



Mercy Corps

Request for Proposal – MicroMentor Software Engineer

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I. MERCY CORPS OVERVIEW

Since 1979, we have helped people grappling with the toughest hardships survive — and then thrive. That's the heart of our approach: We help communities turn crisis into opportunity. Throughout our history, Mercy Corps has demonstrated innovation, timeliness and the ability to adapt quickly to changing realities.

Today, Mercy Corps is working in more than 40 countries to help people recover from disasters, build stronger communities and find their own solutions to poverty. The agency consistently ranks as one of America's most effective and efficient charitable organizations. Over the last five years, more than 87 percent of resources have been allocated directly to programs that help families turn crisis into opportunity in some of the world's toughest places.

Thanks to our donors, we have provided \$4 billion in lifesaving assistance to more than 220 million people over the last 40 years.

Our impact:

- Reached nearly 28 million people in more than 40 countries
- Infused more than \$32 million in emergency cash to local economies
- Helped more than 7.6 million women, children and young people under age 25
- Our work in Yemen alone reached more than 3.7 million people
- Our teams in the Democratic Republic of Congo reached more than 1 million people

See more details about our impact: <http://www.mercycorps.org>

II. PROJECT BACKGROUND AND CONTEXT

MicroMentor is a growing program within Mercy Corps and functions much like a technology start-up. Through a proprietary online mentoring platform, MicroMentor provides a technology solution that connects small business owners and entrepreneurs with skilled volunteer business mentors on a global scale. In addition to managing the general community of users, MicroMentor provides a niche product offering to corporations, international NGOs and government entities as a program-implementing partner.

III. DESIRED SERVICES & SCOPE OF WORK

We are looking for a Software Engineer who is responsible for the maintenance of MicroMentor's existing feature set and for helping to develop new features. The ideal candidate is interested in creating innovative web applications and is comfortable across a range of technologies. Our technology stack uses Python/Django, PostgreSQL, Wagtail CMS, and Zurb Foundation CSS framework. Experience with React is a plus. This person is a reliable teammate, a strong communicator, and knowledgeable in their field.

You are comfortable wearing many hats and can work across the entire tech stack. You are results-driven and accountable. You can read design documentation and solicit clarifications for documentation. You can write proofs-of-concept or prototypes to explore undocumented software edges. Your code is easily understood by other humans, including your future self. You write unit tests and participate in code reviews. You are open, honest, and self-critical and exhibit the utmost integrity. You approach problems with a mindset of possibility and abundance. You can work independently with incomplete documentation. You are enthusiastic about working for a mission-driven organization.

You will be working closely with team members across functions and geographies. We are a fast-growing startup within a large international NGO and our days are fun and intense.

Our team is diverse, driven, hardworking and highly committed to the mission of helping small businesses thrive through mentoring.

Consultant Activities/Deliverables:

Software Development

- Write clean, readable code for new and existing features
- Supplement feature development with unit and integration tests
- Anticipate edge cases and side effects of changes to the system
- Participate in code reviews
- Write technical documentation
- Read design documentation and solicit clarifications
- Create proofs-of-concept or prototypes, especially for situations where documentation is ambiguous or incomplete
- Report and diagnose bugs and issues that may arise
- Help triage issues for product maintenance

Product Development

- Help designers and other team members identify minimally-viable feature sets
- Participate in estimation and scoping exercises
- Participate in brainstorming or other design meetings
- Help designers discover edge cases where development is problematic
- Help optimize product and project management processes

Organizational Learning

- As part of our commitment to organizational learning and in support of our understanding that learning organizations are more effective, efficient and relevant to the communities they serve, we expect all team members to commit 5% of their time to learning activities that benefit Mercy Corps as well as themselves.

Accountability to Beneficiaries

- Mercy Corps team members are expected to support all efforts toward accountability, specifically to our beneficiaries and to international standards guiding international relief and development work, while actively engaging beneficiary communities as equal partners in the design, monitoring and evaluation of our field projects.

Timeframe / Schedule:

Full time, ongoing engagement to start immediately. Initial contract to be of 6-month duration, working remotely until the Mercy Corps HQ office is reopened. Mercy Corps HQ is located in Portland, Oregon, USA.

Required Experience & Skills:

The ideal consultant will have the following experience and skills:

- BA/BS degree and 5+ years of relevant experience (Degree in Computer Science or related field preferred but not required)
- Experience with Python.
- Experience with mobile-responsive front end development, including HTML, CSS, JavaScript, etc.
- Experience with Zurb Foundation and BEM principles preferred.
- Experience working in a Distributed/Cloud-based environment to build highly scalable applications (AWS, Google Cloud, etc.) Experience with Heroku preferred.
- Experience with RESTful API development
- Experience with development of large-scale software projects.
- Good understanding of MVC / MVVM concepts. Experience with Django strongly preferred.
- Experience with CMSes. Experience with Wagtail CMS preferred.
- Experience with SQL or NoSQL database technologies (e.g. MySQL, Elasticsearch, Redis, etc.). Experience with PostgreSQL preferred.
- Experience writing unit tests and integration tests.
- Experience integrating with outside systems such as CRM, email providers & third-party APIs. Experience with Salesforce integrations preferred.
- Strong communication and interpersonal skills:
- Fluency in English required.
- Able to communicate clearly using a variety of approaches.
- Able to read and interpret web software design documentation and solicit clarifications for documentation.
- Able to make and demonstrate prototypes for features with ambiguous or incomplete documentation.
- Able to read and write technical documentation.
- Able to articulate ideas to both technical and non-technical audiences.
- Able to relate to people with different backgrounds from around the world.
- Able to work remotely and attend meetings on Pacific time.

The MicroMentor Software Engineer will be experienced, driven, and have experience with building platforms and working with diverse teams across geographies. Ensuring that the technology meets the needs of a growing, global population, particularly those in developing markets is essential. It will also be essential to listen to the voice of stakeholders, partners and customers in this development process. Demonstrated communication skills and working creatively with limited resources and a small team will work to the candidates favor. They must have the ability to think critically and make good decisions that contribute to the team's success. The engineer must have a proven ability to learn quickly and adapt to new situations, to understand the larger picture while remaining focused on the details and maintain an even temperament under stressful situations. A good sense of humor is appreciated. Awareness of and sensitivity to multicultural international development work is required.

IV. EVALUATION OF PROPOSALS

Proposals will be scored using the following technical criteria. Points for each question will range from 0-25 the maximum technical score is 100 points. Proposals should address each evaluation criteria.

- Adherence to the RFP Requirements: Did the bidder conform to all requirements and product or service specifications in the RFQ or RFP? (0-25)
- Technical Criteria: Includes the bidder's understanding of the service or procurement required, bidders' management plan, supplier's qualifications and bidders' overall resources. Does the supplier have the right qualifications (registration, insurance, experience)? (0-25)
- Management Criteria: Includes the bidder's experience on similar projects, bidder's performance on similar projects, bidder's available facilities and resources for the project and the bidder's plan for management and control of the project. (0-25)
- Cost Criteria: Is the cost within any pre-determined price range, such as cost estimates from a market analysis? In most cases cost is evaluated using value for money unless otherwise directed by donor requirements. (0-25)

V. PROPOSAL FORMAT & REQUIREMENTS

In order to secure information in a form, which will ensure that your proposal will be properly evaluated, you are asked to submit your proposal in the format listed below. Standard proposal formats are acceptable provided the following information is included:

1. Name, address, telephone number and email address for principal contact.
2. A brief outline of your organization and services offered, including:
 - Full legal name, jurisdiction of organization or incorporation and address of the company
 - Full legal name and country of citizenry of company's President and/or Chief Executive Officer, and all other officers and senior managers of the company
 - Year business was established
3. Name and professional qualifications of personnel who would provide the services.
4. Names, addresses, phone numbers and email addresses of at least two clients of similar industry and scope of operations as Mercy Corps that can be contacted as references.

CONTACT FOR BID INQUIRIES

All inquiries concerning this solicitation shall be addressed to the following Designated Contacts:

- Mark Spencer | Global Procurement | mspencer@mercycorps.org

Please email an electronic version of your response (via e-mail), including all supporting documentation, and direct questions about the RFP to each of the designated contacts.

All questions should be submitted in writing (via email) citing the particular bid section and paragraph number. Bidders should note that all clarifications and exceptions are to be resolved prior to the submission of a bid.

Only questions received during the Question and Answer period (as outlined in the RFP Calendar) will be addressed. No telephone questions will be answered. Official answers to the questions will be posted on Mercy Corps website at www.mercycorps.org/tenders

RFP CALENDAR/TIMELINE

- RFP published May 11th 2020
- Questions and Answers period May 11th to May 20th
- RFP responses due May 22nd
- Vendor selected and notified Early June

VI. OTHER TERMS & CONDITIONS

WITHDRAWAL OF RFP

Proposals may be withdrawn before the RFP submittal deadline by submitting a written request to the Contact Person. Re-submittal before the RFP submittal deadline can be made; however, they may not be re-submitted after the deadline.

RFP COSTS

All costs incurred in the preparation and presentation of proposals to the RFP shall be completely absorbed by the responding party to the RFP. All documents submitted as part of the RFP will become property of the Mercy Corps. Requests for specific material to be returned will be considered. Any material submitted that is confidential must be clearly marked as such.

AWARD BASIS

At the option of the Mercy Corps, finalists for the Agent designation may be selected for a final round of negotiations; however, applicants are encouraged to present their best offers with their initial submission. Mercy Corps reserves the right to accept or reject any and all proposals, to waive any irregularities in any proposal process, and to make an award of contract in any manner in which Mercy Corps, acting in the sole and exclusive exercise of its discretion, deems to be in Mercy Corps best interest.

CONTRACTUAL DEVELOPMENT

Once an applicant is approved as the exclusive Agent, the successful respondent will enter into a contract with the Mercy Corps. Contract discussion and negotiation will follow the award selection. Bidders must be amenable to inclusion, in a contract, of any information provided whether herein or in response to this RFP, or developed subsequently during the selection process.

CONTRACT TERMS

Firms that are selected as the exclusive Agent are eligible to enter into a service contract. Mercy Corps may terminate the contract upon written notice to the Agent of not less than thirty (30) days.

EQUAL OPPORTUNITY

Mercy Corps emphasizes that all respondents will receive full consideration without regard to race, color, religion, sex, national origin, sex, disability, age or sexual orientation. Minority and women-owned firms are especially encouraged to respond to this RFP.

LIMITATIONS

Mercy Corps, reserves the right to reject any and all Proposals and to waive any informality in the solicitation process. Total proposal length excluding cover letter, details of professionals who will provide services, and contact information of client references, should not exceed 12 pages.