AMENDMENT NO.4

Date: February 26, 2020

Subject: Amendment Nr.4 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 "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 March 2, 2020; 23:59 (GMT - 5, EST, New York)** through UNDP ATLAS e-tendering system (accessible at https://etendering.partneragencies.org).

Attachment-1- Answers to questions from prospective proposers

Yours Sincerely,

UNDP Turkey Country Office

ATTACHMENT 1- ANSWERS TO QUESTIONS FROM PROSPECTIVE PROPOSERS

Question 1: Is there any document archive system used for document management ? Please confirm if the APIs are available to consume for interfacing with this system.

Answer 1: The proposed solution provided by the proposers shall support Content Management Interoperability Services (CMIS), web storage, and repositories for storing and sourcing content.

Question 2: Could you please provide the approximate size of attachments/files to be uploaded as part of each case on average?

Answer 2: The approximate size of attachments/files is 10 MB.

Question 3: Do we have any batch jobs or file transfers as part of the process? If so, why and explain the functional requirement?

Answer 3: Batch jobs or file transfers might be required in line with the requirements of business units. The requirements for this type of transactions will be determined under the scope of Activity 1.1-Analysis under Component 1 within the scope of terms of reference and technical proposal of the contractor. The proposers are expected to provide an approach and methodology appropriate for ISKUR according to their experience with similar public entities. The proposed solutions will be scored as per the evaluation criteria stipulated by the RFP.

Question 4: Do we have any payment gateway integration as well as document management system integration? If so, why and explain the functional requirement?

Answer 4: Yes, it is expected within the scope of terms of reference and your technical proposal. The proposers are requested to provide a technical proposal showing their understanding of the requirement. Understanding of requirement will also be evaluated and scored as part of the evaluation process.

Question 5: Assuming that all the integrations will be based on either REST/SOAP/Email/SMS? Please confirm if any other integrations are being used/proposed to be used for the connectivity?

Answer 5: The technical solution is expected to support integrations with other technologies to ensure continuity of the system after any future revision in the system of ISKUR, within the scope of terms of reference.

Question 6: Regarding Fax integration - assuming fax services will be exposed as web services where the system will consume to set the fax properties. Please confirm.

Answer 6: The proposers are expected to provide a detailed and clear technical proposal which will be scored against the evaluation criteria as per the RFP.

Question 7: Is the active directory is configured for Single Sign On (SSO) ?

Answer 7: AD and SSO integration is required within the scope of terms of reference.

Question 8: What type of authentications will be used for different users; internal and external?

Answer 8: Windows authentication for internal users and Form Authentication for external users are required as per the terms of reference.

Question 9: "Characteristics of the barcode label to be printed for incoming documents" assuming that incoming document will contains barcode that is scanned by bar-code-scanner device and the data will be handover to system through web services. Please confirm.

Answer 9: The incoming documents don't have barcodes; the barcodes are created for the incoming documents by ISKUR.

Question 10: "When editing a document by one user, the same document must not be modified by another user." Assuming the case will be exclusive access at document upload screen. Please confirm.

Answer 10: The system shall be configured to ensure that only one user can work on a single case.

Question 11: Under integration with external system section, it is mentioned that the application shall have an online help system. Will all the help files be static html files provided during the development?

Answer 11: The help files will be static html files.

Question 12: Training and the manuals will be provided in English only? Please confirm.

Answer 12: As per the terms of reference, the deliverables shall be prepared in Turkish with an executive summary both in English and Turkish. The manuals shall be in Turkish. Training shall be delivered in Turkish, or the contractor shall provide interlocutors for proper communication with Turkish speaking ISKUR staff.

Question 13: Is certification required for the trainings ?

Answer 13: Certification for trainings is not required within the scope of the terms of reference.

Question 14: Hardware based changes are stated by Terms of Reference; Section 10 IP Security Management. Is such kind of hardware infrastructure within the scope of contract?

Answer 14: The mentioned hardware based changes are under the responsibility of ISKUR infrastructure team, not in the scope of the contract.

Question 15: Assuming that English language is the communication medium between the ISKUR staff/SMEs/project managers/IT staff and with selected vendor throughout the implementation and support?

Answer 15: The vendor is expected to ensure proper communication in Turkish with Turkish speaking ISKUR staff through interlocutors, if deemed necessary.

Question 16: It is assumed that ISKUR will provide VPN access to offshore team (outside Turkey) to work on ISKUR environment. Will onsite team who are working at ISKUR office will have all the access to the environment?

Answer 16: The experts working on the project will have access to the environment. VPN access might be given to offshore team.

Question 17: Who will undertake user acceptance test of the system?

Answer 17: ISKUR personnel will undertake user acceptance test in close cooperation with UNDP.

Question 18: Is performance security fixed at 20% of PO value?

Answer 18: The performance security shall be provided in a fixed amount which will be 20 % of the total contract price.

Question 19: Is it possible to extend the submission deadline?

Answer 19: Regarding the project requirements, the submission deadline is not extended.