

USAID Regional Trade Liberalization
and Customs Project (RTL)C)

REQUEST FOR QUOTATIONS (RFQ)

Issue Date: May 19th, 2011

Quotation Due: June 2nd, 2011

Procurement of IBM Server Administration training:

for the

Customs Service of the Government of the Republic of Tajikistan

USAID Regional Trade Liberalization and Customs Project (RTLCL)

TABLE OF CONTENTS

1. BACKGROUND.....	3
2. SCOPE OF WORK.....	4
3. QUOTATION FORMAT.....	5
4. TECHNICAL GUIDELINES & CONDITIONS.....	5
5. SUBMISSION OF PROPOSALS.....	5
6. QUESTIONS.....	5
7. SELECTION CRITERIA AND AWARD(S).....	5
ANNEX A. BUSINESS ORGANIZATION AND OWNERSHIP.....	7
ANNEX B. ITEMIZATION OF THE QUOTATION.....	8
ANNEX C. CONTENTS AND OBJECTIVES OF THE TRAINING	

USAID Regional Trade Liberalization and Customs Project (RTLTC)

1. BACKGROUND

In June 2009 The Customs Service of the Government of the Republic of Tajikistan (CSGRT) and R.I.S.K. Company Ltd, Azerbaijan, signed a contract for the development and implementation of a Unified Automated Information System (UAIS) under the ongoing Regional Customs Modernization and Infrastructure Development Project. The pilot implementation of the UAIS started in December, 2010. The full implementation of UAIS started in January 2011.

The UAIS is intended to facilitate more efficient customs procedures and improved performance in terms of the services provided to the government and the private sector. The UAIS will automate the following processes:

- a. Electronic processing of customs declarations
- b. Monitoring the presence of supporting documents
- c. Risk Management
- d. Controlling transit movements of non-cleared goods
- e. Calculating and collecting taxes and duties
- f. Partial verification of authenticity of documents annexed to customs declarations
- g. Generating customs statistics
- h. Facilitating administrative and criminal investigations

The UAIS uses IBM server equipment. Server administrators and Customs IT helpdesk staff of the CSGRT need training to be able to understand and operate in the new system environment. Currently the central IT administration of CSGRT has 13 staff members. Two other members will be hired in the near future. Six Customs IT staff members are based in different regions of Tajikistan to support the users and administrate local network components. Six persons together (four administrators and two from IT first level helpdesk staff) are required to have server equipment knowledge and skills to be able administrate the UAIS server equipment in the central administration.

USAID Regional Trade Liberalization and Customs Project (RTLTC)

2. SCOPE OF WORK

Six people will be trained on programs defined by the IBM as:

- IBM Tivoli Storage Manager V 6.2 – Implementation and Administration,
- Data storage systems DS4000 in the SAN networks,
- IBM System X Technical Principles,
- Building the IBM Lotus Domino 8 Infrastructure.

The trainees should be divided into two groups consisting of 2-4 persons each. The number of weekly academic hours should be 32-40. The training must be completed by end of August 2011.

At the end of the training the vendor will organize an examination according to the standards of the IBM. To successfully complete this part of the program, trainees should pass an examination showing their knowledge of the database and their ability to use it.

Detailed requirements for training contents are listed in and in Annex C.

Bidders are encouraged to demonstrate how they would maximize effectiveness of the training. Additionally, the training program should include:

- supporting reference material e.g. guidance notes, memory aides, checklists, instructions etc which can be used to reinforce the training delivered and/ or as pre- and post-course work; and
- Evaluation instrument which enable an evaluator to measure the retention rate of the material delivered to trainee and the extent to which the training has met its objectives in the delivery phase.

The training will be organized in Dushanbe, Republic of Tajikistan. The training provider will offer premises and computer work stations for 6 trainees. Suitable premises must be made available for common teaching sessions for all 6 trainees.

The computers must be installed with relevant and appropriate software considering the training. The computers must be connected to a server, which must be installed with appropriate software. The bidders are asked to specify training location and how they are planning to bring these premises, equipment and software available to the trainees.

Training language will be Russian; all training materials (i.e. manuals, hand-outs) must be in Russian or English language.

Although it is not a requirement under this Request for Quotation, AECOM encourages bidders not from Tajikistan to engage a local Tajik partner in conducting the training courses.

USAID Regional Trade Liberalization and Customs Project (RTLTC)

3. QUOTATION FORMAT

In order for AECOM to conduct the most efficient and thorough bid analysis, vendors are requested to format their offering in English or Russian languages as follows:

- a) Letter of Transmittal (one page)
- b) Technical training proposal
- c) ANNEX A: BUSINESS ORGANIZATION AND OWNERSHIP
- d) ANNEX B: ITEMIZATION OF THE QUOTATION (Cost/Price Proposal)
- e) Attachments: Curriculum Vitae of proposed trainers etc.

4. TECHNICAL GUIDELINES & CONDITIONS

AECOM would like to compare prices from all vendors and requires that RFQ responses cover the same items detailed in the tables provided in Annex B "*Itemization of the Quotation*". Prices are to be valid for 60 days. Include all taxes and duties, (separately identify VAT). You must provide a breakout of costs in any identified categories of supplies and services. AECOM will not accept lump-sum totals as responses to any categories.

5. SUBMISSION OF PROPOSALS

Quotations are due at AECOM's project office on June 2nd, 2011 by 5:00 pm Tajik time. All documents can be submitted electronically to Guntis Stammers at following email address: guntis.stammers@gmail.com

Recipients of this solicitation not responding with a quote should not return this solicitation. Instead they should advise AECOM by letter, postcard, or electronic commerce methods, as to whether they want to receive future solicitations for similar requirements. If a recipient does not submit a bid and does not notify AECOM that future solicitations are desired, the recipient's name may be removed from the applicable mailing list.

6. QUESTIONS

Technical inquiries and/or requests for clarification to this offering must be made in writing via email to guntis.stammers@gmail.com

Any question from any potential bidder with an answer will be submitted to all the other potential bidders.

7. SELECTION CRITERIA AND AWARD(S)

Award will be made to the bidder providing best overall value to the project for the supplies and services. AECOM will evaluate offers and award one contract without discussions with bidders. Therefore, the bidder's initial offer should contain the bidder's best terms from a price and technical standpoint. Award will be made based on price and the following technical criteria.

USAID Regional Trade Liberalization and Customs Project (RTLTC)

Technical Criteria	Weight (%)
Quality of the proposal and compliance with requirements	40
Proven experience of involved key personnel	20
Evidence of experience on similar, successful trainings	20
Training materials	20
Total	100

AECOM reserves the right to conduct discussions if later determined by AECOM to be necessary. AECOM also reserves the right to order all, some, or none of the services in this RFQ. Awards will be made within 5 (five) business days after the offer opening date. If AECOM were to extend the period for evaluation and award, then bidders may be requested to extend the validity of their offers.

A written notice of award or acceptance of an offer, mailed or otherwise distributed to the successful bidder within the time specified in the offer, shall serve as award notice.

AECOM shall have the right to increase or decrease the quantity of an item duly awarded in accordance with this RFQ. This option shall be exercised, if at all, at the time the award is made. AECOM is under no obligation to award a contract and will not reimburse the vendor for any costs incurred in preparing this quote.



ANNEX A. BUSINESS ORGANIZATION AND OWNERSHIP

NAME: _____

ADDRESS: _____

TELEPHONE NO. _____ e-mail _____

PRINCIPAL CONTACT _____ TITLE _____

DATE FOUNDED _____ NO. OF EMPLOYEES _____

Check all that apply.

SIZE

Less than 10 employees

More than 50 employees

BUSINESS/ORGANISATION TYPE

U.S. Owned

Government Affiliated

Part Government Owned

Private Voluntary Organization.

Non-Profit Organization

Private Individual

Unaffiliated, private non-profit organization

Registered to conduct business in Sudan

Joint Venture between:

SIGNED _____ DATE _____

TITLE _____

SERVICE/COMMODITY

(type) _____

INCLUDE CAPABILITY STATEMENT AND DESCRIBE ANY INTERNATIONAL EXPERIENCE.



This document is made possible by the generous support of the American people through the USAID. The contents are the responsibility of TSG and do not necessarily reflect the views of USAID or the United States Government.



ANNEX B. ITEMIZATION OF THE QUOTATION

Procurement of

- **IBM Tivoli Storage Manager V 6.2 – Implementation and Administration,**
- **Data storage systems DS4000 in the SAN networks,**
- **IBM System X Technical Principles,**
- **Building the IBM Lotus Domino 8 Infrastructure.**

training for the Customs Service of the Government of the Republic of Tajikistan

Cost Category	Number of units	Price, \$/unit	Price, \$ Subtotal
Training fee based on 1 trainer / 6 trainees (hours)			
Training Materials			
Examination and certification			
International and/or local travel and per diem if applicable (provide total cost)			
Training premises (computer work station)			
Training Equipment (per work station)			
Other local supplies and administrative expenses			
Total			

SIGNED _____ DATE _____

TITLE _____



This document is made possible by the generous support of the American people through the USAID. The contents are the responsibility of TSG and do not necessarily reflect the views of USAID or the United States Government.