



REQUEST FOR PROPOSAL

Technical Assistance for the Philippines' Bureau of Customs in the Development: (1) Development of the ASEAN Customs Declaration Document (ACDD) Operations Portal and (2) Development of an API routing platform

A) Background

1. The ASEAN Policy Implementation (API) Project is a four-year program which aims to provide technical assistance at the national level of ASEAN Member States (AMS) to accelerate the implementation of key ASEAN initiatives that support the US Government's (USG) and ASEAN's goals. The project is being implemented by IBI Worldwide, Inc
2. API project activities will focus on the implementation of the ASEAN Economic Community's (AEC) selected instruments through comprehensive research, multi-year activities as well as technical assistance at the national level of AMS, which is expected to work closely with other USAID projects in the region, e.g., IGNITE and PROSPECT, to build upon current support to ASEAN.
3. ASEAN Member States through the ASEAN Directors-General of Customs in June 2009 reaffirmed the adoption of defined information parameters in electronic processing by the Customs Authority in relation to the implementation of the exchange of the ASEAN Customs Declaration Document (ACDD). This was underscored by the ASEAN Finance Ministers through the *Protocol to Establish and Implement the ASEAN Single Window* which states that the ACDD is formal requirement to be exchanged by Member States using the ASEAN Single Window (ASW) and the national enabling platforms.
4. The ACDD is a paper document that was based on the ASYCUDA++ System's Single Administration Document (SAD). The ACDD has evolved into a set of "information parameters", where each data element has been defined by a unique box number, name, and description. As agreed by Member States, the intent of the exchange of the ACDD is to be used as an advanced information to support the Customs in the importing country in carrying out risk targeting and profiling.
5. Subsequently, ASEAN Member States agreed on 15 mandatory information parameters, which will be extracted by the Customs Authority from its operational Customs Declaration Module after the completion of the export regime. The 15 key mandatory data elements of the electronic ACDD are the following:
 - a) Customs Office of Lodgment;

- b) Type;
 - c) Exporter/Consignor and Number (Name and number only);
 - d) Customs Reference number;
 - e) Importer/Consignee; Number (Name and address only);
 - f) Date of exportation;
 - g) Identification of Declarant/ Representative; Number Mandatory (Name and number only);
 - h) Code of the Country of exportation;
 - i) Mode of transport;
 - j) Place of Loading/Unloading;
 - k) Customs Office of entry/exit;
 - l) Item number;
 - m) Commodity code (AHTN);
 - n) Country of origin; and
 - o) Supplementary quantity
6. Member States defined a set of technical specifications, known as the “ACDD Message Implementation Guide and Process Specifications,” a standard format for messages and data that were agreed in accordance with international standards and best practices. Exchange of optional export information will depend on Member States as one body, or through any bilateral agreement between interested AMS or other trading partners.
 7. All ASEAN Member States are expected to exchange the ACDD document in the ASW environment by 2021.
 8. Cambodia, Malaysia, Myanmar, Singapore, and Thailand are now testing the exchange of the ACDD using their ACDD agency application to capture, amend, approve, display, provide status and print out information contained in the ACDD. This application is intended to comply with the underlying requisites of the ASW regional services team in the exchange of information related to the ACDD by transmitting the validated ACDD in their specified format through the enabling platforms to any destination Customs Administration of another AMS.

B) Objective

9. The aim is to provide support to the Bureau of Customs (BOC) Philippines in expediting the Philippines’ participation in the cross-border exchange of the ACDD using the working single window enabling platforms. This is for BOC to process the ACDD and comply with the ASW protocol for the exchange of the ACDD with Member States by 2021. This would entail designing and developing the ACDD Operations Portal and the API routing platform.
10. In designing and developing the ACDD Operations Portal, the portal would need to facilitate incoming and outgoing ACDD message between the portal and each ASW Gateway B2Bi software hosted by concerned government agencies. At the same time, the portal would need to provide the necessary record keeping and tracking of all electronic messages passing through the system to enable designated operators to verify exchanges with ASEAN Member States, including

compliance with the technical requirements of the ASW Project Management Office (PMO) at the ASEAN Secretariat.

11. For designing and developing the API routing platform, the API bridge script needs to be configurable to route, send and receive the ACDD electronic message/s to and from the ASW gateway B2Bi, including validation of the electronic messages and appropriate interfaces with relevant system. Furthermore, the API solution has to connect to the Single Window and Customs processing systems through compliant with the current ACDD Message Implementation Guide.

C) Scope of Services

12. In collaboration with the API project team and BOC Philippines, the offeror will be responsible for establishing and managing a team of qualified programmers that will design and develop the portal and routing platform.

Services	Tasks	Result
Development of ACCD Operations Portal	Provide the programming source codes to ensure that the basic services of the ACDD Operations Portal includes User Interface Services (the portal layer that contains the user interface elements and screens that the BOC officers can work with), Common Services (the supporting functionality layer that the BOC officers should have, in order for the User Interface Services to work) and Interface Services (the layer that enables the ACDD Operations Portal to connect and interact with external systems by providing host-to-host connectivity functionality).	System architecture that is a user-friendly and web-based application system that encapsulates every ACDD operational processes defined in the ACDD Message Implementation and process specifications that is able to validate electronic XML documents against agreed XML schema, and support for risk profiling activities.
	Develop features regulating access, security, and authentication, including customized dashboards based on defined user profile access.	
	Ensure that the development of an electronic “prior consent form” will allow the trader exporter to provide consent for	

	the exchange of the 15 mandatory data elements of the ACDD to the importing country.	
Develop the extraction of the ACDD 15 mandatory elements from the E2M system of BOC	Provide tools for a systematic extraction of the 15 mandatory data elements from the E2M system of BOC (the extraction protocol will be based on an algorithm (condition) that only exporters that provided their consent will be extracted (agreed upon by ACDD parameters) from e2m's Export Declaration-SAD)), and be adjustable for additional/removal of mandatory data elements that will be agreed by Member States	
Develop the On-Demand request initiated by the Importing Country for specific ACDD transactions from the Exporting Country	Sub-process for the Exchange of the ACDD information flow initiated by the importing country (on-demand request) will require the Importing Country to send an electronic request to the exporting country specifying the requested ACDD information through an agreed bilateral arrangement. Then, the exporting country sends the requested ACDD message to the ASW gateway of the Exporting Country in a secure environment.	
Develop an Interface Script between the ACDD Operations Portal and the TradeNet platform	Provision to enable the sending and receiving of the ACDD document by the ACDD Operations Portal to the TradeNet Platform once the TradeNet is made available for the exchange of the ACDD	
Consider additional requirements from BOC offices	Consider the additional requirements of the Risk Management Office and Export Division of BOC in the sending and receiving of export information, as applicable	

Provide the User Acceptance Test Plan	A detailed user acceptance test plan covering the exchange of the ACDD’s “end-to-end” tests and “parallel” tests, including the success indicators	
Development of the Routing Platform	Develop the routing platform and the application programming interface (API) bridge script between the ACDD Operations Portal and the ASW Gateway.	Coding an API bridge that can route, send, receive any electronic documents to and from the ASW gateway B2Bi software.
	Provide the programming source codes to enable BOC personnel to conduct additional configurations and customizations or implement exchange of other messages or electronic documents	Be able to interface with the BOC Website and the TradeNet Portal.
		Act as a simple proxy that intercepts API requests and applies security checks, including process statistics that can be used in providing the end-of-day Management Information Statistics to the ASEAN Secretariat PMO.

13. Besides the tasks, it is expected for the offeror to conduct the following:

- User Acceptance Testing – Internal testing of the entire ACDD Operations Portal and Routing Platform for outbound and inbound ACDD;
- Testing with Member States – Cross-border testing of the ACDD Operations Portal and using the Routing Platform with AMS
- End of Iteration Review
- Regression Testing
- Demonstration
- Process Improvements Based on End of Iteration Review Comments
- User Acceptance Testing of both the ACDD Operations Portal and the Routing Platform
- Cutover to Live Operation of the ACDD exchange

Necessary Cloud Virtual Machine, Hardware and Software

14. The offeror must propose the associated Cloud virtual Machine, hardware, and software requirements for operating the ACDD Operations Portal and the Routing Platform using an API bridge, including the use of a web interface administration system to manage the message routing, scalable, and must be able to handle approximately 500,000 messages in a month.

15. The offeror should at a minimum provide a Microsoft Azure credit for BOC to operate the ACDD Operations portal with the following equivalent D-Series Virtual Machines sizing for minimum of two (2) years. Vendor proposing higher number of years credit shall be provided higher rating. Virtual Machines shall be deployed in the BOC Azure Environment.

	VM	Quantity	Description / Remark
1	API Bridge Script server	1	<ul style="list-style-type: none"> 16 GB Memory 200 GB Solid State Drive (Effective Storage) 1 Quad Core Xeon Processor
2	ACDD Operations Portal server	1	<ul style="list-style-type: none"> 16 GB Memory 1 TB Solid State Drive (Effective Storage) 1 Quad Core Xeon Processor
3	Test / Backup server*		<ul style="list-style-type: none"> 1 TB Hard Drive (Effective Storage) 1 Quad Core Xeon Processor

16. At a minimum, the hardware requirement should include the following:

	Device	Quantity	Description / Remark
4	Laptop Computer for the ACDD Operations Portal	1	<ul style="list-style-type: none"> 17" screen for systems administrator 1.2GHz quad-core i7, Turbo Boost up to 3.8GHz, with 8MB L3 cache. 16GB of 3733MHz LPDDR4X memory 512GB Solid State Drive (Effective Storage)
5	Laptop Computer for the ACDD Operations Portal	2	<ul style="list-style-type: none"> 13" screen for the Risk Management Office (RMO) 13" screen for the Export Division 1.2GHz quad-core i7, Turbo Boost up to 3.8GHz, with 8MB L3 cache. 16GB of 3733MHz LPDDR4X memory 512GB Solid State Drive (Effective Storage)

Note: Purchase of hardware must abide by the source/origin criteria (Geographic code 937 and FAR Section 889)

17. The offeror should propose the appropriate software requirement specifications for the operating system, database, and digital certificate. At a minimum, the system requirement specifications should include the following:

	Device	Quantity	Description / Remark
1	Linux* or Unix operating system, including the license or enterprise subscription	1	<ul style="list-style-type: none"> be tailored for specific architectures and for several usage scenarios for multi-tasking commands

2	MySQL* or any Relational Database Management System (RDBMS) that uses Structured Query Language (SQL), including the license	I	<ul style="list-style-type: none"> an open-source relational database management system (RDBMS)
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*available for free download

D) Others Consideration

Maintenance and Technical Support Requirements

18. Following implementation and acceptance of the ACDD Operations Portal, the selected vendor must provide ongoing maintenance and support for 12 months after acceptance by the ACDD Project Team, which will include:
- Terms of technical support shall include response within one (1) business day. Support may be provided online, by remote access or on site as appropriate.
 - Any remote access by the selected vendor will be agreed by the ACDD Project Team and the selected vendor; and
 - Technical maintenance and support contract must start until the system has been fully implemented and accepted by the ACDD Project Team
 - Bug fixing - provide the necessary modification/enhancement to correct identified system flaws and issues during the maintenance period.

Essential Legal Elements in the Management of the ACDD Operations Portal

19. The selected vendor should provide inputs to BOC officials in crafting the essential legal elements for processing the ACDD information parameters (inbound and outbound), access to ACDD data, data retention, electronic archiving, data protection, and information security should be clearly established.
20. A provision for Authentication, Prior Consent Business Process, Revocation, Modification and Amendment should also be included in crafting the legal framework in managing the ACDD Operations Portal.

Virtual Training Workshops and Manual Development

21. The offeror is expected to conduct three (3) virtual training workshops targeted at BOC personnel. Additional information is detailed out in paragraphs 35 and 36.

E) Qualifications and Requirements

22. The offeror should have at least three (3) years of progressive work experience developing user-friendly web-based application system, routing platform and application programming interface (API) bridge script.
23. The offeror will establish a team to complete the assignment and be familiar with the following:

- in-depth knowledge of data modeling in providing good technical understanding of international standards and electronic messaging formats, including the underlying technical requisites on how to use the ACDD MIG and process specifications in developing the ACDD Operations Portal.
- familiarity of the WCO Data Model, UN/EDIFACT Message Implementation Guides (MIGs), and XML Schema Definitions (XSDs),
- good technical understanding of international standards (i.e., UN/CEFACT, ISO, UNTDED etc.) and electronic message formats (i.e., XML and UN/EDIFACT).
- understanding of UN Data Maintenance Request Process

24. The members of the team shall have at least the following qualifications:

- proficiency in the English language
- bachelor's degree in computing, informatics, or related degree
- experience in computing languages

F) Selection Criteria and Contract Characteristics

25. Proposals will be evaluated based on a combination of quality (80%) and cost (20%). The **estimated total budget for the assignment is USD\$150,000**. The estimated duration of the assignment is three (3) months.

26. Quality evaluation of the proposals will be based on the following factors:

- Demonstration of an understanding of the needs of the ACDD Operations Portal and API routing platform (20%)
- Relevant work experience of the offeror (20%)
- Personnel (technical team) and management (Project Manager) (15%)
- Hardware specification (10%)
- Training (10%)
- Technical Support/Maintenance (5%)
- Cost/Budget (20%)

G) Pre-Proposal Session

27. Any questions related to the RFP should be directed to Mr. Rulli Rizki, Project Manager, rrizki@ibi-worldwide.com no later than June 25, 2021, at 17:00 Jakarta local time. Oral instructions, answers, or guidance prior to the award of the contract shall not be binding.

H) Proposal Submission

28. Interested offerors are required to submit a Technical and a Financial proposal electronically in English to the email recruitment.api@ibi-worldwide.com with the subject line: Technical Assistance for the Philippines' Bureau of Customs. **Application Deadline: Wednesday, June**

30, 2021, at 17:00 Jakarta time. All questions related to this RFP must be emailed to rizki@ibi-worldwide.com no later than June 25, 2021, at 17:00 hours Jakarta time.

29. The technical proposal (no longer than 20 pages) will contain as a minimum:
- Company overview and experience
 - Description of the work proposal and tentative timetable
 - Composition of programming team members and their resumes
 - Project Manager resume
 - Description of training experience
 - Description of the technical support/maintenance offered
 - Audited/certified financial statements for last available fiscal year
30. The Financial Proposal (using template provided) must clearly indicate:
- Total cost of establishing and managing the programming team (for the duration of the assignment) including the project manager and administrative support
 - Logistics and transfer costs
 - Cost of the 12-month maintenance and technical support period
 - Applicable taxes and any other expected costs
31. Organizations registered or authorized to conduct business in ASEAN are eligible to apply subject to the following requirements:
- Individuals are not eligible to apply
 - Organizations must meet the following source and origin criteria as noted in paragraph number 15 where purchase of hardware must abide by the source/origin criteria Geographic Code 937 and Federal Acquisitions Regulations FAR (FAR) Section 889.
 - Organizations must be registered and authorized to conduct business in the ASEAN Region and the organizations must be recognized by the regulating authorities as locally owned and operated.

1) Schedule of Deliverables

32. **Inception report:** includes outlining the technical specifications of the ACDD Operation Portal and the Routing Platform, tasks to be undertaken and revision of the work plan, if relevant.
33. **Progress reports:** weekly progress reports on the implementation of activities as per the work plan in the inception report. Monthly status reports shall include descriptions of progress, deliverables completed, outstanding issues and recommendations for resolution; summary of risks and their impact as well as identification of the actions and persons responsible for mitigating the risk and resolving problems.
34. **Three (3) Virtual Training workshops:**
- a. Systems User Training program for BOC Users and exporters, minimum of 50 persons/maximum 500 persons, that shall be formulated for a total of not less than eight (8) training hours, which is inclusive of instruction, hands-on testing of operations.

- b. The offeror shall also conduct training on the API capability of the ACDD Operations Portal and training on how to enhance the API for any changes in the future, via face to face if permitted by IATF.
- c. System Administration - There will be a specialized activity for System Administrators, for the following areas:
 - Server maintenance
 - Setup, Backup and Recovery

35. **Training Components and Learning Element**

- **End User Operations Manual**
This manual will serve as a daily guide that will be used by end-users for simple system functions.
- **Administrator Operations Manual**
This manual will serve as a daily guide that will be used by the system admins for more complex functions including user management and server maintenance.
- **Systems Manual**
This manual is a comprehensive guide to all the system features and functions. Included in the manual is the troubleshooting information that end-users and administrators can refer to should there be any problems or errors experienced.

36. **Final report:** documenting the activities implemented and results achieved.

37. **Post-implementation technical support/maintenance:** Detailing fixes, downtime, characteristics of the support provided and any other relevant information, date of submission will be specified in approved work calendar.

J) Payment

38. This technical assistance intends to award a Fixed Price Subcontract for this activity with an estimated start date of **August 2, 2021**. The proposals should be submitted in U.S. Dollars, proposal quoted in ASEAN currency will be paid in U.S. dollars using the prevailing bank exchange rate on the date of the payment.

39. The Fixed Price Subcontract is subject to the rules and regulations set out by IBI Worldwide, Inc. and the U.S. Government as set out in the Federal Acquisitions Regulations (FAR), Code of Federal Regulations (CFR), and the USAID Acquisitions Regulations (AIDAR). Oral instructions, answers, or guidance prior to the award of the contract shall not be binding.