

February 20<sup>th</sup>, 2024

## Request for Proposal (RFP)

Subject RFP #:	National Food Safety Authority Certificate System Development - Egypt
RFP Issue Date:	February 13 <sup>th</sup> , 2024
Terms of Reference / Specifications:	National Food Safety Authority Electronic Health Certificate Development
Project	Trade Reform and Development in Egypt (TRADE)
The Company	Palladium International, LLC
Country of Performance	Egypt
Closing Date and Time	Sunday March 31 <sup>st</sup> , 2024, 4:00 PM GMT +2
Contact Person	Ahmed Hadi, Procurement Advisor
Details for Submission	Submissions should made to <a href="mailto:applyTRADE@thepalladiumgroup.com">applyTRADE@thepalladiumgroup.com</a>

Thank you for your interest in the above procurement. As implementer for the Project, Palladium invites you to submit a proposal for the terms of reference below. Your proposal must be valid for the Validity Period.

Please submit your proposal in accordance with the Details for Submission above by the Closing Date and Time. This RFP in no way obligates Palladium to award a contract nor does it commit Palladium to pay any cost incurred in the preparation and submission of a proposal. Palladium bears no responsibility for data errors resulting from transmission or conversion processes.

I look forward to your response. If you have any queries, please do not hesitate to contact us at +20 111 2337 250 or by e-mail [TRADE@thepalladiumgroup.com](mailto:TRADE@thepalladiumgroup.com)

Yours sincerely,

Rachid Benjelloun  
Chief of Party

## Schedule - Terms of Reference

### **Purpose**

The purpose of this Request for Proposal (RFP) is to solicit proposals from qualified service providers for the development and implementation of a comprehensive Electronic Certificate System includes Exporting Health Certificate. This system aims to enhance national food safety authority (NFSA) practices by providing a secure and efficient platform for issuing and managing certificates.

This system will enable NFSA staff to issue, exchange and validate certificates electronically domestically and internationally to ensure the accuracy of these certificates and prevent any instances of falsification, which will bring forth enhanced operational efficiency, heightened precision, fortified data integrity, improved regulatory adherence, and significant time savings.

The primary objective of the system is to establish an electronic platform dedicated to facilitating essential actions mandated by the (NFSA) while ensuring the secure storage of sensitive information. The aim is to enable the issuance of certificates upon successful completion of the required procedures.

Within this platform, food facilities will have the capability to meticulously record consignment data and electronically submit specific documents at various stages of the process. To ensure a well-structured workflow, the system will incorporate a role-based hierarchy, assigning distinct user privileges based on their respective roles, whether they pertain to food facilities or NFSA personnel.

Moreover, the system will empower food establishments by furnishing them with a swift avenue to ascertain the status of their certificate. In the event of any exigency, these establishments will possess the capability to promptly institute corrective measures to address any identified concerns.

The platform should improve, formalize, and restructure the current certificate issuance workflow to facilitate and harmonize departments' collaboration through a unique orchestrated system module. The system should help main counterparts by providing a governmental authentic data standard that decision-makers can rely on.

### **Type of Contract**

Fixed price Subcontract

### **Anticipated Contract Term**

- Proposed starting date: April 15<sup>th</sup>, 2024.
- Proposed End of Task Date: October 30, 2024

### **Project**

The goal of the USAID Trade Reform and Development in Egypt (TRADE) Activity is to boost Egypt's international trade by increasing exports from Egyptian Small and Medium Enterprises (SMEs)<sup>1</sup>, and New and Expanding Export-Ready Enterprises (NEEREs)<sup>2</sup>. To achieve the Activity's goal, the project seeks to attain the following three Results:

---

1. Enhanced Export Capacity of SMEs, in particularly NEEREs, in selected sectors
2. Strengthened public and private Trade-Support Institutions - TSIs (e.g., Trade Associations, Export Councils, etc.....)
3. Improved trade and investment policy, regulatory, and institutional environment

To achieve those targets TRADE will help NEEREs and TSIs and governmental partners in the following sectors:

- Food processing
- Engineering
- Ready-made garments (RMG)
- Home textiles
- Chemicals
- Building materials
- Packaging and printing

TRADE is implemented by Palladium.

### **Timeline**

1. Issuance date: February 13<sup>th</sup>, 2024
2. Receiving inquiry by: February 18<sup>th</sup>, 2024
3. Respond to the inquiries: February 20<sup>th</sup>, 2024.
4. Receiving proposals by: March 31<sup>st</sup>, 2024

### **Scope of Work and Standards**

The scope of this project is expansive, designed to address the multifaceted needs of various stakeholders and functions within the National Food Safety Authority (NFSA). At its core, the Electronic Certificate (E-Certificate) system will serve as a pivotal tool that brings together authorized NFSA departments, approved food facilities (whitelisted food facilities), countries with established trade agreements, and port authorities. The overarching purpose is to streamline food exports entry into respective countries and ensure unwavering adherence to each nation's regulatory framework.

### **Following are the main features of the proposed system:**

#### **DIVERSE RANGE OF ESSENTIAL FEATURES**

Within this encompassing scope, the E-Certificate system will offer a diverse array of essential features, including but not limited to electronic checklists, meticulous photo documentation, and seamless real-time reporting capabilities. These features are meticulously designed to empower NFSA authorized personnel and port staff, equipping them with the ability to seamlessly review certificates and make real-time updates, all accessible through the convenience of tablets or mobile devices. This approach prioritizes flexibility and mobility, accommodating the ever-evolving demands of the certification process.

#### **ADAPTABLE ARCHITECTURE**

The system's architecture has been thoughtfully designed to be inherently adaptable, catering to the unique requirements of a wide spectrum of food businesses, regulatory bodies, and exporting enterprises. Its versatility is a key asset, allowing it to harness cutting-edge technologies and complementary supporting frameworks to meet the evolving needs of the food safety ecosystem.

#### **ACCESSIBILITY AND USABILITY**

To ensure widespread accessibility and usability, the system will be seamlessly available to more than 1000 authorized staff members. They will be able to access it through a variety of devices, including desktops, tablets, and other smart devices. This accessibility extends beyond NFSA's immediate personnel, reaching out to the broader food safety authority workforce.

## INCLUSION OF HARDWARE AND SOFTWARE SOLUTIONS

The scope of this project inherently includes both hardware and software solutions, harmoniously working together to fulfill the platform's purpose. These solutions will collectively enable the efficient issuance and management of electronic certificates, revolutionizing certificate-related processes within NFSA and its associated stakeholders.

### **The main objectives and goals of the project include:**

#### EFFICIENCY ENHANCEMENT

Develop an E-Certificate System that significantly improves the efficiency of certificate issuance processes, reducing manual effort and potential errors.

#### ACCURACY ASSURANCE

Ensure the accuracy and reliability of both the Export E-Health Certificate and the Free Sale Certificate, meeting the stringent requirements of importing countries and domestic market standards.

#### REGULATORY COMPLIANCE

Enable robust regulatory compliance for products that impact human or animal health, such as food, agriculture, pharmaceuticals, and healthcare items.

#### STREAMLINED WORKFLOWS

Implement electronic workflows and automation to streamline the entire certificate issuance process, from application submission to approval and issuance.

#### DATA MANAGEMENT

Incorporate a robust data management system that securely stores and manages certificate-related information, facilitating easy retrieval and auditing.

### **The offeror shall also undertake the following main tasks:**

- 1) Hold a kick-off meeting with the NFSA / TRADE team to clarify specific requirements on what might be developed to meet NFSA expectations and objectives.
- 2) Development of proposed system per the attached specifications including but not limited.
  - System Design and Development
  - Deployment and Integration
  - User Training and Documentation
- 3) Conduct needed beta version and Go-Live with adjustments if any.
- 4) Provide needed post implementation support and training / capacity building to NFSA staff.
- 5) Provide needed system guarantee.

### **Evaluation and Award Process**

Evaluations will be made on a best value, trade off basis. Proposals must meet the following criteria to be considered eligible:

- This solicitation is open to service providing companies.
- Companies may be Egyptian or American and be based in or outside of Egypt.
- All documents must be submitted as per the instructions below.
- Offerors must demonstrate:
  - A track record of successfully developing such as systems.
  - Ability to pass Palladium's due diligence standards.
  - Not barred from working with the US government.

A selection committee will review the technical approach, price, and professional references. The selection criteria are based on the following:

1. Technical approach.
2. Technical team qualifications.
3. Management approach.
4. Experience in developing electronic certificates issuing platform for competent authorities.
5. Price proposal.
6. Professional references

The selection process will thus be as follows: 1) Offerors submit proposals to TRADE, 2) TRADE will contact short-listed offerors and ask clarification questions as appropriate and needed, 3) TRADE will select and send Fixed Price Subcontract for review and signature. Palladium reserves the right to award under this solicitation without further negotiations. The offerors are encouraged to offer their best terms and prices with the original submission. The offerors are encouraged to offer their best terms and prices with the submission.

## **PROCUREMENT INTEGRITY AND ETHICS**

It is Palladium's Policy that no gifts of any kind and of any value be exchanged between vendors/contractors and Palladium personnel. Discovery of the same will be grounds for disqualification of the vendor/contractor from participation in any Palladium's procurements and may result in disciplinary actions against Palladium personnel involved in such discovered transactions.

### **Instructions to the Offerors**

The following items are required to be submitted as part of the proposal:

Your proposal must comprise the following submission documents. The technical proposal and price proposal must be prepared as separate files, per the below instructions. Technical proposals must be submitted in PDF with a summarized presentation for the technical approach and includes past performance statement with references, which should be separate from technical proposal and limited to 5 pages. Technical team CVs must be provided as attachments and do not count as part of the technical proposal. Submissions of summarized presentation in PowerPoint or in PDF are acceptable, although PDF is preferred.

The following items are required to be submitted as part of the proposal:

- **Technical proposal** will consist of technical approach to fulfil RFP and attached specifications objectives including proposed system development and fully functioning of:
  - System Design and Development
  - Deployment and Integration
  - User Training and Documentation
  - Go-Live and Post-Implementation Support

A summarized presentation for the technical approach must be attached.

Technical team qualifications CVs including long / short term staff that will manage and provide services must be provided as attachments, and how the offeror will ensure quality and timely submission of deliverables, including whether and how the offeror plans to partner with Egypt- or foreign-based consultants, partners, and networks. Offerors must submit a past performance statement with previous experience in similar projects / assignments to develop fully functioned certificates issuing platforms for food safety competent authorities or other regulatory authorities.

Offerors must also submit three professional references, including email and phone number contract information and outlining the nature of the relationship between the offeror and reference. This requirement can be submitted either in Word or PDF (maximum of five pages) and will form part of the technical proposal.

- **Price Proposal.** The contract type for the presumptive award will be Fixed Price deliverable-based, awarded as a subcontract by Palladium International, LLC. Please include your total proposed fixed price along with details for specific deliverable pricing.
- **The price offers must be in details that includes breakdowns for all the costs during the project lifetime (labour rates, estimated level of effort, other direct cost, indirect cost, and fee).**

- **Offers must be submitted in separate files as follow:** Technical Offers (One for Software and one for hardware), Financial Offers (One for software and one for hardware)
- Price offer for the ongoing maintenance and support must be submitted with the price offers in a separate offer.
- **TRADE Project reserves the right to accept or reject the offers without any justification also to accept the software solution or the hardware solution.**

Upon selection, offerors must complete Due Diligence Questionnaire if selected for award within 5 days. Organizations must have a UEI number or obtain one within 5 days of being notified of selection.

### Attachments

Please review the additional documentation and proposed contracts terms and conditions which should be given consideration when preparing your proposal. By submitting your bid, you will certify that that you agree with the contract terms and conditions as included in this solicitation and that all prices include all aspects of the required compliance with the terms and conditions of the proposed contract.

- Annex A- NFSA Electronic Certificates Development Specifications
- Annex B – USAID TRADE Fixed Price Deliverable-Based Agreement Template
- Annex C – Palladium Due Diligence Form(s),
- Annex D - Palladium Business Partner Code of Conduct,
- Annex E - Certifications: Terrorism, Anti-Kick Back, Debarment, Foreign Corrupt Practices Act, and
- Annex F - Past Performance Format

Any contract/purchase order resulting from this solicitation must be signed by both parties to be considered valid and in force. All costs associated with, but not limited to, production, preparation and/or delivery of goods or services, including deliveries, accepted by Palladium staff, without a fully executed (signed by both parties) contract/purchase order, are at the vendor’s risk only. Palladium shall not pay for any costs, without limitation, associated with production, preparation, or delivery of goods and/or services under this or any other contract/purchase order, which has not been signed by both parties.

If your proposal is successful, you will be required to enter the Company’s standard contract for the types of goods or services being provided. In the provision of the Goods and Services, you will be required to comply with the Company’s policies, including (without limitation) its Business Partner Code of Conduct and any relevant client terms and conditions. Potential suppliers must also comply with the Company’s Business Partner Code of Conduct in the submission of any proposals pursuant to this RFP.

If you are bidding as part of a joint venture, partnership or similar, please make this clear in your submission. Likewise, if you propose to subcontract any part of the goods or services provision, then disclose this fact within your submission. The Company may require additional information from you and approval for subcontracting will not be automatic as subcontractors will be subject to Palladium’s Due Diligence process.

### Main Deliverables and Payment Terms

Required deliverables are described below:

Milestone	Payment Percentage of Total contract award
<b>Milestone 1</b> System Design and Development: <ul style="list-style-type: none"> <li>- System Design and Architecture</li> <li>- Module Development</li> </ul>	30% of the total contract upon acceptance and approval of TRADE project / NFSA.

<ul style="list-style-type: none"> <li>- Testing and Quality Assurance</li> </ul>	
<p><b>Milestone 2</b> Deployment and Integration:</p> <ul style="list-style-type: none"> <li>- Deployment Preparation</li> <li>- Software Deployment</li> <li>- Integration with External Systems</li> </ul>	<p>30% of the total contract upon acceptance and approval of TRADE project / NFSA.</p>
<p><b>Milestone 3</b></p> <ul style="list-style-type: none"> <li>- Submission of user Training and Documentation</li> <li>- Go-Live and Post-Implementation Support</li> <li>- Fulfilment of listed deliverables in technical specifications (Annex A)</li> </ul>	<p>10% of the total contract upon acceptance and approval of TRADE project / NFSA.</p>
<p><b>Milestone 4</b></p> <ul style="list-style-type: none"> <li>- Receiving the system and the acceptance.</li> </ul>	<p>30% of the total contract upon acceptance and approval of TRADE project / NFSA.</p>
<p><b>Performance Delay Penalty:</b></p> <ul style="list-style-type: none"> <li>- Vendor understands and agrees that timely delivery/performance as outlined in the delivery schedule is essential to satisfactory completion of the required suppliers/services. Both parties agree that failure of the vendor to provide the supplies/services within the required delivery/performance dates (for reasons other than a “force major”) may result an assessment of the delay and apply penalty that will be deducted from the vendor payment.</li> </ul>	

