ЗДРУЖЕНИЕ ИНИЦИЈАТИВА ЗА ЕКОНОМСКИ РАЗВОЈ НА РОМИТЕ РЕДИ СКОПЈЕ
ROMA ENTREPRENEURSHIP DEVELOPMENT INITIATIVE REDI SKOPJE

Ул. Црвена Вода 37-1 1000 Скопје - https://redi-ngo.eu/ - office@redi-ngo.eu - St.Crvena Voda 37-1 1000 Skopje

REQUEST FOR QUOTATIONS (RFQ)

Services: Upgrading and enhancing the PappoShop Marketplace Platform for Roma entrepreneurs in North Macedonia and Western Balkans

Reference No.: REDI/2026/1

Issued by: REDI Skopje (Roma Entrepreneurship Development Initiative)

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1. Introduction and Invitation

REDI Skopje, a regional ecosystem builder that supports Roma entrepreneurs through inclusive green economic initiatives, invites qualified and experienced **IT companies** to submit quotations for the **upgrade and enhancement of the PappoShop marketplace platform**, a digital platform supporting Roma entrepreneurs in North Macedonia and the Western Balkans.

This procurement is part of REDI's strategic partnership with RECONOMY, and supports the operations of REDI Recycling, a social enterprise dedicated to the integration of informal Roma waste collectors into formalized, sustainable economic systems. PappoShop is an existing online marketplace developed under REDI's regional initiatives to support Roma-owned micro-businesses by providing digital visibility and enabling marketplace access. The initiative seeks to expand REDI's circular economy activities by aims to introduce advanced technical features, AI-driven functionalities, and overall performance improvements that enhance the platform's user experience, inclusiveness, and sustainability.

The maximum available budget for this contract is CHF 9.000 Offers exceeding this amount will not be considered.

Qualified IT companies with experience in e-commerce/marketplace development, AI tools, analytics dashboards, platform localization, and technical optimization are invited to submit a complete application—comprising a Letter of Interest, Declaration of Honour, financial offer in CHF, proof of legal registration and any additional supporting documents—no later than **July 15, 2026**, by the end of the day, to redimk@redi-ngo.eu with the subject line:
"For the Call: Upgrading and enhancing the PappoShop Marketplace Platform for Roma entrepreneurs in North Macedonia and Western Balkans"

All offers must remain valid for a minimum of 60 calendar days from the date of submission.

2. Object of the services

The primary objective of this procurement is to engage an IT company that will assess, develop, and implement advanced upgrades to the PappoShop online marketplace. The goal is to equip Roma entrepreneurs with an improved digital platform that enhances visibility, promotes inclusive digital participation, and supports business growth.
This initiative is undertaken by REDI NGO, in partnership with RECONOMY, and is directly aligned with REDI's mission to foster inclusive green economies, empower marginalized groups, and drive community-led environmental innovation. The upgraded PappoShop platform will serve as a central digital space for participatory engagement, capacity building, and market access, with a particular focus on Roma entrepreneurs.
By providing enhanced IT solutions, system functionalities, and technical support, the initiative aims to strengthen participants' ability to showcase, manage, and sell their products online, thereby increasing economic inclusion and creating sustainable livelihood opportunities. Through this procurement, REDI NGO and RECONOMY seek to ensure the availability of high-quality, secure, and scalable digital infrastructure that supports an accessible, functional, and user-friendly online marketplace environment.

The purpose of this procurement is to contract an IT company to deliver advanced technical development, system optimization, and platform enhancements required for the effective operation and long-term sustainability of the PappoShop online marketplace, implemented by REDI NGO in partnership with RECONOMY.

The consultancy will include:

- Product and seller rating and review systems
- Automatic weekly newsletter and personalized recommendation newsletter
- Marketing banners and advertisement module
- Wishlist, favorites, and recently viewed products
- AI chat assistant and product/service recommendation engine
- Abandoned cart reminders, seller dashboard improvements, verified seller badge and trust score
- Buyer phone verification and anti-fraud checks
- Admin analytics dashboard

This assignment directly contributes to REDI's mission of digital inclusion and economic empowerment for Roma communities through accessible technology and sustainable entrepreneurship.

3. Deliverables

3.1 Technical Development Deliverables

- Product and seller rating and review systems
- Automatic weekly newsletter and personalized recommendation newsletter
- Marketing banners and advertisement module
- Wishlist, favorites, and recently viewed products
- AI chat assistant and product/service recommendation engine
- Abandoned cart reminders, seller dashboard improvements, verified seller badge and trust score
- Buyer phone verification and anti-fraud checks
- Admin analytics dashboard and backend optimization

3.2 Documentation & Training

- Technical documentation
- Maintenance guidelines
- User manuals
- Training sessions for REDI staff

3.3 Final Outputs

- Fully upgraded, tested, deployed PappoShop platform
- Final handover report

- Post-implementation support

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4. Workplan and Timeline

The consultancy will be implemented over a period of 60 days, followed by the provision of technical support services for the platform for at least 60 days, according to the following schedule:

Week 1 – Inception & Technical Assessment

- Kick-off meeting
- Review of existing PappoShop
- Requirements analysis
- Inception report

Week 2 – System Design & Technical Architecture

- Platform architecture assessment
- Workflow and integration design
- Approval of technical solution

Weeks 3–4 – Development & Integration of Phase 1 Features

- Product and seller rating systems
- Automatic weekly newsletter
- Marketing banners and advertisement module
- Wishlist, favorites, and recently viewed products
- Continuous backend optimization

Weeks 5–6 – Development & Integration of Phase 2 Features

- AI chat assistant and product/service recommendation engine

- Personalized recommendation newsletter and abandoned cart reminders
- Seller dashboard improvements, verified seller badge and trust score
- Buyer phone verification, anti-fraud checks, and admin analytics dashboard

Week 7 – Testing & Quality Assurance

- Functional, security & performance testing
- Bug fixes
- User Acceptance Testing (UAT) with REDI

Week 8 – Deployment & Handover

- Deployment on the live platform
- Documentation handover
- Staff training
- Initial support period

5.Contract and Payment Terms

The contract will be signed between REDI Skopje and the selected IT Company.

Service contract under REDI terms aligned with Sida procurement provisions.
Payments: 20% mid-term upon satisfactory delivery of the technical approach and methodology and work plan ; 50% after half of the deliverables and 30% acceptance of final deliverables and report.

Compliance: Companies must adhere to Sida rules, GDPR, donor visibility, and ethical portrayal of Roma communities.

Intellectual Property: All materials (incl. raw files) become REDI's property upon payment.

6. Eligibility to Participate

Eligible applicants must:

- Be a legally registered IT company

- Have proven experience in e-commerce platform development
- Demonstrate expertise in AI functionalities, recommendation systems, analytics dashboards, anti-fraud mechanisms, and seller management tools
- Provide references from similar previous projects
- Have the capacity to deliver testing, documentation, training, and support

To be deemed eligible, applicants must meet the following minimum requirements**:**

6.1 Legal and Administrative Requirements:

- Be a registered business in North Macedonia

7. Technical specification

- The company must demonstrate capacity and experience in:
- o E-commerce platform development/upgrading
- o AI chat assistants, recommendation engines, and personalized newsletter systems
- o Search optimization
- o Data analytics and dashboards
- o Anti-fraud systems, buyer verification, and trust/rating mechanisms
- o Marketing automation (newsletters, banners, abandoned cart reminders)
- o Performance optimization
- o UX/UI improvement
- o Software testing and QA
- o Technical documentation

8. Proposal Submission Requirements

The IT company must submit the following documentation electronically:

- Company Profile – overview, experience, and relevant projects;
- Technical Proposal – approach, methodology, timeline, and deliverables;
- Team Composition – key personnel and qualifications;
- Financial Proposal – detailed budget for all activities;
- References / Portfolio – examples of similar projects.;
- A Declaration of Honour;
- A Financial Offer (expressed in CHF), indicating the total rental cost for the 3-month period, with a clear breakdown (monthly rate, any additional fees or services);
- Proof of Legal Registration and any supporting documentation demonstrating ownership, lease rights, or property management authority;
- Any additional references or documentation (e.g., past collaboration with NGOs or community organizations, user testimonials, certificates of compliance with safety regulations) that may support the application.

9. Proposal Submission and Opening

All proposals must be submitted electronically in PDF format by **July 15, 2026**, by the end of the day on the following mail address: **redimk@redi-ngo.eu** REDI's Evaluation Committee will conduct an internal (non-public) opening session on the same day. Proposals received after the deadline will not be opened or considered.

10. Language of the Proposal

All parts of the proposal must be submitted in English. This includes supporting documentation, annexes, and correspondence.

11. Currency of the Financial Offer

All financial offers must be expressed in Swiss Franc (CHF) to ensure transparency and facilitate comparability. Offers submitted in any other currency will be considered non-compliant.

12. Award Criterion

Criteria	**Weight**
Compliance with Technical Requirements	40%
Relevant Experience & Capacity	25%
Quality of Proposed Methodology	15%
Financial Offer	20%

Annex 1 – Technical Proposal Format
Annex 2 – Financial Proposal Format
Annex 3 – Declaration of Honor and Integrity Statement

Annex 1 – Technical Proposal

1. Legal Entity Profile:

Legal Name of Company/Organization:

Country of Registration:

Registration Number / Business License:

Tax Number (if applicable):

Authorized Representative (Full Name and Position):

Official Address:

Phone Number:

Annex 2 – Financial Proposal

Provide all costs in CHF and inclusive of applicable taxes.

Item	Unit Cost (CHF)	Grand Total (CHF)

Annex 3 – Declaration of Honour and Integrity Statement

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In the context of the present procurement procedure, the undersigned, duly authorised to represent the tenderer, hereby declares, on their honour, the following:

1. **Commitment to Integrity and Ethical Conduct**
   REDI Skopje is committed to conducting its procurement processes with the highest standards of integrity, transparency, and accountability. The undersigned affirms their full commitment to these principles throughout the entire procurement process.
2. **Fair Competition and Equal Treatment**
   The undersigned declares that the tenderer will participate in the procedure under conditions of fair competition and equal treatment. All tenderers shall be treated without discrimination, irrespective of nationality, gender, ethnicity, religion, political belief, or any other characteristic not relevant to the evaluation criteria. Any attempt to gain undue advantage through collusion, coercion, or misuse of privileged information is strictly prohibited and will result in immediate disqualification.
3. **Conflict of Interest**
   The undersigned confirms that there are no actual, potential, or perceived conflicts of interest that may affect the impartiality or objectivity of the tenderer's participation in this procedure. Any such situations that arise during the course of the process will be promptly disclosed to REDI Skopje.
4. **Zero Tolerance for Unethical Conduct**
   The undersigned acknowledges that fraud, corruption, bribery, and any form of unethical behavior are strictly forbidden. Any suspicion or evidence of such conduct will be investigated and may lead to exclusion from the procurement process and/or termination of any contract awarded.
5. **Confidentiality**
   All information received or exchanged as part of this procurement procedure shall be treated as confidential and used solely for the purposes of evaluation and contracting.
6. **Reporting Misconduct**
   The undersigned is aware that REDI Skopje encourages the reporting of any unethical behavior or misconduct related to the procurement process, which may be submitted in confidence to: redimk@redi-ngo.eu.

By signing and submitting this Declaration of Honour, the tenderer affirms their acceptance of the obligations and principles set out above.

Name of Tenderer: _____
Name and Position of Authorised Representative: _____
Signature: _____
Date: _____