP policies, mechanisms, and legal procedures; guidance on PPP projects; and recommending PPP ecosystem stakeholders (government employees, investors, banks, enterprises, etc.) with which to connect, as appropriate.

The successful offeror will recommend and establish a virtual PPP help desk on an online platform that will receive technical inquiries from users of the PPP website and direct them to the VCCI who will refer them to the appropriate resource, which could be a local or international expert or existing reference material as appropriate.

The successful offeror will work with PPP expert consultants, hired by INVEST in consultation with VCCI, who will provide inputs and updated content to the offeror for the website. The PPP experts will also respond to inquiries on demand via the virtual help desk platform that the offeror will establish.

- Self-Guided Online Training Course

In addition to the help desk, the successful offeror will add a self-guided training course to the VCCI PPP website. The content of the training course is being developed separately with another partner. This separate partner is also developing an infrastructure bootcamp training program for VCCI (not part of this scope of work).

The content for the training course will be made available to successful offeror for purposes of developing the online self-guided training course on the PPP website. The successful offeror will take the training content developed by VCCI's training development/bootcamp partner and put it into an online format for a self-guided training course that is user-friendly and interactive. Additionally, content from the training may be housed in the reference section of the PPP website for users to refer to as necessary.

INVEST will use a phased approach to implement these activities.

Task Order 1: Website, Virtual Help Desk, Online Training Course Assessment and Implementation Plan Development

During the first phase (Task Order 1), the successful offeror will be responsible for assessing the current PPP website and recommending improvements in line with needs and resource availability of VCCI. The offeror will conduct a series of user-testing interviews and in-depth website assessment in order to develop strategic recommendations and a clear and comprehensive website modification implementation plan.

The successful offeror will also assess the VCCI's requirements, preferences, and parameters for the virtual help desk and self-guided online training course and present responsive set of 3 options for each that include comparisons and the recommended choice for which approach/system to use and detailed implementation plan for establishing and maintaining the virtual help desk and online training course.

The successful offeror will:

- Review and assess the current PPP website's design and functionality
- Conduct a workshop and/or series of interviews with VCCI, INVEST, website users and other stakeholders to better understand the needs and potential uses of the PPP website
- Develop strategic recommendations for the PPP website modifications, which will include an analysis of the workshop and/or interview results, 3 design concepts, and specific recommendations on how to improve the overall user experience and mobile responsiveness of the site, including a summary of the technical requirements necessary to implement the changes to the PPP website (number of pages, storage space, etc.)
- Develop a detailed website modification implementation plan, based on feedback from INVEST and VCCI on the strategic recommendations and approved path forward
- Propose 3 virtual help desk solutions and 3 online training course solutions in line with the objectives of the activity and needs of VCCI as outlined in this SOO, which present the pros/cons and compares each option including costs of subscription or set up as well as ongoing operations and maintenance costs, and proposes a recommendation on the best choice
- Develop a detailed virtual help desk implementation plan, based on feedback from INVEST and VCCI on the options presented and approved option

- Develop a detailed online training course implementation plan, based on feedback from INVEST and VCCI on the options presented and approved option

Deliverables: Task Order 1

Illustrative deliverables for Task Order 1 are listed below, however, offerors should propose deliverables in line with their approach while meeting the objectives outlined in this SOO. Deliverables will be submitted for review and approval in English, but all final versions must be done in both English and Vietnamese by the successful offeror.

- PPP Website Recommended Improvements Report and 3 Design Concepts
- PPP Website Modification Implementation Plan
- 3 Virtual Help Desk Options and 3 Online Training Options with Analysis and Recommended Best Choice
- Virtual Help Desk Implementation Plan
- Online Training Course Implementation Plan

Task Order 2: Work Plan Implementation and Virtual PPP Help Desk and Online Training Course Set Up

During the second phase (Task Order 2), the successful offeror will implement the recommendations and implementation plans developed and approved in phase 1 for the PPP website, virtual help desk, and online training course, including modifying the PPP website, establishing the virtual help desk, establishing the online training course, and then maintaining and operating the modified website and new help desk and training course over the period of performance.

The offeror will collaborate with INVEST, VCCI, PPP expert consultants, and the training development/bootcamp partner to upload and edit content on the PPP website and troubleshoot issues when necessary.

The offeror will help prepare VCCI to take over the long-term operations and maintenance of the website, virtual help desk, and online training program through trainings and written guides.

The successful offeror will:

- Implement the agreed upon improvements to the website in close coordination with the VCCI and INVEST
- Develop/establish the agreed upon virtual help desk and online training course and integrate it into PPP website, providing back-end operations and maintenance throughout the period of performance
- Update and add/migrate content to the website as directed by VCCI and INVEST, in coordination with the PPP expert consultants and training development/bootcamp partner
- Engage with PPP expert consultants to upload/migrate and revise the initial content for the help desk resource library
- Link the PPP website to the main VCCI website (<https://www.vcci.com.vn/>)
- Make the PPP website the central hub for information on a PPP infrastructure bootcamp training
- Coordinate with VCCI and PPP expert consultants to aggregate a list of frequently asked help desk questions (FAQs) to publish on the website/help desk web page in a user-friendly format including search and sort functionality

- Coordinate the pilot launch of the virtual help desk with VCCI and PPP expert consultants and troubleshoot technical issues
- Train/instruct VCCI on long-term operations and maintenance of the help desk to manage the operation and maintenance of the website, help desk, and hardware (if applicable) beyond the successful offeror's period of performance
- Conduct one or more training sessions with the VCCI and provide a content management system guide to the VCCI and INVEST to ensure that VCCI staff can update/maintain content

Deliverables: Task Order 2

Illustrative deliverables for Task Order 2 are listed below, however, offerors should propose deliverables in line with their approach while meeting the objectives outlined in this SOO. Deliverables will be submitted for review and approval in English, but all final versions must be done in both English and Vietnamese by the successful offeror.

- Virtual Help Desk User Guide
- PPP FAQs web page/resource
- Content Management System Guide
- Virtual Help Desk
- Self-Guided Online Training Course
- Modified PPP Website

Period and Place of Performance

The period of performance is expected to commence in September 2021. Task Order 1 is anticipated to take place over approximately 2-3 months. Task Order 2 is anticipated to take place over approximately 9-10 months.

The work is expected to take place in Vietnam, with a preference for Hanoi in order to work closely with VCCI, with remote work supplementing the on the ground implementation if necessary. Given the global Covid-19 pandemic and impacts on travel, offerors should propose at least one partner of their consortium with a physical presence in Vietnam and include proposed staff already located in Vietnam. The successful offeror will demonstrate that they can work in Vietnam physically and will demonstrate how any remote portions of work will supplement the on the ground implementation. The USAID, INVEST, and VCCI team members are primarily based in Vietnam and Washington, DC.

Contract Type

To support this phased approach, INVEST intends to issue a single-holder Indefinite Quantity Contract (IQC) under which INVEST will issue multiple task orders.

Role of INVEST

INVEST will work closely with the selected offeror(s) during all stages of this work. DAI will subcontract the selected offeror directly and provide review and oversight throughout the life of the activity. The INVEST team will administer periodic check-ins, reporting, deliverable review prior to client presentation and approval, and manage an ongoing monitoring, evaluation, and learning (MEL) framework.

- *Subcontractor Onboarding:* INVEST will provide the successful offeror(s) with all necessary context, and work with the successful offeror(s) to develop the work plan.

- *Project Implementation:* The successful offeror(s) will implement the work as prescribed by the work plan(s). INVEST will provide management support and ensure periodic check-ins/reporting.
- *Ongoing Monitoring, Evaluation, and Learning:* INVEST will define indicators during the subcontracting process, collect and review M&E data from subcontractors for requisite reporting to USAID and will conduct data quality assessments as necessary.

Q&A

RFP INVEST – 089: VCCI PPP Website Improvements, Establishment of Virtual PPP Help Desk, and Online Training Course

NOTE REGARDING PARASTATAL ORGANIZATIONS: Under U.S. Government regulations USAID and INVEST are not able to fund parastatal organizations, even as second-tier subcontractors (partners). The USAID definition of parastatal is “*Foreign government-owned parastatal organizations are firms operated as commercial companies or other organizations -- including nonprofits-- or enterprises in which foreign governments or the foreign agencies have a controlling interest*” (ADS Chapter 302). A controlling interest could include organizations where the largest single shareholder is a government entity.

1. What is the expected number(s) of participants in User Research surveys / interviews?

Answer: Offerors should include the number of participants that they will survey and/or interview in their proposals.

2. What are the most popular End Users’ feedbacks about using the existing website of VCCI-PPP?

Answer: Offerors will determine end users’ feedback and opinions of the existing website through interviews, surveys, and/or workshops.

3. The information of Table 1: VCCI PPP Website Technical Details (Page 2, 3 in SOO INVEST-089 VCCI Website document) is created based on previous projects that created the existing website, and offeror only need to take this as a reference instead of instruction. Is this assumption correct?

Answer: The information provided in Table 1 is included to provide context and details, not instruction, about the current website to offerors.

4. Are we correct to assume that the targeted user bases are local business owners / managers, investment brokerage firms, law practicing individuals and firms, government agencies?

Answer: Targeted user bases are stakeholders in the PPP ecosystem, such as government agencies/employees, investors, banks, law firms, project developers and enterprises.

5. Is there one or more types of Certificate for the online training course section? If there is, what is the purpose of the certificate for End Users, and should we apply fraud prevention methods in Certificate generating and using?

Answer: We do not anticipate issuing certificates for the online training course.

6. Is there any exclusive access, that is disabled from non-exclusive users, for the Online Training section? Helpdesk section? And other sections on the website?

Answer: The information on the PPP website is openly available and there is no exclusive access. Content is not password-protected nor behind a paywall.

7. Do you require a separated version of UX for smartphone users or the function and content are similar on both experiences of desktop and smartphone?

Answer: A separate version of UX is not required for smartphone users.

8. How many languages are used in the system language (menu labels, buttons, notifications...) and in the content?

Answer: The system language used is JavaScript.

9. Proposed virtual helpdesk solutions and online training course solutions refers to third-party off-the-shelf solutions that the offeror will integrate onto the new website instead of developing them, is this assumption correct? If this is, how should the offeror include the costs of license and implementation support from the selected solution providers into the proposed quotation of this RFP?

Answer: Virtual help desk solutions and online training course solutions refer to appropriate solutions proposed by the selected offeror, either developed by the firm or third-party off-the-shelf solutions that the offeror will integrate into the new website. The offeror is expected to identify three (3) solutions for each and provide INVEST and VCCI with information on the solutions, including pros/cons of functionality, maintenance and cost. Once the solution is selected, the offeror will support the integration of the help desk and online course offering with the VCCI PPP website under Task Order 2.

10. Is the new system open to using Microservices architecture with separated Front End and Back End codes (interfacing via APIs)?

Answer: Offerors may propose solutions they believe to be best suited to meet the objectives of this activity.

11. How many stakeholders are there in the operation of the website for both technical / infrastructural and administrative purposes?

Answer: There are two parties currently: the Investor (VCCI) and the software engineering manager.

12. What are your acceptance criteria (functional and non-functional) for the new website?

Answer: The website must be fully operational. This includes being accessible across multiple browsers and on mobile. The site display should also reflect the final approved wireframe and designs.

13. Are we required to use the existing CMS, or can it be replaced? (see Page 2, “CMS was built by CSB on ASP.NET.”)

Answer: Offerors may propose to use the existing CMS or replace it with another system that is more efficient.

14. If we can replace the CMS, are we required to migrate existing content over into the new CMS? (see Page 2, “CMS was built by CSB on ASP.NET.”)

Answer: If the CMS is replaced, it is anticipated that at least some of the existing content, to be determined by VCCI and INVEST, would be migrated to the new CMS although the details will be determined during Task Order 1

15. Are we required to use ASP.NET or can the platform technology be replaced? (see Page 2, “CMS was built by CSB on ASP.NET.”)

Answer: Offerors may propose to use the existing CMS or replace it with another system that is more efficient.

16. Will the CMS be required to be bilingual (Vietnamese and English)? (see Page 2, “CMS was built by CSB on ASP.NET.”)

Answer: Any new content added to the website will be in Vietnamese and English.

17. Should the training material be bilingual (Vietnamese and English)? If yes, can we assume the provider will give material in bilingual format?

Answer: Yes, training materials developed for the PPP infrastructure bootcamp training program ([RFP INVEST-090](#)) will be provided in Vietnamese and English. All deliverables should be submitted in both English and Vietnamese.

18. Can we assume a straight-forward, simple interactive self-training guide with minimal custom graphics and custom animations? (reference: “*The successful offeror will take the training content developed by VCCI’s training development/bootcamp partner and put it into an online format for a self-guided training course that is user-friendly and interactive.*”)

Answer: During Task Order 1, the offeror will present three online training course options that are in line with the objectives of the activity and needs of VCCI. The preferred solution will be determined in collaboration with VCCI and INVEST and the offeror will then develop a detail implementation plan to execute in Task Order 2.

19. Can you explain more on the functional requirements of the training?

a. Information presentation: Will it be simple in text, pictures, or video?

b. User interaction: How will users to interact with the training course? (Do they need to do some tests with score? Can they leave comments or interact with other users?)

Answer: During Task Order 1, the offeror will work with VCCI and INVEST to identify solutions and will present three online training course options that are in line with the objectives of the activity and needs of VCCI. The preferred solution will be determined in collaboration with VCCI and INVEST and the offeror will then develop a detail implementation plan to execute in Task Order 2.

INVEST anticipates that the solution should allow for self-guided learning and does not anticipate interaction with other users. However, the training should be engaging for users, including use of images and video if appropriate, and there may be interest in integrating test or quizzes so users can check their understanding. However, this will be decided when looking at the proposed solutions and the tradeoffs amongst them.

20. Integrate content from VCCI's partner: Which parties will be in charge of putting content into the online format & upload into the website? VCCI or its partners?

Answer: The successful offeror of RFP-089: *VCCI PPP Website Improvements, Establishment of Virtual PPP Help Desk and Online Self-Guided PPP Training Course* (this RFP) will be responsible for adding content into the online format and uploading it to the website. This will be completed under Task Order 2.