



AMENDMENT NO.1

Date: February 4, 2020

Subject: Amendment Nr.1 To RFP for “Technical assistance services; Development of business process management system for Turkish Employment Agency”

Ref: UNDP-TUR-ITB(KFW)-2020/01

Dear Madam/Sir,

Please find attached “Amendment to Section 5 Terms of Reference” and “Answers to questions from prospective proposers” in the context of subject RFP issued on 16 January 2020 for “Technical assistance services; Development of business process management system for Turkish Employment Agency”.

You are kindly requested to prepare and submit your proposals in response to our subject RFP with the consideration of this amendment, with all other clauses of the RFP remaining valid.

Please be sure that your proposals are submitted electronically on or before the submission deadline **on February 17, 2020; 23:59 (GMT - 5, EST, New York)** through UNDP ATLAS e-tendering system (accessible at <https://etendering.partneragencies.org>).

Attachment-1: Amendment to Section 5 Terms of Reference

Attachment-2- Answers to questions from prospective proposers

Yours Sincerely,

UNDP Turkey Country Office

ATTACHMENT 1- AMENDMENT TO SECTION 5 TERMS OF REFERENCE

The following statements are inserted to the “Subsection 12 Key Experts” as integral part of Terms of Reference;

The Contractor shall assign a non-key expert as maintenance and support expert who shall be available on a full time basis at İŞKUR premises during the one year warranty period. “Maintenance and Support Expert” shall be responsible for the following duties/tasks in the one year warranty period;

- Installation and operation of the updated versions and patch files of the products To determine the approach to be taken with the Administration in designing the processes,
- Ensuring the preparation of IT Process analysis and maps,
- Corrective and adaptive changes in the software in order to correct the software errors and performance deficiencies detected during the warranty period,
- To monitor the activities in order to meet the project expectations and to deliver the works requested by the Administration on time by following the schedule
- Improvements of the BPM system software determined by İSKUR users,
- Changes to be made on the software, as a result of the alterations made in the Organizational Chart and on the Regulation of İSKUR.

If deemed necessary, the Contractor shall mobilize other experts for the maintenance services in addition to maintenance and support expert.

Minimum requirements for Maintenance and Support Expert are as follows;

Qualifications;

- Bachelor's or master's degree in Computer Engineering and / or Information and Communication Technology Engineering
- Advanced English

General Professional Experience;

- Minimum 7 years of general professional experience

Special Professional Experience

- Minimum 5 years' experience in Corporate Information Management and / or Information Technology Management projects,
- Minimum one year experience as an expert in a restructuring project, including process management and/or organizational design in at least one public or private entity,
- Minimum 3 years' experience in process management projects
- Demonstrated experience in working with Business Rule Management Systems
- Experience with ISO 20000 Information Technologies Service Management Standard
- Proven experience in designing applications that meet business needs

ATTACHMENT 2- ANSWERS TO QUESTIONS FROM PROSPECTIVE PROPOSERS

Question 1: Regarding proposal security, is it acceptable to submit a proposal security issued by the banks from other countries rather than Turkey?

Answer 1: The proposal security issued by a reputable bank would be accepted notwithstanding the country in which the bank is established.

Question 2: Is insurance guarantee acceptable as proposal security?

Answer 2: With reference to the RFP, the only acceptable form of the proposal security is the bank guarantee as per the template (Form H) provided by RFP Section 6.

Question 3: In case of two company having legal relationship (such as parent, sister, affiliate or division) submit separate proposals, would both of the companies be rejected with respect to Clause 15 of Section 2 Instruction to Proposers?

Answer 3: The relationship between those companies will be assessed in line with the Clause 15 of Section 2 Instruction to Proposers, they would be rejected if they are found to have any of the following;

- They have at least one controlling partner, director or shareholder in common; or
- Any one of them receive or have received any direct or indirect subsidy from the other/s; or
- 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 Proposal of, another Proposer regarding this RFP process.

Question 4: Is there any eligibility and/or qualification criteria as the proposer shall have an operation in Turkey?

Answer 4: With reference to the evaluation criteria stipulated by the RFP, there isn't a criterion to have an operation in Turkey. The proposers who are legally registered in any country are eligible to propose for the subject RFP.