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**Qualification Requirements:**

The Service Provider will supply to the UNDP a fully functional BI tool that remains continuously accessible, available and fully operational, 365 days a year in accordance with this Terms of Reference, save and except any pre-agreed maintenance or other outage periods as agreed in writing with the UNDP. The BI tool’s performance will be measured and monitored in accordance with his Terms of Reference which will form an integral part of the Contract.

Where reference is made to any standards this is for reference purposes only and should be interpreted to be accompanied by the words “or equivalent”. However, it will be the responsibility of the prospective Service Provider to prove to UNDP that other standard proposed is at least equivalent to what is requested by UNDP and will be compatible with (and will not negatively impact and/or cause any derogation to the performance of) beneficiaries’ IT infrastructure by fulfilling the requirements specified in this document.

1. **Data connectivity**

The BI tool will have the ability to connect to several input sources (considering Windows as OS in corporate PCs):

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| **Requirements of Service** | **Compliance with ToR** | | |
| Yes, we comply | No, we cannot comply  *(indicate discrepancies)* | Comments |
| Relational Database Management System (RDBMS): |  |  |  |
| Microsoft SQL Server. |  |  |  |
| Oracle. |  |  |  |
| PostgreSQL. |  |  |  |
| MySQL. |  |  |  |
| The BI tool will be able to work with and read several data formats:  Structured files: |  |  |  |
| Excel Spreadsheets (XLSX, XLSM, XLS). |  |  |  |
| Access databases (ACCDB). |  |  |  |
| Open Document Format, JSON, XmL |  |  |  |
| Unstructured files: |  |  |  |
| The BI tool must be able to join several inputs independently of the source and format, using a visual method allowing all the data join possibilities. |  |  |  |

1. **Web visualisation capabilities**

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| **Requirements of Service** | **Compliance with ToR** | | | |
| Yes, we comply | No, we cannot comply  *(indicate discrepancies)* | Comments |
| Have a web Interface or the possibility to publish on a web interface which can display the reports and dashboards internally (e.g. embedded reports). |  |  |  |
| Allow web customisation for branding, CSS, logo and font type. |  |  |  |
| Offer web interface which must work in most common web-browsers, at least the following: Chrome 57 and higher, Internet Explorer 11 and higher, Firefox 52 and higher, Edge. |  |  |  |

1. **Dashboard/Reporting capabilities**

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| **Requirements of Service** | **Compliance with ToR** | | |
| Yes, we comply | No, we cannot comply  *(indicate discrepancies)* | Comments |
| Enable both tabular and graphic reports |  |  |  |
| Offer a range of graphic reports including but not limited to bar charts, stacked bar charts, time series, pie charts, area charts, radar charts, map representations |  |  |  |
| Build interactive reports pertaining to the data sets that reside on data sources |  |  |  |
| Provide analytical reports both in aggregative and detailed manners |  |  |  |
| Extract meaningful data sets from the data sources which can be summarized as transforming data sets into information |  |  |  |
| Allow the examination of data using data filters, drill downs to different data levels in a hierarchy and slice/dice operations in an easy and intuitive way in both local reports and web-based reports (e.g. live filtering on data using a combo or drill down when clicking in a pie chart section to another sub-report) |  |  |  |
| Allow file report generation and data set export, in at least, PDF and Excel formats both in a manual (from client software or website) and automatic manner (e.g. data export using a query or from a tabular representation) |  |  |  |
| Allow the generation of ad-hoc data based on formulas/calculations on existing data (e.g. ability to quickly generate reports by non IT experts) |  |  |  |

**d) Minimum security requirements**

The Service Provider will, at all times, implement and maintain at a minimum those security requirements which are:

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| **Requirements of Service** | **Compliance with ToR** | | |
| Yes, we comply | No, we cannot comply  *(indicate discrepancies)* | Comments |
| (i) necessary to ensure that the BI tool is supplied and remains available and fully operable on a continuous basis, without interruptions and in accordance with the ToR |  |  |  |
| (ii) necessary to ensure that there is no IT security or data incident.  This clause does not include the problems that would arise from the beneficiaries’ servers and IT systems or its other services providers’ systems. But the Contractor shall maintain its BI Tool operation and its relevant data after the beneficiary overcomes the shortcomings of its servers and general IT systems |  |  |  |

**e) Other capabilities/requirements**

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| **Requirements of Service** | **Compliance with ToR** | | |
| Yes, we comply | No, we cannot comply  *(indicate discrepancies)* | Comments |
| Technical support available on request (i.e. helpdesk) directly from the Service Provider or its partners (8.00-18.00-time Turkey Time Zone Monday-Friday) for general support and (24/7/365) for catastrophic incidents of which will be decided by the requesting beneficiary |  |  |  |
| Wide comprehensive documentation of professional quality on the usage of the BI tool (e.g. user guides, instructions, presentations etc.) and sample reports available online |  |  |  |

**f) Training**

On-site and remote training sessions on the generic purpose and usage of the BI tool after the installation and deployment. Training of prospective users according to the user types that will use the tool:

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| **Requirements of Service** | **Compliance with ToR** | | |
| Yes, we comply | No, we cannot comply  *(indicate discrepancies)* | Comments |
| 1. The training for the *developers* that will develop main data models and administer the tool will be as follows: |  |  |  |
| Administration of the business intelligence tool (Authentication and authorization, user rights etc.) |  |  |  |
| Installation of the Business Intelligence tool (In case the tool is only web-based, a thourough information should be given on the web server software that the tool will be installed on) |  |  |  |
| Developing dimensions and metrics |  |  |  |
| Developing reports |  |  |  |
| Deploying reports |  |  |  |
| 1. The training for the *end users* that will develop main data models and administer the tool will be as follows: |  |  |  |
| Basic SQL (Structured Query Language) |  |  |  |
| Developing dimensions and metrics |  |  |  |
| Developing reports |  |  |  |
| Deploying reports |  |  |  |
| Enable ad-hoc reporting on data sources |  |  |  |
| Collaboration features, dashboard sharing, enterprise-level access right management |  |  |  |
| Support for the Business Intelligence Tool (e.g. updates, bug cleaning processes, bug fixes) covering at least one -year period as of purchasing period starts formally. After the one-year period ends, the beneficiaries should have the right to whether to continue the support process. |  |  |  |

**g) Origin**

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| **Requirements of Service** | **Compliance with ToR** | | |
| Yes, we comply | No, we cannot comply  *(indicate discrepancies)* | Comments |
| The Service Provider should offer a product that originates in a Member State of the European Union or a country covered by the IPA programme (Instrument for Pre-Accession Assistance of the European Union). List of IPA covered countries is available at the following link: http://ec.europa.eu/europeaid/prag/annexes.do?group=A Annex A2b. For these purposes, ‘origin’ means the place where the goods are mined, grown, produced or manufactured and/or from which services are provided. The origin of the goods must be determined according to the EU Customs Code or to the relevant international agreement applicable. |  |  |  |

The relevant boxes shall be filled in. The technical side of the bids shall be evaluated on a pass/fail basis for compliance or non-compliance with the technical specifications/technical requirements identified in the bid document.

**ANNEX 2**

**FORM FOR SUBMITTING SERVICE PROVIDER’S QUOTATION[[1]](#footnote-1)**

***(This Form must be submitted only using the Service Provider’s Official Letterhead/Stationery[[2]](#footnote-2))***

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|  | ***Place of installment*** | ***Number of Administrator User Profile*** | ***Number of Developer User Profile*** | ***Number of Standard User Profile*** | ***Number and Duration of Training Session*** | ***Total All-Inclusive Price***  ***(TRY)*** |
| ***BI Tool 1*** | ***Ankara*** | ***1*** | ***5*** | ***15*** | ***5 days each (two times throughout Contract validity)*** |  |
| ***BI Tool 2*** | ***İstanbul or Kocaeli*** | ***1*** | ***5*** | ***15*** | ***5 days each (two times throughout Contract validity)*** |  |
| ***GRAND TOTAL ALL-INCLUSIVE PRICE (TRY)*** | | | | | |  |

*The offeror should also indicate user prices separately as well, in case the institutions would like to buy additional users in the 12 month period after the tender to increase their user base. According to the availability of funds, the number of users can also be increased. The tender process does not guarantee further user procurement but makes it possible.*

1. *This serves as a guide to the Service Provider in preparing the Proposal.*  [↑](#footnote-ref-1)
2. *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*  [↑](#footnote-ref-2)