AMENDMENT NO. 4

Date: 22/04/2021

Subject: Amendment No. 4 to "Invitation to Bid" for "Procurement of Business Process Management (BPM) Software" within the context of "Employment and Skills Development Project".

Ref: UNDP-TUR-ITB(KW)-2021/004 (E-TENDERING EVENT ID: TUR10-ITB-21-004)

Dear Madam/Sir,

Please find "ATTACHMENT-1 for the "ANSWERS TO QUESTIONS RECEIVED FROM PROSPECTIVE BIDDERS and RESPECTIVE REVISIONS" within the context of subject ITB issued on 10 March 2021 for "Procurement of Business Process Management (BPM) Software" within the context of "Employment and Skills Development Project".

You are kindly requested to prepare and submit your Bids in response to our subject ITB with the consideration of these answers and respective revisions, whereas all other clauses of the ITB, except as amended herein, remaining valid.

Please make sure that your bids are submitted through e-tendering on or before <u>03 May 2021, 07:00 am (EST/EDT New York Time),</u> as indicated in the e-tendering system.

Yours sincerely;

UNDP TURKEY Country Office

Attachments:

ATTACHMENT-1 for the "ANSWERS TO QUESTIONS RECEIVED FROM PROSPECTIVE BIDDERS AND RESPECTIVE REVISIONS"

ATTACHMENT-1 for the "ANSWERS TO QUESTIONS RECEIVED FROM PROSPECTIVE BIDDERS AND RESPECTIVE REVISIONS"

Question 1: Could you please advise if a Company registered in India can bid in this Tender Process?
Answer 1: Within the scope of the ITB, there is no restriction for any Country for participating in this bidding exercise. All bidders who meet the eligibility criteria stipulated in the ITB can participate in this process.

Question 2: Could you please clarify in UNDP requires implementation of the application in addition to provision of the Software?
Answer 2: Bidders shall refer to Section 5a: Schedule of Requirements and Technical Specifications and Section 5b: Other Related Requirements of the ITB for detailed scope of services.

Question 3: Is it possible to extend the delivery date which was stipulated as 45 days in the ITB?
*Answer 3: Completion of installation, configuration and commissioning of the Software and provision trainings has been extended from 45 days to **90 days**. Please refer to Question No. 117 and the responses for the subject revision.*

Question 4: In integration with on-premise application, does UNDP provide pre-install SOA product or must this be provided by the Contractor?
Answer 4: As indicated in the Schedule of Requirements, Contractor shall provide all necessary services/add-on/licenses for integration of their solution/software.

Question 5: When you say business rules, are you referring to special product for business rules or BPM rules only?
Answer 5: By the usage of this product, the AGENCY shall be able to model their business processes according to their business rules. In addition to this, they will develop new applications by using the BPM software's low code mechanisms; besides they will be able to integrate their applications with BPM software by using the integration mechanisms supplied in the BPM tool.

Question 6: Please clarify the process for provision requested software and services?
Answer 6: The scope of the services and specifications have been clearly defined in Section 5a: Schedule of Requirements and Technical Specifications of the ITB. Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in this section.

Question 7: In the "System Flexibility" part of the ITB, Section 32: "The platform must enable creating data tables on the database and submit wizard type interfaces in order that these tables can be used"
We need clarifications on the expression "data tables". Is the expression "data tables" used for manually creating database tables within the BPM solution or with the capability of local data warehouse storing data records or linking data tables with a data structure in a relational database?
Answer 7: In this criteria, the ability to initiate an operation (select, update, delete, create, dynamic sql operations etc.) on database tables via its wizards is addressed. The functionality may be accomplished either by the capability of local data warehouse which stores data records or linking data tables with a data structure in a relational database.

Question 8: In terms of daily transaction volume and transaction volume at peak times, do you have any volume requirement for the system?
Answer 8: AGENCY has no prediction about the daily transaction volume and the transaction volume at peak times. The proposed solution/software should be able to serve 1.000 concurrent users with satisfying performance.

Question 9: Would Turkish version of Bid Security be accepted?
Answer 9: As stipulated in BDS No. 6 of Section 3. Bid Data Sheet of the ITB, 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.

Question 10: In Form C: "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."

Since the partner of the consortium is an international firm (Portuguese), can we provide two separate documents; one signed and notarized by Portuguese partner in Portugal and the other one signed and notarized by Turkish partner in Turkey? Or, can we sign the agreement electronically and notarize the electronically signed document in Turkey?

Answer 10: Bidders shall submit 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. Authenticity of the agreement in terms of signatures by all parties, legal structure, and confirmation of the liability shall be clearly demonstrated in the agreement through notary public.

Question 11: With reference to Article 15 given at Page no. 28 of the ITB, is it possible to revise the requirement as follows:
Original requirement: The proposed Platform must be able to run on the latest version of Windows operating system.
Requested revision: The proposed Platform must be able to run on the latest version of Windows or Linux operating system.

Answer 11: It is not possible to make requested revision to the mentioned requirement as per requirements of the AGENCY based on the currently used system.

Question 12: With reference to Article 15 given at Page no. 28 of the ITB, is it possible to revise the requirement as follows:
Original requirement: 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 transferring 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.
Requested revision: 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 transferring 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. The integration with Electronic Document Management System (EDMS) will be accomplished by using the Web services of the EDMS application.

Answer 12: Mentioned requirement has been revised as requested and amended version is given below:
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 transferring 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. The integration with Electronic Document Management System (EDMS) will be accomplished by using the Web services of the EDMS application.

Question 13: With reference to Article 69 given at Page no. 32, "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". Is it possible to remove this requirement?

Answer 13: This article addresses the cache and other possible mechanisms within the BPM software or usage of other components' (browser, application server etc.) similar facilities by the BPM software to prevent loss in internet browser failure or inadvertently closure of the browser by the users. These mechanisms are critical for the continuous utilization of the system in the AGENCY, so it is not possible to remove this requirement.

Question 14: With reference to Page 18 -Section 5a- C. SYSTEM FLEXIBILITY 16, Platform supports several kinds of application server. Could you make it clear that your expectation for the Contractor is to provide application license cost as well as setting them up?

Answer 14: The contractor shall supply licenses for the application server (if needed) on which the platform can be used efficiently and in line with the requirements defined in this ITB and can serve 1.000 concurrent users. Any possible cost about these licenses will be covered by the Contractor. On the other side, the operating system licenses, for the clients, application servers and the database servers will be supplied by the AGENCY, as well as database management server licenses.

Question 15: With reference to Page 33 -Section 5a- D. SYSTEM SECURITY 5, It should be possible through an Access Manager application integration from bpm software, and it will require customization. What are your expectations about separation of concerns between WAN and LAN access to bpm software?

Answer 15: The article refers to the authorization of the same named user differently due to his/her connection point (LAN or WAN). The platform can support this kind of differentiation by mechanisms within the platform or by customization.

Question 16: With reference to Page 46 -Section 5a-VIII. WARRANTY AND AFTER-SALE SERVICES. Will Maintenance be provided by another Contract? Or, these services will be provided within the scope of the Contract to be resulted from this ITB?
Answer 16: The services defined in the mentioned articles shall be given within the scope of the Contract, not through another Maintenance Contract.

Question 17: With reference to Page 47- 48 -Section 5a X. SERVICE LEVEL A. SITUATION, PERFORMANCE AND ACCESSIBILITY CRITERIA, Here do you mean to adjust to real-time load, not minimum requirements? (items 5 and 6). We understand that the expectation is operational studies such as constantly adjusting the cpu, memory etc. capacity in the virtual server environment in order to provide SLAs. This type of operational work is not included in the license. What is your expectation exactly?
Answer 17: This article does not refer to daily operational studies such as constantly adjusting the CPU, memory etc. But in order to prevent possible problems in continuity and guarantee 24/7 operation, the contractor should monitor the system, inform the experts of the AGENCY about the problems in this context and apply critical interventions on configuration when needed.

Question 18: Please clarify how many environments will be needed? Is it only Development, Test and Production?
Answer 18: The contractor shall setup the test, development and production environments for the BPM software. The development environment shall be used to model business processes, develop applications and should employ deployment and version management capabilities. The developed application will be tested on the Test environment and then will be transferred to Production environment for daily usage.

Question 19: Will the Production be installed as High Availability?
Answer 19: Yes, the Production environment will require High Availability.

Question 20: Please clarify how many users in a day will be connected in the peak time of the day, or in other words, Maximum how many users will be using the system daily?
Answer 20: The system should support 1000 concurrent users and the contractor should supply licenses for the BPM software supporting this number of concurrent users.

Question 21: In a day, how many workflow activities will happen in the system? Maximum number of approvals/rejections in the system. Average Number of processes to be created and average number of processes that will be processed/viewed in a day in the system.
Answer 21: The agency does not currently have a working BPM platform. It is not possible to address this query without a detailed analysis study. The agency intends to integrate all their business processing into this BPM. The main aim of this purchasing BPM will be digitalization all services of the agency (digital transmission).

Question 22: Average Duration of the processes (days/hours/minutes) remain active in the system to be completed?
Answer 22: The agency does not currently have a working BPM platform. It is not possible to answer these questions without a detailed analysis study. The agency intends to integrate all their business processing into this BPM. The main aim of this purchasing BPM will be digitalization all services of the agency (digital transmission).

Question 23: How many integrations may be required per processes? (Database, REST Service, Web Service Integration)
Answer 23: The Electronic Document Management System (EDMS), LDAP ve SMS integration will be implemented in the scope of this tender. For the other integrations, the BPM software should provide an integration infrastructure.

Question 24: How many UIs might be needed per processes, in average?
Answer 24: The development of user interfaces is not in the scope of this infrastructure. The number of user interfaces varies depending on the nature of the process, so it is not possible to estimate this figure before analysis.

Question 25: In a month, how many processes might be initiated in average, such as yearly vacation request can be started daily by 10 people in average and monthly 200 times.

Answer 25: The agency does not currently have a working BPM platform. It is not possible to answer these questions without a detailed analysis study. The agency intends to integrate all their business processing into this BPM. The main aim of this purchasing BPM will be digitalization all services of the agency (digital transmission).

Question 26: Number of rules to be executed/called from the applications including Process Engine per day?
Answer 26: The agency does not currently have a working BPM platform. It is not possible to answer these questions without a detailed analysis study. The agency intends to integrate all their business processing into this BPM. The main aim of this purchasing BPM will be digitalization all services of the agency (digital transmission).

Question 27: Average number of developers and testers in the system before going live?
Answer 27: The main aim of this purchase is to deliver BPM software up to the technical requirements mentioned in the ITB. It is fully company responsibility and estimation to deliver the BPM software up to the technical requirements.

Question 28: With reference to FORM F: Price Schedule Form, should bidders quote their "All-inclusive Financial Proposal" including VAT?
Answer 28: As stipulated in Section 3. Bid Data Sheet, BDS No. 26, 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.

Question 29: Could you please advise if a Pre-bid Conference will be scheduled for this ITB?
Answer 29: As stipulated in Section 3. Bid Data Sheet, BDS No. 4, Pre-bid Conference will not be conducted for this ITB.

Question 30: Based on our similar work experience including installation, deployment and training; we predict that on pandemic days, the 45-day delivery time (including 15 days of training) is not sufficient. Is it possible to extend the delivery time?
*Answer 30: Completion of installation, configuration and commissioning of the Software and provision trainings has been extended from 45 days to **90 days**. Please refer to Question No. 117 and the responses for the subject revision.*

Question 31: In case of Joint Venture/Consortium, would it be sufficient to meet the minimum Qualification Criteria through only one member in the JV/Consortium?
Answer 31: Please refer to Section 4. Evaluation Criteria, Minimum Eligibility and Qualification Criteria of the ITB where it is clearly stated which criteria should be met cumulatively or by each member.

Following set of questions and answers (32 - 118) are classified under the relevant clauses of the Section 5a: Schedule of Requirements and Technical Specifications of the ITB, as referred below:

A. SYSTEM ARCHITECTURE

**Question 32: "*The platform must store metadata in relational database". Please clarify which information is requested for Metadata storing"*
Answer 32: All metadata about BPM objects should be stored in relational database.

Question 33: The platform must run smoothly in 11g and higher versions of Oracle database. Our BPM is supporting this requirement. Is it possible to remove this requirement?
Answer 33: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 34: "The platform must offer "DevOps or equivalent" support". Could you please clarify the requirement?
Answer 34: The BPM platform should smoothly run with DevOps or similar tools CI/CD (Continuous Integration/ Continuous Deployment) is a method to frequently deliver apps to customers by introducing automation into the stages of application development.

B. SYSTEM ACCESS

Question 35: 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.
Our BPM is not supporting this requirement. Is it possible to remove this criteria?
Answer 35: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 36: 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.).
Our BPM supports all of these browsers except for Microsoft Edge. Is it possible to remove Microsoft Edge from the criteria?
Answer 36: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 37: 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. Is it possible to revise this requirement?

Answer 37: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 38: "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". Is it possible to consider following revision/addition acceptable?

- Information can be accessed through the Database. API will be used for the dataflow.
Answer 38: It is not possible to revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

C. SYSTEM FLEXIBILITY

Question 39: "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".
Our BPM is not supporting that requirement. Is it possible to remove this criteria?
Answer 39: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 40: "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".
Could you please share more information with details?
Answer 40: Low-code development platform (LCDP) provides a development environment used to create application software through graphical user interfaces and configuration instead of traditional hand-coded computer programming. A low-code model enables developers of varied experience levels to create applications using a visual user interface in combination with model-driven logic. Such platforms may produce entirely operational applications or require additional coding for specific situations. Low-code development platforms reduce the amount of traditional hand coding, enabling accelerated delivery of business applications. A common benefit is that a wider range of people can contribute to the application's development—not only those with formal programming skills. The proposed platform includes a LCDP in order to develop new applications and it should be integrated with the modelling environment.

Question 41: 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.
Is it possible to consider following revision/addition acceptable?
- Server-side operation can be achievable on the Design tool. Application will run on the web area.
Answer 41: It is not possible to revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 42: "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".
Our BPM is not supporting that requirement. Is it possible to remove this criteria?
Answer 42: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 43: "An interface of calendar management must be provided in which working days and times to be used by the process model are defined".
Our BPM can use Calendar management but already it can be managed with the activities. Is it possible to consider this revision/addition acceptable?
Answer 43: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 44: "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".
Is it possible to revise this requirement?

Answer 44: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 45: All components of process-based applications must run in a single integrated environment; thus, no problem such as integration, synchronization and upgrade restrictions must be faced.
Is it possible to revise this requirement?

Answer 45: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 46: "The platform must have a simple in-memory cache management screen". Could you please clarify this requirement?

Answer 46: The term "In-Memory Cache" refers to the keeping the application data in the application server's RAM. The platform should support in memory caching and should employ an interface for the user to manage in-memory caching.

Question 47: "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".
Development tools offered in our BPM are not web based but we can offer ``Akış tasarım > windows, e-imza tool application > Windows`. Is it possible to revise the requirement accordingly?

Answer 47: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 48: "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 transferring 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".

In our BPM, documents are not e-signed, we sign works. Accessible information can be accessed through the authorization web. Signers' information can be accessed through the system e-signature control structure. Is it possible to revise the requirement accordingly?

Answer 48: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 49: Modelling based development must allow a layered structure that supports reuse similar to the inheritance in the object-oriented programming approach.
In our BPM, although there is no layered structure, the activities are reusable, the streams are suitable for storage and development by both exporting and importing. Is it possible to revise the requirement accordingly?

Answer 49: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 50: "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". Is it possible to revise the criteria as "All activities are accessible / usable within the design tool"?

Answer 50: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 51: "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". Is it possible to revise the requirement as follows?

"First of all, with the control wizard, the status of the services is checked with post-installation and periodic checks. With the "" flow control "", "" code test "" features on the flow design, the correct configuration is provided with pre-release warnings. There are system supports to facilitate error detection with the logging structure and error reporting system on the live system.

Answer 51: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 52: "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". Is it possible to revise the requirement as follows?

"The revision feature allows very limited changes in existing processes. Since there is a versioning system, existing works are not affected, the stream should be switched from broadcast mode to development mode and a new work should be started with changes"

Answer 52: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 53: "The UI must be able to be modelled visually and must have platform for form design tools". Is it possible to revise the requirement as follows?
"Form screens can be designed in accordance with the bootstrap infrastructure".

Answer 53: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 54: 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. Is it possible to revise the requirement as follows?

"AD" structure is supported, users can be created on IDP or Logo ERP users can be imported.

Answer 54: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 55: 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. Is it possible to revise this requirement?

Answer 55: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 56: "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". Is it possible to revise the requirement as follows? "Timeout definitions can be made based on work or form".

Answer 56: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 57: 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. Is it possible to revise the requirement as follows?

"Unlimited modeling can be done on the flow design tool. It can be called within the framework of the defined model design and the work can be started, and it cannot be started inappropriately from any stage".

Answer 57: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 58: "In the platform, SLA (Service Level Agreement) must be defined for all stages of a case". Is it possible to revise the requirement?

Answer 58: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 59: "SLA (Service Level Agreement) definitions for process activities of a business flow must be able to be carried out on the platform". Is it possible to revise the requirement?

Answer 59: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 60: 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. Is it possible to revise the requirement?

There are supports such as system monitoring screen - detailed detection screen.
Answer 60: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 61: 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. Is it possible to revise the requirement as follows?

"User variable structure can be used; variable value can be assigned in the coding activity according to the desired rule".
Answer 61: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 62: 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. Is it possible to revise the requirement as follows?
"There is no CSS customization, the form screen allows different designs thanks to the bootstrap infrastructure.
Color - font - size customizations are not supported".
Answer 62: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 63: The platform must provide "intellisence" features such as "auto complete", "query hints", "intelligent code completion" without requiring coding. Is it possible to revise the requirement as follows?

"There is an autocomplete variable on the form, and there is "intelligence" support in data source queries on the design tool".
Answer 63: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 64: 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. Is it possible to revise the requirement as follows?

With the Form View feature, the necessity - read only - visibility can be done without code. With the support of simple code pieces, much more different conditions - scenarios can be realized.

Answer 64: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 65: The added documents must be openable with a single click on the document. Is it possible to revise the requirement as follows?
".PDF, html and text type files are opened in a new tab with a single click. Other types such as Excel, word etc. can be downloaded to the PC with a single click.

Answer 65: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 66: Pictures must be able to be added on the form and they must be able to be demonstrated on the users' screens where necessary.
Pictures can be added as files.
Image variable can be displayed on the form based on user and condition - it can be hidden.
Is this revision acceptable for UNDP?
Answer 66: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 67: 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. Is it possible to revise the requirement as follows?
"In the presence of the Internet, the form can be saved with "Save" operation before continuing after data entry. By opening a work at a different time, data entry can continue from the point left. There is support for use over the intranet. In use over the Internet, after internet interruption, the data must be re-entered on the basis of the last user, the previous transactions are recorded.

Answer 67: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 68: 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. Is it possible to revise the requirement as follows?
"Instead of help screens, the document area on the web, webinar videos, YouTube videos, mail support line can meet the needs".

Answer 68: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 69: 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. Is it possible to revise the requirement as follows?

"Work progress is made by adding a message or a file into the media. Business initiation, file adding, commenting operations can be performed on the mobile application that works with this logic".

Answer 69: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 70: 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.

Please clarify what is wanted to be done with the content management system? Since we work with a business approval structure, not a document approval, the designed contents can be progressed. Why is an external structure needed? If the external structure will transfer data in one step of the work, integration can be provided in the flow step with customizable activity support, is it acceptable?
Answer 70: As mentioned in the article, the requirement is the integration capability with content management systems over CMIS standard. The requirement has remained unchanged.

Question 71: 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. Is it possible to revise the requirement as follows?

"There is a stream import - export. (Except for data, flow templates are known to be transferred.)"
Answer 71: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 72: The users must be able to see documents coming for the approval in the web interface. Is it possible to revise the requirement as follows?

"Different types of files can be added to the Files section, files can be downloaded and viewed. Documents in the type of pdf - html - text can be viewed in the new tab without the need to download".
Answer 72: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 73: The platform must be modular and able to be expanded according to the needs. Is it possible to revise the requirement as follows?

"Flow page has a modular structure on the basis of design activities. With the support of "custom activity", the application can be extended with an external activity design".
Answer 73: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

D. SYSTEM SECURITY

Question 74: 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.

If an SSL certificate is purchased, the web address can be defined over the relevant https address and 443 port and can be operated. The information displayed on the web interface is displayed on the basis of user authorization.
Is this revision/addition acceptable for UNDP?
Answer 74: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 75: 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.

- **It can be used via intranet or internet.**
- **If the system is opened outside, internal users also log in with the external address.**
- **Changes in content by users who are not authorized on the works are not allowed.**

Is this revision/addition acceptable for UNDP?

Answer 75: In this criteria, the capability of providing the variation of user privileges due to their connection environment is addressed.

It is not possible to revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 76: There must be checks to protect the database integrity within the platform and inconsistent data entry must be prevented.

Form data is formatted as "binary" and hidden in the database. For these reasons, it is not expected to find a difference that will cause inconsistency.

Is this revision/addition acceptable for UNDP?

Answer 76: In this criteria, relational data integrity is addressed.

It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 77: 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.

Our BPM does not support Fax. Is it possible to remove it from the criteria?

Answer 77: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 78: Groups, categories and folders must be hierarchical; the authority identifications must be able to run also with inheritance logic.

The document management system works integrated with Kets, which is a different program. This program can be sent with different custom file types. Apart from this, there is no document catalog - file structure.

Is this revision/addition acceptable for UNDP?

Answer 78: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 79: The platform must include a function/screen where the organization structure may be identified.
Organization groups and hierarchy can be defined on the design tool, and the flow can be sent for approval with the information here.

Is this revision/addition acceptable for UNDP?

Answer 79: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 80: 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.
Organization groups and hierarchy can be defined on the design tool, and the flow can be sent for approval with the information here.

Is this revision/addition acceptable for UNDP?

Answer 80: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 81: 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.
It can be done through Kets, which is an external software. For document management, Kets integration can be done through the activity. It is necessary to purchase extra Kets software.
Is this revision/addition acceptable for UNDP?
Answer 81: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 82: While a document is edited by a user, it must be prevented that the same document is changed by another user.
There is no document approval structure, there is a work approval system.
The work can be assigned to more than one person, but is carried out by one person. (other people cannot advance the progressed business)
Is this revision/addition acceptable for UNDP?
Answer 82: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 83: 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.
There is power of attorney support. Power of attorney can be defined on a work-based, term or indefinite basis.
Is this revision/addition acceptable for UNDP?
Answer 83: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 84: 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 work, 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.
People can easily see the flows and works under their approval by giving power of attorney to the proxy user.
The proxy can see and further work on the user.
Is this revision/addition acceptable for UNDP?
Answer 84: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 85: 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.
There is a power of attorney system, but there is no reason information in this structure.
Is this revision/addition acceptable for UNDP?
Answer 85: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

F. INTEGRATION WITH EXTERNAL SYSTEMS

Question 86: 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.
It can be imported via Active Directory; Logo can be imported as ERP users.
Is this revision/addition acceptable for UNDP?

Answer 86: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 87: The platform components must be able to be used as workflow engine through APIs in the applications of the AGENCY.
Although platform components cannot be used as work flow engines, data can be extracted from external applications by using custom activity or rest activity into the workflow engine and integration can be provided to the system. By using Logo flow APIs, business progress and data extraction can be done so that the designed flow setup is operated.
Is this revision/addition acceptable for UNDP?
Answer 87: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 88: 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.
Kets is used as Document Management System. It makes user licensing itself, and can be used as serverside.
It has Active Directory support.
It has SMS system support, it can be used by charging externally with its elogo credit structure.
Is this revision/addition acceptable for UNDP?
Answer 88: The AGENCY has no plan about a new EDMS. The contractor should supply integration with the current EDMS, if it has no support of the other method defined in Article 3.C.20.
It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

IV. WORKFLOW MANAGEMENT MODULE

A. WORKFLOW DESIGN
Question 89: In the workflow design, document and form actions on the platform must be able to be used.
The flow is designed on the server side in the flow design tool.
Works are progressed with the form structure on the web.
Documents can be added to works, users can access documents from within the work.
If there is a license for the Kets document management system, documents can also be managed via Kets, and documents can be accessed on the servers.
Is this revision/addition acceptable for UNDP?
Answer 89: The AGENCY has no plan about a new EDMS. The contractor should supply integration with the current EDMS, if it has no support of the other method defined in Article 3.C.20.
It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 90: In the workflow design, the dynamic forms identified in the system must be able to be included.
If appropriate, the data on the forms can be displayed dynamically.
Is this revision/addition acceptable for UNDP?
Answer 90: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

B. RUNNING THE WORKFLOW

Question 91: Status of the active workflows, which is run must be able to be monitored both as graphical and list.
In our BPM, there is no graphic report component. Is it possible to remove this requirement?

Answer 91: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 92: 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.
There is no document approval structure, there is a work approval system.
Users can be assigned; files and comments can be added.
Is this revision/addition acceptable for UNDP?
Answer 92: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

V. INTEGRATION WITH EXTERNAL SYSTEMS
A. WEB SERVICES INTEGRATION

Question 93: The workflow must be able to call the web services both as synchronous and asynchronous.
Asynchronous operation is supported.
Is this revision/addition acceptable for UNDP?
Answer 93: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

B. SMS INTEGRATION

Question 94: "Plug-ins" must be able to be loaded to call Web Services submitted by SMS provider.
Existing SMS sending activity can be used, credits must be received via elogo. By typing custom activity, the flow can be added to the design, and integration can be provided by receiving a service from a desired provider.
There must be no need to code or stop the system to add new "plug-in".
Customizable activity support is an activity that can be added and customized with coding.
Is this revision/addition acceptable for UNDP?
Answer 94: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 95: 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.
The need to define an off-system activity on the stream can be solved by writing a customizable activity.
Is this revision/addition acceptable for UNDP?
Answer 95: In this article, a special requirement for integration with the SMS service providers is addressed. Consequently, the need for custom development will be accepted.

VI. FORM MANAGEMENT MODULE
A. FORM DESIGN MODULE

Question 96: 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.
Desired forms can be created with the bootstrap infrastructure on the form design screen.
Is this revision/addition acceptable for UNDP?
Answer 96: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 97: The form design module must be entirely web-based and setup of ActiveX-based plug-ins to the user machines must not be required.
Flows are designed through the server-side flow designer.
Forms are viewed by users on the web.
Is this revision/addition acceptable for UNDP?
Answer 97: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 98: The platform must support "Angular", "React", and/or similar modern UI libraries.
Angular and teleric libraries are used on the front of the portal.
Is this revision/addition acceptable for UNDP?
Answer 98: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 99: 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.
Could you please share some more detailed information?
Answer 99: Variable validation can be done on the form. (client side - server side)
In this context, verification code refers to validation code. In this article the support for JavaScript or similar scripting languages is addressed. In addition to this, the platform should provide verification/validation mechanisms over database objects and DLL files.

Question 100: The added documents must be able to be opened with a single click on the document.
PDF, html and text type files are opened in a new tab with a single click. Other types such as Excel, word etc. can be downloaded to the PC with a single click.
Is this revision/addition acceptable for UNDP?
Answer 100: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 101: 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.
There is no CSS customization, the form screen allows different designs thanks to the bootstrap infrastructure. Color - font - size customizations are not supported.
Is this revision/addition acceptable for UNDP?
Answer 101: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 102: 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.
Designs on the design tool can be made easily with the "drag and drop" structure.
Is this revision/addition acceptable for UNDP?
Answer 102: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 103: 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.
Help document can be added by putting the pdf variable into the form.
Is this revision/addition acceptable for UNDP?

Answer 103: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

B. INTEGRATION WITH EXTERNAL SYSTEMS

Question 104: 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.
MSSQL and Oracle are already in the standard.
A solution can be provided for Mysql with the "linked server" method.
Is this revision/addition acceptable for UNDP?
Answer 104: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 105: 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.
MSSQL and Oracle are already in the standard.
A solution can be provided for Mysql with the "linked server" method.
Is this revision/addition acceptable for UNDP?
Answer 105: In AGENCY, Oracle and Microsoft SQL Server databases are used. the "linked server" method can also be used for other types of databases.

Question 106: It must allow external software segments to be used for the complicated data retrieval operations from other databases.
Could you please clarify what is meant by external software segment? If there is an API, it can also be obtained with the API.
Answer 106: The article refers to the requirement about the complicated data retrieval operations such as dynamic SQL, join with WHERE clause, etc. The platform shall allow such usages.

C. HELP MODULE

Question 107: The platform must have an online help system.
Instead of help screens, needs can be met with document area on the web, webinar videos, YouTube videos, mail support line.
There is no live support line on the web.
Is this revision/addition acceptable for UNDP?
Answer 107: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 108: When the user clicks the help button on screen on which s/he works, the help page related to that screen must open.
The information to be asked for the forms can be solved by accessing the help document with the pdf variable to be added to the form by the flow designer.
Is this revision/addition acceptable for UNDP?
Answer 108: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 109: The help module must be web-based and kept on the server; must not be required to load in client computers.
Clicking the pdf variable opens the pdf modal screen.
Is this revision/addition acceptable for UNDP?

Answer 109: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 110: As application updates are carried out on the server, the relevant help pages on the server must be also updated.
It should be server-side by the designer. The responsibility lies with the project team.
Is this revision/addition acceptable for UNDP?
Answer 110: In this article the requirement of updating the help files of the BPM software in line with product versions are addressed.
It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 111: The help pages must be supported with visual elements and explanatory.
Under the responsibility of the project team.
Is this revision/addition acceptable for UNDP?
Answer 111: In this article the requirement of updating the help files of the BPM software in line with product versions are addressed.
It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 112: Access to different pages on the help module should be provided, and it should support the user's educational use.
Under the responsibility of the project team.
Is this revision/addition acceptable for UNDP?
Answer 112: In this article the requirement of updating the help files of the BPM software in line with product versions are addressed.
It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

D. USER MANAGEMENT MODULE

Question 113: 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.
Our BPM is not supporting this criteria. Is it possible to remove it?
Answer 113: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 114: 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.
Our BPM is not supporting this criteria. Is it possible to remove it?
Answer 114: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 115: External Application Verification: The username and password are verified over the database which another program has used.
Our BPM is not supporting this criteria. Is it possible to remove it?
Answer 115: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

Question 116: Web Service Verification: The username and password are provided over a web service which is provided.
Our BPM is not supporting this criteria. Is it possible to remove it?
Answer 116: It is not possible to remove or revise this requirement. While preparing their bids, Bidders shall ensure to demonstrate compliance with minimum technical requirements stipulated in Section 5a: Schedule of Requirements and Technical Specifications of the ITB and in Amendments.

E. ACCESS RIGHTS MODULE

Question 117: The proposed platform must have the feature to integrate with identity management and access systems. Could please clarify the requirement?
Answer 117: The proposed platform should have programmable interfaces in order to integrate with different identity management and access systems. The contractor is also responsible for implementation of the integration of the proposed BPM software with the LDAP platform currently used by the AGENCY.

VII. PERFORMANCE AND SETTINGS MANAGEMENT

Question 118: 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.

With the customizable activity support, transactions can be supported through the written activity. Please advise if acceptable.

Answer 118: The proposed platform should have programmable interfaces in order to integrate with different SMS services. The contractor is also responsible for the implementation of the integration of the proposed BPM software with the three SMS services which will be supplied by the AGENCY.

Question 119: Please kindly clarify our clarification requests/queries given in below table.
Answer 119: Queries have been addressed below. Bidders shall prepare their bids with the consideration of these answers and respective revisions in the relevant sections.

Section	Clause No.	Original Clause	Clarification Request from Prospective Bidders	Amended Version of the Clause
Section 5b: Other Related Requirements	*Second line in table*	***Delivery Time:*** *Contractor shall complete installation, configuration and commissioning of the Software and provide trainings within 45 days following Contract Signature.*	*Is it possible to extend the delivey time?*	***Delivery Time:*** *Contractor shall complete installation, configuration and commissioning of the Software and provide trainings within **90** days following Contract Signature.*
Section 5b: Other Related Requirements	*Third line in table*	***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.*	*Is it possible to extend the delivey time?*	***Submission of Software Copies:*** *Within **90** 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.*

Section 5a *III. GENERAL SPECIFICATIONS OF THE SYSTEM* *B. SYSTEM ACCESS*	*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.*	*Native Applications support will be provided over BPM APIs. Our BPM offers responsive interfaces for mobile which can be encapsulated as an native application alternatively.* *Use of e-signature on mobile apps is strictly regulated by mobile operators apps, you can sign any document with operators e-sign app. This is irrelevant with any bpm application.* *BPM can consume/store/verify these signed documents. We address this request as a design issue. Please confirm our approach.*	*The "native client" applications which are integrated with business process management platform should be supported. Documents signed with Mobile e-signature tools shall be stored on the bpm platform.*
Section 5a *III. GENERAL SPECIFICATIONS OF THE SYSTEM* *C. SYSTEM FLEXIBILITY*	*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.*	*BPM platform provides a portal which screens can be personalized. Platform supports implementation of CSS to provide a similar look and feeling for other applications used. Similarly for different user roles different menus,dashboards etc. can be implemented in the portal.* *A style change can be implemented to all platform or to some part of the platform. Only admin/developer users change design.* *Please clarify the requirement accordingly.*	*Access to the system should be possible through a portal, screens could be personalized by privileged user roles, 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.*
Section 5a *VI. FORM MANAGEMENT MODULE* *A. FORM DESIGN MODULE*	*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.*	*Since server can also be run on noWindows platforms our recommended approach is use of SOAP to access "DLL" files written beforehand..* *This approach works even when your BPM Platform server is hosted by a non-Windows platform, such as Linux,AIX. On a Windows (server) platform, using Microsoft's SOAP Toolkit (or similar facilities in the .NET Framework toolkit) to wrap the DLL so that it is callable as a SOAP service.* *On that server, host a Web server such as Microsoft IIS or Apache that can respond to HTTP requests for the SOAP service. On the BPM Platform server, use the WSDL file describing the SOAP services with the Connector and Metadata wizard to create Connect SOAP rules for the DLL routines. Add an Integrator shape to a flow rule (or update other processing in your application) to call the Connect SOAP rule, which in turn calls the DLL function. Please confirm this approach satisfies the requirements.*	
Section 5a *III. GENERAL SPECIFICATIONS OF THE SYSTEM* *C. SYSTEM FLEXIBILITY*	*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*	*Our BPM platform can run as a part of external web applications in an iFrame. Together with SSO authentication it can be embedded easily.* *The web mashup capability only addresses a specific vendor* directly.* *In order to create an environment of price competition in favor of the AGENCY, we*	*It must have the capability of integration with other external web-based application either through "Web Mashup" or "Gadget" or APIs.* *The screens of workflow application must be able to generate web code automatically for external web-based*

		web applications and these screens must be able to run as a part of the external web application.	*request to be revised so that brands that offer strong solutions in BPM can also bid.* **(https://academy.pega.com/topic/create-pega-web-mashup/v1)*	*applications and portal integration or externally developed applications should be able to call platform APIs to retrieve and render process and related task data which will ensure the integration.*
Section 5a *III. GENERAL SPECIFICATIONS OF THE SYSTEM* *C. SYSTEM FLEXIBILITY*	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.*	*There is no unit to 1000 (one thousand) licenses. Is it number of users/tasks per day/cpu's .* *Our BPM Platform is licensed either on CPU Cores or number of users. To specify license requirements clearly please answer questions below:* *Estimated number of maximum internal/authenticated users "concurrently" using the system (Logged in at the same peak time).* *Estimated number of maximum internal/authenticated named users.* *Estimated number of external number of users whom can start a workflow by inputting data into a form or just provide a data into a form to complete a specific task.* *Number of infrequent users (active involvement less than 120 processes/year)* *Total number of employees.* *Do you need an active active cluster environment? Is Active - Passive failover enough?* *Is development - test and production environments enough?* *Number of workflows to be developed on the system.* *Average number of approval steps in any workflow.* *Average number of days before a workflow is completed.* *How many UIs might be needed per processes, in average?* *In a day, how many workflow activities will happen in the system? (Maximum number of approvals/rejections in the system.)* *Planned average active software developers working at the same time on bpm development environment.*	*The licenses should cover:* *Maximum number of users:* *Average Number of Concurrent Users:* *Number of Infrequent users:* *Number of External Users:* *Number of processes per year:* *Number of process tasks that needs to be completed in a peak hour*

Section 5a *III. GENERAL SPECIFICATIONS OF THE SYSTEM* *C. SYSTEM FLEXIBILITY*	*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.*	*If the mentioned platform is required in regard to sharing information regarding business processes and communication with process experts our BPM platform supports this without additional licenses. If the requirement shall support instant messaging in a standalone manner we shall add another module. Please clarify the requirement.*

| *Section 5a*

III. GENERAL SPECIFICATIONS OF THE SYSTEM

C. SYSTEM FLEXIBILITY | *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.* | *If the mentioned platform is required in regard to sharing information regarding business processes and communication with process experts our BPM platform supports this without additional licenses. If the requirement shall support instant messaging in a standalone manner we shall add another module. Please clarify the requirement.* | *The platform must include the infrastructure to ensure that employees of the AGENCY may message instantly with processes experts (power users) share a file or message etc. for helping each other.* |