

## **PRE-BID MEETING NOTES**

### **Developing data warehouse and business intelligence reporting and analysis system on the Integrated Social Assistance Information System (ISAIS) of the Ministry of Family, Labor and Social Services (MoFLSS)**

**(Ref: SP/TURA/2020-A; LRPS-2020-9156545)**

**11 March 2020, UNICEF Ankara Office**

First, UNICEF staff from the Social Policy Section and the Information Communication Technology (ICT) Section provided information about the purpose and content of the pre-bid meeting. Following that, the officials provided technical and background information about the ToR document as well as the information management system (ISAIS) of the Ministry of Family, which the service will be integrated. The following are the questions asked by the companies attended the meeting and the answers as well as some detailed information to guide the companies in preparing their bids.

#### **Questions & Answers:**

##### **Question-1: Why is there a need for such a service, what is the background of this?**

##### **Answer-1:**

- The General Directorate of Social Assistances (GDSA) is an institution that carries out activities under the Ministry of Family, Labor and Social Services (MoFLSS), and responsible for social assistance activities undertaken by the Turkish Government. Across Turkey, there are 1003 local Social Assistance and Solidarity Foundations (SASF) affiliated to GDSA. Applications for social assistance programmes are received by those SASFs. The management of all data including applications, payments, staff wages, amounts of assistance payments, and the follow-up on the number of beneficiaries are carried out by means of the Integrated Social Assistance Information System (ISAIS), which is a web-based software. ISAIS is a system that is connected to 22 different governmental institutions through a web service and able to retrieve real-time data. It is where all the operational works and procedures are carried out, stored, and relevant statistics are produced. ISAIS was put into service in 2010, and a vast amount of data has been generated and stored since then, which has helped improve the operational and analytical capacity of the system.

- UNICEF and MoFLSS have been working in cooperation in the field of social protection in Turkey, particularly on the implementation of Extension of the Conditional Cash Transfer for Education (CCTE) Program to Syrians and Other Refugees. Within this scope, MoFLSS has requested from UNICEF procurement of data warehouse and business intelligence systems to strengthen the operational and analytical capacity of ISAIS. Consequently, required bidding documents were prepared jointly and the call for bid was made.

- One of the most common problems of such organizations which are dealing with vast amount of data is database overloading in time, which causes performance-related problems. Therefore, it is requested that a data warehouse is built to clean the existing data and a business intelligence solution is integrated into the system for a more advanced analysis capacity. In addition to the main bidding document, which is ToR, a supporting document providing information about technical infrastructure of ISAIS was also shared

along with the call, and further questions can be asked referring to that document. MoFLSS desires to achieve an information management architecture that could be a solution to the current problem, rather than a specific product. For this purpose, a bidding document that is open to multiple combinations was produced (only an open source software or a combination of an open source software and a commercial product). All the variations will be examined during the bid evaluation process and analyzed on the basis of appropriateness with the defined needs.

**Q-2: What is the scope of Annex-2 included within the bidding documents, what will be the basis for the requested demo application, and how will the application be submitted?**

**Answer -2:**

- A total of seven documents were shared within the scope of the call for the bid. One of these, the bidding document (ToR), is the main document which includes a detailed description of the requested service. Annex-1, which is shared as an addition to the main document, includes technical information about ISAIS, into which the service will be integrated. Annex-2 consists of two documents and includes report samples/templates for the requested reports.

- While making a bid, companies are expected to develop the requested demo application by assigning dummy data to the sample reports included in Annex-2, and by this to create a dashboard which is addressing the defined needs. Nothing else will be shared other than these documents. Companies are required to include demo applications (with the appropriate format or as a link) in their offer documents submitted. When necessary, companies that successfully submitted their bidding applications (without any documents missing) will be contacted again and asked to present their demo applications.

- The scoring criteria for these demo applications are explained in the third section (3. Demo Visualization Analysis Work) of the technical evaluation criteria table included in the bidding documents.

**Q-3: Can you give information about the source of data to be used in MoFLSS? MoFLSS has a very large structure, the Ministry carries out many activities; will the requested service be configured on the 6TB database specified in the report, or is there a different structure?**

**Answer -3:**

-The requested service will be built on ISAIS which is used for the activities of GDSA, the department of MoFLSS responsible from social assistance. The service will be integrated only into the database that include the operation and follow-up of social assistance activities. Within this scope, ISAIS has a real-time structure, there is a constant dataflow, but the bidders should only take into consideration the framework and the parameters defined in the Annex-1 document.

- The primary expected output from the requested service is the improvement of the operational and analytical capacity of ISAIS which is used as the information management system of social assistance activities. With this regard, it is requested to carry out cleansing, and detailed analysis of the data concerning social assistance activities; and data cleansing will be done for this purpose, but the operational database will not be touched. No operation other than data retrieval will be conducted on the operational database. The data warehouse mentioned in ToR will be separated from the operational database. The company that is awarded the bid for service provision will work in coordination with relevant technical staff of GDSA and the Department of Information Technologies, as well as relevant UNICEF staff.

**Q-4: Can you explain the criteria of 60 seconds that the reports should respond? The structure, source or referring to instant data would directly affect the reporting performance, and there is also mention of 25 ready reports; will these include customized reports? If yes, will these reports be subject to the same performance criteria?**

**Answer -4:**

- As indicated in Article 2.1.5 of the bidding document, the Ministry will want to reach information through various channels. Besides, as indicated in Article 2.1.3.1, it is requested that reports shall be customized by choosing various data indicators.

- Companies are expected to come up with solutions to all reporting scenarios indicated in the bidding document and clearly reflect them in their proposals; they are also required to explain risks/assumptions/limitations or requirements to these solutions, if any, in a clear manner.

- The awarded company has to conduct an optimization work for the report durations. The 60-second rule applies to the 25 reports mentioned; these reports will be retrieved from OLAP and not be connected to the real-time database. If necessary, the required work will be conducted on a replica of the real-time database. Because the format of these reports is ready, the company will carry out the necessary work for the reports to show results within the specified period by performing optimization and pre-calculation operations. Customized reports will also be subjected to the same criteria after applying the pre-calculation analysis.

**Q-5: No information is provided about the hardware the system will be integrated into; will the Ministry provide the hardware to support the system so as to work in full capacity?**

**Answer -5:**

- The Ministry will provide the required hardware and the licensing on which the system will be built. Companies are required to clearly and comprehensively describe the architectural structure they propose and the minimum requirements for this structure in their bidding documents. The description of an optimal architecture for the defined needs will play an important role in the selection of the best proposal.

**Q-6: Are most of the data processed in ISAIS retrieved from external institutions or produced by end users? Will any recycled data be used, or will there be a request for rewriting? Also, how often will data be retrieved to the data warehouse, are there any specific hours that the system is busy?**

**Answer -6:**

- Even though data belongs to other institutions, it is recorded in the ISAIS database and there is no need to obtain external data from other institutions for the data warehouse. Because the system is mostly used during working hours, data will mainly be retrieved outside of those timeslots apart from the exceptional cases. The service will be developed in close coordination with relevant Ministry staff. The data will be synchronized daily basis as also specified in Article 1.1.4.4.

**Q-7: Will the access to ISALS data be read-only, or another mechanism will be developed to use difference data (fark verisi)?**

**Answer -7:**

- The data can be synchronized by retrieving from either real database or its replica in a read-only manner. Remote access will not be allowed.

**Q-8: A license with 25 users is mentioned in the bidding document; which product/products do these include? Besides, is it planned to locally use the product/products to be developed?**

**Answer -8:**

- All the costs incurred from any license for any products for 25 users for two years shall be covered by the contractor and taken into account in the financial proposal. Local use of products could be considered depending on the need.

**Q-9: What is the level of the GIS service mentioned in the document (location, address, neighborhood, neighborhood information)?**

**Answer -9:**

- The Ministry will provide neighborhood-level map data, but companies are also required to include the cost of the neighborhood-level map data in their financial proposal (separately) along with the explanation of the data format provided. If the map data is provided by the Ministry or the prices are considered costly, this item may be excluded from overall service during the evaluation.

- However, please note that in any case, (either the neighborhood data is provided by the Ministry or by the contractor company) the GIS infrastructure within the scope of the service proposed by the company should have a technical capacity to visually support the neighborhood-level map data.

**Q-10: Can you explain the scope of the predictive analysis (Section 3) mentioned in the bidding document, and what are the expectations from this analysis?**

**Answer -10:**

- It is based on various projections related to existing social assistance programmes. For instance, with a projection made using available data, it is expected to see: how many people will meet the requirements of a new assistance programme, with the defined criteria, and how many people can benefit from it or the amount of additional fund needed for SASFs and which SASFs to be provided will be projected; and how the results would be affected by changing the criteria.

**Q-11: Is it possible to offer a configuration based on cloud?**

**Answer -11:**

- Configuration based on cloud platforms are not accepted.

**Q-12: Can you explain the “quality & relevance of submitted sample of analytic work” included in evaluation criteria, and does it have anything to do with demo application?**

**Answer -12:**

- The technical evaluation criteria table enclosed to bidding documents describes how the offers will be scored. As described in that document, offers will be evaluated under five main topics for scoring. The general evaluation of the offer is described with the criteria in Section 2, “Quality/Appropriateness of Proposal”, while the evaluation of the demo application is described in Section 3, “Demo Visualization Analysis Work”.

- Within this scope, the title “2.3 quality & relevance of submitted sample of analytical work” under the Section 2 is on the general evaluation of the offer and it includes evaluation of the whole offer. Therefore, not the demo application but the whole offer will be evaluated here in terms of its relevance to defined service as well as what kind of solution the methodology proposes.

**Q-13: Is it possible that you share the security policies or regulations of the Ministry mentioned in the bidding document with us beforehand? Is it possible for us to know beforehand about how these policies/regulations will limit the service to be provided?**

**Answer -13:**

- The whole document will not be shared; the Information Security Division of the Department of Information Technology can provide companies with information in a question/answer format.

**Q-14: Do we need to give detailed information about the long-term cost of the proposed solution following the end of maintenance and guarantee period in the offer?**

**Answer -14:**

- In addition to technical details of the proposed solution, detailed information must be provided concerning all the long term (2+3 years) licensing and maintenance needs, both in technical terms and cost-wise in the offer document. These details will play a part in the evaluation of offers.

**Q-15 Can you give general information about the preparation and submission of bidding documents?**

**Answer -15:**

- Bidding documents must be submitted by the deadline specified in the invitation for bid; the documents will not be accepted even if you are late for a minute. Unless otherwise specified, applications must be made physically, or else they are not accepted.

- Offers must be appropriately put in envelopes. Each being in different envelopes, 3 copies of technical documents and 1 copy of the financial document must be put in a bigger envelope. Each envelope (both the external and internal ones) must bear the document number of the bid and all details of the company (phone, address, email). Also, bidding companies must write the address of their headquarters. In the case that these rules are not followed, the application will be deemed invalid.

- Technical evaluation and financial evaluation documents must be in English, however, other documents including company's special information (e.g. balance sheet) can be in Turkish. As opposed to technical documents, a deficiency of administrative documents does not make an application invalid. In that case,

we contact the company and request that they complete the documents. Besides, we contact companies at least 1 time for deficiencies in the financial proposal form.

- There is no need for the notarization of documents, statement of the company will be relied on and a certified copy will be enough.

**Q-16 In consideration of the complex nature of the service, can the deadline written in the bid specification and the date of start of the service upon signing the contract (end of March) be changed?**

**Answer -16:**

- The dates written on the ToR document were determined tentatively. According to the course of the bid process, necessary updates will be made in the dates during the signing of the contract. The important point to pay attention in scheduling is the time intervals given for the works that need to be completed. Companies are expected to pay attention to these periods and plan every detail of their offers in consideration of these time intervals.

- It is possible to postpone the deadline determined for the submission of offers. For this to happen, at least two companies should mail us indicating that the time given was found inadequate. In that case, if UNICEF deems appropriate, the deadline is postponed, necessary changes are made in the invitation for bid, and companies are informed about the changes via mail. Please note that as per the requests from the companies, the deadline for the submissions of the offers is changed to **6/04/2020 Monday**.

- Please note that any changes made on the call for the bid will be communicated with the companies via email and will be reflected in the website in which the call for bid is advertised.

- You may also contact us at [turkeyprocurement@unicef.org](mailto:turkeyprocurement@unicef.org) before the submission date of offers if you have any further questions or suggestions concerning the bid process or technical details.