



AMENDMENT NO.1

Date: June 12, 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)-2020/05

Dear Madam/Sir,

Please find attached “Answers to questions from prospective proposers” in the context of subject RFP issued on 18 May 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 June 29, 2020; 23:59 (GMT - 4, 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: With reference to previous experience evaluation criterion, are the invoices with the cumulative amounts of more than USD 250,000 issued to the same client accepted for this criterion?

Answer 1: As per the RFP, the previous experience criterion is stipulated as; *“Minimum two contracts with a budget of at least USD 250,000 in software development for public and/or private bodies over the last 5 years.”* The proposers shall submit work completion certificate for their references issued by their clients for referred contracts. The work completion certificates shall compose the following information (as minimum); contract start and end date, the scope of the contract, contract value, the percentage of the services completed by the proposer in case of JV/consortium.

The repetitive invoices to the same client could be accepted in case of the services were provided under the same contract with the client, and satisfactory completion could be supported by work completion certificate or certificate of satisfactory performance.

Question 2: With reference to the terms of reference page 23, it is stipulated as *“It shall support native client structure on iOS and Android mobile devices. It shall allow the use of e-signatures through the Native Application developed for Android.”* Please clarify whether the contractor shall publish apps through market (App Store/Play store) or internal distribution.

Answer 2: The applications would be published through market and internally.

Question 3: With reference to the terms of reference page 24, it is stipulated as *“Analysis, modelling and development of the needs of applications and processes should be done on the same environment”*. Please clarify the requirement for *“making analysis on the environment”*.

Answer 3: The requirements regarding analysis and its documentation are stated with the subject statement, using separate tools (such as model code separation) is not required for *“modelling & design time”* and *“execution & run-time”*.

Question 4: With reference to the terms of reference page 25, it is stipulated as *“Workflow application screens shall be built into external web applications and automatically generated web code to enable integration and these screens shall be able to work as part of external web application.”*. Could you give an example for external web application? Could contractor use API as automatically generated web code?

Answer 4: When an approval form is desired to be added to an internal portal of the institution for administrators, it is required to enclose the screen area where this form exists within a designated area in the portal. For this, the script that should be placed on the portal page should be produced (when this script is reached, the related screen area should be displayed automatically on the portal page) and the communication related to the operation should work. In this example, approval or rejection processes should be automatically sent to the BPM system.

Question 5: With reference to the terms of reference, it is stipulated as *“Prepared business processes shall be able to be moved from one server to another by import and export methods. Thus, business processes and templates prepared on a server used for testing shall be transferred to the server running in real environment.”* at page 29 and *“Modelling and technical development environments shall not be separate, there shall be no transfer between them. Starting from the business objectives and job description, the technical development in detail shall be continued without interruption.”* at page 24. Do those clauses contradict with each other?

Answer 5: There is not any contradiction between the statements. The statement in Page 22 refers to the fact that separate tool / software for the modeling and operating environment should not be used. In the above mentioned article, the transfer of the developed process application between environments such as development-test-staging-production between physical servers is mentioned.

Question 6: With reference to the terms of reference page 31, it is stipulated as “*When designing a workflow, the planned structure shall be able to use program snippets developed outside the system as add-ons to meet the future needs of İŞKUR and to provide flexibility. These plug-ins can be developed independently by İŞKUR and should not require any coding to be used in the system*”. Please clarify that statement.

Answer 6: When the proposed solution is developed as special solutions in Java or JavaScript language (for example, it might be related with integration), it shall be included in the development phase instead of generating from scratch.

Question 7: With reference to the terms of reference page 34, it is stipulated as “*During the form design, the designing user shall be able to perform single or multiple transport operations by using the keyboard arrow keys*”. Please clarify “transport operation”.

Answer 7: Rather than mouse, keyboard can be used step by step in order to place sensitive display objects during the screen design.

Question 8: With reference to the terms of reference page 35, it is stipulated as “*Multiple templates shall be linked to forms. Different representations of the same data shall be provided by templates. Templates shall be designed with Microsoft Office tools*.”. Please give an example for “Microsoft Office Tool”?

Answer 8: Microsoft Word templates could be used as “Microsoft Office Tool”.

Question 9: With reference to the terms of reference, it is understood that all İŞKUR processes – both central and provincial core processes (job referral, matching, active labor programs, employer, counselling, unemployment benefit etc.) and administrative processes (Finance, Accounting, Purchasing, IT, Internal Audit, Foreign Relations, Strategy etc.), are in the scope of the Project (for all Component 1, Component 2, Component 3). Could you please confirm?

Answer 9: Yes, analyses will be done within the scope of the Project. (Directorate General and the pilot provinces selected within the scope of the Project). Within the scope of the pilot implementation of BPM software, the Contractor shall work on 10 business processes as mentioned on terms of reference. The 10 business processes which shall be determined with İŞKUR (including up to 3 different Level 1 processes, including the shortest and least complex, the longest and the most complex, and the stakeholder processes) shall be digitized.

Question 10: With reference to Activity 1.1, it is stipulated that “*The existing process will be analyzed with meetings with all service units*.” Could you please provide an up to date organization chart with the units and sub-units of Central and Provincial Institutions?

Answer 10: The current organization chart is public on İSKUR’s website, and available at the following link: <https://www.iskur.gov.tr/kurumsal-bilgi/organizasyon/>

Question 11: With reference to the terms of reference page 8 Component 1, Activity 1.1 Analysis, it is stipulated as “*The Contractor shall also review examples of successful implementations in similar organizations and shall complete the relevant literature review to understand the best practice requirements for process optimization and organizational design. The outcomes shall be presented to İŞKUR and UNDP as a report*.” The Best Practice Report is not given as a deliverable under Section 5 Deliverables and Schedules/Expected Outputs. Please clarify.

Answer 11: Best practices shall be provided as part of the “Process Design Report” and “Organizational Design Report”.

Question 12: With reference to the terms of reference; “*Business processes existing status model report*” is counted as a deliverable under Section 5 Deliverables and Schedules/Expected Outputs of Activity 1.2 Design Phase. However, under Activity 1.1 Analysis phase, “*Analysis of the process model (Level 1, Level 2, Level 3 and Level 4) of existing business processes*” and “*Documentation of activity level (Level 4 and*

Level 5) processes in flow chart drawings” are counted as sub activities. Do you expect the drawings of as-is processes in the flow chart as a deliverable? Is it the “Business processes existing status model report”?

Answer 12: As per the terms of references, the activities are identified as minimum requirements and a framework for your technical proposal, the process drawings are expected to be delivered as an output of the activities.

Question 13: Is “as-is IT process flows” expected as an output of the Activity 1.1 Analysis phase?

Answer 13: Yes.

Question 14: With reference to the terms of reference; Section 5 Deliverables and Schedules/Expected Outputs, “Architectural design and implementation documents of architectural designs” is listed as part of Organizational Design Report. Is it the deliverable of Activity 1.3- Road Map for Process Implementation?

Answer 14: Yes, the contractor is expected to deliver designs under the scope of Activity 1.3.

Question 15: With reference to the terms of reference, Component 4, there will be only 10 pilot processes (which is a subset of newly designed (to-be) processes under Component 1) which are required to be implemented on BPM tool and having different complexities and these processes will be selected during the Project life time. Could you please confirm?

Answer 15: After the completion of the analysis of all business processes of the institution, the processes which is decided to be digitalized will be transferred to BPM.

Question 16: With reference to the terms of reference; it is understood that 8,000+ concurrent BPM users are requested. on the one hand the license pricing of such a high number of users, on the other hand the server investment will be huge considering supporting the number of CPU cores. Is it possible to have an option such as restricting or phasing out the number of users??

Answer 16: Licensing model is requested on a Case (*Vaka*) basis. The model of the license is based on the number of users or CPU is not preferred.

Question 17: Is the software required to be on-premised, or is it possible to offer SaaS licensing in the cloud? In this case, how many years of SaaS contract should we recommend?

Answer 17: The product should perform On-Premise. The product shall be adaptable for future revisions to perform on cloud.

Question 18: With reference to the terms of reference pages 4 and 11, “BPM-Case Management” feature is requested, please give some example scenarios to be conducted through case management feature.

Answer 18: Cases shall include the total number of works handled. Workflows will be defined by the processes in the case. However, some additional components, such as internal correspondence, tracked documents related to the subject, unidentified and situation-based flows etc. should also be offered to get the overall performance from system. In addition to this, complementary facilities such as integration and frontend should be separated from the process in order to guarantee the independence of business logic.

Question 19: With reference to the terms of reference page 4, please give examples for 5-level of processes.

Answer 19: Please refer to below explanations as per terms of reference;

Level 1: High-level processes of strategic importance with direct impact on business results

Level 2: Processes that form the main processes and interact with each other, supporting the main process

Level 3: Activities that make up processes and concern two or more functions

Level 4: Activities performed by one or more people in the same function and forming sub-processes

Level 5: Atomic activities performed by several people .