REQUEST FOR EXPRESSIONS OF INTEREST
CONSULTING SERVICES

Selection #: RG-T3824-P001
Selection Method: Simplified Competitive Selection
Country: REGIONAL
Sector: TRADE AND INVESTMENT DIVISION (INT/TIN)
Funding – TC #: ATN/OC-18641-RG
Project #: RG-T3824-RG
*TC name: **SUPPORT FOR TRADE FACILITATION AND INVESTMENT ATTRACTION IN CENTRAL AMERICA***

Description of Services:

Link to TC document: https://convergence.iadb.org/Operation/RG-T3824

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: *July 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:

➢ Analyze, design, develop and test, the web-based ConnectAmericas CAFTA-DR Textiles Directory (TD) ensuring the implementation of a user-centered design approach, usability, availability, performance, scalability, and security.
➢ Analyze and document functional and technical requirements to meet the software features described in Table 0-1.
➢ Validate user stories with real potential users (suppliers and importers) of the platform.
➢ Produce mock-ups, obtain feedback from users, and propose the user experience that best meets the business requirements described in Table 0-1.
➢ Propose the solution software architecture according to the suggested technologies listed in Table 0-2.
➢ Implement frontend and backend development activities according to the design and software architecture approved by the CA's team.
➢ Implement the required integrations with the ConnectAmericas platform, considering CA's webservices described in Table 0-3. To use these services, an authentication token is required, and consumption is done via GET and POST HTTP requests.
➢ Carry out quality assurance of the features developed, including Regression, Integration, Smoke, Automatic and Stress (if it applies) tests.

Other considerations:

- Consultancy firm should provide development and testing environments.

- Pre-production and Production environments will be provided by the CA's teams. Solution will be hosted in ConnectAmericas AWS Infrastructure according to components described in Figure 1.

- Solution should be available in English and Spanish.

- Lead and participate actively in Planning, Review, Retrospective and Daily meetings according to SCRUM framework.

- Configure the JIRA management tool within the CA's account.

- Solution must include Google Analytics.

Table **Error! No text of specified style in document.**-1 User Stories

Epic	User	User Story	Acceptance criteria
Textiles companies' directory	Supplier and Importer	As a supplier or importer, I want to create my company profile, so I can be part of the textiles supplier's directory.	- If the company already exists in CA, user should have an option to import their company's attributes into the registration form. - The company profiles will include information specific to the textiles sector. - The company profile should have all the attributes required to create a company within CA's platform. - When a user imports a profile from CA, the system should prompt the user to fill out the additional fields that are specific to the textiles sector. - Users will be able to upload or linked youtube videos to their company profiles.
Textiles companies' directory	Supplier	As a supplier, I can create my company profile in ConnectAmericas with the information I have provided in the textile's directory.	- Individual and company profiles are successfully created in ConnectAmericas.
Textiles companies' directory	Importer	As an importer, I want to be informed of news and updates on the profiles of companies in which I am interested, so I can learn about their certifications, traceability capabilities and whether they have idle capacity.	- System should allow users to follow companies' profiles.
Traceability	Supplier	As a supplier, I want to include in my company profile information about the traceability that my company can offer for its products.	- Format and structure for uploading this information should be defined.
Traceability	Supplier	If my company profile includes information about the traceability it can offer, it will get more visibility in the directory and relevance in search results.	- Logic for increased visibility should be defined.
Traceability	Importer	As an importer, I will be able to view the level of traceability that suppliers in the TD can offer for their products.	To be determined.
Verification, Certification, and References	Supplier	As a supplier, I add the certifications that my company has, so importers can view them when they visit my company profile.	- Certifications should be displayed on the company's public profile in badge format. - Relevant certifications for the textile sector should be identified. - The CA team (i) receives the certifications´ badge request and supporting information from the companies, (ii) verifies that the company has the certification, and (iii) publishes a badge on the company profile.

Verification, Certification, and References	Importer	As an importer, I want to quickly identify which companies have relevant certifications, so I save time and contact only those companies of interest to me.	- System should have a search engine in which users can filter the database using certifications as filters.
Verification, Certification, and References	Supplier	As a supplier, I share my commercial references upon demand, so importers can check my experience and reputation as a supplier.	- Commercial references should not be published in the company's public profile. However, the availability of commercial references should be clearly visible in the company profiles. - System should have a search engine in which users can apply filters to only view companies that can provide commercial references.
Verification, Certification, and References	Importer	As an importer, I want to ask for suppliers' commercial references, so I can verify them.	To be determined.
Samples	Importer	As an importer, I want to request samples from multiple suppliers, so I can evaluate the quality of their products and services.	- Samples' requests should be done through standardized forms - Supplier receives an automatic notification upon request.
Samples	Supplier	As a supplier, I want to receive suggestions of available logistic services in my country, so I can compare and choose the most convenient service to send my sample.	- Identify if there are web services to obtain the list of operators that can offer these services.
Short supply	Supplier	As a supplier, I need to be able to easily show proof to US Customs that a certain production input is not available within the CAFTA region. To that end, the system allows me to send requests to multiple suppliers in CAFTA region and receive responses. I should be able to use the responses received through the system to show US customs that I am unable to source the input in CAFTA to be able to get authorization to source the input outside the CAFTA DR region.	- An input qualifies for short supply when there are no suppliers available within the CAFTA DR region.
Short supply	Importer	As an importer, I want to easily identify potential suppliers of products that qualify for short supply, so I can get in contact with them.	To be determined.
New players	Importer	As an importer, I want to easily identify new suppliers in the CAFTA-DR, so I can expand my portfolio of potential suppliers.	- System should give visibility only to new suppliers that meet the information and verification requirements. - The requirements to be considered a new player should be defined at the analysis stage, e.g., years of operation of the company.
Spare Capacity	Supplier	As a supplier, I want to declare my company's production spare capacity, so importers have visibility that my company can receive and execute new orders.	- Further analysis is required to create idle capacity structure/taxonomy. The system should provide information about how much spare capacity and what time of spare capacity.
Spare Capacity	Importer	As an importer, I want to easily find companies with production idle capacity, so I can supply market demands in a timely manner.	- System should have a search engine in which users can filter companies with idle capacity at any given time. - Users should be notified when companies they are following provide information about their capacity.
In-person events	Importer and Supplier	As an importer or supplier, I want to (i) be able to access information about textiles business events happening in the coming months, and (ii) be able to click on a link that	To be determined.

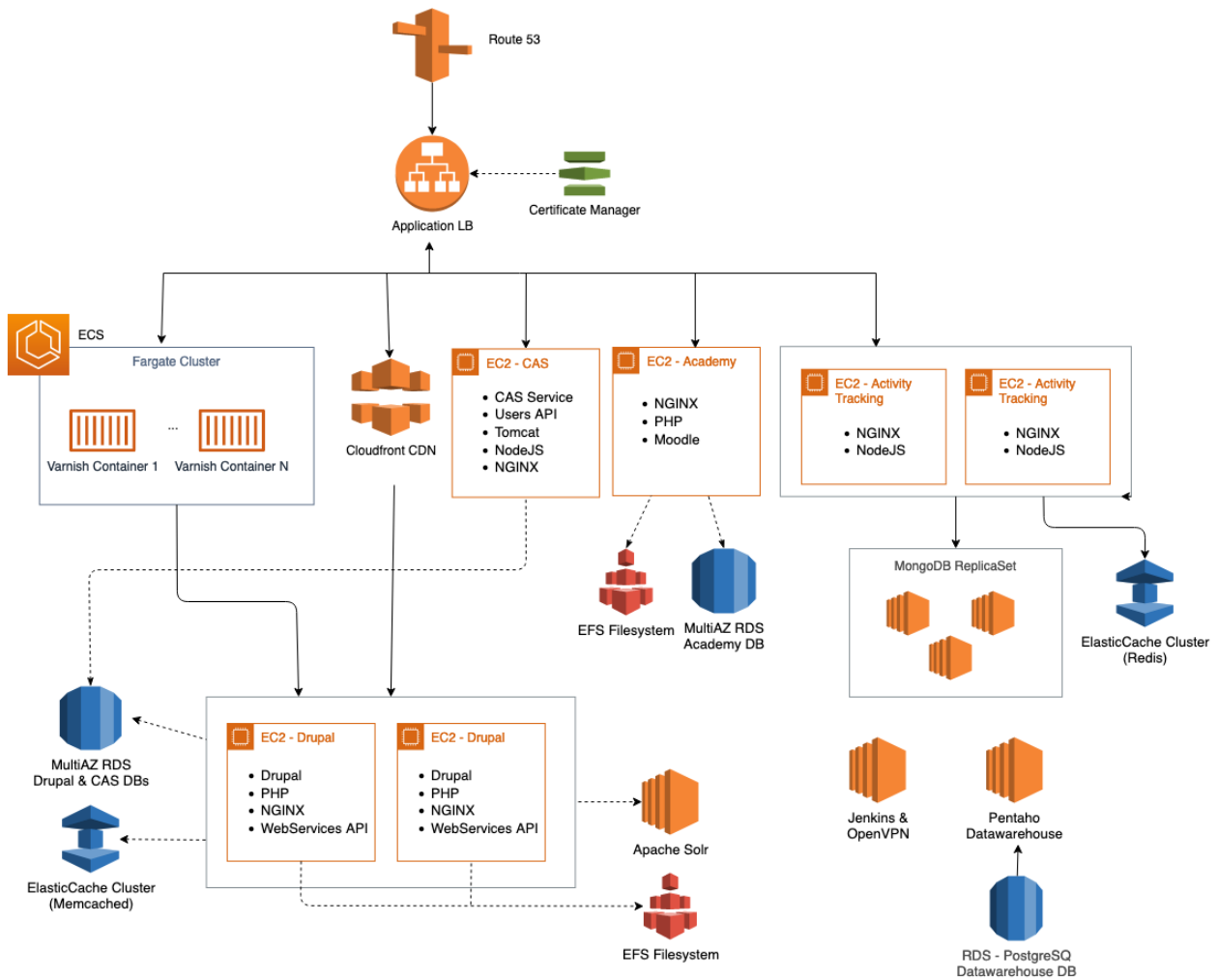|		will redirect me to the registration page for the event.	
Knowledge	Admin	As a system admin, I want to publish curated content (articles, videos, MOOCs, and self-assessment tools) about rules of origin, access to the US market, new trends in demand, traceability, and other relevant information for the textile industry.	To be determined.
Knowledge	Supplier	As a supplier, I want to learn about rules of origin, traceability, access to the US market, and new trends in demand, so I can be better prepared to access demanding markets.	To be determined.
Negotiation	Importer	As an importer, I want to easily request quotes from a company for a particular requirement, so that I can quickly start the negotiation process to fulfill my need.	- System should have automatic translation tools to support the flow of information between users. - System should include standardized forms to help streamline negotiations.
Negotiation	Supplier	As a supplier, I want to receive requests for quotations, respond, and make counterproposals, so I can show that I am a good candidate to meet the importer's need.	- Supplier should have different tools to make their profile more robust (commercial references, company video profiles, sample shipping, certifications, etc). - System should have automatic translation tools to support the flow of information between users.
Branding	Supplier and Importer	I want to quickly see that the TD is supported by neutral, trustworthy organizations (IDB, USDOC, USTR).	TD should be branded with highly visible logos of partnering organizations.
TD Operation	Importer	As an Importer, I am able to post purchasing announcements on the platform and define the types of companies that could be suppliers. I will be able to accept, reject, or propose alternative meeting times for meeting requests I receive from suppliers through my purchasing announcements.	To be determined.

Table **Error! No text of specified style in document.**-2 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 7.4, 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 7.4, Javascript
Browser Tracking	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.	Grails 3.x, AngularJS 1.x, Amazon ECS (docker)	MySQL	Groovy, Javascript
WebServices API	Custom API webservices to integrate CA's content with mobile and white label platforms.	Laravel/Lumen	-	PHP 7.4
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
Infrastructura 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	-	-

Table **Error! No text of specified style in document.**-3 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.

Key Activities

- Analysis

  - User stories analysis and validation with CA's team and other key stakeholders.
  - Identify business scenarios and users' journey.

- UX Design

  - User persona mapping and definition
  - User experience design.
  - Prototypes design and users' feedback collection.

- Implementation

  - Solution architecture compatible with AWS and suggested technologies as per Table 0-2 and Figure 1.

- Quality assurance. Test cases identification, unitary, integration and user acceptance tests.
- Hypercare. Support and maintenance should be provided through one month post go-live.
- Transfer to CA's support team.

Expected Outcome and Deliverables

- The consulting firm shall provide the following products:

- Sprint planning.
- Working functionality code deployed within ConnectAmericas live environment.
- Sprint review documents.
- Test reports.
- User stories and architecture specifications for features described in Table 0-1.
- Prototypes of the new features' UI and UX design for frontend components.
- The final source code shall be delivered and hosted in CA's repositories on Github.

➢ 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.
- Steering committee meetings.
- The necessary reports stating the progress made toward the services included above.
- Final report indicating the activities executed and including the contracted services.
- Administration and configuration manuals.

➢ Training to the team that will provide technical suppor

Project Schedule and Milestones

Schedule of Deliverables	
Deliverable	**Deadline**
Deliverable 1 – Work plan	5 days after signing the contract
Deliverable 2 – Solution working prototype and Architecture	6 weeks after signing the contract
Deliverable 3 – Final product code repository and testing reports	4 months after signing the contract
Deliverable 4 – Administration Manuals	5 months after signing the contract

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: July Emperatriz Jimenez Orjuela, julyj@iadb.org

Inter-American Development Bank
Division: *Trade and Investment Division, INT/TIN*

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