

**United Nations Development Programme**



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**Date:** April 6<sup>th</sup>, 2020

**Subject:** Amendment No.2 to Request for Proposal (RFP) for “Development and Provision of Software to be Used as Yerel Bilgi System” issued on March 18<sup>th</sup>, 2020.

**Reference:** UNDP-TUR-RFP(LAR3)-2020/04

Dear Madam/Sir,

In relation to our RFP for “**Development and Provision of Software to be Used as Yerel Bilgi System**”, issued on March 18<sup>th</sup>, 2020 with reference **UNDP-TUR-RFP(LAR3)-2020/04**, you are hereby provided with information pursuant to inquiries from Prospective Proposers and the need for further clarifications. Kindly note that the deadline for electronic submission of Proposals has been extended to **17:30hrs (GMT + 3) on April 8<sup>th</sup>, 2020**.

You are kindly requested to prepare your Proposals with the consideration of the information provided in this Amendment and submit your proposals electronically, latest by **17:30hrs (GMT + 3) on April 8<sup>th</sup>, 2020** to the e-mail address stipulated in the subject solicitation document.

Yours Sincerely,

07-Apr-2020

Sukhrob Khojimatov  
Deputy Resident Representative

**Attachment-I:** Answers to Inquiries from Prospective Proposers

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**Answers to Inquiries from Prospective Proposers**

**Question 1:** In the RFP, it has been stated that 20 points of the Technical Evaluation have been allocated to compliancy with ISO 14001 or ISO 14064 or equivalent. Is this compliancy a pass/fail criterion, or does it only have effect on the scoring within the Technical Evaluation?

*Answer 1: Compliance with ISO 14001 or ISO 14064 or equivalent is not a pass/fail criterion will only have effect on the scoring within the Technical Evaluation, which will be 20 points out of 1000 points allocated for the Technical Evaluation.*

**Question 2:** In PDS Item 25, it has been stated that “Power of Attorney” must be submitted to establish qualification of the Proposer. From which authority should a “Power of Attorney” be acquired?

*Answer 2: A notarized or apostilled document acquired from the relevant authorities/notaries, clearly stating the authority to sign, will serve as a “Power of Attorney”.*

**Question 3:** Would UNDP consider a cloud solution hosted out of Europe?

*Answer 3: Cloud solution is not requested within the scope of the subject RFP. The Software is planned to be run on servers of Ministry of Environment and Urbanization (MoEU) in Ankara, Turkey.*

**Question 4:** Would UNDP consider a subscription-based license based on a contract term, which is the opposite of a perpetual license?

*Answer 4: Fully perpetual licensed software without year limitation is requested within the scope of the subject RFP.*

**Question 5:** Could UNDP provide a list of technologies that are used to save data in local authorities?

*Answer 5: There is not a specific list of technologies that are used to save data in local authorities. The software to be provided is expected to support all the technologies stipulated within the Terms of Reference.*

**Question 6:** Could UNDP give us direct access to data sources?

*Answer 6: The Contractor will not be establishing direct access to a specific data source.*

**Question 7:** In what format/manner will UNDP be providing the necessary form content (dashboards, graphics, etc.)? Is it just a plain text document or Wireframes/Mockups? Or else would UNDP be requesting the Contractor to create Mockups?

*Answer 7: There are no Wireframes / Mockups already on the software. There will not be a certain content for dashboards. The ability of creating dashboards is demanded from the Contractor. Additionally, MoEU will be provide the desired content of the dashboards to the Contractor, during the trainings.*

**Question 8:** Does UNDP plan to publish reports and findings with citizens via BI Tool or web portal ([www.yerelbilgi.gov.tr](http://www.yerelbilgi.gov.tr))?

*Answer 8: Reports, dashboards and all kind of outputs are expected to be produced via BI Tool and embedded in the web portal.*

**Question 9:** What does UNDP expect from the software objective “control validity and reliability of the data”?

*Answer 9: UNDP’s expectation from this objective is a software which can enable to detect missing and/or incorrect (too large or too little) data entry. It could be a dashboard, module, etc. In addition, the data with the limits to be determined must be able to be entered.*

**Question 10:** Could UNDP describe in more detail the need for Advanced Analytics and what is meant by forecast, trend lines, clustering, reference bands and lines, etc.?

*Answer 10: The features of the proposed tool in these fields should be transferrable.*

**Question 11:** Would it be possible for UNDP to provide a few examples of flexible question forms and questionnaires?

*Answer 11: Examples of flexible forms and questionnaires cannot be provided at this stage. The question sets will be crafted in a way to collect personnel data, performance data, etc.*

**Question 12:** Could UNDP provide a list of the third-party databases/vendors that the Contractor will be integrating with?

*Answer 12: A list of databases/vendors cannot be provided at this stage. The software is expected to interact/communicate with the various data resources used by the MoEU.*

**Question 13:** Could UNDP provide branding guidelines, if any?

*Answer 13: There is no specific branding guideline.*

**Question 14: Could UNDP provide any additional documentation that might aid in the Proposers' estimations?**

*Answer 14: The Proposers are expected to be guided by the issued RFP and Amendments whilst preparing their Proposals. No additional documentation is available.*

**Question 15: Could UNDP provide the list of local authorities that should be integrated with this solution? What are the mechanisms (are there any APIs, registries or other kinds of collaboration) of such integrations?**

*Answer 15: Data integration from local authorities within Turkey will be provided as "file upload". No data integration with any service provider is planned.*

**Question 16: Could UNDP provide all the necessary registries to integrate with? The same is also needed for "data sources" referred to within the Terms of Reference, on page 25 of the RFP.**

*Answer 16: The mechanisms which will provide data to this software are local authorities within Turkey (Municipalities, etc.). In addition, the software is expected to allow data flow from other institutions and units, as needed.*

**Question 17: What are the main parameters for Big Data that are planned to be handled in this system?**

*Answer 17: Although specific big data parameters have not been determined, big data features are expected to be supported by the system.*

**Question 18: Could UNDP characterize the GIS information that will be handled in this solution? What specific GIS functionality will be required?**

*Answer 18: MoEU is the authorized authority for the field of GIS and MoEU is dealing with various kinds of spatial and geographical data. Therefore, the requested system should at least respond to basic GIS needs.*

**Question 19: Could UNDP clarify the main requirements that are applied to advanced analytics in this solution? What data will be analyzed? What are the main purposes of such analysis?**

*Answer 19: Almost all the gathered data concerning local administrations will be analyzed. Although each analysis will have a specific purpose, at this point, the intended objectives cannot be specified.*

**Question 20: What are the main requirements for questionnaires? What are the requirements in terms of their flexibility?**

*Answer 20: Question forms should have a flexible structure that enables users to create different forms. Details will be revealed during developing of the question forms.*

**Question 21: Should the forms filled out by hand also be handled by this system? If yes, what are the main requirements (OCR, controls, etc.)?**

*Answer 21: No. There is no need for handling handwritten forms or OCR. It will be sufficient to determine the data limits on the system side.*

**Question 22: What are the requirements for “user data provision performance”, stipulated within the Terms of Reference on page 27 of the RFP?**

*Answer 22: The requirements are the general statistics regarding “user data provision performance”.*

**Question 23: Are there any requirements for using digital signature?**

*Answer 23: Digital signature will not be used within this system.*

**Question 24: Could UNDP state what the preferable authentication mechanism / 2FA is for this solution? Could you please specify this both for users and local authority / MoEU representatives?**

*Answer 24: The application must have a standalone user screen. During user logins, an independent login screen with a username and password is requested.*

**Question 25: Could UNDP provide a full list of categories of the users in this solution. What are the main requirements for RBAC?**

*Answer 25: User authorization is not clear at this stage and there is no list regarding this. It is expected to have several layers/types of authorization and users.*

**Question 26: What are the requirements for reporting? Could UNDP specify for public website as well as for the registered users from MoEU/local authorities, etc.?**

*Answer 26: Reporting may only be shared with third parties upon MoEU’s authorization.*

**Question 27: What are the main requirements for user accounts which will have access after proper authorization? What are the differences in comparison with public part of the website?**

*Answer 27: The clear information regarding which data will be shared with whom, will become clear throughout the course of the process and will have a dependency on the gathered data.*

**Question 28: Will it be possible to conduct all the trainings online?**

*Answer 28: Face-to-face trainings are preferred. However, due to the unforeseen pandemic, online trainings may be acceptable at the sole discretion of UNDP.*

**Question 29: What are performance requirements for the website? i.e. Number of concurrent users, number of visitors per day, number of simultaneous requests to data base, etc.?**

*Answer 29: Number of concurrent users, number of daily visitors, number of simultaneous requests to the database, question sets without data entry, traffic density, number of online users, etc. will be determined on the dashboard.*

**Question 30: Could UNDP provide more details about the requirements for security of the website?**

*Answer 30: Personal information and data security should be maintained at high level security and in line with the “Turkish Personal Data Protection Law No. 6698”.*

**Question 31: What are the requirements for reliability of this solution?**

*Answer 31: Personal information and data security should be maintained at high level security and in line with the “Turkish Personal Data Protection Law No. 6698”.*

**Question 32: In Criterion 2.5. of “Section 2. Proposed Methodology, Approach and Implementation Plan” of the Technical Evaluation Criteria of the RFP; it has been asked “Does the software presented by the Proposer already have the following modules/supports or can the software presented by the Proposer be upgraded to have these in the future?” and the modules/supports have been listed as “ - Big data support module - GIS support module - Advanced analytics module”. How will this criterion be scored by UNDP?**

*Answer 32: Each of the stipulated modules/supports, i.e. “- Big data support module - GIS support module - Advanced analytics module” will be scored with a maximum of 10 points individually. Each module/support will be scored individually.*

**Question 33:** In the RFP, it has been stated that the Proposer must have completed one embedded software using a business intelligence tool with at least 2500 users (in one single case, not cumulatively), in the last 3 years (2017, 2018 and 2019). Will a Proposer not having 2500 users in one single case be eligible?

*Answer 33: Each criterion listed within the minimum eligibility and qualification criteria on Page 21 and Page 22 of the RFP have been determined in view of the needs and requirements of UNDP. Proposers are expected to fulfil each and every criterion listed within the minimum eligibility and qualification criteria. The subject criterion has been defined by taking into consideration the possible scale of the subject software.*

**Question 34:** In the RFP, it has been stated that the Proposer must have completed minimum 3 contracts of similar value, nature, and complexity implemented over the last 3 years (2017, 2018 and 2019), of which the values of the contracts sum up to at least USD100.000,00. (Experiences that will be accepted as similar nature and complexity: Similar business intelligence or applications developed using a business intelligence tool for public, NGO and/or private clients). Is it possible to replace business intelligence with reporting tools (including dashboards, visualizations and business intelligence tools, if applicable)?

*Answer 34: Tools which are not assumed as Business Intelligence, such as reporting tools, visualizations, etc. cannot be acceptable.*

**Question 35:** In the RFP, it has been stated that the Contract shall be effective on the date of the last signature by the parties and the software will be delivered to the satisfaction of UNDP by 80 calendar-days following Contract Signature. How flexible is this delivery period?

*Answer 35: In view of the tight schedule of UNDP in terms of delivery of the subject services, the 80 calendar-day delivery period is not flexible.*