

To: Offerors

Date: February 27, 2023

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

Subject: Request for Proposals (RFP) INVEST-121: Vietnam International Arbitration Center – Online Dispute Resolution Platform Development

Due: 1:00 PM Eastern Standard Time (EST) on **March 27, 2023**

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 work in support of USAID/Vietnam.

I. RFP Process and deadlines: This solicitation will result in the award of one Indefinite Quantity Contract (IQC) with an embedded Task Order (Task Order 1) and potential for follow-on task order(s). The **combined ceiling of the awarded IQC** is expected to be a maximum of \$400,000 (including Task Order 1 and any future task orders), with approximately \$80,000 of that total funding allocated for Task Order 1. Task Order 1 will be issued along with IQC award.

1. Submission of Questions – Questions must be submitted in English no later than **1:00 PM EST on March 7, 2023** via email to INVEST_Procurement@dai.com.
2. Submission of Proposal – Proposals must be submitted in English no later than **1:00 PM EST on March 27, 2023** via email to INVEST_Procurement@dai.com, copying Katherine_Tilahun@dai.com and Danny_Mannka@dai.com. The subject line of the email should be your organization name, followed by “Submission under RFP INVEST-121: Vietnam International Arbitration Center – Online Dispute Resolution Platform Development.” Please certify in your submission email a validity period of 60 days for the price(s) provided. In order to submit a proposal, offerors must have at least initiated the process to obtain a [SAM UEID](#). If the UEID has not yet been issued, offerors should note that in the submission and update INVEST at INVEST_Procurement@dai.com once it is issued. Please limit file submissions to 10 megabytes or less.

II. Composition of Proposal: Your organization’s 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 with a minimum font size of 10. If text or graphics are of poor resolution, the information provided may be excluded from

consideration. 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 may use the attached cost/budget template.

Part 1 – Technical Proposal

Please limit your technical proposal to no more than ten (10) slides. 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 for each task order and indicate how the proposed activities will result in the successful achievement of the objectives outlined in the statement of objectives (SOO). The approach should address how the offeror will complete all deliverables and milestones within the stated timeline.
2. **Institutional Capacity** – Offerors should provide details about the experience, networks, expertise, and capacity of their firm (or firms if a partnering arrangement is proposed) to implement the proposed approach and complete the work as described. This should also include past performance information for similar activities as those planned under this proposal and note any previous experience working as partners if a partnering arrangement is proposed.
3. **Management Plan/Staffing Structure** – Offerors should include details of type of personnel assigned to the activities described in the technical approach along with their proposed roles and responsibilities, as well as a clear management plan in narrative form for the development, review, and submission of deliverables, including a milestone schedule that indicates their proposed timeline for implementation. Offerors are permitted to engage in partnering arrangements if it will aid in providing the best value to USAID, regardless of whether organizations belong to the [USAID Finance and Investment Network](#) managed by INVEST. If a partnering arrangement is being proposed, please describe the nature of the arrangement, the specific technical value contributed by each member of the team, and the appropriate management, oversight, and coordination controls to ensure successful delivery.

In addition to the above, please include the following inputs to your Technical Proposal, 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 should be included and will be considered a non-counting page. Offerors should list the names of all firms participating in the bid on the cover page. No additional annexes or documentation are requested nor should be submitted.

Part 2 – Cost Proposal

The subcontract type for the presumptive work will be an IQC Subcontract that will allow for the issuance of Firm Fixed Price Task Orders, awarded as a subcontract by DAI Global, LLC. **Please include your total proposed fixed price for Task Order 1 along with details for specific deliverable pricing.** At this procurement stage, the pricing for Task Order 1 should be final, and not illustrative. As a reminder, we anticipate the total IQC ceiling will not exceed \$400,000, but the total price for Task Order 1 should not exceed \$80,000.

For Task Order 1, please include your total proposed fixed price along 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.

In addition to the proposed budget for Task Order 1, offerors should provide an illustrative budget for Task Order 2, taking into account the proposed technical approach. The proposed illustrative pricing for Task Order 2 will serve as an indication of how the Offeror will structure and price its work under the subsequent Task Order(s). During implementation, if additional Task Orders are authorized INVEST will release a Request for Task Order Proposal for the Task Order(s) to the IQC holder awarded through this procurement. INVEST will compare the proposed pricing for the new Task Order(s) at the RFTOP stage against the pricing proposed during this competitive phase.

Offerors should use the attached cost/budget template for guidance, but are not required to use it, as long as the cost proposal captures the necessary elements (i.e., deliverables table with breakdown of how the deliverable totals were calculated). The successful offeror will need to demonstrate that the proposed rates, fees, etc. are reasonable and will be required to provide documentation during subcontract negotiations to substantiate costs, as needed. 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 (RFP). 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 (40 Points):** Points for this section will be awarded based on the information presented in the technical approach. The offeror will be scored based on the presentation of a clear approach which reflects the requirements of this specific activity but also incorporates the offeror's competencies.
 - i. **Task Order 1:** Points will be awarded based on the offeror's well-defined approach to partnering with VIAC to identify an appropriate and sustainable solution in line with the objectives in the SOO. The technical approach should demonstrate how the offeror will:
 - a. Identify VIAC's immediate needs and priorities for the Platform
 - b. Propose realistic solutions given the anticipated launch date of the platform
 - c. Support VIAC in making key technical decisions for the Platform
 - d. Integrate feedback from stakeholders (VIAC, USAID, and INVEST)
 - ii. **Task Order 2:** Points will be awarded based on the Offeror's description of their approach towards customizing and implementing the Platform to encourage online dispute resolution. The technical approach should demonstrate how the offeror plans to test the platform and train key users for a successful launch of the platform. The offeror should also describe how it will monitor its performance, including setting targets and measuring progress, under Phase 2.
- b. **Institutional Capacity (25 Points):** Points for this section will be awarded based on information presented in the corresponding section and any submitted case studies (i.e., examples of past performance). Preference will be given to firms and/or consortia that have past performance in timely and successful delivery of similar services and/or relevant sector experience (legal services, arbitration institutes). Offerors with joint experience in digital transformation and international arbitration will be preferred. Offerors should demonstrate the following: Capacity to understand the needs of arbitral parties and stakeholders in Vietnam; Demonstrated capacity to communicate and write in Vietnamese (required); Knowledge and technical experience that will support offeror's ability to perform the requirements of the SOO in an efficient and effective manner.
- c. **Management Plan/Staffing Structure (35 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 member 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. The Management Plan should clearly outline where staff are located and, if any portion of the team or consortium is remote, offerors should provide a detailed approach to conducting activities remotely. Offerors must demonstrate through their proposed staff the ability to communicate fluently in English and Vietnamese as well as produce deliverables and other correspondences in English and Vietnamese as required throughout the activity.

2. **Cost Proposal:** Total price 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.

Offerors should include your total proposed fixed price for Task Order 1 along with details for specific deliverable pricing, as well as illustrative pricing for the proposed Task Order 2 scenario. Please note that at this IQC procurement stage, the evaluation will focus on the Task Order 1 cost proposal as the proposed pricing for this Task Order is considered final, and not illustrative. The proposed illustrative pricing for Task Order 2 will be considered as illustrative at this stage and will only be evaluated as an indication of how the offeror will structure a budget under the illustrative scenario for a potential Task Order 2.

Evaluation of cost proposals will focus on cost reasonableness of the overall proposed price, individual deliverable prices, as well as the cost build-up to each deliverable price. Once the IQC is issued, the budget for any potential future Task Order(s) will be analyzed and compared to the submitted IQC budget for Task Order 2, to ensure that Task Order budgets are consistent with the proposed labor rates and cost build-up submitted in a competitive pricing environment at the IQC stage. Any significant deviation from the costs submitted at the IQC stage will need to be fully documented and justified at the Task Order level and will be subject to approval by DAI.

- IV. **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.

- V. **Offeror's Agreement with Terms and Conditions: Please visit the [INVEST Procurement Hub](#) website (scroll down to "Terms and Conditions") for RFP 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 of 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-121:
USAID/Vietnam Alternative Dispute Resolution**

**Vietnam International Arbitration Center –
Online Dispute Resolution Platform Development**

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

Alternative Dispute Resolution (ADR) in commercial and investment activities is an exercise through which contract related disputes are resolved by facilitated negotiation, conciliation/mediation, and arbitration. The creation of an effective ADR ecosystem is critical for the development of an enabling business environment that invites both domestic and foreign investment to support economic growth.

In recent years, especially after the issuance of the 2010 Law on Commercial Arbitration, ADR in Vietnam has gained momentum and is becoming an increasingly attractive method of resolving disputes for both domestic and foreign investors. As an alternative to lengthy civil litigation procedures in court systems, ADR proceedings are often quicker, the total cost is normally less than that of litigation, and procedures are often completed in private and conducted confidentially, avoiding the risk of adverse publicity and reputational damage that could arise from a court case.

Foreign investors in Vietnam often tend to favor arbitration, because they are concerned about the apparent lack of transparency in the local legal system, the risks associated with political interference, and the local courts’ limitations when dealing with complex and technical cases. In addition, because of the requirements of the new Free Trade Agreements to which Vietnam is a signatory, the need for a strong ADR system is becoming increasingly pressing. However, local businesses still prefer judicial litigation over ADR due to lack of awareness and knowledge about ADR. According to a media report, arbitration cases only accounted for approximately 1% of commercial disputes handled by Vietnam’s civil courts in 2017.

The lack of trust in the ADR mechanism also causes the under-utilization of ADR in Vietnam. Although the Convention on the Recognition and Enforcement of Foreign Arbitral Awards, (commonly known as the “New York Convention 1958”) came into force in Vietnam on 11 December 1995, there remains significant uncertainty as to the extent to which arbitration awards that align with international ADR standards can be enforced in Vietnam. A notably high percentage of applications for the enforcement of foreign arbitral awards have been rejected by the Vietnamese courts.

In addition, local ADR service quality is not up to international standards. Limited capacity of Vietnamese arbitrators and mediators, and poor operation of ADR centers appear to hamper more widespread adoption of ADR in Vietnam. According to USAID’s 2021 rapid assessment on Commercial ADR, arbitration

centers in Vietnam do not have sufficient qualified arbitrators, especially in specialized areas such as energy, engineering, finance, intellectual property rights, etc.

USAID INVEST has partnered with Vietnam International Arbitration Center (VIAC, viac.vn/en), a leading Vietnamese arbitration and mediation institution, to improve ADR services in Vietnam. VIAC brings international credibility and has administered thousands of domestic and international disputes in various fields of commerce, such as sale of goods, logistics, insurance, construction, finance and banking, joint venture projects, energy, and infrastructure with involvement of businesses coming from almost all provinces in Vietnam, and from over 60 countries and territories around the world. VIAC was established under Decision No. 204/TTg dated 22 April 1993 of the Prime Minister of the Society of Vietnam on basis of the merger of the Foreign Trade Arbitration Council (established in 1963) and the Maritime Arbitration Council (established in 1964).

As the leading arbitration center in Vietnam, VIAC aims to improve its online arbitration infrastructure to handle cases more efficiently and effectively. It also aims to enhance ADR professional skills in Vietnam and raise awareness about ADR among business communities in Vietnam to promote its wider use among local businesses and build up foreign investors’ confidence in Vietnam’s ADR system.

Objective and Activities

Through this Statement of Objectives (SOO), INVEST is looking for a partner(s) to create an all-in-one platform (herein referred to as the “Platform”) integrated with VIAC’s website that will facilitate online dispute resolution, which will allow online filing, case management, and storage and data analysis. The all-in-one platform will allow VIAC to hold virtual hearings and paperless proceedings to improve time and cost efficiency, increase transparency, and better protect data. VIAC aims to launch the platform by March 2024. The successful offeror will work closely with VIAC to identify, customize, and implement solutions for the Platform.

VIAC currently uses multiple online tools and platforms to administer online proceedings and hold virtual meetings and hearings. By switching to the Platform VIAC hopes to:

- *Increase efficiency:* Through the single platform arbitral parties, including VIAC and Arbitral Tribunals, will be able to access all case documents securely, keep track of procedural deadlines, and communicate more effectively through built-in functionalities of the platform.
- *Increase transparency:* With a clear trail of communication and ability to extract data for analysis, VIAC will be able to monitor compliance and improve processes for future proceedings.
- *Improve security:* Arbitral parties can share documents safely through the platform rather than sending through email and will be able to make payments.

Additional details on VIAC’s current website can be seen in Table 1.

Table 1: Technical Details of Existing Website

Domain:	The website is housed at the domain of https://www.viac.vn/ . The Platform will be housed at the same domain.
Content Management System (CMS):	Name: IsoCMS (PHP) developed by VietISO Type: W-CMS
Hosting:	The website is hosted by VietISO, whose partner, CMCTelecom oversees the location of the server room in Hanoi, Vietnam. The site is backed up automatically from 0am to 2am every day on two separate servers in parallel for data loss and leakage prevention.

Content Language:	The website is currently available in Vietnamese and English.
Original Developer:	The VietISO Joint Stock Company is the original developer of the website.
Site Traffic Monitoring:	VIAC is currently using Google Analytics to measure website traffic (statistics on pageview, bounce rate, average time/pageview per sessions, conversion rate, etc.) for website's content development and orientation.
Search Engine Optimization (SEO):	SEO has been integrated at the design and coding stage of the current website.
End User Connectivity:	The website accommodates users with stable/high levels of connection. It does not <u>provide</u> a simplified interface for users with poor/low levels of connectivity. Site administrators use a Contact Portal to communicate with end users.

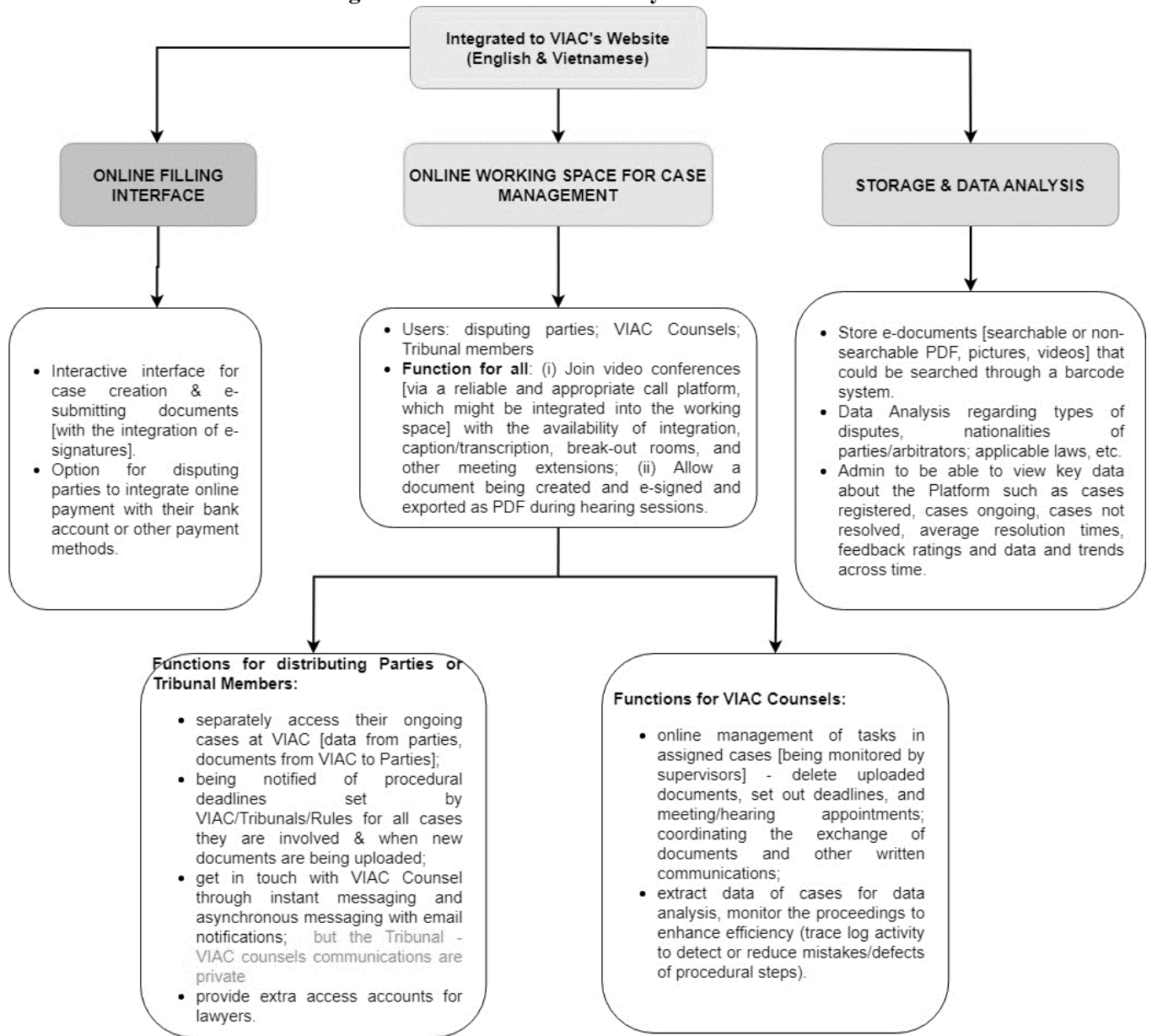
The Platform will be accessible through VIAC's website in both Vietnamese and English. To avoid potential system conflicts with the current website, the Platform will be on a separate sub-domain of VIAC's website (i.e., www.odr.viac.vn). The platform will enable online filing, storage and data analysis of documents, and end-to-end case management (See Fig. 1):

- *Online Filing Interface*: Interactive interface for case creation and electronic submission of documents with integration of e-signature and ability for users to pay online.
- *Storage & Data Analysis*: Store electronic files (documents, photos, and videos) searchable by barcode systems¹; allow for data analysis of types of disputes, nationalities of parties/arbitrators, applicable laws, etc.; store key data, such as cases registered, cases resolved, cases ongoing, cases not resolved, resolution times, feedback ratings, etc.
- *End-to-End Case Management*: Manage data exchanged between all users, including document sharing and approval²; alerts for tasks and procedural deadlines; instant and asynchronous messaging; and secure video conferences for meetings and hearings with the following capabilities: interpretation, caption/transcription, break-out rooms, and other meeting extensions.

¹ The barcode (or QR code) will store basic details of files so that the file can be located on the platform as well as in hard copy in VIAC's physical library.

² Documents once uploaded will need to be approved and classified by the assigned Counsel before being available in the Case Folder. No users (either front-end or back-end) will be able to edit the content of shared documents. The file name of submitted documents may be edited by VIAC counsels only so that documents are properly classified.

Figure 1: Website Functionality Details



All users will have an authenticated/logged in experience and the following user types are anticipated with varying levels of access:

- Disputing Parties
- Tribunal members
- VIAC Secretariat
- Administrator team

VIAC anticipates approximately 1000 users in the first two years – including disputing parties, Tribunal members, and VIAC counsels.

INVEST will use a phased approach to complete this work. In Phase One (Task Order 1), the successful offeror will work with VIAC to finalize the exact details of the Platform in line with the functionality requirements in Table 2 and the high-level objectives above. Some of the features may be negotiated and discussed during the workplan and requirements development phase with a view to ensuring that the site is fully functional by the anticipated launch date of March 2024 and includes the highest priority features requested by VIAC. At a minimum the platform is expected to:

- Adequately address **data privacy and security concerns** for improved security (i.e., compliance with enterprise cybersecurity standards, ability to manage access to uploaded documents, threat detection, archivable data, securely stored data, etc.).
- Have a **user-friendly interface** that allows upload/downloads at scale with data that can be text searchable and tools to facilitate different types of communication for increased efficiency.
- Create separate team workspaces with **user-based permissions**. Permissions should be able to be set at various levels (user, role, case, etc.) to improve both efficiency and transparency.

As maintenance costs (including storage costs) will be covered by VIAC after the period of performance, the successful offeror will also address the sustainability of the platform.

Table 2. Phase One Functionality Requirements

Content Language	The platform will be available in Vietnamese and English.
Storage Limitations	The renovated website should have no storage limit. The Offeror should provide storage for the renovated website during the period of performance. After the period of performance of this activity, the maintenance costs, including storage costs, will be the responsibility of VIAC. The Offeror should consider an affordable and reasonable renovation/maintenance option for the sustainability of the website.
Data Residency and Governance Considerations	Data should be physically and geographically stored on a dedicated server in Vietnam for efficiency and convenience in operation.
Search Engine Optimization (SEO)	SEO will be needed to help optimize search engine visibility.
System Integration	Online Filing should be integrated with <ul style="list-style-type: none"> - e-signature application - online payment application Online Case Management should be integrated with <ul style="list-style-type: none"> - video call platform, including meeting extensions, interpretation, caption/transcription, and break-out room function - document creation application, including e-signature and export to PDF functions.
Accessibility Requirements	The website must comply with Section 508 requirements for accessibility to people with disabilities. Under these requirements, disabled employees and members of the public must have access to information comparable to the access available to others. For more information on Section 508 requirements please visit https://www.access-board.gov/ict/ .
End User Connectivity	The Platform should accommodate users with stable/high levels of connection. It will <u>not provide</u> a simplified interface for users with poor/low levels of connectivity. For communications with end-users, a chatbot extension that uses artificial intelligence for automatic response to users' inquiries should be added to the platform.

Anticipated System Roles	<ul style="list-style-type: none"> ▪ Case Managers (VIAC counsels) - partial control ▪ Supervisors - partial control ▪ Case Manager-in-Chief (VIAC Secretary General) - full control ▪ Technical Admin - full control
Level of Support Required	The Offeror should provide warranty support for six months after launch (April-September 2024).

In the subsequent phase, the successful offeror will work with VIAC to customize and implement the solution(s) as defined in Phase 1. It is anticipated that in Phase 2 (Task Order 2), the successful offeror will:

- Configure and test the Platform.
- Complete functional testing and user acceptance testing.
- Train key VIAC users and arbitrators. Key users will be defined in Phase 1. VIAC anticipates there will be approximately 50 people to receive training.
- Provide guideline materials (i.e., introductory videos) for disputing parties.
- Prepare for platform to go live.
- Troubleshoot for problems following launch the platform.
- Transfer the non-encrypted code of the platform to VIAC.

Illustrative Deliverables and Timeline:

Illustrative deliverables for both phases are listed below, however, offerors should propose deliverables in line with their approach to meet the objectives outlined above. Deliverables will be submitted for review and approval in English, but the Platform and its resources will be completed in English and Vietnamese.

Phase 1 / Task Order 1	
Onboarding meeting with VIAC	Within two weeks of subcontract signature
Requirements management plan and identified solution(s) for the Platform	Week 4
Work plan and strategy for the Platform with timeline for the March 2024 launch	Week 6
Phase 2 / Task Order 2	
Configuration and testing of the platform: <ul style="list-style-type: none"> - Online Filing Interface Content Management System (CMS) - Online Case Management System 	<i>To be determined following Phase 1</i>
Completion of functional testing with User Acceptance Testing (UAT)	
Training Sessions for VIAC and User Guide	
Launch of the Platform in English and Vietnamese	March 2024

Period and Place of Performance

The period of performance is expected to commence in April/May 2023 with all activities under the IQC (Phase 1 and Phase 2) complete by June 2024. Task Order 1 is anticipated to take place over

approximately 6-8 weeks. The offeror should propose a timeline that is representative of their technical approach and management plan that delivers the activities as described.

VIAC has its headquarters in Hanoi and the successful offeror will demonstrate that they can be responsive to VIAC throughout all phases of implementation, which may include a combination of remote and on-the-ground implementation. Offerors should demonstrate how they will conduct in-person meetings in Vietnam when needed. USAID/Vietnam is based in Hanoi and INVEST is based in Washington, DC.

Contract Type and Budget Ceiling:

DAI intends to award an Indefinite Quantity Contract with the ability to issue firm fixed price task orders. Task Order 1 will be issued along with the IQC award.

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, and deliverable review prior to client presentation and approval.

- *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 work with the successful offeror(s) to establish a plan for monitoring performance, including setting targets, to track progress during implementation of each Task Order. INVEST will provide management support and ensure periodic check-ins/reporting.