Request for Information

RFI-UESP-2021-002

Activity Tittle: “Web-based DH reporting solution for Ministry of Territories and Communities Development”

*Issuance of this RFI does not constitute an award commitment on the Tetra Tech ES, Inc., nor does it commit to pay for any costs incurred in preparation or submission of comments/suggestions of a proposal. Proposals are submitted at the risk of the offerors. All preparation and submission costs are at the offeror’s expense.*

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# Introduction

Tetra Tech ES, Inc. does not intend to award a contract based on this solicitation or to otherwise pay for the [information](https://www.law.cornell.edu/cfr/text/48/52.215-3) solicited. Although “proposal” and “offeror” are used in this Request for [Information](https://www.law.cornell.edu/cfr/text/48/52.215-3), your response will be treated as [information](https://www.law.cornell.edu/cfr/text/48/52.215-3) only. It shall not be used as a proposal. The purpose of this RFI is to request information regarding potential **Web-based reporting solutions** by:

* inviting organizations to express an interest in participating in a follow-on procurement process for Web-based reporting solution and receiving future Request for Proposal (the RFP).
* asking for organizations to provide examples of developed Web-based reporting solutions and related capabilities.

This RFI requests information on available Web-based reporting solutions. The Web-based reporting solutions must be efficient, transparent, capable of being enhanced and supportable.

The objectives are to obtain information about:

1. Current products / solutions available.
2. Potential solution providers.
3. Operation, maintenance, and support features and costs.

# Schedule of Events

* RFI Issue Date - **September 14, 2021**
* Written Inquiries Deadline **- September 24, 2021,** at 14:00 local time in Ukraine
* Due date - **September 30, 2021,** at 14:00 local time in Ukraine

# Point of Contact

All communications must be directed to the single Point of Contact for this project via email - UESPprocurement@tetratech.com.

# Background

Tetra Tech Es, Inc., is the implementer of the Energy Security Project (the ESP) which is a 5-year project funded by the United States Agency for International Development (the USAID).

The purpose of the ESP is to enhance Ukraine’s energy security. Improving the energy legal and regulatory environment and increasing the resilience of energy supply will help USAID to achieve broad-based, resilient economic development to sustain Ukrainian democracy.

The ESP will improve the ability of the Government of Ukraine to provide more affordable, reliable, resilient and secure energy to its citizens; assist the Government of Ukraine to integrate into European energy markets by helping key government agencies and the energy regulator to meet EU energy acquis requirements, including the Third Energy Package; improve energy security establishing competitive energy markets in electricity, natural gas and district heating sectors; and increase energy supply in Ukraine by facilitating private sector-led energy investments in, and increasing production of renewable energy sources.

# Project Objectives

The scope of the project is to automate through digitization the reporting of District Heating Companies (DHC) to the Regional State Administrations (RSA) and the Ministry of Territories and Communities Development (MinRegion) their reports. It is intended that the delivered Program will be used to enhance the MinRegion and the RSAs capability to monitor District Heating Companies and promptly collect industry data to be used for developing policy decisions and to monitor their development and performance.

Approximately 1,500 market participants are required to submit reports on a periodic basis. These submissions result in a large volume of information being received by MinRegion and subsequently needing to be processed. Based on this volume it will make it almost impossible to analyze and process this data to obtain meaningful results and information without using a database. To support the needed data analysis and reporting it is necessary for this information to be stored in a database, not in a repository of spreadsheets or a collection of report files. In addition to the database, an application is needed to allow DHCs to submit their reports and RSA and MinRegion staff to review and analyze the submitted reports (a particular RSA would review and analyze reports coming from respective DHCs operating in respective region, while MinRegion would review and analyze the reports coming from all DHCs). This application must be easily available to DHCs, RSA and MinRegion users through a web-based solution.

The core fundamental principles of this solution are:

1. The solution shall be implemented as a web-based system.
2. The solution language shall be Ukrainian.
3. The solution is to provide functional roles segregation for different users.
4. Report data shall be submittable via web forms and the import of Excel form data.
5. Predefined standard analysis reports shall be available to RSA and MinRegion users.
6. The stored data shall be accessible for analysis by external applications (e.g., Tableau).
7. It shall be possible to add, remove and change report forms.

The following diagram provides a depiction of the expected IT Solution.

 

Figure 1: IT Solution Target State.

The main features of the new web-based reporting solution should be the following:

* Self-registration to establish a web-based account.
* Web form data entry;
* Excel format data import;
* Submission of reports electronically;
* Report submission data validation;
* Report aggregation, analysis, dashboards;
* Create ad-hoc analysis requests;
* Data backup and recovery;
* Systems for securing the infrastructure for receiving, transmitting and storing data;
* Third party user authentication at logon;
* Data integrity for each report, assured via digital signing by the DHC;
* Associated databases to store web-based submitted reports and historical reports (as appropriate);
* To be intuitive and easily learnt by the parties involved.

# General Information

## General Instructions and questions regarding the RFI

Each Respondent is requested to provide responses to the questions contained in this RFI.

Respondent questions or requests for clarification regarding this RFI must be in writing and submitted, in English, to the point of contactbefore above-stated written inquiries deadline. Questions and requests for clarification, and the responses thereto, may be circulated to all RFI recipients.

This RFI is issued as a means of technical discovery and information gathering, for planning purposes and is not construed as a competitive solicitation nor should it be construed as an obligation to enter into any contract or make a purchase. Any follow-on procurement will comply with Tetra Tech ES, Inc. and USAID procurement requirements.

Participation in this RFI is voluntary. There will be no payment for the preparation of any information submitted by a respondent or for the subsequent use of that information.

## RFI Response

The RFI response is expected to include the following:

1. An RFI Response Cover Letter (Attachment B)
2. A response to the features identified in A.1. of the Attachment A
3. A description of the available solution(s) as per the Section 7
4. A response to the points raised in A.3. of the Attachment A
5. An estimate of price as raised in A.4. of the Attachment A

## RFI Response Cover Letter

A cover letter is requested on the Respondent’s company letterhead with a duly authorized signature and company stamp/seal using Attachment B as a template for the format. The cover letter shall include the following items:

* Respondent expression of interest to receive the RFP that will follow this RFI and thus be considered for the delivery of a web-based reporting solution.
* Check list of provided information.
* Points of contact.

## Confidentiality

Tetra Tech Es, Inc. will handle all responses, questions, and clarifications regarding this RFI confidentially but reserves the right to share RFI responses with USAID and the MinRegion. All responses to the RFI will not be returned.

# Information Requested

The Respondent will describe the key features of the solution or solutions, the system architecture and the detailed technical environment required for the implementation and to put into operation the solution.

The description of the technical environment should include:

1. A description of the proposed product’s systems hardware requirements.
2. A description of the proposed product’s systems software support environment requirements, including operating system(s) and database management system (DBMS).
3. A description of the proposed product’s systems software features
4. A description of the proposed solution’s interface technologies (for example: SOAP, REST, PKI, etc.).
5. A description of security features including third party authentication and integrity assurance at the individual report level
6. A description of available analytical capabilities.

The Respondent is to identify the proposed solution as being one of:

* Off The Shelf – Existing Product
* Off The Shelf – Existing Product with Minor Modifications
* Off The Shelf – Existing Product with Major Modifications
* New Product Development – Based on an existing solution
* New Product Development – Green Field Development

# Support Environment Details

The Respondent shall describe the recommended support and maintenance to ensure that the Web-based is appropriately maintained to ensure a secure and well-functioning environment. The Respondent shall identify local presence if available.

# Training Details

The Respondent shall describe recommended training.

# Work Plan

The Respondent is encouraged to explain their approach to delivering the requested solution, specifying at least roadmap of actions, timeframe of delivery of the roadmap, expected level of support from ESP, MinRegion and other parties if any; identify risks and mitigation measures, other factors of importance.

#  Offeror Information and Capabilities

The Respondent is encouraged to describe their capabilities and any other pertinent information that pertains to their ability to deliver the requested solution.

# Attachment A: Scope of Work and Technical Specifications

This attachment describes the **Web-based reporting solution** to be provided and the list of requirements to be fulfilled by the Offeror.

## Overall system description

The following is a summary of the envisioned Application:

1. Secured Web-based for DHCs, RSAs and MinRegion users
2. Support for up to 2,000 DHCs
3. Support for any number of DHCs report forms (constrained to an agreed number for implementation – but can be augmented afterwards)
4. Simple management of DHC accounts and information - Company information and contact information and Company login details
5. Simple management of forms and allocation to DHCs
	1. Report Groups for grouping of forms and Market Participants
	2. Forms submission scheduling management
6. Separate login views for DHCs and RSA users and MinRegion users - DHCs and RSA users only have access to their allocated report forms
7. DHC Forms
	1. New report instance submission creation
	2. Draft support allowing completion of report data entry over hours, days or weeks before needing to submit the report across multiple login sessions.
	3. Signed report submission
	4. Ability to revise reports – original and revised version are retained
	5. Able to view history of report submissions
	6. Reminder of upcoming submissions
	7. Reminder of past due submissions
	8. Per form instructions support with RSA and MinRegion report assistance
8. Dedicated RSA and MinRegion review of submitted forms
	1. Filter on Market Participants, report type, report status, reporting period
	2. Ability to reject reports
	3. Ability to export submitted report information
9. Dedicated RSA and MinRegion analysis functionality
	1. Standard analytics-based report – mean, median, total, min max, structure %, distribution, ranking?
	2. Target report selection for analysis – DHC, Form Id, Reporting period, Reporting group, individual reports

## System Requirements

|  |  |  |
| --- | --- | --- |
| **#**  | **Requirement**  | **Detailed description**  |
| 1.  | Technology  | • Proven solution, based on efficient technologies and successfully implemented; |
| 2.  | Language  | • System user interface in Ukrainian.  |

## Functional requirements

This section defines the functional requirements for the MinRegion web-based reporting Solution including the reports that it is intended to support. The table shown below lists the functional requirements for the MinRegion web-based reporting Solution.

In the column labelled as “Response Description”, the Offeror should indicate (maximum 200 words) the way in which the requirement is fulfilled. The column may also reference the section in the proposal in which the item is fully described. Failure to provide a descriptive response will mean that your response will score less than if one is provided.

**Form A.3.**

|  |  |  |
| --- | --- | --- |
| **#** | **Requirements** | **Response Description** |
|  | **General Requirements** |  |
| 1 | A web-based solution shall be provided. |  |
| 2 | The language for the web-based solution shall be Ukrainian. |  |
| 3 | (Optional) For the purposes of testing and debugging, the web-based solution shall support English. |  |
| 4 | (Optional) There shall be a simple means to switch between Ukrainian and English. |  |
| 5 | (Optional) The Admin user shall have the capability to remove from view the control that switches the language from Ukrainian to English and back. This will prevent users from making this switch when the system is live. |  |
| 6 | The web-based solution shall support four distinct types of user interfaces: Admin, District Heating Company, Regional State Administration and MinRegion. |  |
| 7 | The web-based application UI/UX shall be designed for use by people that are not very experienced in the use of computers. |  |
| 8 | The supported web browser clients shall include the most current version of: Safari, Chrome, Edge and Firefox. |  |
| 9 | The solution data shall be stored within a database. |  |
|  | **User Accounts** |  |
| 10 | It shall be possible for MinRegion and RSA Admin users with the appropriate credentials to create user accounts. |  |
| 11 | The web-based solution shall provide a registration mechanism for District Heating Companies to register for an account. The purpose of this is to simplify the workload of creating District Heating Company user accounts. |  |
| 12 | The District Heating Company registration process shall require authorization or rejection by MinRegion or RSA.  |  |
| 13 | The logon on process shall support third party authentication using a Ukraine trusted provider. |  |
|  | **Communications Security** |  |
| 14 | The communications between the client browsers and the web-based solution shall be secured by SSL/TLS. |  |
|  | **Backup and Restoration** |  |
| 15 | The solution shall provide the means to back up its data. |  |
| 16 | The solution shall provide the means to restore its data. |  |
|  | **District Heating Company Functionality** |  |
| 17 | After logging into the Web-based solution, the District Heating Company user shall be able to perform the following: view a list of all reports that have been submitted in the past (rejected and accepted) and those that are open, view any of the reports submitted in the past, create new reports, enter data into open reports, submit reports and edit previously submitted reports. |  |
| 18 | The District Heating Company users shall have the capability to sort each list view column. |  |
| 19 | The District Heating Company users shall have the capability to filter each list view. |  |
| 20 | The web-based solution shall provide web form-based reports for District Heating Company users to input their report data. |  |
| 21 | The web-based solution shall provide the capability for District Heating Company users to submit their report data by importing an Excel spreadsheet. |  |
| 22 | The spreadsheet import process shall validate the report data that is imported as per the report design. |  |
| 23 | Web form reports shall be identified by name, number, version and creation date. |  |
| 24 | District Heating Company users shall have the capability of creating new report. |  |
| 25 | The solution shall save all submitted report revisions. |  |
| 26 | The solution shall prevent incomplete reports and reports accommodating mistakes as per the report definition from being submitted. |  |
| 27 | When a webform is submitted the submission date and time shall be automatically recorded in the database. |  |
| 28 | When a spreadsheet is submitted via import the submission date and time shall be automatically recorded in the database. |  |
| 29 | When a webform is approved the approval date and time shall be automatically recorded in the database. |  |
| 30 | When a webform is rejected the submission date and time shall be automatically recorded in the database. |  |
| 31 | District Heating Company users shall only be able to see their own reports. |  |
|  | **Web Forms and Spreadsheet Reports** |  |
| 32 | The solution shall be able to support the addition of new webforms. |  |
| 33 | The solution shall be able to support changes to existing webforms. This would be in the form of new versions to avoid disturbing the database structure. |  |
|  | **Report Aggregation and Analytics** |  |
| 34 | The solution shall support the aggregation of report data on a per District Heating Company user basis, period or time, report type and/or key reference.  |  |
| 35 | The solution shall support the following analytical functions: mean, median, max, min, summation, greater than, less than, equal to and historical trending, ranking, structure, distribution, data visualization.  |  |
| 36 | The report aggregation and analytics capability shall only be available to the Admin, MinRegion and Regional State Administration type users. |  |

## Estimated costs

The Respondent is requested to provide estimated costing information for the MinRegion web-based IT Solution and associated options, including maintenance cost, support features, acquisitions cost, and training. Tetra Tech Es, Inc. emphasizes that the proposed price will not be binding.

## Estimated delivery

The Respondent is requested to provide estimated delivery time frame information for the MinRegion web-based IT Solution and associated options. Tetra Tech Es, Inc. emphasizes that the estimated delivery time frame will not be binding.

# Attachment B: RFI Response Cover Letter

[On Firm’s Letterhead]

<Insert date>

TO: Tetra Tech Es, Inc.

We, the undersigned, would like to express our interest in being included in the procurement process for “Web-based reporting solution for DH stakeholders” and provide the attached information in response to RFI-UESP-2020-\_\_\_ “**Web-based DH reporting solution for Ministry of Territories and Communities Development**” dated *Click here to enter text*. Our attached RFI response contains the following information:

*Click here to enter text*

We understand that our RFI response does not bind Tetra Tech to accept any subsequent proposal it receives, make any purchases as a result of this RFI request or to provide payment for the preparation of any RFI response information submitted by *Click here to enter text*.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory: Click here to enter text.

Name of Firm: Click here to enter text.

Address: Click here to enter text.

Telephone: Click here to enter text.

Email: Click here to enter text.

Company Seal/Stamp: