expression of interest (EOI)

EOI-DAI-AVC-HVC-18-001

(ICT Service – Software maintenance)

DAI is issuing this Expression of Interest (EOI) for AVC-HVC project located at Darya Village, Kabul, Afghanistan. The work will include:

Provide ICT services to ensure the functionality of eProd supplier management software that used by AVC-HVC partner companies across the country.

This document presents the requirements that interested vendors must provide to be invited to submit their detailed quotations or technical/cost proposals for procurement opportunities anticipated by DAI. Pre-qualified vendors may be invited to respond to a solicitation, and/or multiple solicitations.

Vendors must be licensed and legally registered businesses, organizations, or firms. Individual consultants will not be considered for this EOI.

The purpose of this Expression of Interest (EOI) is to pre-qualify specialized vendors who have experience providing goods or services in the following specialized areas:

ICT support services including but not limited to hardware repair and software maintenance.

## Response Submission Deadline and Communication protocol

The deadline for responding to this EOI is December 2nd 2018 at 4:00 PM Kabul Time. Responses received after the deadline may not be reviewed and will be discarded by DAI, subject to the discretion of the project’s management. Responses may be emailed to [avc-c\_procurementinbox@dai.com](mailto:avc-c_procurementinbox@dai.com) or delivered in a sealed envelope to project at Darya Village, Kabul. Please address the subject of the email, or on the sealed envelope “EOI-DAI-AVC-HVC-18-001-ICT Services”

DAI will only respond to written questions regarding this EOI through the email address: avc-c\_procurement@dail.com and any questions must be submitted by November 29 4:00pm Kabul Time.

All information provided by vendors in response to this EOI will be treated confidentially. DAI will not use the information in any other context or setting and we will not reveal details to other parties.

## Project Overview

Afghanistan Value Chains – High Value Crops (AVC-HVC) is a 5-year, $54.9 million market-oriented activity that will operate throughout the country, with regional offices in Kabul, Herat, Mazar-e-Sharif, Jalalabad, and Kandahar. AVC-HVC supports U.S. and Afghan government economic development objectives by promoting sustainable agriculture-led economic growth, in line with the Ministry of Agriculture, Irrigation and Livestock's National Comprehensive Agricultural Development Priority Program.  The high value crops (HVC) sector contributes significantly towards Afghan economic growth and employment.

Building upon past U.S. Government investments in agricultural productivity, AVC-HVC represents USAID’s shift towards private-sector and agriculture-led economic growth by building the capacity of individual high value crop related enterprises to be profitable and competitive. The activity will focus on these ‘anchor firms’ and provide them with business development services and advice, driving profits and employment in a sector that supports approximately 80 percent of the Afghan population. Recognizing the important role that women and youth play in high value crops, AVC-HVC will integrate them directly into its business services, generating opportunities for them to be active, decision-making participants at all levels of the value chain.

## Scope of work

AVC-HVC will provide supplier management software to its anchor firms. The ICT service provider is required to provide technical support and assistance to the anchor firms’ IT personnel on both operating the software and maintenance to assure the functionality and stable performance of the software. The IT service provider will designate one specialist who will be trained by the software company and provide services include but not limited to:

* Be the focal point in regard to IT technical issues of the software and maintain close communication with the software company;
* Have offices in some or all of Kabul, Mazar, Herat, Jalalabad, and Kandahar, and can assign a designate person for these services;
* Software installation and maintenance such as trouble shooting, etc.;
* Provide technical support to anchor firms on how to operate the software and provide on-job guidance;
* Check weekly on the software performance and provide feedback to the software company;
* Other services may arise to ensure the functionality and application of the software.

## Obligations

DAI will not reimburse respondents for the costs incurred with preparing a response, nor does issuance of this EOI obligate DAI to award a subcontract or purchase order. If a Vendor is found to have made false or misleading claims or statements, obtains confidential information, or receives improper assistance, DAI reserves the right to reject an EOI submitted by or on behalf of a vendor.

## Clarification of Submissions

DAI may require a respondent to submit additional information in order to better judge a response.

## Factors for Consideration

Responders are expected to write an explanation about how they can address each of these areas of interest by DAI, which will be used as a way to determine if Vendors shall be pre-qualified.

* Ability or confirmation of ability to provide goods or services described above.
* Presence in the cities mentioned.
* The vendor is registered and licensed in Afghanistan to perform the work outlined above.
* Illustrative CVs of individuals on staff, or available to the vendor, who can perform the scope of work.
* Three past performance descriptions illustrating relevant experience delivering the required services.
* Financial proposal including cost structure, unit and total cost estimation for a period of one year.

# Response Format

Vendors must complete their responses, in English, following the specifications outlined below. The response format consists of three sections

*Section 1: Vendor Information*

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| --- | --- |
| **Section Number** | **Description** |
| 1.0 | Cover Letter |
| 1.1 | Vendor Information: Company Name, Address and Phone Number, Form of Incorporation (corporation, partnership, NGO, etc.), Number in Years in Business, Number of Employees (full and part-time), Name of Managing Director, History of organization. |

*Section 2: Factors for Consideration*

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| 2.0 | Responses to each of the factors for consideration stated in previous section |

*Section 3 Client Reference:*

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| 3.0 | Include 3 Client References, each reference must include the following:  -Client Name, address, Point of Contact Name, Telephone number, email  -Similar work performed and period of performance |

# Notification process

Upon receipt and review of proposals, DAI will notify successful vendors, if any, who have been selected for pre-qualification.