

Expression of Interest (EOI)

Information Technology Provider for The Markets Project

Background

As part of *The Markets* project, the Bahamas Development Bank (BDB) seeks to engage a qualified Information Technology Provider to design, develop, and maintain an integrated digital ecosystem that supports the operational, financial, and customer relationship management needs of “*The Markets*”. A graphic of the system architecture has been provided. BDB is open to Software as a Service (SaaS) solutions or custom-developed software, provided the proposed system is cost-effective, functional, and scalable. The provider must also ensure long-term system maintenance and periodic upgrades to adapt to evolving business needs.

Technology Requirements

The technology provider will be responsible for delivering a comprehensive digital infrastructure, including but not limited to:

1. E-Commerce & Virtual Marketplace

- Develop a single, unified e-commerce platform with a centralized checkout cart for multiple vendors.
- Implement multi-currency support and secure payment processing (credit cards, digital wallets, mobile banking).
- Enable personalized product recommendations, cross-selling, and upselling features.
- Integrate a vendor dashboard for inventory, sales tracking, and customer relationship management (CRM).
- Link the e-commerce platform directly to order fulfillment services managed by the Operational Management Company (OMC).

2. Integrated Inventory & Order Management

- Develop a real-time inventory management system, syncing with a centralized Point of Sale (POS) system across multiple outlets.
- Ensure vendors have individual inventory reports, sales summaries, and pending order tracking.
- Provide system-wide oversight for the OMC firm, including aggregate inventory and sales performance metrics.
- Enable tracking of orders in transit (shipped orders) and low-stock alerts.

3. Customer Relationship Management (CRM)

- Implement CRM features for both vendors and the OMC firm to track customer interactions and purchasing trends.
- Provide data analytics dashboards to inform marketing and sales strategies.
- Allow segmentation of customer data for targeted promotions and engagement campaigns.

4. Booking System for Experiences & Events

- Develop a web-based booking system integrated with The Markets website.
- Automate confirmation emails, reminders, and cancellations for customers.

- Support third-party booking integrations where applicable.

5. Security, Hosting & Maintenance

- Implement robust data security measures, including SSL encryption, PCI-DSS compliance, and GDPR/CCPA compliance.
- Provide a reliable hosting and server infrastructure with redundancy and backup protocols.
- Ensure ongoing system maintenance and propose a long-term upgrade strategy.
- Establish a data recovery and cybersecurity risk management plan.

Requirements for Firms

To be considered, firms must:

- Be licensed and compliant with all government regulations related to IT services and data security.
- Demonstrate experience in developing, maintaining, and securing e-commerce, CRM, and inventory management systems.
- Have the capacity to support long-term maintenance and upgrades, ensuring continued functionality and security.
- Have a proven track record of successfully delivering scalable and cost-effective IT solutions.
- Compliance with all regulatory requirements, including a valid Business License and Tax Compliance Certificate.

BDB welcomes submissions from single firms or a consortium of firms, provided they can demonstrate clear accountability and seamless integration of services.

Submission Requirements

This Expression of Interest (EOI) is intended to identify firms with the capacity and expertise to develop and maintain the required digital infrastructure. At this stage, BDB is seeking general information on how the company operates, its experience, and its ability to meet the outlined requirements. Firms are required to submit:

1. Company Profile – Overview of the company's operations, years of experience, organizational structure, and key personnel.
2. Description of Services & Capabilities – A summary of the firm's core competencies, technologies used, and past relevant experience.
3. Portfolio of Past Projects – Focus on e-commerce, inventory management, and CRM implementations.
4. General Approach & Methodology – A high-level outline of how the firm would approach meeting BDB's needs, including whether the solution will be custom-built or SaaS-based.
5. Hosting & Security Capabilities – General details on the firm's approach to data security, hosting infrastructure, and system reliability.
6. Long-Term Support & Maintenance – Overview of the firm's capability for system updates, troubleshooting, and scalability over time.

Next Steps

Shortlisted firms will be invited for discussions before submitting:

- Technical Proposal – Detailed approach, methodology, and timeline.
- Financial Proposal – Budget breakdown.

All submissions must be sent electronically to sdi@bdb.gov.bs by March 14th, 2025. For further inquiries, contact sdi@bdb.gov.bs.

BDB reserves the right to accept or reject any or all submissions.

System Requirements

