

REQUEST FOR EXPRESSIONS OF INTEREST CONSULTING SERVICES

Selection # as assigned by e-Tool: BK-C1201-P001

Selection Method: Competitive Selection

Country: Regional

Sector: *Integration and Trade Sector*

Funding – TC #: BK-C1201

Description of Services: ConnectAmericas Technological Platform: Maintenance services

The Inter-American Development Bank (IDB) is executing the above mentioned operation. For this operation, the IDB intends to contract consulting services described in this Request for Expressions of Interest.

Expressions of interest must be delivered using the IDB Portal for Bank Executed Operations (<http://beo-procurement.iadb.org/home>) by: *November 29, 2022, 5:00 P.M. (Washington D.C. Time).*

To access the IDB Portal, the firms must generate a registration account, including **all** the data requested by the Portal. In the event that any of the information requested is not included, the firm will not be able to participate in this or any other Bank-executed selection process for operational work. If the firm has been previously registered, please validate that you have **all** the firm's information updated and complete before submitting an expression of interest.

The consulting services ("the Services") include: *to implement software maintenance services and enhancements for ConnectAmericas and its White Labels platforms, ensuring availability, performance, maintenance, scalability and security for an audience composed of an exponentially increasing number of users in the short term.*

Eligible consulting firms will be selected in accordance with the procedures set out in the Inter-American Development Bank: [Policy for the Selection and Contracting of Consulting firms for Bank-executed Operational Work](#) - GN-2765-4. All eligible consulting firms, as defined in the Policy may express an interest. If the Consulting Firm is presented in a Consortium, it will designate one of them as a representative, and the latter will be responsible for the communications, the registration in the portal and for submitting the corresponding documents.

The IDB now invites eligible consulting firms to indicate their interest in providing the services described above in the draft summary of the intended Terms of Reference for the assignment. Interested consulting firms must provide information establishing that they are qualified to perform the Services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.). Eligible consulting firms may associate in a form of a Joint Venture or a sub-consultancy agreement to enhance their qualifications. Such association or Joint Venture shall appoint one of the firms as the representative.

Interested eligible consulting firms may obtain further information during office hours, 09:00 AM to 05:00 PM, (Washington D.C. Time) by sending an email to: Julyj@iadb.org; mrospide@iadb.org

Inter-American Development Bank

Division: [INT/TIN](#)

Attn: [July Jimenez](#)

1300 New York Ave, NW, Washington DC 20577, USA

Tel: [+1202 623 2566](#)

E-mail: Julyj@iadb.org

Web site: www.iadb.org

Draft Summary of Terms of Reference

ConnectAmericas Technological Platform: Maintenance services

I. Background

Between 1990 and 2010, intra-regional trade among Latin American and Caribbean (LAC) countries grew tenfold, approximately from USD 18 billion to USD 180 billion. As of 2011, there are 42 free trade agreements registered which cover 237 bilateral relationships and approximately 89% of the region's trade volume. This scenario provides outstanding opportunities to deepen the regional integration at the level of SMEs, which account for slightly more than 10% of intraregional trade, and yet have a vast importance to the region's economy (they represent more than 90% of the region's companies and more than 50% of total employment). In this context, the Inter-American Development Bank (IDB) has made it an institutional priority to strengthen the international investment and commercial ties of SMEs in the region.

In addition, Internet usage in Latin America and the Caribbean grew nearly 891% in the past decade. It was the region that grew the most in the world in internet usage in 2012-2013 (at 12%) far outpacing the second region, Asia-Pacific (7%).

Based on the above, in March 2014 the IDB launched ConnectAmericas (CA) (www.connectamericas.com) the premier social network for business in the Americas. This network offers value to its users through three main services, that are the pillars of ConnectAmericas: CONNECT, LEARN and FINANCE.

In CONNECT, ConnectAmericas offers access to professional communities of selected industries, where users can meet potential clients, suppliers and investors, and whom they recommend to each other based on the preferences they've expressed in the site. ConnectAmericas is very serious about reputation and transparency. That is why it verifies users and allows them to review other users based on the ratings and reviews of their transactions and dealings.

In LEARN, ConnectAmericas offers users practical information aimed at improving their knowledge of international business. These include articles, interactive databases, blogs, videos, online courses and news feeds, that provide the latest trends in the industries where users have formed communities. So far, the site has started with global services and food, and later this year it will move to the Infrastructure industry.

In FINANCE, ConnectAmericas offers users opportunities to learn about financing for international trade and investment available in their countries of interest. This includes information about the trade finance products offered by local banks in the region.

More information about ConnectAmericas is available at www.connectamericas.com. The site is open to the public and anyone can register.

II. Objectives of the consultancy

To implement software maintenance services and enhancements for ConnectAmericas and its White Labels platforms, ensuring availability, performance, maintenance, scalability and security for an audience composed of an exponentially increasing number of users in the short term.

III. Main Activities

Because the contract will be executed using an agile methodology of development, the precise scope of activities for the contract may vary, depending on dynamic priorities for the project. Therefore, the IDB will hire the services of a certain number of professionals for a given period, in accordance with a rate card per hour to be provided by vendor, and utilize these professionals' time to achieve – to the maximum extent possible – the following priorities:

- Technical support and software maintenance to CA core technologies and its associated applications¹, as follows:
 - Provide corrective maintenance, bug fixing and performance enhancements, whenever a user or CA's team or testing/QA team report faults.
 - Perform adaptive maintenance to ensure current and future interfaces with external systems.
 - Execute preventive maintenance to prevent future software problems.
 - Identify and implement improvements to the CA's software capabilities to generate value to its end-users and other stakeholders.
 - Conduct quality assurance of the features developed, including: Regression, Integration, Smoke, Automatic and Stress (if it applies) tests. The level of QA review expected from the vendor must minimize deployment of features in production environments with critical impact incidents.
- Methodological approach, as follows:
 - Identify and analyze impacted business scenarios and write the user stories associated with these improvements. The level of detail in the user stories should meet business expectations and technical feasibility, to the extent that the development team can implement them autonomously with minimal supervision.
 - Analyze the impacted business scenarios and users' journey to propose working prototypes to be validated with real users and CA's team.
 - Validate user stories and prototypes with the CA's team.
 - Lead and participate actively in Planning, Review, Retrospective and Daily meetings according to SCRUM framework.
 - Configure the JIRA management tool.
- Provide Cloud Infrastructure management services, as follows:
 - Propose and carry out the best possible strategy for the management of Cloud Infrastructure environment, by considering on-demand hiring of services, advanced payment, overall price and potential discounts, to provide the best possible quality of service at the lowest possible price.
 - Provide a monthly set of maintenance tasks within the production environment to minimize risk of security breaches, software or hardware malfunction and other potential issues.
 - Have readily available resources in case of issues occurring in the production environment. Such resources shall provide attention to resolve any critical (or otherwise) infrastructure issues within reasonable response times according to the desired up-time of the platform and its white label versions.
 - Document the process to facilitate resolution of issues and other repetitive tasks.
 - Configuration of the AWS development, quality assurance, pre-production and production environments (See Annex D).
- Assist the ConnectAmericas team in any other aspects of the project, including commercial, content and marketing strategies.

¹ See CA technologies in Annex A, CA components in Annex B and CA Web Services in Annex D.

The above list is for reference only and may vary according to the dynamic priorities of the program.

IV. Deliverables

Products: The consulting firm shall provide the following products:

- Sprint planning documents.
- Working functionality code deployed within ConnectAmericas live environment.
- Sprint review documents.
- User stories and architecture specifications for enhancements and other features.
- Prototypes of the new features' UI and UX design (when required)
- Advise on the current and future Cloud Infrastructure capabilities and strategy.
- Monthly maintenance services.
- Reports:
 - Initial report, including a timeline of the work to be done and a proposal for the conceptual framework for the work to be developed.
 - Report of the open source software analysis.
 - Prototype of the open collaboration network.
 - Report of the deployment open source plan.
 - The necessary reports stating the progress made toward the services included above.
 - Final report indicating the activities executed and including the contracted services.
 - Plan and report of transitioned services.

V. Contractual Characteristics

Type of consultancy: International Consulting Firm.

Contract Duration: up to 12 months

Post of Duty: United States of America.

Payment: Work Orders per worked hours.

The estimated amount of the contract is USD 220000. There will not be a fixed monthly fee, rather it will depend on the hours billed by the vendor as agreed with the team leader.

VI. Responsible Office and Org. Unit

Under supervision of July Jimenez (INT/INT).

VII. Requirements

Leading and innovative technological firm with expertise in web related products, platform design and implementation, and product strategy for web and mobile. At least 15 years of demonstrated international field experience and industry recognition.

Previous experience working with Latin American countries in the specific areas described herein is desired, particularly with the region's Small and Medium Size Enterprises (SMEs).

Previous experience working with open source technologies, Drupal, Moodle, Central Authentication Service technologies and implementation of white label solutions will be highly valued.

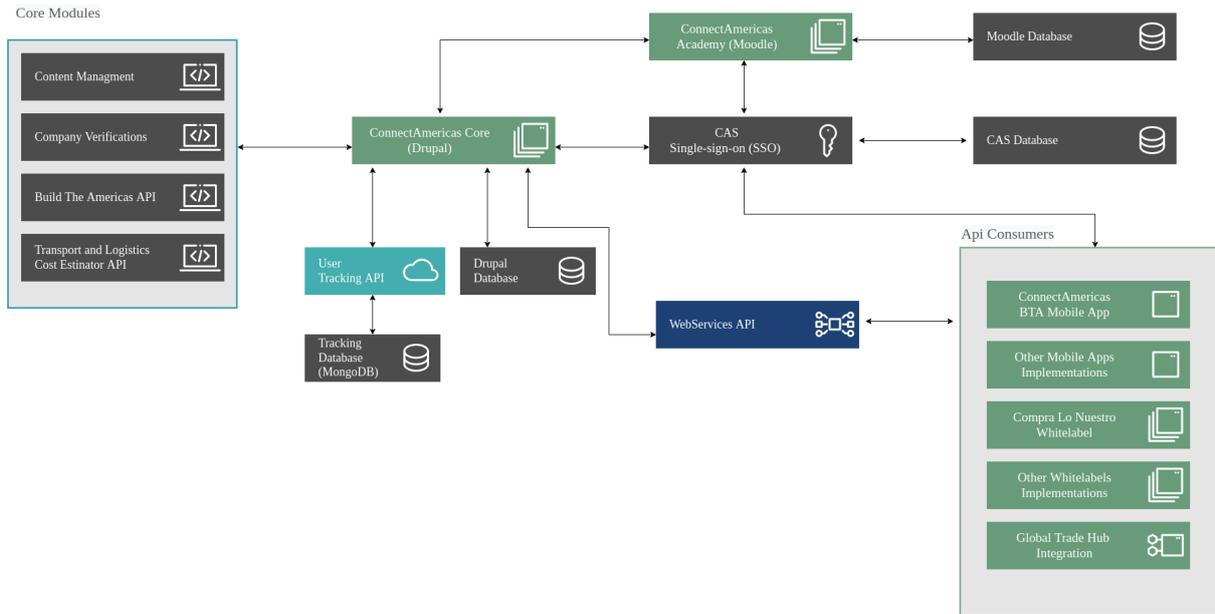
Demonstrated experience working on joint collaboration efforts with universities will be highly valued.

Annex A - ConnectAmericas Technologies

Módulo / Solución	Description	Tecnología	Base de datos	Lenguaje
CA Core	Multilingual content management system hosting: articles, video, business opportunities, user and company profiles, events, business support services	Drupal 7.x, AngularJS 1.x, Solr	MySQL CA	PHP 7 , Javascript
E-learning platform	Multilingual e-learning system hosting: massive online open courses, webinars, attendance reports. Integrated with CA's core platform via CAS	Moodle	MySQL moodle	PHP 7, Javascript
Datawarehouse	Database that combines ETL functions of MySQL CA, MySQL Moodle and MongoDB databases.	Pentaho Data Integration 7.1	PostgreSQL	
Logistic costs estimator	Feature that calculates the estimated cost and time to deliver certain type of container from origin and destination port.	Grails 3.x, AngularJS 1.x	MySQL	Groovy, Javascript
Tracking de navegación	Log of CA's users navigation, collecting user id, ip address, node of origin and node of destination.	ExpressJS, Redis, MongoDB	MongoDB	NodeJS, Javascript
White Labels	The whitelabel is a website that includes all or any of the CA functionalities and contents that a customer wants its users to access — e.g. database of companies, purchasing announcements, online courses, information about business support services, articles, tools and videos—. The whitelabel would reside in a URL designated by the initiative, and display brand, logo and color schemes of customer's preference. So far, we have a total of five white labels: Al-Invest, PM4R, Reach, AFDB, PTP.	Grails 3.x, AngularJS 1.x, Amazon ECS (docker)	MySQL	Groovy, Javascript
MITA Mobile app	Mobile app that contains newsfeed of CA's purchasing announcements, companies registered in the platform and internal messaging system. Users can: follow and save purchasing announcements and receive notifications when the announcement is about to close, apply to the announcement, and get in contact with companies of their interest.	ReactNative, Firebase	MySQL CA	JavaScript, TypeScript

Build the Americas mobile app	This app facilitates connections between infrastructure developers and local suppliers of goods and services, within the framework of specific infrastructure acquisitions. Within BTA, developers can “follow” acquisitions and thus receive notifications about changes in date and amount, a publication of the tender. In turn, within the framework of each acquisition, the developer can find a list of potential partners and suppliers for that project and get in touch with them. These listings that appear for each acquisition are generated by an algorithm that crosses the company profile information in ConnectAmericas with the supply chains typical of different types of infrastructure projects.	ReactNative, Firebase	MySQL CA	JavaScript, TypeScript
ComexFacil	Business process model that hosts international trade flows for certain latin american countries. This solution is not live.	Grails 3.x, AngularJS 1.x, Amazon ECS (docker)	MySQL	Groovy, Javascript
Internet . ORG	Application developed for Internet ORG initiative that displays relevant content for users with limited internet connection in LAC.	Laravel/Lumen	MySQL CA	PHP 7
WebServices API	Custom API webservices to integrate CA's content with mobile and white label platforms.	Laravel/Lumen	-	PHP 7
Central Authentication Service (CAS)	CAS is the authentication protocol used by CA which is integrated with the CAS component for Drupal.	Spring MVC, Webflow	MySQL CAS	Java
Users API	API that integrates the drupal registration system with CAS.	ExpressJS	MySQL CAS	NodeJS
ConnectAmericas QA Automation	Automated test suite for CA core system.	Protractor	-	Javascript
ConnectAmericas- Webservices QA Automation	Automated test suite for API webservices.	Postman	-	Javascript
Connectamericas Config	Code infrastructure for environments provisioning.	Ansible	-	YAML
Infraestructura AWS	Amazon AWS services	EC2, ECS, RDS, S3,ELB, EFS, Cloudfront, Cloudwatch, ElasticCache, Route53, SES	-	-
Continuous Deployment	Services for application deployment in CA's environments.	Jenkins	-	-

Annex B - ConnectAmericas Components



Annex C - ConnectAmericas Webservices

Data type	Description
Company	Retrieves the list of companies registered in ConnectAmericas, a company profile and allows to search for products and services. Search filters are by language, country, and organization type.
Country	Retrieves the list of countries registered in ConnectAmericas.
Industry	Retrieves a list of industries used in ConnectAmericas. Information can be filtered by language (ES, EN, PT).
Business opportunity	Retrieves the list of business opportunities registered in ConnectAmericas and the details of a specific business opportunity. Search filters are by language, country, and industry.
Content	Retrieves contents (articles, videos, business support services) created in CA.

Annex D - AWS ConnectAmericas Infrastructure

