

CLARIFICATIONS No:1 to TENDER DOSSIER

Contract Title: Supply of Software Systems
Publication Reference: SIHHAT/2022/SUP/LO/04

TS: Annex II + III: Technical Specifications + Technical Offer / c4f_annexiitechspeciitechoffer_en
 ITT: Instruction to Tenderers
 SC : Special Conditions

Further to the requests received from the tenderers, the following clarifications are provided.

DOC.	ART./ ITEM / LOT	CLAUSE	QUESTION / REQUEST	ANSWER																																
ITT	1/1.1	<p>The subject of the contract is the supply and delivery of the following supplies:</p> <table><tr><th colspan="4">Lot 1 – Software Systems</th></tr><tr><th>No</th><th>Description</th><th>Form</th><th>Quantity</th></tr><tr><td>1.1</td><td>ERP System</td><td>Unit</td><td>1</td></tr><tr><td>1.2.</td><td>Management Information System</td><td>Unit</td><td>1</td></tr></table> <p>the places at the provinces of Turkey where supplies are to be delivered, within 75 (seventy five) calendar days which includes delivery, inspection, installation, training and provisional acceptance after the commencement of the Contract as also mentioned under Special Conditions.</p>	Lot 1 – Software Systems				No	Description	Form	Quantity	1.1	ERP System	Unit	1	1.2.	Management Information System	Unit	1	<p>The subject of the contract is the supply and delivery of the following supplies:</p> <table><tr><th colspan="4">Lot 1 – Software Systems</th></tr><tr><th>No</th><th>Description</th><th>Form</th><th>Quantity</th></tr><tr><td>1.1</td><td>ERP System</td><td>Unit</td><td>1</td></tr><tr><td>1.2.</td><td>Management Information System</td><td>Unit</td><td>1</td></tr></table> <p>the places at the provinces of Turkey where supplies are to be delivered, within 180 (one hundred eighty) calendar days which includes delivery, inspection, installation, training and provisional acceptance after the commencement of the Contract as also mentioned under Special Conditions.</p>	Lot 1 – Software Systems				No	Description	Form	Quantity	1.1	ERP System	Unit	1	1.2.	Management Information System	Unit	1	No change will be made for the implementation period.
Lot 1 – Software Systems																																				
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ITT	11. Content of Tenders Part 3 Documentation	... The original signed tender guarantee with an amount of 1.500 EUR.	<p>There are two value mentioned as a Tender guarantee such as EUR 1.500 and EUR 12.000</p> <p>Our request: Which value is considered as a tender guarantee?</p>	Please refer to Changes No:1 to TD.																																

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ITT	23. Tender Guarantee	... Tenderers must provide a tender guarantee of EUR 12.000 when submitting their tender.	There are two value mentioned as a Tender guarantee such as EUR 1.500 and EUR 12.000 Our request: Which value is considered as a tender guarantee?	Please refer to Changes No:1 to TD.
TS	ANNEX II + III: TECHNICAL SPECIFICATIO NS + TECHNICAL OFFER 1.1 ERP SYSTEM 1.4.2	“The number of active employees who will benefit from the payroll monitoring and permission service of the program in the INSTITUTION will be no more than 5,000 (five thousand) people.”	Could you please clarify that these employees are private sector employees or civil servant?	Please kindly be informed that these employees are private sector employees.
TS	ANNEX II + III: TECHNICAL SPECIFICATIO NS + TECHNICAL OFFER 1.1 ERP SYSTEM		As it is known, most of the leading ERP applications can use cloud platforms due to high availability, full redundancy and maximum performance reasons. Are ERP system and MIS software running on cloud platforms accepted?	Please kindly be informed that due to security reasons the ERP system will be installed and worked on the servers of MoH however it will also work on cloud platform. In order to ensure full data security and high security protocols, the ERP program should work with high security over the internet through a client installed on the terminal. However, the ERP system may not work through the web browser.

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TS	TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.1 ERP SYSTEM 1.5.1.3	“The program must run in at least one of the MS SQL, MySQL and PostgreSQL databases.”	Leader ERP and MIS Software manufacturers in the world, apart from the specified databases, can use their own developed, more integrated, more performance and more compatible database options such as SAP HANA. Is it possible to offer SAP HANA option as a database option?	The Contracting Authority can not provide prior assessments for the specifications required.
TS	TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.6 MIS SYSTEM 1.7.3	“The program must run in at least one of the MS SQL, MySQL and PostgreSQL databases.”	Leader ERP and MIS Software manufacturers in the world, apart from the specified databases, can use their own developed, more integrated, more performance and more compatible database options such as SAP HANA. Is it possible to offer SAP HANA option as a database option?	The Contracting Authority can not provide prior assessments for the specifications required.
TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.11.6.	There should be a Distribution List in the address management.	More details required about Distribution List, what is the purpose	The purpose of the distribution list is to determine a faster and easier route.
TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.12.3.	The product must have Service Accounting Groups and Links.	More details required about Service Accounting groups information and links	Please kindly be informed that it is the collection of expense and product groups and their easier processing to accounting and other distribution places.

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TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.13.11.	There should be a Single Layout Account Plan as standard in the program. If the user wants to, s/he should be able to create his own account plans as s/he sees fit.	What is Deputy Book.	It is the book within the accounting module in which the account related data is being recorded.
TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.18.7.	There should be personal and general spam filters in e-mail management.	There is no spam filter integrated with system. Spam filters must be managed by mail servers. There is personal and general filters and rules that can be created by user. Is that enough?	The Contracting Authority can not provide prior assessments for the specifications required.
TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.21.4.	E-State modules should be available from within the program, no additional software should be required.	E-state modules are included. There is integrator companies to send and receive documents.	Please kindly be informed that e-state modules should be available within the program, as required. The company that produces the ERP software should be the integrator.
TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.20.5	The Text Message Module must have send packets.	What is send packets.	There must be a messaging program in the program. Users should correspond with each other here. and this data should be encrypted in packets.

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TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.30.2.5	The ADMINISTRATION may postpone its progress meetings or change their periods.	It can be postpone by agreement of both parties	No change will be made for this item.
TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.30.2.8	After the expiration of the contract to be concluded between the ADMINISTRATION and the CONTRACTOR for all the works specified in this technical specification; If the ADMINISTRATION wants to conclude a new Maintenance and Support Contract with the CONTRACTOR; the cost of the new contract will not be more than 10% (ten percent) of the cost of this contract.	Maintenance and Support conditions need to be same	No change will be made for this item.
TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.5.1	it should be structured in architectures that do not require additional installation (web, java, etc.) and should not require any installation or update action on the user side. Also see 1.7.6	Server and Client can be run on windows, linux , pardus... . It must be at least Web based applications that can be login via web browser. Otherwise maintenance and sustainability cost will not be affordable	For security reasons, an application must be installed on the client side for the software. if needed, java web etc. can install additional and free software. Please also take into consideration item 1.5.1.7 for this requirement.
TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.5.1.12	The data generated in similar systems used by the ADMINISTRATION before, especially the Accounting Account Plan, Accounting Slips and Personnel Registration Cards will be transferred to the program and the program database to be received within the scope of this specification without error and completely by the CONTRACTOR. The CONTRACTOR is responsible for the data losses that may occur	Is transferring Accounting slips opening financial slip enough or all accounting slips are required to be transferred?	Please kindly be informed that all accounting slips are required to be transferred.

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TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.5.1.12	The data generated in similar systems used by the ADMINISTRATION before, especially the Accounting Account Plan, Accounting Slips and Personnel Registration Cards will be transferred to the program and the program database to be received within the scope of this specification without error and completely by the CONTRACTOR. The CONTRACTOR is responsible for the data losses that may occur	Transferring data from other systems are under responsibility of both parties	No change will be made for this item.
TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.10.5	There should be Business Packages in the Task Management.	Which part of them is integration required	Assignments can be made anywhere in the program. It should also work integrated with e-mail.
TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.13.19	Checks and bills should be scanned and imported if desired on the screen where the Check / Bill is entered in the program.	Checks and bills can be scanned and uploaded as document, not importing data or ocr available	Please kindly be informed that for checks and bills it is required for the documents to be imported however ocr is not required.

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TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.10.3, 1.12.1. , 1.10.5.	There should be Task Redirects within the Task Management. Product Service Cards should be defined in product management.	By the reason of item 1.21.1 ; all web services need to be ready on Ministry of Health. Project timeline is short to waiting these services being developed. Contractor side just need to develop calling current services	All web services of MoH are ready.
TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.17.2.	Payroll should be calculated in the program.	According to Turkey legislation?? Payroll Types (public / private sector payrolls?) (kamu bordrosu / özel sektör bordrosu)	Payrolls will be used for private sector employees.
TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.17.8	The program must have permission management.	Permission management OR leaves management? (permission seems like authority?)	Please refer to Changes No:1 to TD.
TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.17.12	There must be social insurance declarations in the program.	For which law numbers?	5510: Social Insurance Law 4857:Labour Act and Collective Labour Contract. Please also be informed that all official declarations required by the social insurance institution must be present.

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TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.17.13.	If the records of remote employees are requested in the program, internship transfer should be made to the payroll program in bulk.	Request is not clear, detail is needed	Please refer to Changes No:1 to TD.
SC	SPECIAL CONDITIONS ARTICLE 33 AFTER-SALES SERVICE 33.1	<p>After Sales services will not be paid under this contract. However, the contractor has to demonstrate that after sales support services and spare parts will be available pursuant to the provisions of the 07/11/2013 dated and 6502 numbered Turkish Law on Consumer Rights and relevant regulations (if applicable).</p> <p>Please refer to the following links for the current Turkish Law on Consumer Rights and regulations:</p> <ul style="list-style-type: none"> • http://www.resmigazete.gov.tr/main.aspx?home=http://www.resmigazete.gov.tr/eskiler/2013/11/20131128.htm&main=http://www.resmigazete.gov.tr/eskiler/2013/11/20131128.htm • http://mevzuat.basbakanlik.gov.tr/Metin.Aspix?MevzuatKod=7.5.19783&MevzuatIliski=0&sourceXmlSearch=SATI%C5%9E%20SONRASI%20H%C4%B0ZMETLE, 	As known, ERP systems do not need spare parts like any mechanical product, instead it require maintenance and consultancy in technological and legal regulations. What is your suggestion about the mainantence anda consulting contract?	No change will be made for this item.
TS	ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER 1.4.2	The number of active employees who will benefit from the payroll monitoring and permission service of the program in the INSTITUTION will be no more than 5,000 (five thousand) people.	Are the employees for whom payroll calculations will be made goverment official? Asking for calculation method.	Please kindly be informed that the employees are private sector employee.
ITT	A. INSTRUCTIONS TO TENDERERS		Some links are moved, such as https://ec.europa.eu/europeaid/prag/document.do	Please refer to Changes No:1 to TD.

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	LETTER OF INVITATION TO TENDER		Should any declaration (as a request for participation) of participation be made, other than the preparation of the tender documents?	Please follow the instructions and links within documents.