AMENDMENT NO.2

Date: June 23, 2020

Subject: Amendment Nr.2 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 the terms of reference section GENERAL FEATURES OF THE SOFTWARE and subsection SYSTEM ARCHITECTURE Item.4, it is stipulated as "The recommended platform shall include DevOps support without requiring external software". What is specifically expected as DevOps functionality?

Answer 1: The expected solution with DevOps support is to find tools to automate the improvements made until they go live. The followings are particularly expected :
- Version / release management
- Supporting multiple developers (developer group), supporting branch-based development practices
- Automation of the transfer of the developed applications and the modifications in the applications to the live environment by passing the tests quickly (Continuous integration (CI) / continuous deployment (CD) competence)
- Automation of unit tests (developments should not require any external tools for unit tests)

Question 2: With reference to the terms of reference section GENERAL FEATURES OF THE SOFTWARE and subsection SYSTEM ACCESS Item.6,it is stipulated as "The planned structure shall be able to be accessed via mobile devices, the interfaces of the applications shall be responsive and shall be displayed on all kinds of computers, smartphones and tablets. 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". For this particular item, the implementation target is as iOS and Android native applications. Native implementation for these platforms requires external tools such as XCode for iOS and Android Studio. By this premise, what is being expected in terms of the Mobile Clients as the outcome of this project? Is it applications that are made to be available from respective platform App Stores or just mobile web-clients that can scale to mobile device screens with minimal or no visibility degradation?

Answer 2: The followings are particularly expected:
- No external tools required
- Applications to be available in IOS / Android environments with minimum extra effort
- Apart from the desktop browser design, they can be customized to mobile through making some modifications (for example a simplified menu structure different from the one used in the desktop browser can be adapted easily)
- The platform should support the usage of the mobile features of the devices, especially geolocation detection, camera, drawing / marking with touch and biometric security integration. In order to achieve this, it is not expected that the software will be developed by using native code completely; however, it is expected to be compiled and placed in global app stores and inhouse app stores in terms of distribution. The requirement here may be covered by hybrid solutions.

Question 3: With reference to the terms of reference section GENERAL FEATURES OF THE SOFTWARE and subsection SYSTEM FLEXIBILITY Item.4,it is stipulated as "The proposed solution shall be holistic and provide all the tools necessary for the development of the intended applications on the same platform. In other words, there shall not be a solution consisting of modules that require external integration with each other or require the outputs to be moved from one to the other and shall not require separate installations.". This item causes contradiction with GENERAL FEATURES OF THE SOFTWARE/SYSTEM ACCESS/Item.6 due to the requirement for native-client implementation for iOS and Android. Does this requirement apply to native mobile applications? If the platform does not have the ability to perform native implementation for iOS and Android device Operating Systems, can external tools be utilized?

Answer 3: Please refer to Answer 2. In addition to that "Native" development is not expected exclusively for mobile. If there is an inevitable intermediate stage in terms of app store deployment / packaging, it could be acceptable if and only if these operations are administered by the central structure and do not lead to extra administrative workload. The essential thing is the need for an infrastructure where everything is developed and operated from one environment. A separately installed, managed infrastructures and the upgrade, integration, file transfer operations caused by this situation will not be accepted.

Question 4: With reference to the terms of reference section GENERAL FEATURES OF THE SOFTWARE and subsection SYSTEM FLEXIBILITY Item.6, it is stipulated as "The application development environment shall allow model-based development with no code. Analysis, modelling and development of the needs of applications and processes should be done on the same environment. In the development environment, technical development should continue through models created with the definitions of business owners. 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". Mostly an IDE (Integrated Development Environment) is required to propagate certain changes between the modelling, development and non-prod/live environments. Is this acceptable?

Answer 4: The structures of the type in which the design/model environment and the development/coding environment decompose during the "design time" are undesirable. It is expected that the development process shall be held by using a single model/notation. On the other hand, it is expected that the design time and run time environments will be single and there is no need to transfer for the operation. In other words, the developer should be able to see the result in the same environment as soon as s/he makes the model run. The transfer among development-test-staging-living environments has been evaluated within the scope of the "deployment management"/dev-ops. It is also explained in the answer of Question 1. In a nutshell, if the solution to be presented will be called IDE, IDE is also expected to be part of the integrated solution.

Question 5: With reference to the terms of reference section GENERAL FEATURES OF THE SOFTWARE and subsection SYSTEM FLEXIBILITY Item.15, it is stipulated as "In the application development environment, the lifecycle management of the application shall be possible without using a separate tool, including requirements and specification management". Is an IDE (Integrated Development Environment) and its own extensions considered as a separate tool?

Answer 5: As per the terms of reference, a complete web-based solution is expected. The client for development is also within this scope and desktop setup is undesirable. As stated in the other articles of the terms of reference, a request for a development environment based on a model that does not require coding (low code / no code) is clearly stated. The determination of the requirements and specifications of the software is within the definition of these models and being able to produce the documentation from here.

Question 6: With reference to the terms of reference section GENERAL FEATURES OF THE SOFTWARE and subsection SYSTEM FLEXIBILITY Item.16, it is stipulated as "Version management shall be possible in application development environment. Check-in / check-out and versioning shall be supported without using a separate tool". Is an IDE (Integrated Development Environment) and its own extensions considered as a separate tool?

Answer 6: With reference to Answer 5, the IDE will not be considered as a separate tool unless it requires separate installation. In addition, the environment should be web-based, and the development process and development tools should be within this integrated web-based environment.

Question 7: With reference to the terms of reference section GENERAL FEATURES OF THE SOFTWARE and subsection SYSTEM FLEXIBILITY Item.33, it is stipulated as "The proposed solution shall ensure that processes, business rules and dynamic pages shall be prepared in accordance with their requirements without the need for any programming or script language, modelling notation, technologies such as HTML, JSP or JavaScript in the development of application-based applications and it shall be flexible enough to allow the pages, business rules and processes that they prepare to be changed in accordance with the requirements of the application while observing the effects of the process". Without the underlying knowledge modeling notation and technology integration such as db-ws (SOAP/REST) it is not possible to implement any sophisticated end-to-end solution. What is the specific reason that this level of simplification is required?

Answer 7: The integration of SOAP and REST - which is desired for integration - without code development and abstracted configurations, is to manage the technical details of the integration technology by connector type structures. The article here does not address a technical issue such as integration details.

Question 8: With reference to the terms of reference section "GENERAL FEATURES OF THE SOFTWARE" and subsection "SYSTEM FLEXIBILITY" Item.38, it is stipulated as "All the rules, processes, and frontend objects developed in the BPM Platform shall be kept in a single repository and there shall not be any need for integration in different products". Every model-driven component or artifact developed for use in the platform can be stored in a Repository while static assets for web should be served from a content-delivery type of endpoint (Supported by the platform). Besides the static content and model-driven component, rest of the artifact sources that are either dynamically or manually developed should be managed through a version control system. What is specifically expected with this requirement?

Answer 8: The main requirement is the management of the models and their related objects throughout a single point i.e. a repository rather than scattering in the file system in order to take manageability, backup and transportation advantages. Considering the frontend, dynamically created frontends of form design type structures are envisaged. It is envisaged that everything defined and created in terms of development related to dynamically rendered frontends will be in the same repository.

Question 9: With reference to the terms of reference section GENERAL FEATURES OF THE SOFTWARE and subsection SYSTEM FLEXIBILITY Item.67,it is stipulated as "The platform shall be able to provide "intelligence" features such as "auto complete", "query hints", "intelligent code completion" without requiring code writing". The development environment for the platform is a complete IDE which supports this functionality. By not requiring code writing, is it meant that there is no need for any third-party plug-ins? If so, that is within the current capability. If something else is meant, can you please clarify?

Answer 9: It is meant to be facilitators where text is used. When it is necessary to make a reference to another object such as a parameter, process, etc. in a configuration or parameter definition, it is expected to be facilitated by the suggestions (completion, proposition,) of the system in order to suppress the user from the need of remembering the full naming of the object. Finding an external database table without typing its name entirely, finding the name of the group that includes the approvers in a confirmation definition without writing it completely, to refer to a formerly defined rule object in another process easily can be regarded as examples of this concept.
Reference is made to the IDE concept for the development environment. Expectations regarding this concept have been clarified in the explanations given to the previous questions.

Question 10: With reference to the terms of reference section GENERAL FEATURES OF THE SOFTWARE and subsection SYSTEM FLEXIBILITY Item.72,it is stipulated as "The fields of when and by whom on the form shall appear without code development, they shall be dynamically programmed based on the fields or data objects on the form". Form field visibility can be tied to user application role. However, especially for the latter part of this requirement: How is a programmatical behavior expected without code development?

Answer 10: Declarative structures are preferred. It is expected that the behavior of the objects will be linked to the conditional expressions and dynamical analysis of these conditions, and that the system will manage the objects, not the developer.

Question 11: With reference to the terms of reference section GENERAL FEATURES OF THE SOFTWARE and subsection SYSTEM FLEXIBILITY Item.77, it is stipulated as ""Form flows shall be logged, and visual maps and geographic location information shall be included in the logs". For platform-wide logging, user-action auditing can be enabled. Accurate Geographic Location retrieval requires the location services of the user-client providing the accurate data as network-based location data is subject to ISP peering node location. Clarification is required regarding the inclusion of visual maps in the logs?

Answer 11: It is requested to record the location data in the logs. When it is possible, this data shall be captured from geographical location information of the mobile device directly. Otherwise the location selected from the visual maps should be used.

Question 12: With reference to the terms of reference section GENERAL FEATURES OF THE SOFTWARE and subsection SYSTEM SECURITY Item.6, it is stipulated as "Preferably, WAN and LAN authorizations of users shall be able to be made separately. What a user can do inside and outside ISKUR shall be able to be controlled and restricted separately or together". What is the granularity in terms of platform and application access? If the access limitation is for systems only it is possible but for the application authorization it should be considered in the scope of application firewall for all type of BPM Solution and handled by Application Firewall Solutions.

Answer 12: The main requirement defined here is the evaluation of the user access information by the identity management / access management system and transferring it to the BPM system. It is expected from the BPM solution is that to supply different levels of the authorization structure for the same user, and management of the LAN/WAN access with an externally provided parameter.

Question 13: With reference to the terms of reference section WORKFLOW MANAGEMENT MODULE and subsection WORKFLOW DESIGN Item.5, it is stipulated as "The graphical interface must have components that perform all operations". What is the scope of "all operations"? BPMN type of components (Activities, Events, Sequences and Gateways) or Human Task Operations (Approve, Reject, Withdraw, Claim, Assign et.) or Process/Service Activities?

Answer 13: BPMN or similar workflow development structures.

Question 14: With reference to RFP, evaluation criterion for previous experience is stipulated as "Minimum one contract with a budget of at least USD 100,000 in development of business process management system for public and/or private bodies over the last 5 years.". Is 'development of business process management system' meaning software development or consultancy? Or both are acceptable.

Answer 14: Software development and consultancy services for development of business process management are both acceptable for meeting the subject criterion.

Question 15: For JVs/consortiums, please clarify whether certifications and standards are required for all members of JV/consortium.

Answer 15: As per the RFP, it is stipulated that *"If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion."* for minimum eligibility and qualification criteria. Form B and Form D shall be completed for each member of the JV/Consortium/Association.

Question 16: How should we calculate the TRY-USD exchange rate for previous years' contracts in 2017, 2018 and 2019? The contract's date or current exchange rate?

Answer 16: As per the RFP, it is stipulated that *"Bidders shall convert the currency quoted in the "Certificate of Completion" into USD, in accordance with the prevailing UN operational rate of exchange on the contract date stated by "Certificate of Completion". UN operational rate of exchange are available at the following website: https://treasury.un.org/operationalrates/OperationalRates.php#E"*

Question 17: Can you advise what type of details will need to ask our references for so that can gauge how much work it may be for them to provide the information? Are you able to provide an example the questions you will ask references?

Answer 17: The previous experiences of the proposers are evaluated against the evaluation criteria and shall be supported by Statement of Satisfactory Performance/Work Completion Certificates issued by the clients. These shall be provided by the proposers within their proposals. Statement of Satisfactory Performance/Work Completion Certificates shall compose the contract scope, contract start/end date, acceptance date for services, contract value (as minimum).

Reference check will be conducted only for recommended vendor after completion of evaluation, prior to contract award. The reference check is generally conducted via phone call to the top three clients asking for the satisfactory level for the services completed, such as timely completion, meeting contracted obligations, technical and professional expertise, quality of services.

Question 18: In the instructions to tenderers, section B, point 14.1. stated "If the Proposer is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal". Please confirm whether it is possible to deliver the notarized agreement after award of the tender and deliver a written agreement with the proposal.

Answer 18: With reference to Form C, "Letter of intent to form a JV/Consortium/Association", which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture will be accepted for JV/Consortium/Associations.
The notarized agreement shall be submitted after award of the contract.

Question 19: Please clarify whether Form B: Proposer Information form shall be delivered by each partner in the consortium? If Form B is one for the consortium, do we fill in the combined data for all partners in the form?

Answer 19: Form B and Form D shall be completed for each member of the JV/Consortium/Association.