



# Request for Quotation (RFQ)

## Building Markets - IT Requirements Specification

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| Request for Quotation (RFQ) Number   | RFQ-22-20   |
| Issuance Date  | November 09, 2022   |
| Closing Date   | December 19, 2022   |
| Closing Date - Timestamp   | 5:00 PM ET (UTC-5)  |
| Method of RFP Submission   | Submit via email to: <a href="mailto:turkey.tenders@buildingmarkets.org">turkey.tenders@buildingmarkets.org</a>   |
| Subject Line   | Price quote for BM -TR-22-20  |
| Submission Format  | Email   |
| 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 Quotation (40%) <ul style="list-style-type: none"><li>• Itemized costs using the provided RFQ Template</li></ul> Technical Proposal (60%) <ul style="list-style-type: none"><li>• Detailed technical specification as described in "Goods &amp; Services required" section (30%)</li><li>• Portfolio of work and references and professional qualifications (Master's degree in Software Engineering or equivalent) - (30%)</li></ul> |
| Deadline for submitting questions  | November 21, 2022   |
| If you have any questions about this RFQ you can submit your questions to <a href="mailto:turkey.tenders@buildingmarkets.org">turkey.tenders@buildingmarkets.org</a> until the specified deadline with the subject line [Questions regarding BM -TR-22-20] |   |

## Who We Are

[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.

## Requirement

Building Markets seeks an expert to conduct an IT diagnostic to identify functionality and security of current IT infrastructure, and generate an actionable plan to manage, maintain and upgrade IT infrastructure.

Building Markets seeks an IT expert to provide

- 1) A diagnostic of IT stack, sites, tools
- 2) A plan to manage, maintain and upgrade IT infrastructure, which will be embedded into the organization's IT strategy
- 3) Support to develop an IT knowledge base
- 4) Provide a brief on IT Capability to support implementation of IT plan and strategy, including pricing

The review should also identify efficient processes for management, maintenance, integration, while reducing duplication. In addition, the review will make recommendations regarding streamlining of IT resources, develop a hosting strategy, maintenance and upgrade schedule. The selected provider will also provide technical support in planning enhancements and upgrades that support the organization's strategic programming objectives. The diagnostic should include recommendations on IT policies that the organization should put in place, based on leading practices for similar organizations.

The resulting plan will include recommendations regarding:

- Maintenance, development, improvement, redesign of current systems in terms of features, Automation, integration, and UI/UX. Detailed approach to creating and maintaining APIs across IT stack and websites
- Pathway to develop industry-leading digital tools to support our client requirements
- Analyzing and optimizing Google analytics and Facebook pixel tags data
- Recommendations regarding the development of new directory templates
- Advice on development of a knowledge base, including Step-by-Step Instructions, Flowcharts and videos

The review may be followed by implementation of the resulting plan, as agreed with Building Markets. Detailed pricing and commercial offer should be provided as a deliverable.

Building Markets will provide detailed information about IT systems and tools, as well as access to the tools needed to the selected bidder.

## Qualifications

Master's degree in Software Engineering and proven experience.

1. Expertise in various digital tools, programming types, mobile platforms/app creation, database technology (MySQL), and operating systems.  
(WordPress framework - PHP - CSS - Javascript - jQuery - WP Theme development - Rest API - WP Plugin development, Salesforce - Apex - Visualforce, Moodle, Laravel - Symfony)
2. Strong organizational and project management skills.
3. Excellent verbal communication skills in English and Turkish, Arabic and/or Spanish are a plus.
4. Excellent problem-solving skills.
5. Experience providing similar services to international teams/clients

## Services Required

The bidder should provide a detailed specification for each item description, highlighting leading practices to ensure that the best methodologies are applied for each item, as applicable.

Please provide a proposed delivery date, noting that we prefer all work to be completed by 3 February 2023, if possible.

| Item Number                       | Item Description  | Detailed Specification  | Quantity             | Proposed Delivery Date   |
|-----------------------------------|---|---|----------------------|--|
| Deliverable 1 - IT Diagnostic     |   |   |                      |  |
| 1                                 | IT Diagnostic Report/ Requirements Specification<br><br>IT diagnostic methodology for a complete diagnostic of the BM IT tools (mentioned above) and guide the best practices/gold standards to maintain and improve tools. | [Bidder to provide proposed detailed specification]                             | 1                    | [Bidder to propose]  |
| 2                                 | IT Diagnostic Findings Report<br>The reports and findings must include, at minimum:<br>Logical thread, Quantitative data, Qualitative data, Visuals, Closed loop.<br>Presentation to BM team and engagement                 | [Bidder to provide proposed detailed specification]                             | 1                    | [Bidder to propose]  |
| Deliverable 2 - IT Plan           |   |   |                      |  |
| 2                                 | Proposed methodology to develop an IT knowledge base<br><br>Content for knowledge base (Review and Update Building Markets IT Standard Operating Procedures to reflect its function)  | [Bidder to provide proposed detailed IT plan including methodology and content] | 1                    | [Bidder to propose]  |
| 2                                 | Provide guidance on how to streamline various accounts across platforms Building Markets needs. (WordPress, Moodle, Salesforce, Export Platform, and others: knowledge of mobile platforms/app creation)                    | [Bidder to provide guidance including methodology and content of proposed plan] | 1                    | [Bidder to propose]  |
| IT Capability - Offer of Services |   |   |                      |  |
|                                   | Direct support to implement recommendations - please describe how you would propose to provide ongoing services to Building Markets   | [Bidder to provide proposed detailed implementation plan and recommendations]   | Per hour or day rate | [Bidder to propose - price per hour/day needs to be specified in financial proposal] |

Selection Criteria

| Selection Criteria  | Weighting | Available Points |
|---|-----------|------------------|
| -Financial or Cost Proposal   | 40%       | 40 pts           |
| -Professional Competence (in accordance with the required services)<br>-Master's degree in Software Engineering or equivalent<br>-Portfolio of work | 40%       | 40 pts           |
| -References provided by clients for whom he has done comparable work  | 20%       | 20 pts           |

Only bids exceeding a Technical Proposal score of (70 out of 100) will be considered for financial evaluation.

## Terms and Conditions

### General Terms and Conditions

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

A Firm Fixed Price (FFP)/ Service Agreement/ Consulting Agreement will be awarded as a result of this RFQ.

Under a Service Agreement, the Supplier agrees to a specific cost for a set good or service at the negotiated price. The FWA will thus not be adjusted on the basis of the supplier's actual costs incurred in performing the contract, which means that the supplier assumes all cost risk of contract performance. The supplier agrees to propose the technical specifications required for this RFQ. Building Markets will issue Purchase Orders indicating the number and extent of the good or service requested from the agreed Service Agreement prices. Building Markets reserves the right not to issue any Purchase Orders despite entering into the Service Agreement.

Building Markets is not bound to accept any quotation, nor award a contract/ Purchase Order, nor be responsible for any costs associated with the preparation and submission of a quotation, 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 nonresponsive, 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.

While Building Markets prefers to work with a single supplier, the organization reserves the right to divide the work under this RFQ across multiple service providers. Prospective suppliers are encouraged to highlight areas of relative expertise when submitting their offers.

### 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 fully be 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 said project are willing to sign a non-disclosure agreement to maintain confidentiality of 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 provide 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 ([sabarek@buildingmarkets.org](mailto:sabarek@buildingmarkets.org)) or make a Data Subject Access Request, which can be accessed from our website ([www.buildingmarkets.org](http://www.buildingmarkets.org))

For the purposes of this RFQ, 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 RFQ, prospective suppliers are required to submit the following documents:

|                      |  |
|----------------------|--|
| Email submission     | Email your technical and financial proposal to <a href="mailto:turkey.tenders@buildingmarkets.org">turkey.tenders@buildingmarkets.org</a> with the subject line [Price quote for BM -TR-22-20] by [19 December 2022 - 17:00, GMT+03:00]. |
| Submission Checklist | Submissions to include:<br>1. Quotation using the attached RFQ Financial Proposal Template:<br>a. Price offer to be in USD and to include all relevant taxes including VAT, based on detailed technical specification provided;          |

|                             |  |
|-----------------------------|--|
|                             | <ul style="list-style-type: none"> <li>b. Annotate with notes to illustrate items requiring further clarification such as goods &amp; service delivery timelines, tax/VAT calculations,</li> </ul> <ol style="list-style-type: none"> <li>2. Detailed technical specification/offer as described in services required section (provide an additional document if needed)             <ul style="list-style-type: none"> <li>a. Portfolio of work and professional qualifications (Master’s degree in Software Engineering or equivalent), that demonstrates :                 <ul style="list-style-type: none"> <li>i. Qualifications and ability to deliver the scope of work,</li> <li>ii. Profile of key personnel/consultant(s), including CV(s) and short bio(s),</li> <li>iii. Portfolio demonstrating subject matter expertise and previous experience delivering similar scope of work.</li> </ul> </li> </ul> </li> <li>3. Three (3) professional references provided by clients for whom comparable work is delivered</li> <li>4. Earliest available start date to commence work or deliver the services in this RFQ</li> </ol> |
| <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 <a href="mailto:turkey.tenders@buildingmarkets.org">turkey.tenders@buildingmarkets.org</a>. 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&amp;A document can be found here: <a href="#">Link</a></p>   |