INVITATION TO BID

Procurement of Business Process Management (BPM) Software

ITB No.:   UNDP-TUR-ITB(KW)-2021/004

Project: Employment and Skills Development Project

Country: Turkey

Issued on: 10 March 2021

Contents

Section 1. Letter of Invitation

The United Nations Development Programme (UNDP) hereby invites you to submit a Bid to this Invitation to Bid (ITB) for the above-referenced subject.

This ITB includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet:

> Section 1: This Letter of Invitation
> Section 2: Instruction to Bidders
> Section 3: Bid Data Sheet (BDS)
> Section 4: Evaluation Criteria
> Section 5: Schedule of Requirements and Technical Specifications
> Section 6: Returnable Bidding Forms
> - o Form A: Bid Submission Form
> - o Form B: Bidder Information Form
> - o Form C: Joint Venture/Consortium/Association Information Form
> - o Form D: Qualification Form
> - o Form E: Format of Technical Bid
> - o Form F: Price Schedule
> - o Form G: Form of Bid Security

If you are interested in submitting a Bid in response to this ITB, please prepare your Bid in accordance with the requirements and procedure as set out in this ITB and submit it by the Deadline for Submission of Bids set out in Bid Data Sheet and e-tendering.

Please acknowledge receipt of this ITB by sending an email to tr.procurement@undp.org , indicating whether you intend to submit a Bid or otherwise. You may also utilize the "Accept Invitation" function in eTendering system. This will enable you to receive amendments or updates to the ITB. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Data Sheet as the focal point for queries on this ITB.

UNDP looks forward to receiving your Bid and thank you in advance for your interest in UNDP procurement opportunities.

Issued by:

Murat Ozerden

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Name: Murat OZERDEN
Title: Procurement Administrator
Date: **March 10, 2021**

Approved by:

[signature]

_____

Name: Üsame YALÇIN
Title: Assistant Resident Representative
Date: **March 10, 2021**

Section 2. Instruction to Bidders

GENERAL PROVISIONS		
1. Introduction	1.1	Bidders shall adhere to all the requirements of this ITB, including any amendments made in writing by UNDP. This ITB is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d
	1.2	Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this ITB.
	1.3	UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.
	1.4	As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.
2. Fraud & Corruption, Gifts and Hospitality	2.1	UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti
	2.2	Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.
	2.3	In pursuance of this policy, UNDP: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.
	2.4	All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct
3. Eligibility	3.1	A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by

		these organizations.
	3.2	It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.
4. Conflict of Interests	4.1	Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:
		a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;
		b) Were involved in the preparation and/or design of the programme/project related to the goods and/or services requested under this ITB; or
		c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.
	4.2	In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such conflict exists.
	4.3	Similarly, the Bidders must disclose in their Bid their knowledge of the following:
		a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this ITB; and
		b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.
		Failure to disclose such an information may result in the rejection of the Bid or Bids affected by the non-disclosure.
	4.4	The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this ITB, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.

B. PREPARATION OF BIDS

5. General Considerations	5.1	In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.

	5.2	The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify the UNDP accordingly.
6. Cost of Preparation of Bid	6.1	The Bidder shall bear all costs related to the preparation and/or submission of the Bid, regardless of whether its Bid is selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
7. Language	7.1	The Bid, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.
8. Documents Comprising the Bid	8.1	The Bid shall comprise of the following documents and related forms which details are provided in the BDS: a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Bid; c) Price Schedule; d) Bid Security, if required by BDS; e) Any attachments and/or appendices to the Bid.
9. Documents Establishing the Eligibility and Qualifications of the Bidder	9.1	The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.
10. Technical Bid Format and Content	10.1	The Bidder is required to submit a Technical Bid using the Standard Forms and templates provided in Section 6 of the ITB.
	10.2	Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by the Purchaser, at no expense to the UNDP. If not destroyed by testing, samples will be returned at Bidder's request and expense, unless otherwise specified.
	10.3	When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.
	10.4	When applicable and required as per Section 5, the Bidder shall certify the availability of spare parts for a period of at least five (5) years from date of delivery, or as otherwise specified in this ITB.
11. Price Schedule	11.1	The Price Schedule shall be prepared using the Form provided in Section 6 of the ITB and taking into consideration the requirements in the ITB.
	11.2	Any requirement described in the Technical Bid but not priced in the Price Schedule, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.

12. Bid Security	12.1	A Bid Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Bid Security shall be valid for a minimum of thirty (30) days after the final date of validity of the Bid.
	12.2	The Bid Security shall be included along with the Bid. If Bid Security is required by the ITB but is not found in the Bid, the offer shall be rejected.
	12.3	If the Bid Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Bid.
	12.4	In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their bid and the original of the Bid Security must be sent via courier or hand delivery as per the instructions in BDS.
	12.5	The Bid Security may be forfeited by UNDP, and the Bid rejected, in the event of any, or combination, of the following conditions:
		a) If the Bidder withdraws its offer during the period of the Bid Validity specified in the BDS, or;
		b) In the event the successful Bidder fails:
		i. to sign the Contract after UNDP has issued an award; or
		ii. to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.
13. Currencies	13.1	All prices shall be quoted in the currency or currencies indicated in the BDS. Where Bids are quoted in different currencies, for the purposes of comparison of all Bids:
		a) UNDP will convert the currency quoted in the Bid into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Bids; and
		b) In the event that UNDP selects a Bid for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.
14. Joint Venture, Consortium or Association	14.1	If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.
	14.2	After the Deadline for Submission of Bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.
	14.3	The lead entity and the member entities of the JV, Consortium or Association

		shall abide by the provisions of Clause 9 herein in respect of submitting only one Bid.
	14.4	The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the ITB, both in the Bid and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.
	14.5	A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between: a) Those that were undertaken together by the JV, Consortium or Association; and b) Those that were undertaken by the individual entities of the JV, Consortium or Association.
	14.6	Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials
	14.7	JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.
15. Only One Bid	15.1	The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.
	15.2	Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following: a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this ITB; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of another Bidder regarding this ITB process; e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
16. Bid Validity Period	16.1	Bids shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Bids. A Bid valid for a shorter period may be rejected by UNDP and rendered non-responsive.

	16.2	During the Bid validity period, the Bidder shall maintain its original Bid without any change, including the availability of the Key Personnel, the proposed rates and the total price.
17. Extension of Bid Validity Period	17.1	In exceptional circumstances, prior to the expiration of the Bid validity period, UNDP may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing, and shall be considered integral to the Bid.
	17.2	If the Bidder agrees to extend the validity of its Bid, it shall be done without any change to the original Bid.
	17.3	The Bidder has the right to refuse to extend the validity of its Bid, in which case, the Bid shall not be further evaluated.
18. Clarification of Bid (from the Bidders)	18.1	Bidders may request clarifications on any of the ITB documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.
	18.2	UNDP will provide the responses to clarifications through the method specified in the BDS.
	18.3	UNDP shall endeavour to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Bids, unless UNDP deems that such an extension is justified and necessary.
19. Amendment of Bids	19.1	At any time prior to the deadline of Bid submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.
	19.2	If the amendment is substantial, UNDP may extend the Deadline for submission of Bid to give the Bidders reasonable time to incorporate the amendment into their Bids.
20. Alternative Bids	20.1	Unless otherwise specified in the BDS, alternative Bids shall not be considered. If submission of alternative Bid is allowed by BDS, a Bidder may submit an alternative Bid, but only if it also submits a Bid conforming to the ITB requirements. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative Bid.
	20.2	If multiple/alternative bids are being submitted, they must be clearly marked as "Main Bid" and "Alternative Bid"
21. Pre-Bid Conference	21.1	When appropriate, a pre-bid conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the ITB, unless specifically incorporated in the Minutes of the

		Bidder's Conference or issued/posted as an amendment to ITB.
C. SUBMISSION AND OPENING OF BIDS		
22. Submission	22.1	The Bidder shall submit a duly signed and complete Bid comprising the documents and forms in accordance with requirements in the BDS. The Price Schedule shall be submitted together with the Technical Bid. Bid can be delivered either personally, by courier, or by electronic method of transmission as specified in the BDS.
	22.2	The Bid shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Bid.
	22.3	Bidders must be aware that the mere act of submission of a Bid, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.
Hard copy (manual) submission	22.4	Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows: a) The signed Bid shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail. (b) The Technical Bid and Price Schedule must be sealed and submitted together in an envelope, which shall: 　i.　Bear the name of the Bidder; 　ii.　Be addressed to UNDP as specified in the BDS; and 　iii.　Bear a warning not to open before the time and date for Bid opening as specified in the BDS. If the envelope with the Bid is not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Bid.
Email and eTendering submissions	22.5	Electronic submission through email or eTendering, if allowed as specified in the BDS, shall be governed as follows: a) Electronic files that form part of the Bid must be in accordance with the format and requirements indicated in BDS; b) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivered as per the instructions in BDS.
	22.6	Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/
23. Deadline for Submission of Bids	23.1	Complete Bids must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognise the actual date

and Late Bids		and time that the bid was received by UNDP
	23.2	UNDP shall not consider any Bid that is received after the deadline for the submission of Bids.
24. Withdrawal, Substitution, and Modification of Bids	24.1	A Bidder may withdraw, substitute or modify its Bid after it has been submitted at any time prior to the deadline for submission.
	24.2	Manual and Email submissions: A bidder may withdraw, substitute or modify its Bid by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Bid, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of Bids, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"
	24.3	eTendering: A Bidder may withdraw, substitute or modify its Bid by Cancelling, Editing, and re-submitting the Bid directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Bid as needed. Detailed instructions on how to cancel or modify a Bid directly in the system are provided in the Bidder User Guide and Instructional videos.
	24.4	Bids requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened.
25. Bid Opening	25.1	UNDP will open the Bid in the presence of an ad-hoc committee formed by UNDP of at least two (2) members.
	25.2	The Bidders' names, modifications, withdrawals, the condition of the envelope labels/seals, the number of folders/files and all other such other details as UNDP may consider appropriate, will be announced at the opening. No Bid shall be rejected at the opening stage, except for late submissions, in which case, the Bid shall be returned unopened to the Bidders.
	25.3	In the case of e-Tendering submission, bidders will receive an automatic notification once the Bid is opened.

D. EVALUATION OF BIDS

26. Confidentiality	26.1	Information relating to the examination, evaluation, and comparison of Bids, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.
	26.2	Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Bids or contract award decisions may, at UNDP's decision, result in the rejection of its Bid and may subsequently be subject to the application of prevailing UNDP's vendor sanctions procedures.
27. Evaluation of Bids	27.1	UNDP will conduct the evaluation solely on the basis of the Bids received.
	27.2	Evaluation of Bids shall be undertaken in the following steps:

	a) Preliminary Examination including Eligibility
	b) Arithmetical check and ranking of bidders who passed preliminary examination by price.
	c) Qualification assessment (if pre-qualification was not done)
	a) Evaluation of Technical Bids
	b) Evaluation of prices
	Detailed evaluation will be focussed on the 3 - 5 lowest priced bids. Further higher priced bids shall be added for evaluation if necessary
28. Preliminary Examination	28.1 UNDP shall examine the Bids to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Bids are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Bid at this stage.
29. Evaluation of Eligibility and Qualification	29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).
	29.2 In general terms, vendors that meet the following criteria may be considered qualified:
	a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;
	b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,
	c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required;
	d) They are able to comply fully with the UNDP General Terms and Conditions of Contract;
	e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and
	f) They have a record of timely and satisfactory performance with their clients.
30. Evaluation of Technical Bid and prices	30.1 The evaluation team shall review and evaluate the Technical Bids on the basis of their responsiveness to the Schedule of Requirements and Technical Specifications and other documentation provided, applying the procedure indicated in the BDS and other ITB documents. When necessary, and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical Bids. The conditions for the presentation shall be provided in the bid document where required.
31. Due diligence	31.1 UNDP reserves the right to undertake a due diligence exercise, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not

	be limited to, all or any combination of the following:
	a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;
	b) Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team;
	c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;
	d) Inquiry and reference checking with previous clients on the performance on on-going or completed contracts, including physical inspections of previous works, as deemed necessary;
	e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;
	f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
32. Clarification of Bids	32.1 To assist in the examination, evaluation and comparison of Bids, UNDP may, at its discretion, request any Bidder for a clarification of its Bid.
	32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Bid shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Bids, in accordance with the ITB.
	32.3 Any unsolicited clarification submitted by a Bidder in respect to its Bid, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Bids.
33. Responsiveness of Bid	33.1 UNDP's determination of a Bid's responsiveness will be based on the contents of the bid itself. A substantially responsive Bid is one that conforms to all the terms, conditions, specifications and other requirements of the ITB without material deviation, reservation, or omission.
	33.2 If a bid is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.
34. Nonconformities, Reparable Errors and Omissions	34.1 Provided that a Bid is substantially responsive, UNDP may waive any non-conformities or omissions in the Bid that, in the opinion of UNDP, do not constitute a material deviation.
	34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the Bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.
	34.3 For the bids that have passed the preliminary examination, UNDP shall check and correct arithmetical errors as follows:

| | | a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected;

b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and

c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail. |
| | 34.4 | If the Bidder does not accept the correction of errors made by UNDP, its Bid shall be rejected. |

E. AWARD OF CONTRACT

35. Right to Accept, Reject, Any or All Bids	35.1	UNDP reserves the right to accept or reject any bid, to render any or all of the bids as non-responsive, and to reject all Bids at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
36. Award Criteria	36.1	Prior to expiration of the period of Bid validity, UNDP shall award the contract to the qualified and eligible Bidder that is found to be responsive to the requirements of the Schedule of Requirements and Technical Specification, and has offered the lowest price.
37. Debriefing	37.1	In the event that a Bidder is unsuccessful, the Bidder may request for a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future Bids for UNDP procurement opportunities. The content of other Bids and how they compare to the Bidder's submission shall not be discussed.
38. Right to Vary Requirements at the Time of Award	38.1	At the time of award of Contract, UNDP reserves the right to vary the quantity of goods and/or services, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
39. Contract Signature	39.1	Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, UNDP may award the Contract to the Second highest rated or call for new Bids.
40. Contract Type and General Terms and Conditions	40.1	The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html

41. Performance Security	41.1	A performance security, if required in the BDS, shall be provided in the amount specified in BDS and form available at
		https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default within a maximum of fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.
42. Bank Guarantee for Advanced Payment	42.1	Except when the interests of UNDP so require, it is UNDP's standard practice to not make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per the BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at
		https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&action=default
43. Liquidated Damages	43.1	If specified in the BDS, UNDP shall apply Liquidated Damages for the damages and/or risks caused to UNDP resulting from the Contractor's delays or breach of its obligations as per Contract.
44. Payment Provisions	44.1	Payment will be made only upon UNDP's acceptance of the goods and/or services performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of goods and/or services issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of the contract.
45. Vendor Protest	45.1	UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html
46. Other Provisions	46.1	In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar goods and/or services, UNDP shall be entitled to the same lower price. The UNDP General Terms and Conditions shall have precedence.
	46.2	UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.
	46.3	The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin

| | ST/SGB/2006/15 |
| | http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer |

Section 3. Bid Data Sheet

The following data for the goods and/or services to be procured shall complement, supplement, or amend the provisions in the Invitation to Bid. In the case of a conflict between the Instructions to Bidders, the Bid Data Sheet, and other annexes or references attached to the Bid Data Sheet, the provisions in the Bid Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Bid	English
2		Submitting Bids for Parts or sub-parts of the Schedule of Requirements (partial bids)	Not allowed
3	20	Alternative Bids	Shall not be considered
4	21	Pre-Bid conference	Will not be conducted
5	16	Bid Validity Period	90 days following bid submission deadline
6	13	Bid Security	Required in the amount of USD 20,000.00 Bid Security shall be in English as per the template Currency of the Bid Security shall be in US Dollars No change shall be made to the template except for fields indicated in the template Bid Security shall be valid until 30 days after the expiry of Bid Validity Period. (i.e. 90 days after bid submission deadline). Bid Security of the Bidders will be returned by UNDP after signature of the contract with the successful bidder
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will be imposed as follows: Percentage of contract price per week (7 calendar days) of delay beyond 45 days after contract signature by UNDP and the Contractor: **2%**

			Max. number of weeks (7 calendar days) of delay is **5**, after which UNDP may terminate the contract.
9	40	Performance Security	Required in the amount of 10% of the total contract amount. Note: Performance Security will be a condition for signing the contract. Contract will be signed after receipt of Performance Security from the successful bidder. <u>Condition for release of Performance Security:</u> Performance Security will be released after successful completion of Warranty Period (1 year after delivery, set up, commissioning of the Software and provision of trainings)
10	12	Currency of Bid	United States Dollar
11	31	Deadline for submitting requests for clarifications/ questions	7 calendar days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Murat OZERDEN, Procurement Administrator Address: Yildiz Kule, Yukari Dikmen Mah. Turan Gunes Blv. No:106 06550, Cankaya/Ankara E-mail address: <u>tr.procurement@undp.org</u>
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the ITB and responses/clarifications to queries	Posted directly to eTendering and published on the following websites: <u>www.undp.org</u> <u>www.ungm.org</u> <u>www.devbusiness.com</u> <u>www.un.org.tr</u>
14	23	Deadline for Bid Submission	April 05, 2021 07:00 am **(EST/EDT New York Time)** as indicated in eTendering system. <u>Note that system time zone is in EST/EDT (New York) time zone.</u>
15	22	Allowable Manner of Submitting Bids	☒ e-Tendering Only Any submission by other means such as e-mail or hard copy will be <u>rejected</u>. This procurement process is being conducted through the online tendering system of UNDP. Bidders who wish to submit an offer must be registered in the system. Visit this page for system user guides and videos in different languages: <u>https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders.html</u>

			If already registered, go to https://etendering.partneragencies.org and sign in using your username and password. Use "Forgotten password" link if you do not remember your password. Do not create a new profile. If you have never registered in the system before, you can register by visiting the link below and follow the instructions in the user guide: https://etendering.partneragencies.org •Username: event.guest •Password: why2change It is strongly recommended to create a username with two parts: your first name and last name separated by a ".", (similar to the one shown above). Once registered you will receive a valid password to the registered email address which you can use for signing in and changing your password. Please note that your new password should meet the following criteria: • Minimum 8 characters • At least one UPPERCASE LETTER • At least one lowercase letter • At least one number You can view and download tender documents with the guest account as per the above username and password, However, if you are interested to participate, you must register in the system and subscribe to this tender to be notified when amendments are made.
16	22	Bid Submission Address	Bids shall be submitted through e-tendering. However, original bid security shall be delivered to the below address with a PDF copy submitted as part of the etendering submission on or before the submission deadline indicated in e-tendering system: **Focal Point:** Murat OZERDEN, Procurement Administrator **Address:** UNDP, Yıldız Kule, 21st Floor, Dikmen Mahallesi, Turan Güneş Bulvarı, No:106, 06550, Çankaya, Ankara, Turkey Although bids shall be submitted through e-tendering, UNDP reserves the right to request original copies of the documents submitted as part of the bids during evaluation period, if required. **Link to e-tendering System:** https://etendering.partneragencies.org **EVENT ID: ITB-21-004**

17	22	Electronic submission (email or eTendering) requirements	File names must be maximum 60 characters long and must not contain any letter or special/Turkish character other than from Latin alphabet/keyboard. All files must be free of viruses and not corrupted. Max. File Size per transmission: 45MB
18	25	Date, time and venue for the opening of bid	No Public Opening will be conducted. Bidders will receive an automatic notification through e-tendering once their Bids are opened.
19	27, 36	Evaluation Method for the Award of Contract	Lowest priced technically responsive, eligible and qualified bid.
20		Expected date for commencement of Contract	May 2021
21		Maximum expected duration of contract implementation	Contractor shall complete setup, configuration and commissioning of the Software and provision trainings within 45 days following Contract Signature.
22	35	UNDP will award the contract to:	One Bidder Only
23	39	Type of Contract	Contract for Goods and/or Services to UNDP http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
24	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Contracts http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
25		UNDP Special Conditions for the Procurement of Software Licenses will apply	UNDP Special Conditions for Procurement of Software Licenses has been attached to the Procurement Notice as ANNEX I.
26		Tax Exemption	*UN and its subsidiary organs are exempt from all taxes. Therefore, Bidders shall prepare their financial bids excluding Value Added Tax (VAT). It is the Bidder's responsibility to learn from relevant authorities (Ministry of Finance) and/or to review /confirm published procedures and to consult with a certified financial consultant as needed to confirm the scope and procedures of VAT exemption application as per VAT Law, Ministry of Finance General Communiqués. The contractor selected for the award shall not be entitled to receive any amount over its bid price in relation to VAT. Overall contract amount to be paid to the contractor shall not exceed the total amount offered in the Financial Proposal.*

27		Payment Conditions	*100% of contract amount shall be paid based on the positive "inspection and acceptance report" to be issued by UNDP upon conduct of inspection by a committee to be established by UNDP pursuant to Acceptance Period stipulated in Section 5b.*
28		Currency of Payment	*If a company established and operating in Turkey gets awarded by the contract, <u>payment shall be made in Turkish Liras</u> through conversion of the USD amount by the <u>official UN Exchange Rate</u> valid on the <u>date of money transfer</u>. Otherwise, the payment shall be affected in United States Dollar.* *Please refer to <u>https://treasury.un.org/operationalrates/OperationalRates.php</u> for UN Official Exchange Rate.*
29		Covid-19 Specific Measures	The Proposers shall review all local regulations, as well as that of UN and UNDP concerning the measures they must take during performance of the contract in the context of COVID-19, before they submit their proposals and factor relevant costs, if any, to their proposals. The Contractor shall take all measures against COVID-19 imposed by local regulations as well as by UN and UNDP during performance of the contract to protect health and social rights of its own personnel, as well as UNDP personnel, Project Stakeholders and third parties. Pursuant to "Clause 12- Indemnification" of UNDP General Terms and Conditions for Contracts (given in Clause Number 24 of Bid Data Sheet), the Contractor shall indemnify, defend, and hold and save harmless, UNDP, and its officials, agents and employees, from and against all suits, proceedings, claims, demands, losses and liability of any kind or nature brought by any third party against UNDP, including, but not limited to, all litigation costs and expenses, attorney's fees, settlement payments and damages, based on, arising from, or relating to COVID-19 measures that must be taken by the Contractor in the context of the contract. UNDP shall not be held accountable for any Covid-19 related health risks or events that are caused by negligence of the Contractor and/or any other third party.

Section 4. Evaluation Criteria

Preliminary Examination Criteria

Bids will be examined to determine whether they are complete and submitted in accordance with ITB requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Power of Attorney
- Minimum Bid documents provided
- Bid Validity
- Bid Security submitted as per ITB requirements with compliant formant and validity period

Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on a Pass/Fail basis.

If the Bid is submitted as a Joint Venture/Consortium/Association, each member should meet the minimum criteria, unless otherwise specified.

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	− Vendor shall be a legally registered entity. − Vendor shall document that it has an established and registered office in Turkey.	Form B: Bidder Information Form
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Bid Submission Form
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Bid Submission Form
Bankruptcy	Has not declared bankruptcy, is not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Bid Submission Form
Certificates and Licenses	▪ Duly authorized to act as Agent on behalf of the Manufacturer, or Power of Attorney, if bidder is not a manufacturer ▪ Official appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country ▪ Patent Registration Certificates, if any of technologies submitted in the Bid is patented by the Bidder ▪ Export/Import Licenses, if applicable ▪ ISO/IEC 27001 Information Security Management System ▪ ISO/IEC 20000-1 Information Technology Service Management System	Form B: Bidder Information Form

	▪ ISO 9001 Quality Management ▪ Registration documents for the office established in Turkey ▪ Any other documents requested in Form B as part of Bid Submission	
QUALIFICATION		
History of Non-Performing Contracts	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
Previous Experience	Minimum 5 years of relevant experience in supply and establishment of similar softwares.	Form D: Qualification Form
	Minimum 1 single contract of similar value implemented over the last 5 years counting back from the Bid submission deadline, for supply and/or establishment of BPM Software. *(For JV/Consortium/Association, all Parties cumulatively should meet requirement).*	Form D: Qualification Form
Financial Standing	Minimum <u>average annual turnover</u> of USD 600,000 for the last 3 years (i.e. 2018, 2019, 2020) *(For JV/Consortium/Association, all Parties cumulatively should meet requirement).*	Form D: Qualification Form
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability by submitting their audited Financial Statements (balance sheets, including all related notes, and income statements). *(For JV/Consortium/Association, all Parties cumulatively should meet requirement).*	Form D: Qualification Form
Technical Evaluation	The technical bids shall be evaluated on a pass/fail basis for compliance or non-compliance with the technical specifications identified in the bid document.	Form E: Technical Bid Form
Financial Evaluation	Detailed analysis of the price schedule based on requirements listed in Section 5 and quoted for by the bidders in Form F. Price comparison shall be based on the all-inclusive Lump-sum price. Comparison with budget/internal estimates.	Form F: Price Schedule Form

Section 5a: Schedule of Requirements and Technical Specifications

I. TERMS & ABBREVIATIONS

UNDP	United Nations Development Programme
BIDDER	Any firm submitting a bid to the tender
AGENCY	Turkey Employment AGENCY (ISKUR)
SPECIFICATIONS	The Technical Specifications
CONTRACTOR	The winning and contracted bidder
SERVICE	All activities that the CONTRACTOR carries out under this SPECIFICATIONS
PLATFORM	All application software and tools that are used for managing functions and workflows in the process which is related to people or systems
BPM	Business Process Management
BPMN	Business Process Model and Notation
API	Application Programming Interface
SLA	Service Level Agreement
TURKAK	Turkish Accreditation AGENCY

II. PURPOSE

The purpose is to procure, establish and implement a BPM Platform that will meet the needs of business processes and strategy management planning of the AGENCY and to provide training, maintenance and support services for the AGENCY with regard to the established Platform.

III. GENERAL SPECIFICATIONS OF THE SYSTEM

A. SYSTEM ARCHITECTURE

1.   The proposed platform must allow horizontal and vertical expansion.

2.   The platform must store metadata in relational database.

3.   The platform must run smoothly in 11g and higher versions of Oracle database.

4.   The platform must offer "DevOps or equivalent" support.

B. SYSTEM ACCESS

1.   The planned platform shall be web-based and must be able to be used over web browsers without requiring any setup action in any user computer. Actions such as launching a workflow, document approval etc. must be carried out on a web interface.

2.   ActiveX or equivalent programme module or parts shall not be downloaded to any user computer through web browser.

3.   In-house use shall be possible through intranet and the system access shall be possible without the internet.

4.   Access restriction from outside the AGENCY must be able to be imposed on user and IP basis in the planned structure without requiring an external hardware. Permitting a certain user to access only from the specified IP or IP range must be doable from within the platform by using network protocols and restrictions of the AGENCY.

5.   The planned platform must run smoothly not only on a certain internet browser but also on the current version of all modern internet browsers (Microsoft Edge, Mozilla Firefox, Apple Safari, Opera, Google, Chrome etc.).

6.   The planned platform must enable accessing over mobile devices; and all interfaces of applications must employ "Responsive" characteristics.

7.   The "native client" structure on IOS and Android mobile devices should be supported. The use of e-signature must be possible via "native" application that is developed for Android.

8.   The platform must be open to access of the database and able to carry out data exchange actions by reaching the database from different applications.

C. SYSTEM FLEXIBILITY

1. The platform must have the feature of being able to carry out process automation on the basis of BPMN 2.0 Business Process Model and Notation; provide import and export of process created by this notation.

2. The platform must have simple and practical interface and provide screens of standard view.

3. The user interface (UI) must provide Turkish language support.

4. The planned platform must allow editing menu view on the basis of a user or user groups.

5. Application development environment must be fully integrated. All functions/terms such as front-end creating, rule defining, process identification, integration, case management, version control, real-time data sharing must be provided on a single platform.

6. Modelling and technical development environments must be integrated; there must be no transfer between them. It must be carried out uninterruptedly starting from business objectives and terms of reference to the technical development in the furthest detail. Application and development environment must have software development flexibility that shall meet requirements of the form design which the AGENCY requests and allow developing low code where necessary.

7. The platform must have a practical "responsive" interface that has standard screens. The screens must be able to be used smoothly on mobile devices such as smart phones or tablets.

8. The proposed BPM Platform must have the capability of case management. It shall be required that there are components corresponding to case structuring in the design and development environment (stages and steps of the case, file management, etc.) and the abilities for the case management.

9. In the application development environment, lifecycle management of the application including requirements and specifications management must be able to be implemented without using a separate tool.

10. The version management must be able to be carried out in the application development environment. "Check-in/check-out" and versioning must be supported without using a separate tool.

11. The platform should let the users to produce copies of the predefined processes.

12. An interface of calendar management must be provided in which working days and times to be used by the process model are defined.

13. It must have the capability of "Web Mashup" and/or "Gadget" for the purpose of the external web-based application and portals and the simple and fast integration: the screens of workflow application must be able to generate web code automatically, which will ensure the integration, by being embedded inside the external web applications and these screens must be able to run as a part of the external web application.

14. All components of process-based applications must run in a single integrated environment; thus, no problem such as integration, synchronisation and upgrade restrictions must be faced.

15. The proposed Platform must be able to run on the latest version of Windows operating system.

16. If licenses regarding the application server software that the platform requires, are not available in the AGENCY, the Contractor shall be responsible for providing licenses of the application server in the quantity to support that the platform runs properly.

17. The platform must have a simple in-memory cache management screen.

18. The proposed platform must run entirely in the web environment. The interface submitted to the end users must run as web-based; the development, management and monitoring environments also must be web-based. The software setup on the client must in no way be required.

19. The UI of the Platform must comply with HTML5.

20. When the documents prepared on the platform are provided to approval flow, the relevant document can be stored by putting e-signature at the requested steps and/or the necessary integration can be ensured for transfering into the Electronic Document Management System (EDMS) of the AGENCY. Access to the e-signed document will be provided through the platform in any case.

21. The platform must provide a workflow management system environment. In this environment, it must be possible to carry out various decision steps, account operations, data exchange.

22. The development tool must ensure to develop reusable elements.

23. Modelling based development must allow a layered structure that supports reuse similar to the inheritance in the object-oriented programming approach.

24. All objects such as rules, processes, front-end etc. developed in the BPM Platform must be stored in a single repository and no integration must be needed.

25. The proposed platform must provide operational monitoring functions and warning mechanisms. For this purpose, a central administration page must be submitted and operational warnings to be determined in definitions must be forwarded to the persons who the AGENCY defines by e-mail.

26. For the Platform, Development - Test and Production environments, after maximum 1.000 (one thousand) licenses are bought, they shall be installed on the AGENCY's computers at no additional cost to UNDP.

27. The platform must provide mechanisms for transfer of configurations in different environments (namely Development, Test and Production environments).

28. In the transfer between environments, the transfer must be carried out only to a single server in the same layer for each environment. The platform itself must ensure synchronization for the environment.

29. The proposed platform must provide a web interface by which detailed, and summary reports can be designed in relation to the processes.

30. The platform must enable creating new processes with the graphical electronic form which runs as drag & drop and the workflow design tools and making changes in the current processes.

31. The UI must be able to be modelled visually and must have platform for form design tools.

32. The platform must enable creating data tables on the database and submit wizard type interfaces in order that these tables can be used.

33. The organisation structure must be able to be modelled in the platform.

34. For authorization management and authentication purposes, the platform must run as integrated with the known SSO / Interagency Identity Management System or the AGENCY's LDAP or Active Directory systems.

35. The role-based authorization must be supported for the end users and the authorization on a process base must be ensured. The users must access to the platform applications as restricted by authority required by their roles.

36. Sub-processes must be able to be defined in the process models. Other process models must be able to be called from within a process model and information exchange and conditions for waiting each other must be able to be defined between two processes.

37. The process models must support time-based conditioning; timeout rules also must be defined and different business activities must be able to be triggered accordingly.

38. In the process models, optional process steps as distinguished from the normal flow of a process must be able to be designed; these steps must be able to be called from any point within the process by the end users.

39. In all business processes in the process model, an escalation procedure which has reuse structure must be able to be defined.

40. Parallel flows must be able to be based on a particular time function. For example, if one of the parallel lines is not completed in a certain period, the flow must be able to continue or be terminated without waiting for input coming from that line.

41. E-mail sending of the processes must be able to be triggered by ready-made components such as receiving files etc. E-mails must be able to ensure rich HTML content without requiring an additional software.

42. In the platform, SLA (Service Level Agreement) must be defined for all stages of a case.

43. SLA (Service Level Agreement) definitions for process activities of a business flow must be able to be carried out on the platform.

44. The data, warnings and errors generated by the platform must be able to be used for ensuring decision support in line with changes, performance indicators and regulations in the conditions of the process; no other product must be required for this support.

45. When the division of tasks is carried out on a pool basis, the platform must be able to assign tasks according to workload of the persons in the pool or respectively or must await that someone in the pool assumes the task.

46. The Platform must allow referring a work to role, group or persons that are able to be defined as dynamic while the process runs.

47. In the approval step, that to whom the process will be assigned must be able to be taken via a separate rule engine with complicated rule definitions. This rule flow must be able to be defined by rule statements or a rule table.

48. Each component (process step, interface, integration etc.) developed on the process development tools must be testable on the server where it is located; must not require transfer to another server to be tested.

49. The process model must support the return mechanism between the steps as not to create infinite loop. The number of returns must be able to be defined parametrically.

50. Control of the relevant fields and creating warnings must be possible during the data entry.

51. Obligations for data entry objects must be able to be defined. Furthermore, the obligations must be able to be obligatory according to the status of filling another object.

52. The form development environment must support all features like "Smart Frames or equivalent" created automatically such as CSS, client side validation; must offer this support without requiring coding in BPM.

53. The platform must provide "intellisense" features such as "auto complete", "query hints", "intelligent code completion" without requiring coding.

54. Selecting from the calendar must be possible in date data types. The current date must appear automatically.

55. The platform must have the feature of read and write data on the databases via inquiries and also of defining these data exchanges visually.

56. The fields in the form development environment must be able to be filled easily through a table in a database or any service.

57. In the forms, dedicated database inquiries and filtrations must be allowed.

58. Without developing a code, when and by whom the fields on the form may be seen must be able to be programmed dynamically as based on the fields on the form or the data objects.

59. There must be an object that enables to add a file to the form.

60. The added documents must be openable with a single click on the document.

61. The documents on the created forms must be archivable in an external system.

62. Pictures must be able to be added on the form and they must be able to be demonstrated on the users' screens where necessary.

63. The form flows must be able to be "logged".

64. Tabs must be able to be defined on the forms; the form flows must be able to be defined during switches between tabs in the same business step and in these steps, deciding, service call, control, database connection, mathematical operations etc. must be able to be carried out. Authorization for the fields in each tab and form must be able to be carried out.

65. Read only, hidden, changeable etc. authorization must be able to be implemented dynamically on the form fields.

66. More than one visual variation of a form must be able to be created and the visuality of the forms must be able to be specially designed for paper outputs that are for signature purpose. By developing additional components or using ready-made components, the transfer of these forms to PDF output or spreadsheet programs must be able to be carried out.

67. The platform must allow business rules and processes to be stored in different versions and must be able to ensure that necessary changes are carried out on the same version without affecting the current functionality of the ongoing cases.

68. The platform must not be required to be shutted due to planning, maintenance, backup etc. reasons. The operations that are mentioned must be able to be carried out without shutting down the platform and causing significant performance loss.

69. The platform must not allow loss in action due to internet browser failure of the user; when the user reopens the browser, the action must be resumed.

70. The platform must provide help screens to include main information and referral that the users shall need; the number and content of the screens must be changed according to the relevant user's experience.

71. Access to the system should be possible through a portal, screens could be personalized by users, while all subsystems within the platform are used in a consolidated and integrated structure, users should be able to create a look and feel for the same system.

72. The platform must include the infrastructure to ensure that employees of the AGENCY may message instantly and share a file etc. with each other; this infrastructure must support desktop and mobile devices. The sharing must be followed up on the customized portal interface of the user.

73. The platform must provide data archiving and liquidation tools/wizards; archiving/liquidation routines must be able to be run manually or automatically at a designated date.

74. The platform must support CMIS (Content Management Interoperability Services) standard and be able to be integrated with interagency content management system. In the business processes, the content must be able to be reached easily through this integration.

75. The platform must include REST API or similar integration interfaces that shall be able to ensure the integration with interagency content management systems.

76. Additional fields must be able to be defined in line with the requests of the user and/or administrator. There must be no limitation for the number of the defined specific fields. It must be possible to inactivate these specific fields at a future date or to define new specific fields . It must be possible that the specific fields are in different types such as date, character, numerical etc. and parameters such as length, default value, required field must be able to be defined in the system.

77. The platform must have a development interface which is necessary for identification and editing of the interface. This development interface must be able to be run by only authorized users.

78. The platform must use the "Unicode" character set. The use of special characters must be ensured in this manner.

79. The prepared business processes must be able to be transferred from a server to another through import/export methods. Thus, the business processes and templates that are prepared in a server used for test must be able to be transferred to the server running in the real environment.

80. When a document is displayed in the web interface, approval history and notes added within the process by the persons also must be displayed. Person, status, approval request and reply date must be displayed in the approval history.

81. Workflows and documents must be grouped dynamically and must be able to be displayed.

82. The users must be able to see documents coming for the approval in the web interface.

83. The platform must be modular and able to be expanded according to the needs.

D. SYSTEM SECURITY

1. The platform must protect the security of information and documents by minimum 128 bit encryption. It must support SSL communication for the web interface and all other interfaces and sensitive information within the scope of the Law on the Protection of Personal Data (Law No: 6698) must be also protected in encrypted form.

2. The platform must record the actions executed by the user and the error reports occurring in the system and these reports must be able to be followed up by the authorized users.

3. The platform must log out automatically due to the security if the user does not make any action in a predefined period.

4. In case of external access, the platform must allow using CAPTCHA (Image Verification) or different verification means. Thus, software bots shall be prevented from attacking the system by trying username and password. In internal access, system administrators must determine whether CAPTCHA or different verification means will be used or not.

5. Preferably, WAN and LAN authorization of the users must be able to be carried out separately. What a user may do from inside or outside the AGENCY must be able to be controlled and limited together or separately.

6. Menus in the interfaces of the platform must be dynamic in line with the user authorities and the users must be able to see options related to the actions they have authority.

7. There must be checks to protect the database integrity within the platform and inconsistent data entry must be prevented.

E. AUTHORIZATION

1. The platform must enable the system administrator to define limitation of the menus based on the user roles and actions to which the users may access.

2. The platform must use a role-based mechanism for menu authorization. A user must be able to have more than one role. The user must have authority as a combination of the roles s/he has.

3. In the platform, users and/or groups must be able to be created easily from the administration interface. The characteristics such as unit, e-mail address, title etc. must be able to be defined optionally for each user defined in the system; membership groups, administrator and other information must be able to be changed by the administrator during the use.

4. Means for authority sharing, identifying authority group and assigning authority levels to these groups (viewing, changing, deleting etc.) in accordance with the institutional authority structure must be provided.

5. A user must be able to be included in more than one authority section/group.

6. The platform management module must provide an interface which shows which actions may be carried out for users and user groups and which screens may be reached; and where identifications may be carried out specially for each of actions such as changing, deleting, display, sending by e-mail, sending by fax.

7. Groups, categories and folders must be hierarchical; the authority identifications must be able to run also with inheritance logic.

8. Authorization must have authorization identifications separately and in detail per module.

9. The platform must include a function/screen where the organization structure may be identified.

10. In the organization structure, units must be identified, and the unit administrators must be indicated among the AGENCY personnel by verifying. It must not allow manual entry.

11. The user/title/position relations must be able to be identified. The organization structure must be able to be entered in detail into the platform and managed.

12. It must be prevented that the users reach the content of folder and file by reaching the storage area where the files are stored. Access must be able to be carried out within the authorities over the platform.

13. While a document is edited by a user, it must be prevented that the same document is changed by another user.

14. Power of attorney should be able to be given within the application. While the power of attorney is given, it should be possible to choose which roles can be left by proxy. For example, if the user is both a department manager and a system administrator, the power of attorney for the role of department manager should be given to another person.

15. In practice, a person can give a power of attorney to another person and individuals can do this by themselves. If the person who will leave the power of attorney needs approval for this job, the power of attorney will take place after this approval. The proxy will be able to see the pending tasks of the person he is representing and act instead. The user giving power of attorney will be able to determine until which date and time the power of attorney will be valid.

16. The platform will enable authorized persons to list the users who have given power of attorney and see for what reason they have given power of attorney.

17. The user should be able to see the documents transacted by proxy when the power of attorney ends.

F. INTEGRATION WITH EXTERNAL SYSTEMS

1. The platform must include the necessary Web services and API infrastructure to integrate with other systems.

2. The user table of a different application (authentication systems such as LDAP, Active Directory etc.) must be able to be used for user verification.

3. For the user verification method may be able to be determined by the administrator, the relevant screens must be submitted in the system management module.

4. The platform must have API support for the codes written in the workflow. Furthermore, the platform must have API support to facilitate actions such as access to the database, sending e-mail, calling workflow functions from the external applications, DLL calling etc.; the detailed help documentation regarding the use of the relevant APIs must be submitted.

5. The platform components must be able to be used as workflow engine through APIs in the applications of the AGENCY.

6. The platform must have web services for being able to take information about workflow, approval information related to any document, attached files and files information related to any document from within the external applications.

7. The integrations identified in these Specifications, namely SMS, LDAP or equivalent and EDMS (if the other method defined in 3.C.20 is not supported) shall be carried out and made live for all users selected during the warranty period upon the Request of the AGENCY.

G. LOGS

1. "Log" information must be stored as not to be changed and deleted by any user from within the platform.

2. "Log" information must be able to be displayed by the users to whom authority is given.

3. Activities (record adding, changing, deleting, transferring etc.) carried out in the platform and the date, time, user and external & internal access IP information of these activities must be stored.

4. "Logs" must be monitored instantly.

5. "Logs" must be able to be filtered and reported according to the user who has carried out the action, unit, range of date and action carried out.

H. CODE, APPLICATION and INFORMATION SECURITY

1. The application shall provide serve the latest version of TLS (Transport Layer Security) with "Extended Validation Certificate" as "HTTPS" and the application must not run as "http". The required certificates for that shall be provided by the AGENCY.

2. Before the application comes into service, penetration tests shall be made by class A or B companies accredited by Turkish Standards Institution. The cost of these tests shall be included in the Financial Proposal of the Bidder.UNDP shall not pay any additional amount for these tests.

3. After contract signature, the Contractor will be required to sign non-disclosure agreement to ensure the security of information to be shared during works it will do with the Administration and shall carry out the works in accordance with the provisions laid down in the agreement.

IV. WORKFLOW MANAGEMENT MODULE

A. WORKFLOW DESIGN

1. The planned platform must include an integrated workflow design tool and engine to identify workflow processes of the AGENCY and to follow up the workflow processes.

2. The workflows must be able to be designed through a visual management tool by using drag and drop technology in a graphical environment. It must be possible to intervene to each step's parameters and the entire flow.

3. Even the complicated processes also must be able to be developed through user-friendly interfaces without programming.

4. All institutional business rules must be able to be identified and managed completely for all processes.

5. The graphical interface must have components which carry out all actions.

6. In the workflow design, it must be possible to use pre-made workflows.

7. It must be possible to trigger the pre-made workflows from within the workflow.

8. It must be possible to call the web services from within the workflow.

9. The platform must be able to integrate with the programs and database the AGENCY already use and the web services/API etc. in the business processes.

10. While a workflow design is made, the platform shall be able to use software segments, which are developed out of the system, as plug-in in order to meet the potential future needs of the AGENCY and to provide flexibility. These add-ons shall be able to be developed independently by the AGENCY and shall require no coding to be used in the platform.

11. Static or dynamic duration (at the stage of running workflow) must be able to be identified for each activity identified in the workflow.

12. Static or dynamic user or title must be able to be identified for each activity identified in the workflow.

13. The terms of reference in the workflows must enable the flow to proceed through different ways according to delay/completion/cancelation.

14. The identified workflows must be linked to a menu and it must be possible to run directly by the users to who authority is given.

15. Modelling of any process must be possible. The identification of parallel, conditional, ordinal processes must be allowed; the processes must be able to call other child processes and link up between different process activities.

16. The actions used to manage workflow (cut the workflow, merge the parallel flow, complete the workflow) must be able to be used in the workflow design of the platform. In the workflow design, the actions (assigning a task, sending message etc.) for the user functions must be able to be made.

17. In the workflow design, document and form actions on the platform must be able to be used.

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18. In the workflow design, the dynamic forms identified in the system must be able to be included.

19. With the planned platform, it must be ensured that institutional form actions executed on paper are executed in digital environment and used by connecting to the workflows. In line with the values entered in the form fields on the workflow, it must be ensured that the workflow proceeds through different ways conditionally.

20. The access control of the authority section, which is identified on the forms must be able to be controlled on the workflows. The forms must be able to be authorized to different users or user groups as a whole or in parts.

21. The platform must provide means for updating and displaying the workflow designs. The workflow definitions must be stored in the database so as to be copied later, sent to the printer or changed.

22. The platform must allow real-time monitoring of dynamic performance information related to processes worked on.

23. The activities must be able to be monitored online (processing time, which steps are carried out at that moment etc.) and logged.

24. The workflows design of which are completed must be able to be saved as provisional/draft.

25. The platform must enable authorization for the identified workflows. The authorization must be as "View, Change, Delete, Run" etc.

26. In the platform, for the designed workflows, that which user group has which type of access rights must be able to be determined through a graphical interface.

27. The platform must create a new version of the workflow for the updated workflow definitions. The workflows continuing on the old workflow must continue to process on the old version.

28. In the platform, all users with authority must be able to identify a workflow.

B. **RUNNING THE WORKFLOW**

1. The workflow must be run on the main menu.

2. The platform must be able to ensure to launch a workflow automatically.

3. For a workflow to launch automatically, the matching definitions of information related to the resource of triggering with the parameters in the workflow must be able to be recorded and, in the workflows, to run automatically, this matching must be used by the platform.

4. Status of the active workflows, which is run must be able to be monitored both as graphical and list.

5. While a workflow runs, the platform must enable creating warnings for delays (to arise from the functions that the users do not complete in the given time).

6. In the platform, a document must be able to be sent to one or more user, user groups or a title within a workflow; explanations must be able to be added while sending, the time must be able to be indicated, warnings must be able to be showed before the time of the task, different functions must be able to be identified in the workflow in case of delay.

7. Regarding lifecycle and stages of the workflow, it must be ensured that supervisors are informed about exceeding the start and end time of the work. The supervisors must be able to control the processes of personnel affiliated to them.

8. The users must be able to identify users to deputize for them between specific dates in the system in order to be used in the workflows.

9. The duties assigned to the users, who have active proxy, shall be also assigned to the users to whom the proxy is given. When the delegated user or the principal user completes the task, the task shall be considered as completed.

10. In the platform, user access logs for the use of workflows must be created.

11. Repetitive workflows must be able to be identified. Repetition periods (every N days, Nth day of every week, Nth day of every month) must be able to be determined by the system administrator.

12. The repetitive workflows must be able to be launched by the platform without requiring intervention of the user.

V. INTEGRATION WITH EXTERNAL SYSTEMS

The proposed platform must support all integration protocols in addition to web service technology, include the competency of middle tier technology for fast and reliable integration and run in the same runtime container with Process Management Platform without requiring to position the separate products.

A. WEB SERVICES INTEGRATION

1. The planned structure must be able to use web services in the workflow design and running.

2. When the address of web service intended to use is entered into the platform through the workflow design tool, the function list that web service provides must be submitted to the user.

3. The user (user(s) who shall be able to do this definition) must be able to identify dynamically or statically with which parameters s/he shall call the web service.

4. The workflow must be able to follow different paths according to the result received from the web service.

5. The workflow must be able to call the web services both as synchronous and asynchronous.

B. SMS INTEGRATION

1. It must be possible to send SMS over the platform in the workflows.

2. "Plug-ins" must be able to be loaded to call Web Services submitted by SMS provider.

   There must be no need to code or stop the system to add new "plug-in".

3. The platform to be handed over shall be handed over as integrated with minimum three different service provider. The necessary SMS packages shall be provided by the AGENCY.

VI. FORM MANAGEMENT MODULE

A. FORM DESIGN MODULE

1. The platform must have a web-based form design module that enables identifying the institutional forms. Electronic forms must be designed and made ready for use easily by means of the form design module.

2. The form design module must work with the platform as integrated.

3. Form design module of the proposed system should have the ability to initiate and advance defined processes in an integrated manner via client-side web browser scripts without server-side code or scripts over existing web forms in the existing automation of the AGENCY.

4. The form design module must be entirely web-based and setup of ActiveX-based plug-ins to the user machines must not be required.

5. Every user who has the authority must be able to make form design.

6. There must be various objects for text entry, list type data entry and optional data entry.

   Rich GUI components such as table, arithmetic operations, check boxes, optional box, single-choice list, tree structures, user information must be provided.

7. The form design screen must allow formulas to be identified and automatic calculations; the calculated result must be seen automatically when the user who fills in the form enters the information in the relevant fields.

8. The platform must support "Angular", "React", and/or similar modern UI libraries.

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9. In the dynamic form design, controls to add the defined users in the platform and the available document lists in the platform must be ensured.

10. During the form design, the division of authority must be carried out and it must be possible for the authorization to see/change for different users and different divisions. Access control of the authority divisions must be able to be checked on the workflows.

11. More than one tab must be able to be identified on the forms and objects must be able to be grouped in the tabs. The tabs must be able to be identified visually and authorization must be carried out for each tab.

12. Obligations for data entry objects must be able to be defined. Furthermore, the obligations must be able to be made obligatory or not obligatory according to the status of filling another object.

13. The data types must be able to be identified and the user must be able to be warned in case of data entry in incorrect format.

14. In the form design, parametric fields such as date and username must be able to be identified and the person filling in the form/date information must be able to be showed up on the form automatically during usage of the form.

15. It must allow to identify the verification criteria of the form fields.

16. For the controls on the form, verification code must be able to be written on the design screen with special JavaScript or similar scripting languages. No external coding program must be required for this action. In the code, the objects on the form must be able to be accessed. Furthermore, it must be possible to connect to the database or to access to "DLL" files that are written beforehand.

17. The forms must be able to be transferred to Microsoft Word and PDF formats in any step. This transfer must be template-based. The templates must be able to be created in a different appearance from the form optionally. Then, it must be able to be updated and the transfer must be able to be carried out over these templates.

18. Events like changes for the controls on the form must be able to be identified and when these events occur, actions to be taken must be able to be specified.

19. The form data must be stored in the database. There must be no data related to the documents on the form or the file system.

20. It must be possible that the defined forms are run directly by connecting to a menu.

21. There must be an object that enables to add a file to the form.

22. The added documents must be able to be opened with a single click on the document.

23. The controls put on the form must have visual features such as colors, fonts, frames, ground colors and they must be able to be determined by the user who carries out the form design.

24. During the form design, functions such as alignment, center alignment, routing, grouping, moving the controls as single or multiple with the drag and drop method must be provided to the user who makes the design.

25. During the form design, the user who makes the design must be able to carry out operations such as single or multiple moving by using not only mouse but also keyboard arrow keys.

26. In the form design, there must be controls such as panel and tab for grouping the controls.

27. For the form design, the help file must be able to be added and the persons who fill in the form must be able to see the help file that is prepared for the relevant form design where necessary.

28. The dedicated database inquiries and filtrations must be allowed.

29. The filled (used) forms must be able to be queried and listed through the values entered in the form field.

30. The filled (used) forms must be able to be displayed within the authority.

31. The filled (used) forms must be able to be updated or deleted within the authority.

32. In the platform, the user access logs for the use of workflows must be created.

33. In the platform, an interface that displays the user access logs created for the forms must be provided.

34. The access to other related forms through the forms must be able to be carried out easily.

35. Version control, change tracking and access authority management of the forms and templates' must be able to be carried out.

36. More than one template must be able to connect to the forms. Different displays of the same data must be able to be ensured thanks to the templates.

37. The platform must create a new version for the updated form designs. The actions continuing on the old form must continue to process on the old version.

38. The platform must enable list/display/change for the available form designs on condition that they are limited by the authorities.

39. The forms designed on the platform must be able to be published over the web page of the AGENCY, if requested and the user verification must not be required to access these forms. For example, a complaint form defined on the platform must be able to be published automatically through the web pages of the AGENCY and the related flow must be able to be run automatically.

40. The forms submitted to the approval must be forwarded by e-mail; approval, rejection and revision operations must be able to be carried out over the received e-mail without logging in the platform.

B. INTEGRATION WITH EXTERNAL SYSTEMS

1. The values of the controls which are put on the form and include data (list, optional box etc.) must be able to come from the web services.

2. It should be possible to access different databases (Oracle, MySQL, PostgreSQL, DB2, SQL Server) over native, ODBC and / or JDBC connection types for data import / export.

3. The values of the controls placed on the form and containing data (list, box, etc.) should be able to come from other application databases used by the AGENCY.

4. For connecting to other databases and retrieving data, there must be no need to change on the platform or recompile.

5. In order to connect to other databases and extract data, the connection information to be taken and which data will be taken from which table should be done by the screens on the system.

6. It must allow external software segments to be used for the complicated data retrieval operations from other databases.

7. The form data must be able to be written in other databases over the platform.

8. In order to connect to other databases and write data, the connection information to be taken and which data will be written to which table should be done by the screens on the system.

C. HELP MODULE

1. The platform must have an online help system.

2. When the user clicks the help button on screen on which s/he works, the help page related to that screen must open.

3. The help module must be web-based and kept on the server; must not be required to load in client computers.

4. As application updates are carried out on the server, the relevant help pages on the server must be also updated.

5. The help pages must be supported with visual elements and explanatory.

6. Access to different pages on the help module should be provided, and it should support the user's educational use.

D. USER MANAGEMENT MODULE

1. In the platform, there shall be user identification screens where the users may be identified and their passwords and authorities may be set. Which information will be on the user identification screen, which information will be compulsory, which information may be displayed and changed by the normal users shall be able to be set by the system administrator. The users shall be able to have more than one identity and all identities they have shall be showed to the users who have more than one identity during logging in the system; login shall be ensured according to the chosen identity.

2. The system administrator shall be able to be assigned as unit-based, the unit system administrators shall be able to manage accounts of the user who work in their unit and shall not be able to intervene to the users of other units.

3. For the user verification, at least following methods shall be supported:

- Application Verification: The username and password are verified by the application.

- Windows Verification: An automatic verification is carried out by using username and password s/he enters in Windows without entering the user, username and password.

- LDAP/Active Directory: The user verification is carried out over LDAP or Active Directory serves which the AGENCY has.

- External Application Verification: The username and password are verified over the database which another program has used.

- Web Service Verification: The username and password are provided over a web service which is provided.

4. The screens where the verification method will be used shall be on the platform in order to be selected by the system administrator and to enter the relevant parameters.

E. ACCESS RIGHTS MODULE

1. Access rights shall be made with group-based and role-based authorization.

2. The users shall be in one or more group or role.

3. It shall be open to direct between personnel according to workload.

4. Rights of View, Change, Add, delete etc. on the document within the platform shall be able to be identified to the groups as at least 2 stages (Allow, don't allow etc.).

5. When the rights of more than one groups the users have intersect, the rights shall be able to be given by combining the rights.

6. The user shall be able to have one or more roles for access to the application menus.

7. The menus to be displayed to the user shall be confined with the roles s/he has.

8. The user must be able to be taken to inactive status and in this situation, must be blocked from entering the platform.

9. The proposed platform must have the feature to integrate with identity management and access systems.

10. Unlimited role shall be able to be identified on the platform.

11. The actions that will be able to be assigned to the roles shall be displayed in the tree structure and the selected actions or menus shall be displayed to the relevant user.

12. There must be automatic logout. The session of the user who does not carry out any action at the end of the given time shall be logged out by the application.

VII. PERFORMANCE AND SETTINGS MANAGEMENT

1. There must be performance tracking reports or screens which the system administrator may use over the platform. Via this reporting infrastructure, the reports to be received should be able to dynamically receive reports on the minimum number of instantaneous users, the amount of memory consumed, the number and duration of calls, the number of open workflows and tasks, and the number of documents..

2. There must be fields where the parameters regarding whole platform may be managed.

3. Thus, the following information must be able to be managed in minimum:

- E-mail account information to be used while an e-mail is sent over the system

- SMTP address to be used in sending e-mail

- Whether captcha, if available on local network, will be used or not

- Whether captcha, if available on access over the internet, will be used or not

- There will be interfaces where SMS Integration settings can be made. Via this interface, information such as which service provider will send the SMS to be sent over the system, which plugins or Web service information can be loaded while sending will be managed.

- There will be interfaces where e-mail integration settings can be made. Via this interface, information such as from which account the e-mails will be sent through the system will be managed..

VIII. WARRANTY AND AFTER-SALE SERVICES

1. The Contractor shall provide 1 (one) year warranty and after-sale services regarding the platform following the positive inspection and acceptance of the System by UNDP in consultation with the AGENCY.

2. Within the warranty period, CONTRACTOR shall ensure assignment of relevant key personnel for performance of the maintenance and after sale support activities in line with requirements stipulated in the this section. Key personnel to be assigned for after sale support services shall possess the qualifications relevant with installation, configuration and maintenance of proposed BPM Software, improvement of applications through proposed BPM infrastructure and integration with corporate applications.

3. The support services to be requested for the Business Process Management System by the AGENCY shall be conducted on a 7/24 basis with the service record to be opened over the software support portal which the Contractor uses.

4. The application servers' setup, configuration, commissioning and support services for 1 (one) year following the positive inspection and acceptance of the System by UNDP, shall be ensured and provided by the Contractor.

5. The support services to be requested for the application servers by the AGENCY shall be conducted on a 7/24 basis with the service record to be opened over the software support portal which the Contractor uses.

6. With "VPN" connection to be provided by the AGENCY, the Contractor shall carry out the works in the following Clauses under the coordinatorship of the system administrators of the AGENCY.

7. The Contractor shall manage regularly works of generating Service Requests (SRs) and Critical SRs for faults, improvement and needs detected in the Business Process Management System, following up SRs and control of the progress for solution and management of SRs throughout the project.

8. The CONTRACTOR will determine the necessary improvements according to the status, performance and accessibility monitoring reports and submit them bi-monthly for the approval of the AGENCY and UNDP. It will implement the improvements approved by the AGENCY and UNDP.

9. The Contractor shall ensure to establish a backup metholodology for the BPM software in line with the backup strategy to be defined by the AGENCY. The contractor also shall monitor the backup operations and report to the AGENCY bi-monthly.

10. The CONTRACTOR will manage the application servers in an optimized manner by making the necessary arrangements according to the configuration, patch levels and update controls of the application servers in coordination with the AGENCY.

11. The CONTRACTOR will manage the operating systems in an optimized manner by making the necessary arrangements according to the configuration, patch levels and update controls of the operating systems installed on the application servers in coordination with the AGENCY.

12. The CONTRACTOR shall conduct the maintenance and support services, namely service request monitoring, user support (by e-mail, telephone, video conference or VPN connection), configuration modification, patch installation, version upgrade and performance monitoring, originating from the business process projects running in the Business Process Management System and report these services to the AGENCY bi-monthly.

13. New versions/releases of the software will be delivered with no additional cost upon AGENCY's request during the warranty period. Installation and configuration of new versions/releases will be conducted by the experts of the AGENCY with technical support defined in the related sections.

IX. HANDOVER DOCUMENTS

1. The Contractor shall prepare the handover documentation including commissioning services which it provides for the target platform systems under these Specifications and shall submit it for the approval of the AGENCY and UNDP.

2. After the AGENCY and UNDP approves the handover documentation, the Contractor shall execute the handover of information and document to the personnel who the AGENCY shall identify.

X. SERVICE LEVEL

A. SITUATION, PERFORMANCE AND ACCESSIBILITY CRITERIA

1. The Contractor shall ensure all services under these Specifications to operate on a 24/7 (twenty-four by seven) basis uninterruptedly.

2. The Contractor shall be provided remote access services. Opening the remote access shall be carried out only upon approval of the AGENCY.

3. Planned outages in the systems shall be able to be carried out upon the approval of the AGENCY. The planned outages shall not be considered as service level outages.

4. Service Level Tracking Report shall be submitted on a monthly basis to the AGENCY and UNDP by the Contractor to be able to audit the services provided.

5. The Contractor shall monitor the platform components under these Specifications with the monitoring software that the AGENCY uses; intervene to the probable problems and ensure that the system operates uninterruptedly.

6. The Contractor shall be responsible for adjusting all systems and components under the Project to provide service on a 24/7 (twenty-four by seven) basis.

7. The CPU usage rate in the target platform system under these Specifications must not exceed 75% on average in 15 (fifteen) minutes duration for all times.

8. The RAM usage rate in the target platform system under these Specifications must not exceed 75% on average in 15 (fifteen) minutes duration for all times.

9. The accessibility rate of the platform offered under these Specifications must not drop below 95% on average in 15 (fifteen) minutes duration for all times.

10. The response time of the platform offered under these Specifications for user requests must not exceed 30 seconds on average in 15 (fifteen) minutes duration for all times.

11. The response time of basic and intermediate level report to be developed and commissioned under these Specifications must not exceed 3 minutes on average in 15 (fifteen) minutes duration for all times.

12. The response time of the complicated level report to be developed and commissioned under these Specifications must not exceed 15 minutes on average in 15 (fifteen) minutes duration for all times.

13. In case where the need for additional hardware to ensure the specified performance criteria occurs, the Contractor shall identify and recommend the required hardware to the AGENCY and the AGENCY shall supply the hardware, if approved. In case where these requirements may not be provided, the Contractor shall not be held responsible for Clauses 7, 8, 9, 10, 11, 12.

14. Values in Clauses 7, 8, 9, 10, 11, 12 shall be reported on a monthly basis to the AGENCY during the warranty period.

15. In case of not arising from other application servers with which the infrastructure, network and system of the AGENCY integrate, the AGENCY shall take the required measures.

B. SERVICE LEVELS

1. The Contractor shall not be responsible for problems and outages in the context of other hardware and software maintenance and support agreements.

2. The Contractor shall not be responsible for problems and outages that occur in all hardware and software out of context of these Specifications belonging to the AGENCY and that will affect the products and services under these Specifications.

3. The Contractor shall provide solution according to the following service levels for cases of failure, maintenance, configuration and repair to occur in the system components under these Specifications.

   - **Level 1**: If a problem occurring in all system components which s/he is in charge of deactivates the system generally, the Contractor shall provide intervention in 2 (two) hours and proposals for solution in the following 4 (four) hours and shall begin works urgently for solution.

   - **Level 2**: If a problem occurring in all system components which s/he is in charge of deactivates the system partially, the Contractor shall provide intervention in 4 (four) hours and proposals for solution in the following 1 (one) working days and shall begin works urgently for solution.

   - **Level 3**: If a problem occurring in all system components which s/he is in charge of does not affect general run of the system but prevent it to perform its functions, the Contractor shall provide intervention in 12 (twelve) hours and proposals for solution in the following 3 (three) working days and shall begin works urgently for solution.

XI. TRAINING

The Contractor shall provide user guides related to the setup. The Contractor shall organize the user training specified below for the AGENCY personnel for BPM system it offers:

1. The Contractor shall provide training of all product, process analysis, process modelling, process improvement under these Specifications requested by the AGENCY for products and services under these Specifications to 30 (thirty) personnel who the AGENCY shall specify. Both printed and soft copies of the training materials shall be provided to participants, and the training period shall be at least 15 (fifteen) calendar days. All training shall be completed within 45 calendar days following Contract signature.

In the training, the transfer of 2 (two) workflows and 2 (two) forms, which will be determined and detailed by the AGENCY and are in extent not to exceed the training period, into the system shall be demonstrated in practice. The selected workflows and forms will be determined and the necessary documentation will be delivered by the AGENCY before the beginning of the training.

2. 10 (ten) days of "Trainer's Training" shall be provided to at least 10 (ten) persons whom the AGENCY shall identify out of the personnel mentioned in Clause 1.

3. The Contractor shall provide at least 5 (five) days training about the technical specifications of the platform to 3 (three) personnel who the AGENCY shall identify. This training will also include installation and configuration of the proposed platform.

Section 5b: Other Related Requirements

Further to the Schedule of Requirements in the preceding Table, Bidders are requested to take note of the following additional requirements, conditions, and related services pertaining to the fulfillment of the requirements:

Exact Address of Delivery/Setup Location	Turkish Employment Agency, Emniyet Mahallesi Mevlana Bulvarı (Konya Yolu) No:42 Yenimahalle / ANKARA
Delivery Time	Contractor shall complete installation, configuration and commissioning of the Software and provide trainings within 45 days following Contract Signature.
Submission of Software Copies	Within 45 days following Contract Signature, the Contractor shall provide UNDP with one copy of the Software in a readable format and shall provide UNDP with an equal number of copies of the Documentation.
Acceptance of the software	For a period of thirty (30) days after the installation of the Software ("Acceptance Period"), UNDP and AGENCY shall have the opportunity to run the Software in order to test that all Software licensed pursuant to this Contract operates substantially in accordance with the Contract Documents. UNDP shall provide to the Contractor a description of any deviation from the Contract Documents ("Deviation List") prior to the expiration of the Acceptance Period in accordance with the notice requirements set forth in this Contract. Upon receipt of such notice, the Contractor shall have thirty (30) days to cure any such deviation listed on the Deviation List such that the Software operates in accordance with the Documentation ("Cure Period"). 100% of contract amount shall be paid based on the positive "inspection and acceptance report" to be issued by UNDP upon completion of Acceptance Period.
Installation Requirements	The BPM Software will be installed on servers supplied by the AGENCY. The required configuration of the software, application server and database schema will be conducted by the CONTRACTOR.
Testing Requirements	The tests will be conducted by the AGENCY after the installation. The validation of the requested features defined in the specification can be made by declaration, documents or demonstation. The tests will be started not more than 3 days after installation and will be accomplished in 30 days.. With the approval of the AGENCY; the CONTRACTOR may organize another test platform that can be accessible for test personel instead of waiting for the end of installation. If this method is selected, the day restrictions for the tests are also

	valid with respect to the declaration of the CONTRACTOR about the test platform preparation.
Scope of Training on Operation	Please refer to Clause XI in Section 5a above
Commissioning	Commissioning in this context refer to successful completion of installation and configuration of the software, accomplishment of the trainings and the testing processes.
Warranty Period	Please refer to Clause VIII, IX, X in Section 5a above.
After-sale services Requirements	Please refer to Clause VIII, IX, X in Section 5a above.
Payment Terms	100% of contract amount shall be paid within 30 days after positive "inspection and acceptance report" to be issued by UNDP and receipt of invoice from the Contractor.upon completion of Acceptance Period stipulated above.
Conditions for Release of Payment	After following activities are completed by the Contractor and accepted by UNDP's Inspection and Acceptance Committee. ☒ Delivery ☒ Installation and Commissioning ☒ Testing ☒ Training on Operation ☒ Written Acceptance of Goods/Services based on full compliance with ITB requirements
Catalogues, instructions and operating manuals, shall be in this language	English or Turkish

Section 6: Returnable Bidding Forms / Checklist

This form serves as a checklist for preparation of your Bid. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Bid submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Bid, please ensure compliance with the Bid Submission instructions of the BDS 22.

Technical Bid:

Have you duly completed all the Returnable Bidding Forms?	
▪ Form A: Bid Submission Form	☐
▪ Form B: Bidder Information Form	☐
▪ Form C: Joint Venture/Consortium/ Association Information Form	☐
▪ Form D: Qualification Form	☐
▪ Form E: Format of Technical Bid	☐
▪ From G: Form of Bid Security	
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	☐

Price Schedule:

▪ Form F: Price Schedule Form	☐

Form A: Bid Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	[Insert ITB Reference Number]		

We, the undersigned, offer to supply the goods and related services required for [Insert Title of goods and services] in accordance with your Invitation to Bid No. [Insert ITB Reference Number] and our Bid. We hereby submit our Bid, which includes this Technical Bid and Price Schedule.

Our attached Price Schedule is for the sum of [Insert amount in words and figures and indicate currency].

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

  a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;

  b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;

  c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;

  d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);

  e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;

  f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Bid are true and we accept that any misinterpretation or misrepresentation contained in this Bid may lead to our disqualification and/or sanctioning by the UNDP.

We offer to supply the goods and related services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Schedule of Requirements and Technical Specifications.

Our Bid shall be valid and remain binding upon us for the period specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Bid you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Bid and bind it should UNDP accept this Bid.

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

Form B: Bidder Information Form

Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you a UNGM registered vendor?	☐ Yes ☐ No If yes, [insert UGNM vendor number]
Are you a UNDP vendor?	☐ Yes ☐ No If yes, [insert UNDP vendor number]
Countries of operation	[Complete]
No. of full-time employees	[Complete]
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) *(If yes, provide a Copy of the valid Certificate):*	[Complete]
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? *(If yes, provide a Copy of the valid Certificate):*	[Complete]
Does your Company have a written Statement of its Environmental Policy? *(If yes, provide a Copy)*	[Complete]
Does your organization demonstrates significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues	[Complete]
Is your company a member of the UN Global Compact	[Complete]
Contact person that UNDP may contact for requests for	Name and Title: [Complete] Telephone numbers: [Complete]

clarifications during Bid evaluation	Email: [Complete]
Please attach the following documents:	Following documents shall be submitted along with the Bid: ▪ Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods and/or services being procured ▪ Certificate of Incorporation/ Business Registration ▪ Trade name registration papers, if applicable ▪ Environmental Compliance Certificates, Accreditations, Markings/Labels, and other evidences of the Bidder's practices which contributes to the ecological sustainability and reduction of adverse environmental impact (e.g., use of non-toxic substances, recycled raw materials, energy-efficient equipment, reduced carbon emission, etc.), either in its business practices or in the goods it manufactures ▪ Patent Registration Certificates, if any of technologies submitted in the Bid is patented by the Bidder ▪ Certification or authorization to act as Agent on behalf of the Manufacturer, or Power of Attorney. ▪ Export Licenses, if applicable ▪ Local Government permit to locate and operate in assignment location, if applicable ▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country ▪ ISO/IEC 27001 Information Security Management System ▪ ISO/IEC 20000-1 Information Technology Service Management System ▪ ISO 9001 Quality Management ▪ Registration documents for the office established in Turkey

Form C: Joint Venture/Consortium/Association Information Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	[Insert ITB Reference Number]		

To be completed and returned with your Bid if the Bid is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information *(address, telephone numbers, fax numbers, e-mail address)*	Proposed proportion of responsibilities (in %) and type of goods and/or services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

Name of leading partner (with authority to bind the JV, Consortium, Association during the ITB process and, in the event a Contract is awarded, during contract execution)	[Complete]

Bidders shall attach a copy of notarized JV/Consortium/Association agreement signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture.

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: _____   Name of partner: _____

Signature: _____   Signature: _____

Date: _____   Date: _____

Name of partner: _____   Name of partner: _____

Signature: _____   Signature: _____

Date: _____   Date: _____

Form D: Eligibility and Qualification Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	[Insert ITB Reference Number]		

If JV/Consortium/Association, to be completed by each partner.

1. History of Non-Performing Contracts

☐Non-performing contracts did not occur during the last 3 years			
☐ Contract(s) not performed in the last 3 years			
Year	**Non- performed portion of contract**	**Contract Identification**	**Total Contract Amount** (current value in US$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

2. Litigation History (including pending litigation)

☐ No litigation history for the last 3 years			
☐ Litigation History as indicated below			
Year of dispute	**Amount in dispute** (in US$)	**Contract Identification**	**Total Contract Amount** (current value in US$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

3. Previous Relevant Experience

Minimum 1 single contract of similar value shall have been implemented over the last 5 years counting back from the Bid submission deadline, for supply and/or establishment of BPM Software.

(For JV/Consortium/Association, all Parties cumulatively should meet requirement).

Please list only previous **similar assignments** successfully completed in the last 5 years.

List only those assignments for which the Bidder was legally contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be

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prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

Bidders shall attach Statements of Satisfactory Performance for the claimed experience. Statement of Satisfactory Performance shall include the information recorded in above table at minimum.

4. Financial Standing

Minimum <u>average annual turnover of the bidder</u> for the last 3 years (i.e. 2018, 2019, 2020) <u>shall not be less than</u> USD 600,000.

(For JV/Consortium/Association, all Parties cumulatively should meet requirement).

Annual Turnover for the last 3 years	Year USD
	Year USD
	Year USD
Latest Credit Rating (if any), indicate the source	

Financial information (in US$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	Information from Balance Sheet		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	Information from Income Statement		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

Bidders shall attach copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:
   a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
   b) Historic financial statements must be audited by a certified public accountant;
   c) Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

Form E: Format of Technical Bid

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
ITB reference:	[Insert ITB Reference Number]		

The Bidder's Bid should be organized to follow this format of the Technical Bid. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

SECTION 1: Bidder's qualification, capacity and expertise

1.1   General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).

1.2   Relevance of specialized knowledge and experience on similar engagements done in the region/country.

SECTION 2: Scope of Supply, Technical Specifications, and Related Services

This section should demonstrate the Bidder's responsiveness to the specification by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; and demonstrating how the proposed bid meets or exceeds the requirements/specifications. All important aspects should be addressed in sufficient detail.

2.1   A detailed description of how the Bidder will deliver the required goods and services, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.

2.2   Explain whether any work would be subcontracted, to whom, how much percentage of the requirements, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.

2.3   The bid shall also include details of the Bidder's internal technical and quality assurance review mechanisms.

2.4   Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.

2.5   Demonstrate how you plan to integrate sustainability measures in the execution of the contract.

2.6   Demonstrate compliance with the Technical Requirements stipulated in Section 5a and Section 5b by completing following tables:

BIDDERS SHALL COMPLETE FOLLOWING TABLE FOR DEMONSTRATING COMPLIANCE WITH THE TECHNICAL REQUIREMENTS GIVEN IN SECTION 5A: SCHEDULE OF REQUIREMENTS AND TECHNICAL SPECIFICATIONS OF THE ITB

Technical requirements *(based on the information provided in Section 5a)*	Your response	
	Confirm compliance with technical specifications and requirements given in the clauses of Section 5a.	
	Yes, we comply	**No, we cannot comply** *(indicate discrepancies)*
III. GENERAL SPECIFICATIONS OF THE SYSTEM		
IV. WORKFLOW MANAGEMENT MODULE		
V. INTEGRATION WITH EXTERNAL SYSTEMS		
VI. FORM MANAGEMENT MODULE		
VII. PERFORMANCE AND SETTINGS MANAGEMENT		
VIII. WARRANTY AND AFTER-SALE SERVICES		
IX. HANDOVER		
X. SERVICE LEVEL		
XI. TRAINING		

BIDDERS SHALL COMPLETE FOLLOWING TABLE FOR DEMONSTRATING COMPLIANCE WITH SECTION 5B: OTHER RELATED REQUIREMENTS

Other Related services and requirements *(based on the information provided in Section 5b)*	Compliance with requirements	
	Yes, we comply	**No, we cannot comply** *(indicate discrepancies)*
Delivery requirements		
Submission of Software Copies		
Acceptance of Software		
Installation Requirements		
Testing Requirements		
Scope of Training on Operation		
Commissioning		
Warranty Period		
After-sale services Requirements		
Payment Terms		
Conditions for Release of Payment		
Language of Catalogues, instructions and operating manuals		

SECTION 3: Management Structure and Key Personnel

3.1   Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.

3.2   Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the scope of goods and/or services.

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/ Qualifications	*[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]*
	[Insert]
Professional certifications	*[Provide details of professional certifications relevant to the scope of goods and/or services]*
	Name of institution: [Insert] Date of certification: [Insert]
Employment Record/ Experience	*[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]*
	[Insert]
References	*[Provide names, addresses, phone and email contact information for two (2) references]*
	Reference 1: [Insert] Reference 2: [Insert]

I, the undersigned, certify that to the best of my knowledge and belief, the data provided above correctly describes my qualifications, my experiences, and other relevant information about myself.

_____   _____

Signature of Personnel   Date (Day/Month/Year)

FORM F: Price Schedule Form

Name of Bidder:	[Insert Name of Bidder]		Date:	Select date
ITB reference:	[Insert ITB Reference Number]			

The Bidder is required to prepare the Price Schedule following the below format.

Currency of the Bid: USD

Price Schedule

Item #	Description	UOM	Quantity	Unit Price (USD)	Total Price (USD)
001	Business Process Management (BPM) Software	Lump Sum	1		
	ALL INCLUSIVE FINANCIAL BID (USD)*				

*All-inclusive Financial Bid shall include all related costs for fulfilment of the requirements stipulated in the ITB. These costs may include but not limited to:

- Provision, set-up and commissioning of the Software.
- Provision of trainings.
- After-sale services within the Warranty period.
- Spare parts, consumptions, special packaging etc, where applicable.
- Travel, out-of-pocket expenses
- Any other ancillary costs for fulfilment of requirements of this ITB.

Contractor shall not be entitled to receive any amount beyond All-inclusive Financial Proposal proposed above.

Name of Bidder: _____

Authorised signature: _____

Name of authorised signatory: _____

Functional Title: _____

FORM G: Form of Bid Security

**Bid Security must be issued using the official letterhead of the Issuing Bank.
Except for indicated fields, no changes may be made on this template.**

To: UNDP
        [Insert contact information as provided in Data Sheet]

WHEREAS [Name and address of Bidder] (hereinafter called "the Bidder") has submitted a Bid to UNDP dated Click here to enter a date. to execute goods and/or services [Insert Title of Goods and/or Services] (hereinafter called "the Bid"):

AND WHEREAS it has been stipulated by you that the Bidder shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security if the Bidder:

a)   Fails to sign the Contract after UNDP has awarded it;
b)   Withdraws its Bid after the date of the opening of the Bids;
c)   Fails to comply with UNDP's variation of requirement, as per ITB instructions; or
d)   Fails to furnish Performance Security, insurances, or other documents that UNDP may require as a condition to rendering the contract effective.

AND WHEREAS we have agreed to give the Bidder such Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Bidder, up to a total of [*amount of guarantee*] [*in words and numbers*], such sum being payable in the types and proportions of currencies in which the Price Bid is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of *[amount of guarantee as aforesaid]* without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This guarantee shall be valid up to 30 days after the final date of validity of bids.

SIGNATURE AND SEAL OF THE GUARANTOR BANK

Signature: _____

Name: _____

Title: _____

Date: _____

Name of Bank _____

Address _____

[Stamp with official stamp of the Bank]