



Request for Proposal (RFP)

Sub-Grant Opportunity

Business Verification & Reverification Services (Hatay & Şanlıurfa)

Request for Proposal (RFP) Number	SGA-22-02
Issuance Date	November 08, 2022
Closing Date	November 29, 2022
Closing Date - Timestamp	5:00 PM TRT (UTC+3)
Method of RFP Submission	Submit via email to: turkey.tenders@buildingmarkets.org
Subject Line	Price quote for SGA-22-02 Business Verification & Reverification Services
Submission Format	Submit via email to: turkey.tenders@buildingmarkets.org
Preferred currency of quotation	United States Dollars (USD)
Tax on Price Quotation	Must be inclusive of VAT and other applicable indirect taxes
Conditions for Release of Payment	All services delivered as per contract scope of work & deliverables
Period of Validity of Quotes starting on the Submission Date	60 Days
Evaluation Criteria	Financial Proposal (30%) Technical Proposal (70%) <ul style="list-style-type: none">• Relevance of experience (field work in southeastern region of Türkiye, collaboration with local government bodies, engaging with SMEs and entrepreneurs, references) - 35%• Clarify and responsiveness of proposal - 35%
Deadline for submitting questions	November 20, 2022
Informational webinar	Date: November 16, 2022 Time: 2:00 PM TRT (UTC+3), via Zoom (registration link)

About Us

[Building Markets](#) unleashes the transformational power of small businesses to address pressing social challenges by driving job creation and inclusive growth.

Global challenges we face today—poverty, inequality, climate change, environmental degradation, and injustice—cannot be solved without the involvement of the private sector. Solutions will require transformation in the form of new business models, new innovation, and new technology. This opens up exciting opportunities for small businesses around the world, which represent 90% of businesses and more than 50% of employment worldwide, to play an important role in creating positive social impact by driving job creation and inclusive growth, particularly for the economically vulnerable.

Building Markets develops trusted relationships with entrepreneurs and uses a data-driven approach to strengthen the capacity of small businesses to contribute to local marketplaces through end-to-end services. Our primary model has three pillars:

- FIND. We build better market information by verifying small businesses through in-depth surveys and publishing searchable business profiles and research reports.
- BUILD. We enhance the commercial and digital capacity of small businesses through training and advisory services, helping them compete in a global marketplace.
- CONNECT. We improve market efficiency through tender distribution services, matchmaking services, and events that enable small businesses to access new buyers, customers, and capital.

Utilizing this model in Türkiye since 2018, Building Markets provides a suite of services that support refugee and host community businesses. To date, we have created a [Business Directory](#) of +2,500 SMEs, distributed and published +3,700 opportunities on our [Tenders Directory](#), and [trained](#) or mentored 940 SMEs. [Market research](#) products published by Building Markets create an evidence base to better understand the economic contributions of refugees, and identify opportunities to promote social cohesion through economic development in Türkiye. Businesses participating in Building Markets activities have won over US \$28 million in new business opportunities, which has helped them to create or maintain over 3,000 full-time equivalent jobs across Türkiye, contributing to the household income of over 6,000 families.

Background

With the largest refugee population in the world, Türkiye is faced with the challenge of integrating 3.6 million Syrian newcomers into both its society and economy. The impact of the COVID-19 pandemic and resulting economic slowdown have compounded this challenge. It is currently estimated that more than 2 million Syrians in Türkiye are of working age, and 90% of the one million that are employed are working in the informal economy.¹² Ensuring refugees and other vulnerable populations can access reliable, formal employment gives them a path to self-reliance. Once integrated into the labor force, they can leverage their skills and capabilities, earn income, and provide for themselves and their families.

¹ Leghtas, I. 2019. "Insecure Future: Deportations and Lack of Legal Work for Refugees in Turkey." Refugees International. Available [here](#).

² Caro, L. 2020. "Syrian Refugees in the Turkish Labor Market." ILO Office in Türkiye. Available [here](#).

The negative economic impact of COVID-19 is expected to continue to shrink GDP, and Syrian SMEs will likely be disproportionately affected. This endangers the livelihoods of Syrian business owners, their employees, and their families. In an economy with high levels of unemployment (13.9% as of April 2021), particularly among young people (25.6% as of April 2021),³ social tensions between host communities and refugees can quickly escalate. In a difficult labor market, portions of the Turkish population feel that Syrians are taking jobs away from Turkish people, although there is no evidence supporting this claim. On the contrary, supporting refugee-owned businesses fills a gap in access to formal employment and reduces the informality of the broader Turkish labor market, thereby aligning with Turkish government goals.

The key to creating jobs and sustaining livelihoods in Türkiye is the country's micro, small, and medium-sized enterprises (SMEs), including those owned and managed by refugees. Türkiye offers ample opportunity for business development, as demonstrated by the thousands of companies that Syrian refugees have started in the last decade. Data collected by Building Markets indicates that in 2017 alone, Syrians invested more than \$330 million USD in capital into more than 6,000 new enterprises in the country. On average, these businesses were employing 10 people and reported that most of their employees were previously working in the informal sector, often in illegal, low-wage, and hazardous conditions.⁴

Limited visibility, access to relevant training, information, and capital, as well as partnerships that enable businesses to reach different stages in their lifecycle, hinder the growth, employment potential, and sustainability of Syrian-owned SMEs in Türkiye. For example, business support programs are largely inaccessible to Syrians due to cost, language, or lack of context in addressing challenges specific to refugee-owned firms. Programs also miss the opportunity to promote relationships between refugees and Turkish SMEs, which is crucial to integration, harmonization, and addressing unemployment and informal labor, and the overall growth of Türkiye's private sector. Additionally, while buyers and investors may wish to do business with Syrian-owned enterprises, they report an inability to identify qualified companies, as well as communication difficulties due to the language barrier.

The Building Markets Sustainable Marketplace project works to equip Syrian and refugee-owned SMEs in Türkiye with the knowledge, skills, and relationships they need to access new opportunities, grow and sustain their businesses, and create jobs. There is a great deal of room to scale these outcomes in a way that is meaningful for both refugee and host communities. This includes enabling mutually beneficial business partnerships between Turkish and Syrian entrepreneurs where there is complementary expertise. Turkish businesses sometimes reject the added value of Syrian SME partners, however, they often have access to export markets in the Middle East and North Africa (MENA) region and can more effectively communicate with potential buyers. In addition, local and international NGOs and companies interested in doing business with refugee-led companies often do not possess the relationships or data to include them in their local procurement. In addition to its verification, training, matchmaking, and tender distribution services, Building Markets actively leverages its connections, and deep understanding of and access to the local market to conduct research on Syrian and refugee-owned businesses and their contribution to the Turkish economy.

³ Turkish Statistical Institute (TurkStat). 2021. "Labor Force Statistics, April 2021." Available [here](#).

⁴ Building Markets. 2021. "A Syrian Business Hub in Fatih: The Ancient Heart of Istanbul." Available [here](#).

Scope of Work:

Summary

As part of its sub-grant program under the theme of “Sürdürülebilir Göçmen Girişimciliği - Sustainability in Refugee Entrepreneurship,” Building Markets is seeking partners to conduct business verification in Hatay & Şanlıurfa. The objective of the business verification service is to collect comprehensive business and market data, and contribute to an evidence base used to inform market research and service delivery. The sub-grant will be linked to Building Markets’ Sustainable Marketplace program, in particular activities related to boosting the visibility of refugee and host community SMEs in the marketplace and improving access to business opportunities. The partner will collaborate with Building Markets to embed verification methodologies and staff within their operations. The partner will also support Building Markets to scale the reach of the services to new populations of Syrians under temporary protection (SuTP) and host communities.

Business Verification Service Overview:

Business verification is the primary tool employed by Building Markets to identify program participants, directly engage with the business community, and collect firm-level data that informs market research, and provides information for buyers and investors seeking business opportunities with SMEs. The data is used to populate business profiles on the Online Business Directory to increase visibility of refugee, newcomer, and host-community SMEs. Some business listings are promoted through social media channels.

Site visits, phone calls and/or online meetings are conducted using a standardized survey that collects operational data that buyers, financial institutions, and local development agencies use to make procurement and investment decisions. The verification survey consists of over 120 questions regarding ownership, products and services, staffing, financial history and needs, business environment perception, and training needs, among others. Verification Officers collect information and record it in the Open Data Kit (ODK) system. Information from the verification survey is also used to create unique profiles on the Business Directory (see below). A re-verification survey ensures the integrity of data, highlights trends, and provides an opportunity to measure program impact. Re-verification is primarily conducted by phone.

The business verification partner will be responsible for the following:

- The partner is expected to embed and employ two experienced Verification Officers (one based in Hatay, one based in Şanlıurfa) to conduct verification surveys in Arabic and Turkish. The partner will identify and contact refugee-owned and local SMEs in Hatay and Şanlıurfa that meet BM's verification criteria⁵, introduce BM's services to the SMEs and conduct the survey via phone calls or in-person interviews at beneficiaries' premises, using standard questionnaires and scripts.
- Open Data Kit (ODK) system on tablets will be used to conduct the surveys, and then transferred to an excel sheet format to be cleaned and formatted by the partner as per BM's verification surveys standards⁶ and timeline.

⁵ The selection criteria list will be provided to the partner

⁶ A training on how to conduct and clean surveys will be delivered by BM team to cover the procedure and requirements

- The partner will collect signed consent forms⁷ from each SME verified to ensure compliance with the data privacy laws and to inform the beneficiaries how the data will be used and stored.
- To ensure high level coordination, the partner is expected to maintain excellent communication with BM's verification team, in order to flag concerning issues and report challenges.
- The partner should comply with the deadlines for submitting surveys and data cleaning defined by the BM.
- Using the trackers identified by BM for daily follow up & updates, partner with BM on providing quality assurance.
- The partner will organize six visibility events in Hatay and Şanlıurfa in collaboration with local government bodies, municipalities, chambers and other organizations. The events will aim to introduce and promote the partner's and Building Markets' services to SMEs and other stakeholders, and promote social inclusion through economic participation. Event themes and presentations will be prepared by the partner and shared with BM for review and approval.

Benefits for Partners:

It is expected that the selected partner will benefit from embedding of experience and qualified staff within their operation, expand their technical knowledge and implementation experience, and grow their capacity by adopting best practices supported by a robust track record of proven results. The partner will also gain experience in hosting events and engaging with community stakeholders.

Deliverables:

- The partner will be responsible for the verification of at least 100 new SMEs in and reverification of at least 250 SMEs.
- The partner will organize six events in Hatay and Şanlıurfa, in cooperation with Building Markets.
- The partner will be responsible for monitoring, evaluation, accountability and learning related to the activities funded through this grant mechanism.
- A final report to be submitted at the end of the agreement to discuss the impact of the partnership on the partner's capacity and learning process.

⁷ The consent form will be provided to the partner

Qualifications for eligibility for submission

- Only CSOs/NGOs registered in Türkiye or that have direct activity permission from the Türkiye Ministry of Interior.
- Partnerships: Expanding our reach to Türkiye's CSOs community
In order for Building Markets to increase our impact in developing capacities with local organizations in Türkiye, we aim to establish sub-grants with organizations to incorporate new approaches, talents, and views into our service offering to refugee entrepreneurs. We engage with a diverse range of partners who share our commitment to a results-based approach. All eligible academic institutions and civil society organizations are encouraged to apply.
- No private companies or organizations.
- Experience implementing INGO sub-grants, and complying with the Turkish and US government. Partners should have mature administrative and finance systems in place to meet all administrative and financial requirements.
- Ability and acceptance to adapt internal processes based on Building Markets' requirements and guidance.

Additional Eligibility Requirements

1. Applicant organizations must request a Unique Entity Identity Identifier (UEI) in the System for Award Management (SAM.gov) of the US Government. For more information, please visit the following sites, [prior to submitting a proposal to Building Markets:](#)
 - i. <https://www.gsa.gov/about-us/organization/federal-acquisition-service/office-of-systems-management/integrated-award-environment-iae/iae-systems-information-kit/unique-entity-identifier-update>
 - ii. https://www.fsd.gov/gsafsd_sp?id=kb_article_view&sysparm_article=KB0046482&sys_kb_id=6b8149b2db2e7c10060d5425f39619a8&spa=1. Please note that no agreement can be issued without a UEI.
 - iii. https://www.fsd.gov/sys_attachment.do?sys_id=ebaa950d1b6a7850fe314000f54bcb94
2. In addition to compliance with Turkish regulations, applicant organizations must comply with relevant statutes of the US Code of Federal Regulations.
3. United States 2 CFR Part 200 (<https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200>) (Code of Federal Regulations)
4. United States (<https://www.ecfr.gov/current/title-2/subtitle-B/chapter-VI/part-600>) (Code of Federal Regulations)
5. U.S. Department of State Standard Terms and Conditions (<https://www.state.gov/about-us-office-of-the-procurement-executive>)
6. U.S. Department of State Bureau of Population Refugees and Migration General NGO Guidelines (<https://www.state.gov/funding-opportunities/general-ngo-guidelines/>)
7. The applicant organizations must 1) comply with Executive Order 13224 barring transactions with entities that commit, threaten to commit, or support terrorism. The U.S. Department of Treasury maintains a list of identified prohibited entities at www.treas.gov/ofac; 2) conduct any funded program activities in accordance with Building Markets Code of Conduct, and codes regarding protection from sexual exploitation and abuse in humanitarian crisis; 3) comply with 2 CFR 200.113 by disclosing, in a timely manner, in writing, all allegations or violations of Federal criminal law involving fraud, bribery, illegal gratuities and allegations of sexual exploitation and abuse potentially affecting the Federal award; and 4) together with Building Markets, ensure that design, implementation, and evaluation of program activities meet [Sphere standards](#).

Required Qualifications

- Previous experience in conducting field work in the southeastern region of Türkiye, and in employing complex MEAL strategies.
- Previous experience in provision of services to SMEs and entrepreneurs.
- Demonstrated experience collecting large data sets and surveying.
- Demonstrated relationships and ability to collaborate with local government bodies, municipalities, chambers and other organizations as necessary.
- Fluency in English, Arabic and Turkish including excellent written, verbal communication.
- Have experience collaborating using G Suite applications and Microsoft Office tools (MS Excel).
- Willingness to participate in collaborative partnership with Building Markets, including prioritizing employing staff that Building Markets refers to for the project.

Selection & Evaluation Criteria

Selection Criteria	Available Points
Financial Proposal	30 pts
Technical Proposal	70 pts
<ul style="list-style-type: none"> ● Relevance of experience (field work in southeastern region of Türkiye, collaboration with local government bodies, engaging with SMEs and entrepreneurs, references) 	35 pts
<ul style="list-style-type: none"> ● Clarify and responsiveness of proposal 	35 pts

Terms and Conditions

General Terms and Conditions

Building Markets will review all proposals and score them based on the above criteria. Preferred and backup suppliers will be selected, after which a contract will be signed between the two parties.

Building Markets is not bound to accept any proposal, nor award a contract/ purchase order, nor be responsible for any costs associated with the preparation and submission of a proposal or cost proposal, regardless of the conduct or outcomes of the selection process.

Building Markets reserves the right to accept or reject any proposal, to render any or all proposals as non-responsive, and to annul the solicitation process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected supplier, or any obligation to inform the affected supplier(s) of the grounds for Building Markets' action. Building Markets shall neither be obliged to award the contract to the lowest price offer.

Conflict of Interest

Building Markets takes special care to comply with transparency, accountability, and generally applied work ethics within all domestic and donor regulations, and international laws applicable to the countries where it operates.

Any attempts or suspicion of misconduct to influence the integrity of the procurement process, whether by Building Markets personnel or outside suppliers, will be fully investigated. By submitting your price quotation, you accept to immediately declare any potential conflict of interest, even if cursory or unintentional, upon becoming aware of such for immediate internal review by the organization. Failure to declare such conflicts of interest, even if accidental, may result in litigation.

Non-disclosure Agreement and International Compliance

By submitting your price quotation, you agree that in the event of being selected to undertake this project, any team members involved in the development of the said project are willing to sign a non-disclosure agreement to maintain the confidentiality of the data involved.

You also agree to sign anti-terrorism and anti-fraud declaration forms and have your name searched against an international database conducting terrorism background checks. There is no additional burden to you as a supplier; only consent is required.

Compliance with personal data protection laws

Building Markets is committed to ensuring the security and protection of the personal information that we process, and to providing a compliant and consistent approach to data protection. If you have any questions related to our personal data protection compliance, please contact our Data Protection Officer (dpo@buildingmarkets.org) or make a Data Subject Access Request, which can be accessed from our website (www.buildingmarkets.org).

For the purposes of this RFP, the prospective supplier represents and warrants that it or any of its potential subcontractors are in full compliance with the Law on the Protection of Personal Data numbered 6698 (hereafter referred to as the “KVKK”) and any relevant applicable data protection legislation (hereafter referred to as the “Data Protection Regulations”).

Submission Instructions

To respond to this RFP, prospective bidders are required to submit the following documents:

<p>Email submission</p>	<p>Email your technical and financial proposal in PDF format to turkey.tenders@buildingmarkets.org with the subject line “Price quote for SGA-22-02 Business Verification & Reverification Services” by November 29, 2022 17:00 Türkiye time.</p>
<p>Submission Checklist</p>	<p>Submissions to include:</p> <ol style="list-style-type: none"> 1. Financial Proposal in USD using the attached RFP Proposal Template: <ol style="list-style-type: none"> a. Price offer to include all relevant taxes including VAT, b. Annotate with notes to illustrate items requiring further clarification such as goods & service delivery timelines, taxes calculations, foreign exchange conversions, etc. 2. A technical proposal using the attached RFP Proposal Template, including: <ol style="list-style-type: none"> a. Ability to deliver on the scope of work, b. Detailed work breakdown structure & timeline, c. Profile of key personnel including resumes and short bios, d. Portfolio demonstrating expertise in subject matter and previous experience delivering on similar scopes of work. 3. Curriculum vitae (CVs) for three key staff; 4. The organization registration documents with the Turkish authorities; 5. Provide the following for your organization: <ol style="list-style-type: none"> a. Official registered name and contact details, b. Key contact name, title, address (if different from above) address, direct telephone numbers, and email addresses, c. Signatories, individuals who are authorized to contractually bind the organization for any proposal against this RFP.
<p>Question and Answers</p>	<p>Building Markets manages an open and fair tender process. All questions from potential bidders are answered as soon as possible and shared publicly with other interested parties.</p> <p>Please email your questions to turkey.tenders@buildingmarkets.org. Your questions will be added to the below link, answered as soon as possible and publicly shared with all interested bidders.</p> <p>Please click on “Request Access” on the link below and we will grant your access as soon as possible.</p> <p>Q&A document can be found here: Link</p>