

**Global Alliance for Trade Facilitation
Center for International Private Enterprise**

**Request for proposals to develop and implement a system for the authorization of arrival and
departure of vessels in the main ports of Guatemala**

PROJECT: Modernization of Procedures for the Arrival and Departure of Vessels in Guatemala

Request Issue Date: December 9, 2022

Closing date: January 31, 2023 **Closing time:** 5:00pm EST

1. BACKGROUND	2
2. OBJECTIVES	3
3. SCOPE OF SERVICES.....	3
4. TECHNICAL SPECIFICATIONS	4
4.1 REQUIREMENTS AND FUNCTIONALITIES	4
4.2 SPECIFICATIONS TABLE	7
5. OTHER CONSIDERATIONS	8
6. TIMELINE AND DELIVERABLES.....	8
7. BUDGET AND PAYMENT SCHEDULE.....	9
8. QUALIFICATIONS AND REQUIREMENTS.....	10
9. SUBMISSION OF PROPOSALS	10
10. STATEMENT ON LINKS WITH PUBLIC OFFICIALS	12
11. SELECTION CRITERIA	12
12. PRE AND POST-PROPOSAL CONFERENCE	13
ANNEX 1 – MACROPROCESS	14
ANNEX 2 – DOCUMENTS AND PROCESS VOLUME.....	16
ANNEX 3 – FUNCTIONAL REQUIREMENTS DRAFT	17
ANNEX 4 – ROLES AND TECHNICAL PROFILES.....	19
ANNEX 5 – RECOMMENDED PHASES.....	21
ANNEX 6 – COST BREAKDOWN TEMPLATE	22
ANNEX 7 – SERVICES PERFORMANCE INDICATORS	24

REQUEST FOR PROPOSALS

1. BACKGROUND

The [Global Alliance for Trade Facilitation](#) is a public-private organization created to support the effective implementation of the World Trade Organization Trade Facilitation Agreement, through partnerships between governments and the private sector. The Alliance is a cooperative effort funded by the governments of the United States, Canada, Germany, and Denmark. The organization's Secretariat is composed of the Center for International Private Enterprise (CIPE), the International Chamber of Commerce, and the World Economic Forum, with Gesellschaft für Internationale Zusammenarbeit (GIZ) as implementing partner.

For its part, [CIPE](#) works with local business leaders to expand the opportunity for inclusive growth through market-led solutions, develops programs to promote a rules-based system that emphasizes the principles of democratic governance, promotes entrepreneurship, opens trade and fights corruption. CIPE and its global network of partners create knowledge and practical tools to drive local change.

On behalf of the Alliance, CIPE is responsible for implementing a project to **simplify, standardize and digitize the procedures for arrival and departure of vessels (known internationally as free pratique) as well as the exchange of data and documents required in relation to them in Guatemala**. The initiative gives priority to the control of commercial vessels¹ in the country's main ports² and has two main components: 1) process engineering and 2) development of a computer platform to manage free pratique. This request for proposals corresponds to the second component of the project.

The project counterparts in Guatemala, which will be stakeholders in the activities derived from this request for proposals, are:

- The **five free pratique co-responsible government agencies** (hereinafter 5AG): the Customs Indendency of the Superintendence of Tax Administration; the Directorate of Harbormasters of the Ministry of National Defence; the Ministry of Agriculture, Livestock and Food³; the Ministry of Public Health and Social Welfare; and the Guatemalan Institute of Migration.
- The **main users in the private sector**: shipping lines and their representatives or agents.
- Other users and **stakeholders** in the public and private sector, including: the National Port Commission; the General Subdirectorate of Analysis of Anti-Narcotics Information and the Division of Ports, Airports, and Border Posts of the National Civil Police (SGDAIA and DIPAFRONT); the International Service of Quarantine Treatments; APM Terminals Quetzal; Quetzal Port Company; Santo Tomás de Castilla National Port Company; and Puerto Barrios Railway Terminal.

The computer platform will allow for the centralization and digitization of the arrival and departure procedures (modernized during the re-engineering phase of the project) and taking advantage of the

¹ The inclusion of tourist, private, and cruise industry vessels in the technological solution that motivates this request for proposals will be determined by the complexity that surveying and development of a different process flow could entail.

² Santo Tomas de Castilla, Puerto Quetzal, Puerto Barrios Railway Terminal and Boyas San Jose.

³ Functions are carried out at the ports by the International Regional Organization for Agricultural Health (OIRSA).

information exchanged in the free pratique operations. In addition to minimizing in-person actions, the use of paper and the risk of typing mistakes for all users –which would increase efficiency–, the adoption of a computer system will enable the creation of comprehensive statistics, useful for risk management and decision-making in involved public entities.

Additionally, digitization will allow for advance and remote processing, reducing time and costs related to terminal downtime and supply chain delays. This will promote a better use of resources for a growing demand, increasing Guatemala's competitiveness, mainly in the field of international trade.

In this context, CIPE is looking for a ***company specialized in information and communication technology solutions*** (hereinafter "the provider") ***to develop and implement a system for the authorization of arrival and departure of vessels*** in the main ports of Guatemala.

2. OBJECTIVES

The development and implementation of a system for free pratique management in Guatemala, through a contract with the provider, has the following specific objectives:

1. Receive electronically and in advance (prior to arrival) documents and information from vessels for review and validation, completely eliminating the exchange of paper between users and public institutions (Annex 2).
2. Offer efficiency, transparency, and traceability of the procedures carried out by the five government agencies co-responsible for free pratique (5AG) and their interaction with users.
3. Provide the 5AG, users, and stakeholders with historical records and data to facilitate their work, generate statistics for performance analysis and execute risk management, among other activities.

3. SCOPE OF SERVICES

In collaboration with CIPE's project team and the 5AG counterparts, the provider will be responsible for establishing and managing a team of qualified professionals who will develop and implement a system for free pratique management in Guatemala that:

- (i) Fits the needs and characteristics of each of the 5AG, users and project stakeholders.
- (ii) Systematizes the free pratique procedure, based on the macro-process validated by the 5AG (Annex 1) in accordance with national regulations and international best practices⁴.

The 5AG will designate a single point of contact to facilitate communication and coordination with the provider.

⁴ As reference, a draft of the functional requirements the system shall cover, in accordance with the macro-process validated by the 5AG, which will be completed and revised with the selected vendor, is included in Annex 3.

Additionally, the provider will offer **90 days of intensive post go-live support (stabilization)** for the system. During this period and based on feedback from the users, jointly CIPE and 5AG counterparts may request changes and adjustments in development at no additional cost. Potential providers shall indicate the characteristics and level of the support they offer for this period in terms of technical and human resources (see Section 9). The **technical training** for the specialists of Information and Communication Technologies (ITC) of the Superintendence of Tax Administration (SAT) –designated as host entity and manager of the system– and the other government agencies co-responsible for the free pratique must be completed during this period (more information about this and other trainings in Sections 4 and 5).

The provider will offer **12 months of maintenance and technical support** to SAT. This period will begin with the delivery of the system, fully implemented, at the end of the stabilization period. During this phase, the provider will have a service desk to channel maintenance and technical support requests, including bug fixes, patch installation, updates and minor changes at no additional cost. Potential providers shall indicate the characteristics and level of the support they offer for this period in terms of technical and human resources (see Section 9).

4. TECHNICAL SPECIFICATIONS

The system for authorizing vessel arrival and departure will be based on a **specific software development (tailor-made)**, designed to meet all the characteristics defined in this request and the requirements of the 5AG, with minimal maintenance costs. The system will be installed on and operate from the Superintendence of Tax Administration (SAT) virtual facilities.

The provider shall complete an **IT training** for the technical personnel designated for the parameterization, expansion, support and/or maintenance of the system, as well as **functional trainings** for 5AG users and external users. As a complement and tool to these trainings, the provider must deliver technical and end-user manuals, including operational videos.

The provider's programming team shall fulfil the roles and –at least jointly– the technical profiles indicated in Annex 4.

4.1 REQUIREMENTS AND FUNCTIONALITIES

System to develop and implement must be based on current technologies, which must be specified in the technical proposal and be explicit within the framework of the standard architecture established in the Superintendence of Tax Administration.

Administration/Parameterization of the system, users and processes. The system must allow at least the following operations, without the need for programming or changes to the source code:

- (i) Creation and management of users with at least the following levels of hierarchy:
 - a. **Global Administrator**, who will be able to create users at the Institution level and will have access to general system information and manage Consultation and External users, including the definition of their privileges.

- b. **Institution**⁵, administrator users who will be able to create and manage Operator users, including the definition of their privileges, and will only have access to information related to their institution.
 - c. **Operator**, users of an institution, who may conduct inquiries and activities allowed by the administrators of the institution. At least one division of roles may be created between manager and operator for the assignment of specific permissions.
 - d. **Consultation**, users with access to statistical and historical information, limited in accordance with the permissions granted.
 - e. **External**⁶, users who upload and receive data on arrival and departure operations but do not belong to a control institution (shipping agent, customs brokers and the like), these users must be self-created and managed by the Global Administrator.
- (ii) Create and modify process flows easily, intuitively (e.g. drag and drop, associate, etc.)
 - (iii) Set privileges by user type at a detailed level (query, edit, delete, create)
 - (iv) Create new general catalogs: Institutions, Ports, etc.
 - (v) Create new operational catalogs: Type of Vessel, Type of Notification, etc.
 - (vi) Create, configure and parameterize sections of vessel records
 - (vii) Create, configure and parameterize the status of the free pratique and the authorization flow

Essential functions. The system must:

- (i) Identify incoming vessels and display date and estimated time of berthing⁷.
- (ii) Compile free pratique process events for each vessel (application, authorization, rejection, correction request, etc.) by the different users.
- (iii) Compile the information and documents required by the authorities for free pratique, which external users will upload to the platform to be reviewed by operators.
- (iv) Inform via email, messages on the platform and/or text messages about requirements or activities that need the intervention of the users.
- (v) Guide the activities of the operators (officials of the control bodies), by means of checklists based on the workflows defined in the general procedure and specialized by institution (inbox/competences).
- (vi) Offer a specialized dashboard by type of user (operator, institution, administrator) that shows key performance indicators (KPIs) and allows access to tasks.
- (vii) Provide a dashboard of the status of arriving and departing vessels, with respect to the free pratique procedure (e.g. pending, in progress, authorized).
- (viii) Contain a historic record of free pratique procedures, file mode, allowing searches by data of the vessel (e.g. IMO number, type), date, status (e.g. rejected, in progress) and others.
- (ix) Allow the monitoring of activities of the operators, by the administrators and heads of the corresponding institution.
- (x) Offer traceability. Audit trail all operational and system catalog management activities, as well as audit inquiries.

⁵ The purpose of this user is to decentralize permits and/or operating authorizations, providing autonomy to the 5AG for the concession of access. User management can be adjusted to integration with active directory structures (LDAP), according to the standards established in each of the 5AG. In case it does not have such a user management infrastructure, the system must provide its own management and administration mechanisms, integrating access and operation logs.

⁶ These users could register in the system with their Identification Tax Number (NIT) and SAT Virtual Agency credentials. However, it should be possible to create external users without NIT.

⁷ For this purpose, the system can consult and display information from specialized tools such as MarineTraffic.

Accessibility and Connectivity. The system must:

- (i) Work under Web environment, compatible with the most common browsers on the market (Google-Chrome, Mozilla Firefox, Microsoft Edge).
- (ii) Operate under HTTPS and have the corresponding security certificate.
- (iii) Create alerts and messages to notify users of pending activities and communications received: emails, activity dashboard or others.
- (iv) Be adaptable (based on "responsive design") and able to be fully functional on phones, tablets, computers, etc.
- (v) Have the ability to support webservices and APIs to facilitate the exchange of data and documents with other relevant systems and databases.
- (vi) Exchange information or integrate with other systems of the institutions that require it such as SAT, companies or port operators, OIRSA, etc.

Security and Audit. The system must have encrypted data transmission, through virtual private network (VPN) or other mechanisms to protect the information managed in the free pratique procedures. The system shall maintain an audit trail of relevant data, as well as security configuration operations, user management, user access and exit. The transactional log will conform to standards established by SAT's IT Management. The structure of the log must contemplate at least:

- (i) Identifier of the history (can be a sequence).
- (ii) Name/PK identifier of the affected table.
- (iii) Type of operation (Update, Insert, Delete).
- (iv) Date of the modification.
- (v) Data (through a Json that will establish the structure of the modification).
- (vi) Modifying user.
- (vii) IP of the user being modified (optional).

Reporting. The system shall be capable of performing:

- (i) Data mining: use the database, generate statistics and reports.
- (ii) Performance metrics and benchmarks: Compare current performance data with historical data to track performance against targets. In general, this is done through custom dashboards.
- (iii) Queries: The user asks specific questions related to the data and the system extracts the answers from the datasets.
- (iv) Data visualization: Transform data analysis into visual representations, such as graphs and histograms, to more easily consume data.
- (v) Export data to txt, csv, xls, pdf or other formats.
- (vi) Customizable reports, for example, on procedure execution times.

Note: Interested providers are encouraged to study the International Maritime Organization's maritime single window project, under which an open-source system has been developed containing different essential functions related to the arrival and departure of vessels required under these terms of reference.⁸

⁸ More information on the International Maritime Organization project can be found [here](#) and the generic technology solution code [here](#).

4.2 SPECIFICATIONS TABLE

	Description
1. Language/Platform	Specify in the technical proposal. Must be developed in languages of the latest version. JAVA and Angular are preferred.
2. Database	Specify in the technical proposal. PostgreSQL 13, MYSQL, Oracle are preferred.
3. Source code	The source code must be delivered and open <i>source</i> components must be used. The development carried out under the project may not be commercialized by the provider. The programming team will be subject to confidentiality agreements with respect to the code. The source code will be versioned with the versioning tool used by SAT, which will be indicated to the selected provider.
4. Quality control	The project must have configured and working in the source code the unit tests applied to the system. Computer security testing is required to rule out vulnerabilities.
5. Application stress tests	The project must be supported with the respective stress tests and provide the configurations made in the measurements.
6. Documentation	All code must be properly documented (methods, procedures, UML, logic diagrams, component diagram, database relational schemes). The provider shall deliver manuals for all types of users of the system.
7. Software configuration or parameterization	Confirm compliance with requirements and provide pertinent details in the technical proposal.
8. Training	The provider shall provide trainings (1) for the IT team, including Global Administrator and Institution users, (2) for operator and consultation users, and (3) for external users. The provider shall develop operational videos.
9. Roles and profile of the developer/programming team	Members of the provider's team must fulfill the roles and – at least jointly– the technical profile indicated in Annex 4.
10. Contingency	The provider should propose an alternative for cases of failure or system inoperability (eg. offline system)
11. Hosting	The system will be deployed in SAT's cloud storage services.

5. OTHER CONSIDERATIONS

The provider shall appoint a **project manager** responsible for its technical team and who will serve as the main point of contact during the execution of the assignment. For all technical matters, the provider's project manager will report directly to CIPE's counterpart team and the 5AG. For all administrative matters, the provider's project manager will report directly to the CIPE program officer. The 5AG will designate a single point of contact to facilitate communication and coordination with the provider.

Location:

Review activities of the current operations and processes may be carried out in person or remotely depending on the need determined at the time. The development of the technological solution may be carried out remotely. The implementation of the system and the training of IT specialists shall be carried out in person at SAT facilities.

Although the implementation of the system with the institutions and the training of their users could be done remotely, the provider should plan for at least:

1. a tour for requirements validation and test execution on the Atlantic coast
2. a tour for requirements validation and test execution on the Pacific coast
3. a tour to support implementation and training on the Atlantic coast
4. a tour to support implementation and training on the Pacific coast

In any case, the provider's project manager will be available to meet in person (following COVID prevention protocols) with the CIPE and 5AG counterpart team at SAT or another institution's facilities in Guatemala City, when deemed appropriate.

A dedicated office space will not be provided to the provider. CIPE's project team and 5AG will make an effort to provide occasional office space, conference rooms and meeting venues, as necessary, throughout the duration of the assignment.

Work Methodology:

The provider must establish a methodology for the organization, implementation, control and closure of the project (preferably based on international standards). It is recommended to use an Agile Methodology as a Scrum for development, in order to ensure that schedules are met efficiently and with optimal results, and contemplate the phases indicated in Annex 5 for the incorporation of the system's process flows.

6. TIMELINE AND DELIVERABLES

Schedule:

- The estimated duration of this assignment is 7 months (including survey and design, development, implementation and training), which will be followed by the stabilization and maintenance technical support periods.
- The provider shall draw up a schedule indicating the number of months it will take to develop and implement the system, including activities and milestones (related to the deliverables indicated

in the following section). The first version of the schedule should be included in the technical proposal and may be modified, with approval by CIPE at a later stage.

- Provider is responsible of having sufficient resources and personnel for the development and implementation of the system in the agreed time.
- The provider should consider scheduling meetings with CIPE and 5AG counterpart team, for validation of deliverables and IT aspects and with designated users to validate processes and prepare requirement documents for implementation.

Deliverables:

1. **Inception report.** Based on analysis of the general requirements, this document should include a confirmation or update of the schedule and work methodology, as well as the assigned technical team. Estimated delivery 30 days after signing the contract.
2. **Survey and design.** It includes requirements analysis, use case construction, use case validation and approval, and prototype presentation. Estimated delivery of the corresponding report 60 days after contract signing.
3. **Development.** It includes layout, database development and functional catalogs, authentication tools, user and role management and all essential system functions, as well as the delivery of source code and system documentation, including diagrams. The Beta version must be published in the SAT's test infrastructure (pre-production environment). Satisfactory results of quality and safety tests must be submitted. Estimated delivery of documentation and corresponding reports 180 days after signing the contract.
4. **Implementation and training.** Documented through a normative test (user acceptance) and adjustments to development report. Includes delivery of technical and user manuals and training minutes. It will culminate with the production of the system. Estimated delivery of manuals and corresponding reports 210 days after contract signing.
5. **Post-go live (stabilization) technical support services.** During 90 days after implementation.
6. **Maintenance and technical support services.** Durante 12 months after the system stabilization period.

7. BUDGET AND PAYMENT SCHEDULE

The estimated ceiling budget for this contract is USD 145,000. However, CIPE will select the proposal that offers best market value for the assignment and obtains the highest score in accordance with the the formula outlined in Section 11.

The payment schedule will be based on deliverables and agreed upon by CIPE and the selected provider.

The payment for technical support services could be conditioned by the provider's performance with respect to the service level offered, assessed on the basis of the indicators set out in Annex 7.

8. QUALIFICATIONS AND REQUIREMENTS

The **provider** must have:

- **General Experience:** At least 3 years of experience in systems development, process automation and system interoperability and/or similar assignments for public institutions or the private sector. Experience in customer training is considered an advantage.
- **Specific Experience:** At least one project similar to the one required. Experience related to document management and advanced electronic signature integration. Experience in defining processes based on the methodology used by the SAT⁹.
- Stable financial situation and sustainable organizational foundation, demonstrable.
- Presence and/or ability to operate legally in Guatemala.
- An administrative point of contact and a Project Manager, with proficiency in the English language, to coordinate legal, administrative and general matters and report to CIPE's project team.
- A Project Manager and all the members of the team that will have contact with CIPE and the 5AG, with proficiency in the Spanish language, to conduct the survey and revision of requirements, validations, and trainings.

Required support documents and information are indicated in the following section.

9. SUBMISSION OF PROPOSALS

Interested providers must send a **Technical Proposal** and a **Financial Proposal** (either in Spanish or English) to the electronic address tradejobs@cipe.org with the subject: FP System Guatemala. **Deadline: January 31, 2023 at 5:00pm EST.**

Questions regarding this RFP may be sent to the email address tradejobs@cipe.org, no later than January 6, 2023 at 5:00pm EST.

The **Technical Proposal** shall contain at least:

1. General information about the company, including structural and management capabilities.
2. A summary of the company's general experience, describing relevant projects and customer training, listing clients, and specifying technological platforms used.
3. A summary of the company's specific experience, indicating tools used in relevant project(s) and describing main functionalities.
4. At least two reference letters, from past or current clients, about the company's work.
5. Resume of the proposed Project Manager.
6. Details of the administrative contact point (if different from the Project Manager).

⁹ Use Cases construction will be carried out with support of the identified process. The process will have different actions or activities which, through an analysis assistant, will determine: business rules, forms, validations through services, etc. More information will be provided in the pre-proposal submission videoconference and afterwards in technical meeting with the selected provider.

7. Composition and justification of the proposed team (programmers/professionals).
8. Description of the proposed solution.
9. Description the work proposal, development methodology, and tentative schedule.
10. Description of the technical support and maintenance offered or proposed Service Level Agreement (SLA) for the 90 days of stabilization, including at least: (a) incident resolution times, (b) types of incidents covered, (c) channels for service request and availability.
11. Description of the technical support and maintenance offered or proposed SLA for the 12 months after go-live, including at least: (a) incident resolution times, (b) types of incidents covered, (c) channels for service request and availability.
12. Description of the types of licenses that are part of the proposed solution and their functionality, if applicable.
13. Audited/certified financial statements or declarations for the last available fiscal year or other documents demonstrating the stability of the company.
14. Statement on links with public officials (see Section 10).

The **Financial Proposal** is a detailed unit-cost breakdown of all actual costs (labor, supplies, and indirect) required to accomplish the tasks and activities identified in the technical proposal. The financial proposal may be submitted in the format preferred by the vendor or the template included in Annex 6, which can be downloaded [here](#). The financial proposal shall include a breakdown upto relevant unit-costs for the following associated categories:

1. Cost of labor, based on the proposed team of programmers/professionals, disaggregated into the daily or monthly rate of each team member (role) and the Project Manager and multiplied by the estimated time of participation in the assignment.¹⁰
2. Estimated logistics and transfer costs to cover the entire assignment.
3. Cost of proposed licenses for system implementation, if applicable.
4. Cost of supplies and other direct costs¹¹.
5. Indirect costs, including profit and administrative expenses.
6. Estimated cost of the 90 days of post-commissioning (stabilization) technical support that are part of the contract, with a breakdown of its main elements elements.
7. Estimated cost of the 12 months of maintenance and technical support that are part of the contract, with a breakdown of its main elements elements.
8. Applicable taxes and any other costs necessary for the execution of the project.¹²

¹⁰ Prior to signing a contract, the selected provider will need to provide additional information to sustain labor costs, indicating recent experience and compensation for each member of its team by completing the CIPE biodata form that can be found [here](#).

¹¹ Vendors may also be required to provide quotes and/or other supporting documents for any supplies and costs included in the financial proposal.

¹² CIPE and the Alliance are not exempt from payment of taxes, their acquisitions are generally subject to the payment of local sales and/or value added taxes.

Interested vendors are encouraged to include, as an addendum to the financial proposal¹³:

1. Annual cost of renewal of proposed licenses, if applicable, from the second year of operation of the system.
2. Cost of technical support and maintenance services offered, from the second year of operation of the system.
3. Definition of what is considered a *change request* and its estimated cost based on programming hours or other applicable pricing model.

CIPE policies does not allow contingencies, cost of borrowing, or advance payments to be included in its contracts.

CIPE reserves the right to negotiate with potential providers and/or agree on a modification of the scope of the allocation to meet budgetary or time constraints.

10. STATEMENT ON LINKS WITH PUBLIC OFFICIALS

Proposals shall indicate whether any owner, senior official or manager, or key employee of the potential provider is a public official or is a close relative (spouse, parent, sibling) of a public official. A "public official" is a person holding a legislative, administrative, military, or judicial office in any country, an employee of a government-owned or controlled enterprise, an official of an international public organization and/or an official of a political party. If there are no links, the proposal should also expressly indicate this.

The fact that a public official is employed by or linked to a provider will not disqualify a company; however, no proposal will be considered unless it includes this information.

11. SELECTION CRITERIA

Proposals will be evaluated based on a combination of technical strength (70%) and cost (30%).

1. The **evaluation of the technical proposals** shall be based on the following factors:
 - Response to the requirements of this request for proposals (5%)
 - Response of the proposed solution to the requirements and functionalities (10%)
 - Work proposal, development methodology and tentative schedule (15%)
 - Relevant provider experience (15%)
 - Technical team (programmers/professionals) presented in the proposal (10%)
 - Project manager presented in the proposal (5%)
 - Provider structural and management capabilities (10%)

Note: Only proposals that reach at least 40% in the technical proposal will be examined.

¹³ These items will not be covered by the contract with CIPE, but they will be useful for SAT and the other government agencies co-responsible for free practice in evaluating the convenience of a proposal.

2. The **evaluation of the financial proposals** will be as follows:

The lowest compliant financial proposal (FP) will receive the maximum financial score (FS) of 30. The formula for determining the financial scores of all other proposals is:

$$FS = 30 \times (FP/F)$$

In which "FS" is the financial score, "FP" is the lowest price, and "F" the price of the proposal under consideration.

12. PRE AND POST-PROPOSAL CONFERENCE

A **pre-proposal submission videoconference** will be held with all interested companies to address any questions related to the assignment on **January 11, 2023 at 11:00am EST**. Those interested may request an access link to the conference through e-mail tradejobs@cipe.org.

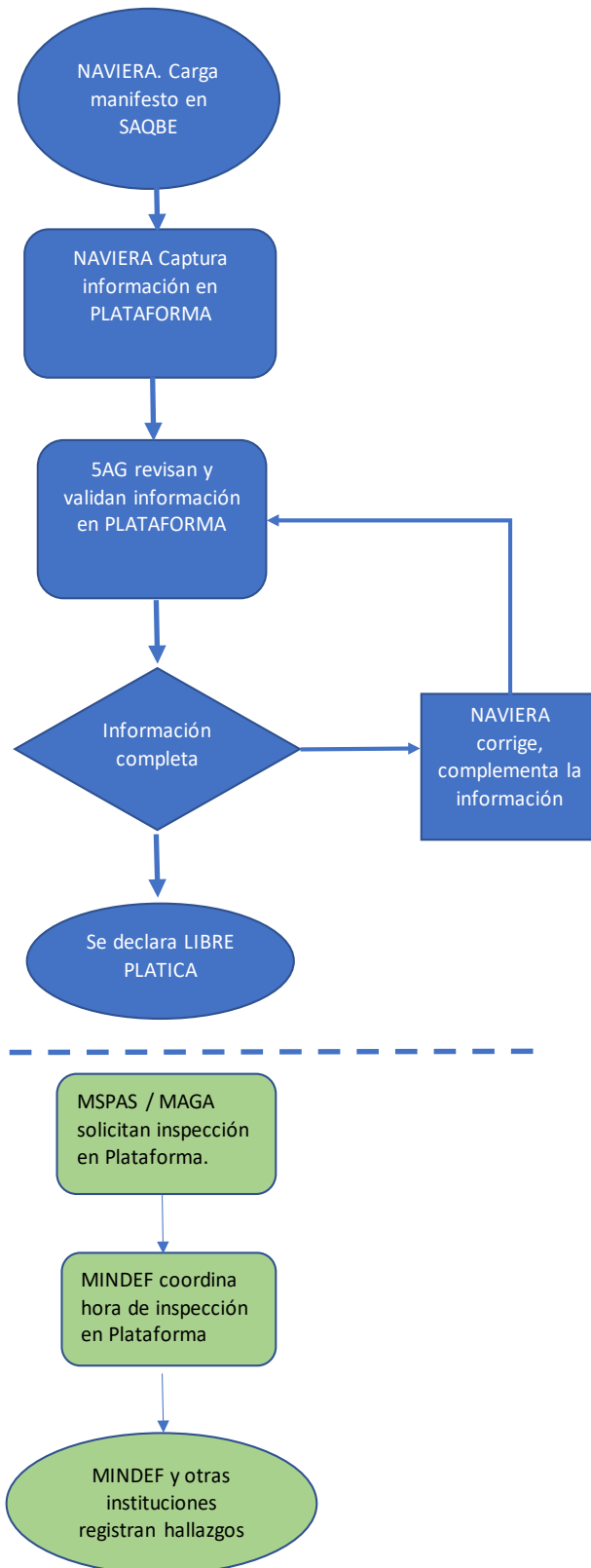
Any **questions** regarding this RFP may also be sent to the email address tradejobs@cipe.org, no later than **January 6, 2023 at 5:00pm EST**.

A summary of the topics discussed during the pre-proposal videoconference and an anonymous compilation of (non-specific) questions raised by email, with their respective answers, will be distributed to all interested parties in a timely manner.

Pre-selected providers, who meet the minimum qualification requirements and whose technical proposals receive a minimum of 40 points, will be contacted to individually present their proposal in a **post-proposal videoconference**. The purpose of the post-proposal conference is to provide the evaluation committee with an in-depth understanding of the plans and structural and managerial capabilities of the potential provider.

ANNEX 1 – MACROPROCESS





ANNEX 2 – DOCUMENTS AND PROCESS VOLUME

Table 1

REQUIRED DOCUMENT	Harborm	Sat	MSPAS	MAGA /OIRSA	IGM	Sum
1.-Official/general arrival Declaration/Notification (FAL)	1	1	1	1		4
2.-Arrival Confirmation	1	1	1			3
3.- Cargo Manifest (FAL)	1	1		1		3
4.- Dangerous good list (FAL)	1	1	1	1		4
5.- Port of Call/Last 10 ports	1	1	1	1		4
6.- Original port clearance from last port	1	1				2
7.- Crew List (FAL)	1	1	1		1	4
8.- Store List (FAL)		1		1		2
9.- Crew Effect Declaration (FAL)		1		1		2
10.- Narcotic List	1	1				2
11.- Negative List/ NIL LIST	1	1		1		3
12.- Container List		1				1
13.- Crew Temperature list			1			1
14.- International Health Certificate (FAL+)			1			1
15.- Vaccination List			1			1
16.- Postal Delivery Guide (FAL+)		1				1
TOTAL	9	13	8	7	1	38

Source: Interagency workshop to define Group of Data to Validate. Guatemala April 22, 2022.

Summary Vessel Movements, Years 2018-2021

Puerto	2021	2020	2019	2018
Santo Tomás de Castilla	1,153	1,136	1,319	1,344
% crecimiento respecto año anterior	1%	-14%	-2%	-1%
% crecimiento respecto año 2000	94%	93%	108%	110%
Puerto Barrios	602	626	564	560
% crecimiento respecto año anterior	-4%	11%	1%	6%
% crecimiento respecto año 2000	100%	104%	94%	93%
Puerto Quetzal	1,221	1,164	1,243	1,237
% crecimiento respecto año anterior	5%	-6%	0%	-4%
% crecimiento respecto año 2000	173%	165%	177%	176%
Terminales Especializadas Boyas San José	199	187	178	150
% crecimiento respecto año anterior	6%	5%	19%	-6%
% crecimiento respecto año 2000	306%	288%	274%	231%
Total Sistema Portuario Nacional	3,175	3,113	3,304	3,291
% crecimiento respecto año anterior	2%	-6%	0%	-1%
% crecimiento respecto año 2000	122%	120%	127%	127%

Fuente: Empresas Portuarias, información procesada CPN.

Nota: Puerto Quetzal incluye todas las terminales especializadas.

ANNEX 3 – FUNCTIONAL REQUIREMENTS DRAFT

Req001	<p>Creation of request for arrival authorization</p> <ol style="list-style-type: none"> 1. Shipping company enters system with credentials 2. Shipping company creates a new application (or uses pre-existing file) 3. Shipping company enters required data and documents 4. Shipping company has the option to make annotations 5. Shipping company sends request
Req002	<p>Review of requirements and approval of free pratique</p> <ol style="list-style-type: none"> 1. 5AG operators enter system with credentials 2. 5AG operators see requests entered in dashboard 3. 5AG operators open application and access the requirements that correspond to them for review 4. 5AG operators authorize free pratique, reject free pratique, or request corrections to documents or data 5. 5AG operators have the option to make annotations 6. 5AG operators indicate if they need to perform physical inspection
Req003	<p>Correction of request for authorization of arrival</p> <ol style="list-style-type: none"> 1. Shipping company receives notification about corrections or annotations (email) 2. Shipping company enters system with credentials 3. Shipping company locates the corresponding file 4. Shipping company makes necessary modifications 5. Shipping company responds to annotations, if required and has the option to make additional annotations 6. Shipping company sends request
Req004	<p>Review of corrections and approval of free pratique</p> <ol style="list-style-type: none"> 1. 5AG operators enter system with credentials 2. 5AG operators see corrected requests in dashboard 3. 5AG operators open application and access the requirements that correspond to them for review 4. 5AG operators authorize free pratique or reject free pratique 5. Shipping company receives notification about approval or rejection of free pratique (email) 6. 5AG operators have the option to make annotations 7. 5AG operators indicate if they need to perform physical inspection
Req005	<p>Inspection coordination</p> <ol style="list-style-type: none"> 1. Harbormaster Operator enters system with credentials 2. Harbormaster Operator locates the request(s) that require inspection coordination 3. Harbormaster Operator enters the day and time the inspection(s) will be carried out 4. 5AG operators who indicated physical inspection requirement and Shipping Company receive notification about coordination (email)
Req006	<p>Inspection closure</p> <ol style="list-style-type: none"> 1. 5AG operators who performed physical inspections log in with credentials

	<ol style="list-style-type: none"> 2. 5AG operators who carried out physical inspections locate the file to carry out the closure of the inspection 3. 5AG operators who conducted physical inspections indicate if there were findings and make notes (e.g., required actions) 4. Shipping company receives notification of inspection findings (email)
Req007	<p>Correction of inspection findings</p> <ol style="list-style-type: none"> 1. Shipping company enters system with credentials 2. Shipping company locates the corresponding file 3. Shipping company loads required data and documents 4. Shipping company makes annotations and takes appropriate actions
Req008	<p>Request for departure authorization</p> <ol style="list-style-type: none"> 1. Shipping company enters system with credentials 2. Shipping company locates the corresponding file 3. Shipping company selects option and sends 4. Harbormaster Operator Receives Notification
Req009	<p>Issuance of departure authorization</p> <ol style="list-style-type: none"> 1. Harbormaster Operator enters system with credentials 2. Harbormaster Operator selects option and sends 3. System generates authorization in downloadable format 4. Shipping company receives notification

ANNEX 4 – ROLES AND TECHNICAL PROFILES

ROLES REQUIRED IN THE TEAM

1. Project Manager
2. Process Analyst(s)
3. Programmers
4. Software Quality Management (QA) Specialists
5. Computer Security Specialist
6. Webmaster

PROFILES TECHNICALS

1. Project Manager

- Education:
 - Engineer in Sciences and Systems/Industrial Engineer or related career.
 - Postgraduate studies or certification in project management (preferable).
- Professional experience:
 - Accredited at least 2 years of experience in participation or leadership of computer projects.
- Specific experience and skills:
 - Definition and planning of computer projects.
 - Knowledge of software application development applying SCRUM methodology (preferable) or agile implementation methodology.
 - Project supervision.
 - PMI certification (desirable).
 - SCRUM Master certification (desirable).
 - ITIL knowledge.
 - Knowledge in good practices of computer project development.
 - Leader, with the ability to transmit ideas to the team and project stakeholders.
 - Experience in developing activities with State institutions.

2. Process Analyst(s)

- Education:
 - Engineer in Sciences and Systems/Industrial Engineer or related career.
- Professional experience:
 - Accredited at least 2 years of experience in surveying functional requirements preferably process-oriented.
- Specific experience and skills:
 - Definition and survey of functional requirements.
 - Knowledge of BPMN 2.0 diagramming standards (desirable).
 - SCRUM PRODUCT OWNER Certification (desirable).
 - Ability to interact with people from business areas and translate identified needs into technical language.

3. and 4. Programmers/Software Quality Management (QA) Specialist

- Education:
 - At least third year of the career of Systems Engineering, Computer Science or Computer Science or career to end.
- Professional experience:

- Acreditar at least 3 years of experience in development of computer applications in WEB environment.
- Specific experience and skills:
 - Web Application Development
 - Development of web services (REST).
 - Managing and configuring web servers
 - Database Engine Administration and Configuration
 - Use of code versioning tools.
 - Preparation of technical and non-technical documentation
- Knowledge of tools:
 - Programming languages: Java, Angular, HTML5
 - Frameworks and work tools.
 - Spring Boot, Spring Cloud, Spring Data.
 - PostgreSQL, MySQL, Oracle databases.
 - UML modeling and diagramming.
 - Agile implementation methodologies such as SCRUM.
 - Development IDE's: Eclipse, Jasper report.
 - Design patterns: Repository pattern, MVC.

5. Computer Security Specialist

- Education:
 - At least completion of the curriculum of Systems Engineering, Information systems or related career.
 - Hold at least one of the following computer security certifications: Certified Ethical Hacker, Offensive Security Certified Professional, Offensive Security Web Expert, Web Application Penetration Tester Xtreme.
 - Basic knowledge in systems to categorize weaknesses and vulnerabilities of Software.
- Professional experience:
 - Minimum experience of 1 year in computer security assessment processes.
- Specific experience and skills:
 - Ability to work in multidisciplinary teams.
 - Ability to work under pressure on defined objectives, contributing to obtaining them.

6. Webmaster

- Education:
 - At least completion of the curriculum of Systems Engineering, Graphic Design or related career.
 - Capacitación relative to WEB development o Graphic Design.
- Professional experience:
 - Min. experience of 3 years in construction and administration of WEB portals.
 - Verifiable experience in using tools such as WORDKPRESS, JOOMLA.
 - Verifiable experience in web design, HTML/CSS, Java.

ANNEX 5 – RECOMMENDED PHASES

The planning and programming of activities should be standardized in the following phases:

1. Requirements survey phase
2. Use Case construction phase
3. Validation and approval phase of Use Cases
4. Development phase
5. QA/Security testing phase
6. Normative testing phase
7. Development adjustments phase
8. Training phase
9. Implementation go-live phase
10. Stabilization phase

ANNEX 6 – COST BREAKDOWN TEMPLATE

Cost Breakdown Template Plantilla Desglose de Costos					
Vendor Name Nombre Proveedor		Date Fecha			
RFP #: (For CIPE's use) (Para uso CIPE)		Notes Notas			
Direct Costs Costos directos	\$				
Indirect Costs Costos indirectos	\$				
Total Proposed Costs Total Costos Propuestos	\$				
Description Descripción	Amount Monto	Rate/Percent Tasa/Porc.	Unit Unidad	Number Número	Total
SALARIES SALARIOS					
Proposed Staff: Personal propuesto					\$0.00
Name and/or Title Nombre y/o cargo					\$0.00
Name and/or Title Nombre y/o cargo					\$0.00
Name and/or Title Nombre y/o cargo					\$0.00
Name and/or Title Nombre y/o cargo					\$0.00
[Add or delete rows as necessary] [Agregue o elimine filas según sea necesario]					\$0.00
Total Salarios Total Salaries					\$0.00
SUPPLIES SUMINISTROS					
Add any relevant supplies Agregue todos los suministros relevantes					\$0.0
Add any relevant supplies Agregue todos los suministros relevantes					\$0.0
Total Suministros Total Supplies					\$0.0
TRAVEL AND PERDIEM VIAJES Y PER DIEM					
Airfare: Tarifa aérea					
International Travel: Internacional					\$0.00
Staff-Airfare, Origin and Destination Tarifa aérea para personal, origen y destino					\$0.00
Domestic Travel: Doméstico					\$0.00
Staff-Airfare, Origin and Destination Tarifa aérea para personal, origen y destino					\$0.00
Per Diem: Per Diem					
Location 1 Ubicación 1					\$0.00
Location 2 Ubicación 2					\$0.00
Total Viajes/Per Diem Total Travel/Per Diem					\$0.00
OTHER DIRECT COSTS OTROS COSTOS DIRECTOS					
Add any relevant costs Agregue todos los costos relevantes					\$0.00
Total Otros Costos Directos Total Other Direct Costs					\$0.00
TOTAL COSTOS DIRECTOS TOTAL DIRECT COSTS					\$0.00
INDIRECT COSTS COSTOS INDIRECTOS					
Add any relevant costs Agregue todos los costos relevantes					\$0.00
TOTAL COSTOS INDIRECTOS TOTAL INDIRECT COSTS					\$0.00
TOTAL COSTOS PROPUESTOS TOTAL PROPOSED COSTS					\$0.00

***** NOTES ON BREAKDOWN TEMPLATE *****

1. Please include notes, as needed. Do not provide generic notes. Instead, provide explanations for unusual circumstances or amounts.
2. Please use column "D" - rate/percentage as needed. For example, use it in instances when the proposed costs will be a percentage of the total.
3. Please note that all formulas have been preset, although you will need to modify as you add or subtract lines.
4. Please note the following for travel:
 - i. Budgeted airfare should reflect the cost of a fully refundable economy class ticket.
 - ii. International Travel: travel between any two countries.
 - iii. Domestic Travel: travel entirely within one country.
 - iv. Local Travel: travel within a single city or its immediate surrounding areas (or suburbs).
 - v. Per Diem: lodging + meals and incidentals (Incidentals includes laundry costs, shampoo, soap, etc.)
 - vi. Other Travel Costs: visas, airport tax, inoculations.

*****NOTAS SOBRE LA PLANTILLA DE PRESUPUESTO *****

1. Por favor incluya notas, según sea necesario. No proporcione notas genéricas. En su lugar, proporcione explicaciones sobre circunstancias o cantidades inusuales.
2. Utilice la columna "D" - tasa/porcentaje según sea necesario. Por ejemplo, úselo en los casos en que los costos propuestos serán un porcentaje del total.
3. Tenga en cuenta que todas las fórmulas han sido preestablecidas, aunque deberá modificarlas a medida que agregue o reste líneas.
4. Tenga en cuenta lo siguiente para viajar:
 - i. La tarifa aérea presupuestada debe reflejar el costo de un boleto de clase económica totalmente reembolsable.
 - ii. Viajes internacionales: viajes entre dos países cualesquiera.
 - iii. Viajes domésticos: viajes completamente dentro de un país.
 - iv. Viajes locales: viajes dentro de una sola ciudad o sus alrededores inmediatos (o suburbios).
 - v. Per Diem: alojamiento + comidas e imprevistos (Los imprevistos incluyen gastos de lavandería, champú, jabón, etc.)
 - vi. Otros gastos de viaje: visados, tasa aeroportuaria, inoculaciones.

ANNEX 7 – SERVICES PERFORMANCE INDICATORS

INDICATOR 1: OUT-OF-TERM SUPPORT SERVICE INDEX (OTSSI)

Description: Determines the percentage of maintenance and support services not completed in time.

Formula: $OTSSI = 100\% \times (PP/PActual)$

Where: PP = Total hours/days agreed for completion of a maintenance or support service; and PActual = Total hours/days in which services are completed

Service level:

Desirable: $OTSSI \geq 100\%$

Acceptable: $90\% OTDI < 100\%$

The basis for discount is:

80% OTDI < 90%: 3% discount on the value

70% OTDI < 80%: 5% discount on the value

OTDI < 70%: 10% discount on the value

Measurement mechanism: The support and maintenance features included in the contract or SLA will be used as the basis for this index. The provider's reports as well as supervisory agency records will provide the information required for measurement.

Frequency: To be determined.

INDICATOR 2: CUSTOMER SATISFACTION INDEX (CSI)

Description: Measures the degree of satisfaction of the stakeholders (supervisory agencies)

Formula: $CSI = WAR$

Where: WAR = Weighted average of responses from all users.

Service level:

Desirable: $WAR \geq 4$

Acceptable: $3 \leq WAR < 4$

Unacceptable: $WAR < 3$

The basis for discount is:

Range 1: $2 \leq WAR < 3$: 3% discount of deliverable

Range 2: $1 \leq WAR < 2$: 5% discount of deliverable

Measurement mechanism: Through a questionnaire created by CIPE and agreed upon the provider. The questions will be formulated so that the answers are based on the Likert scale level 5.

Frequency: To be determined.