

United Nations Development Programme (UNDP)

**Country: TURKEY
Project Document**

Project Title: Effective Social Service Delivery Through Better Monitoring, IT Systems and Capacities

UNDCS Outcome: OUTCOME 4 Increased provision of inclusive and responsive public as well as community-based services to strengthen equitable access to knowledge, information and quality basic services

Expected Country Programme Output: Output 4.1. Policies and capacities in place for inclusive social service provision for all through various service delivery models

Implementing Partner: Ministry of Family and Social Policies

Responsible Parties: Ministry of Family and Social Policies and United Nations Development Programme (UNDP)

Brief Description

Ministry of Family and Social Policies which is a relatively new institution carries out nationwide social policies including the social services and social assistance. However, it also requires support in strengthening its monitoring capacity based on IT infrastructure. This project, with its monitoring perspective, will also provide inputs for the policy making process relating to the service areas of the MoFSP.

After the establishment of the Ministry in 2011, to continue the provided services, the IT services had to continue using the already established software systems. However, the systems continued to run independently, without a connection or coordination in between. In some cases, different software systems were built to perform similar duties in different branches of the ministry.

As a direct result of this distributed infrastructure, the software at hand are not compatible with each other and cannot work concordantly. These software are person-dependent and this situation causes problems in optimization, implementation and sustainability. In addition, each software has specific requirements, and require separate procurement for different licenses causing increases in the overall cost. Moreover this distributed approach impedes the efforts to increase the overall security of the network and data integrity. Therefore the Ministry urgently needs to improve the IT infrastructure to strengthen its capacities for monitoring and implementation of social service provision and establish a stronger infrastructure for the service delivery models to be set up in the future. MoFSP also requires support in strengthening its IT based monitoring capacity.

Partnership with UNDP aims to receive support for addressing the above-mentioned challenges towards a well-functioning social service and assistance delivery system from a capacity development perspective. It is expected that this project will enable MoFSP to benefit international experiences that UNDP can offer in the field of design, implementation and monitoring of social service provision at the regional level. This project, with its monitoring perspective, will also provide inputs for the policy making process relating to the service areas of the MoFSP. Furthermore it is expected that this project, with the assistance of the UNDP, will improve implementation of ASDEP (Family Social Support Programme) through developing the capacity of the staff for efficient and effective identification of the people in need of public services including social assistance and social services.

Programme Period	2015-2018
Key Result Area (Strategic Plan):	Poverty Reduction
ATLAS Award ID	
Start date	April 15,2015
End date	December 31,2017
PAC Meeting Date	10 July 2014
Management Arrangement:	NIM
(NIM: National Implementation)	

2015 AWP Budget (including GMS)	2,311,526 TL
2016 AWP Budget (including GMS)	2,666,258 TL
2017 AWP Budget (including GMS)	1,155,660 TL
Total resources required:	6,133,444 TL
Total allocated resources:	0,000,000TL
Government (MoFSP)	6,133,444 TL
GMS (%3)	178,644 TL

Kerem DİVANLIOĞLU
Etici

Cok Taraflı Ekonomik İşler
Genel Müdür Yardımcısı

Agreed by the Government of Turkey:

Agreed by Ministry of Family and Social Policies:

01/04/2015

Ömer ÖGREDİCİ
Bağ İşlem Dairesi Başkanı V.

Agreed by UNDP:

Kamal Malhotra
Resident Coordinator

Kamal Malhotra
Resident Representative

March 26, 2015

I CURRENT SITUATION

After the establishment of the Ministry in 2011, IT infrastructure did not change and the IT services had to continue using the already established software systems to continue the provided services. However, the systems operate independently, without any connection to each other, reducing functionality and effectiveness. In some cases, different software systems were built to perform similar duties in different branches of the ministry.

As a direct result of this distributed infrastructure, the software at hand are not compatible with each other and cannot work concordantly. Also these software are person-dependent and this situation causes problems in optimization, implementation and sustainability. In addition, each software has specific requirements, and require separate procurement for different licenses causing increases in the overall cost. Furthermore, MoFSP also requires support in strengthening its IT based monitoring capacity. This project, with its monitoring perspective, will also provide inputs for the policy making process relating to the service areas of the MoFSP.

The distributed approach also obstructs the efforts to increase the overall security of the current network and data integrity. Currently the software systems are operated by different branches and there is no central management/coordination that can monitor and manage the overall system. This results in sub-par operation structure and increases the security and integrity risks. There is no disaster management plan for the dual data centers. Also, there is no plan for data loss/data corruptions situations and the working backup plan is not available.

The Ministry currently operates on two central data centers based in the same city (Ankara). There are about 380 virtual systems that run on the central hardware. This enormous number, coupled with the uncoordinated structure, results in high and unnecessary costs, personnel load, power consumption and management load. The Ministry, with the help of consultants and IT experts, plans to reduce the number of these virtual systems for efficiency.

Regarding Software systems, there are four fundamental information systems of the MoFSP. These are YBS (Administrative Inf. system), EBYS (Electronic Document Management System), PYS (Personnel Management System) and Integrated Social Assistance Services System, all of which are social service database, with no interaction in between. These are mostly based on old codes and any addition to existing systems has to be designed as a separate structure, preventing continuous updates. MoFSP aims to establish a Family and Social Policies Information System (FIS) to function coherently with these aforementioned systems and transfer of existing systems will be a challenge. As a preparation for the FIS, MoFSP plans to design a single base/framework IT structure on which existing implementations can function. Within the scope of the Project, a framework IT system and selected components of these systems shall be established, as an infrastructure on which Family Information System can be set up in the future.

Therefore the Ministry urgently needs to improve the IT infrastructure to strengthen the monitoring and implementation of social service provision and establish a stronger infrastructure for the service delivery models to be set up in the future. UNDP will provide support for management of the team to conduct this work-as well as support small scale assessments of the service delivery, enabling the Ministry to better plan, implement and monitor its services.

On the other hand, the MoFSP is undergoing a continuous reform process, whereby the priority is to integrate the services provided by the Ministry through a supply driven approach responding to the needs of the target group. The MoFSP launched the Family Social Support Programme (ASDEP) as a new service delivery model, and is planning to expand the programme to the whole country in near future.

Inter alia the most critical aspect of the services provided by MoFSP is social analyses, identification and collecting data of the people in need of social assistance and social services. These duties, among other duties, will be carried out by ASDEP (Family Social Support Programme) Staff of the MoFSP stationed in the field. ASDEP is a programme that aims to reach people in need of social assistance and services; analyze and assess their psycho-social and economic situation; and provide them public services along with guidance and counselling appropriate with their situation. In this programme ASDEP staff mostly work in the field and reach the families living in their district of responsibility; and upon identification of the need, provide assistance to the households through existing public services. The main responsibility of the ASDEP staff is to provide the families with the needed public service suitable for their situation and monitor the effectiveness of the services provided. First pilot implementation of ASDEP has been launched in end January 2015 in four cities (Rize, Kırıkkale, Sakarya and Ankara/Altındağ) with the current staff of the MoFSP and further expansion of the programme throughout Turkey will be carried out by recruitment of the new personnel. Considering that the programme is recently launched with very limited systems in place, there will be need for guidelines, toolkits and other standard programme implementation materials to be used by the staff. Additionally, the newly recruited personnel will be in need of training. To strengthen the existing systems for a more effective ASDEP service delivery and to improve capacity of these personnel, UNDP will provide training, on the job training and guidance to ASDEP staff

In line with its mandate, UNDP will also conduct policy related assessments to support this integration and reform process. Such policy related assessments will both look into the existing services and provide insights on the accessibility, coverage and inclusiveness of the services as well as conduct studies to develop proposals in line with

international experience and expertise, particularly on issues of high priority such as developing service models for assessing the needs, also through establishing partnerships at the local level. As such, the activity that aims to present policy findings on existing systems and recommendations for more effective services will complement the IT related activities using international experience and expertise. This will also build the basis for future cooperation with UNDP in the area of social service delivery, on which the priority is to increase effectiveness and efficiency through reforms and decentralization.

ANNUAL WORK PLAN

Year 2015

EXPECTED OUTPUTS	PLANNED ACTIVITIES (and Actions)	TIMEFRAME			RESP. PARTY	PLANNED BUDGET*		
		Q2	Q3	Q4				
<p>Output 1: Effective and efficient service monitoring system of the Ministry through establishment of the software infrastructure and assessments/service delivery recommendations</p> <p>Baseline:</p> <p>1. There is no integrated system to monitor services provided by MoFSP. Software at hand are not compatible with each other, operated by different branches and cannot work in direct cooperation.</p> <p>2. There are 9 modules which need to be improved and integrated in the integrated framework IT infrastructure</p> <p>3. None of the 9 modules are ready for integration to the framework infrastructure</p> <p>Indicators:</p> <p>1. Existence of an integrated framework IT system to monitor the services provided by MoFSP</p> <p>2. The number of modules analysed and being developed in response to the consultation meetings with relevant DGs and local actors</p> <p>3. The number of modules ready for integration to the framework infrastructure</p> <p>Targets (2015)</p> <p>1. A roadmap for development of an integrated system will be ready</p> <p>2. Development of 3 modules will</p>	<p>1.1 Analysis of existing software systems of MoFSP and the identification of the scope of work</p> <p>1.1.1 Recruitment and orientation of IT experts: Finalize the qualifications of the project staff to be recruited under the project and do the recruitments. UNDP will recruit the IT experts identified to work under direct supervision of UNDP and MoFSP IT Department</p> <p>1.1.2 Set up a working group with project staff and IT users of the selected DGs for providing inputs to the upcoming work, identify the need for short term expertise and do the contracting for short term consultants</p> <p>1.1.3 Conduct a need assessment of the existing IT system: A review of all relevant systems that are used by respective DGs will be made, building on the previous study conducted by TUBITAK making updates where necessary. This need assessment will be made by the project staff and contracted ICs as needed</p> <p>1.1.4 Identification of the IT expertise needed: Building on the assessment of the existing IT systems and identification of the scope of work, the longer term IT expertise to be utilized in the project will be identified.</p> <p>1.1.5 Reviewing the performance of the existing IT systems, in consultations with the users of the system.</p> <p>1.1.6 Meetings with users and subjects of several different types throughout the country about the present needs from the software system. Deep analysis of the daily work done.</p> <p>1.1.7 Review of international knowledge on integrated IT systems of similar institutions providing combination of such services</p> <p>1.1.8 Identify and agree on the roadmap which applicable with the required IT related standards for improvement of the systems- including the hardware and software needs with relevant budget, including the below indicative list of software, database, hardware, network and staff capacity improvement activities.</p>	X	X	X	MoFSP & UNDP	<p>71200 Int'l Consultants</p> <p>71300 Local Consultants</p> <p>71400 Service Contracts</p> <p>71600 Travel</p> <p>72100 Contracted Services</p> <p>72200 Equipment</p> <p>73500 Support Services</p> <p>74500 Other costs</p>		
	0	650,000	1,154,200	70,000	250,000	0	100,000	20,000

<p>be started along with their sub-modules, the initial work of 6 more will be launched in line with the roadmap</p> <p>3. 3 modules will be ready for integration to the framework infrastructure</p>	<p>1.1.9 Preparation of standards roadmap for getting necessary IT and security related standards such as ISO 27001</p>	X	X			
	<p>1.1.10 Preparation of analysis reports</p>	X	X	X		
	<p>1.1.11 Preparation of monthly progress reports</p>	X	X	X		
	<p>1.2 Software Activities (existing software will be reviewed for functionality and decisions for development of new modules)</p>	X	X	X		
	<p>1.2.1 Preparing the Framework of software for the existing and to-be-developed systems</p>	X	X			
	<p>1.2.2 Analyzing the current systems' codes and carrying out integration studies</p>	X	X			
	<p>1.2.3 Social Services Start Module: This module will lay the foundation and framework of the support provided to the third parties. The sub-module activities are as follows:</p>	X	X			
	<p>1.2.3.1 Notice and Application module</p>	X	X			
	<p>1.2.3.2 First Interview with the Person module</p>	X	X			
	<p>1.2.3.3 Social Analysis module</p>	X	X			
	<p>1.2.3.3.1 Initial Review module</p>	X	X			
	<p>1.2.3.3.2 External system/databases query system will be built and integration will be provided</p>	X				
	<p>1.2.3.3.3 Review at Location module</p>	X				
	<p>1.2.3.4 Review and Decision module</p>	X				
	<p>1.2.4 Preventive and Protective Services Module:</p>	X	X	X		
	<p>1.2.4.1 Establishment of a common database for the services provided to women/children/family and PWDS.</p>	X				
	<p>1.2.4.2 Common risk identification and proactive action module</p>	X	X	X		
<p>1.2.4.3 Identification of Women Under Risk Module</p>	X	X	X			
<p>1.2.4.4 Identification of Children Under Risk Module</p>	X	X	X			
<p>1.2.4.5 Identification of Families Under Risk Module</p>	X	X	X			

1.2.4.6	Identification of PWDS Under Risk Module	X	X	X			
1.2.4.7	Establishment of data integration and data flow amongst the modules			X			
1.2.5	Care at Institutions Module		X	X			
1.2.5.1	Common Services: The foundation of the system will be built		X				
1.2.5.1.1	Services and Monitoring Module		X	X			
1.2.5.1.1.1	Establishing Orderly Module		X	X			
1.2.5.1.1.2	Transfer Module		X	X			
1.2.5.1.1.3	Assemblies and Commission		X	X			
1.2.5.1.1.4	Event Management Module		X	X			
1.2.5.1.2	Service termination module		X	X			
1.2.5.1.3	Post service tracking module and integration		X	X			
1.3	Database, Hardware and Network Related Activities	X	X	X			
1.3.1	Database migration and data deduplication activities	X					
1.3.2	Hardware and network related activities	X	X	X			
1.3.2.1	Analysis of the existing servers	X					
1.3.2.2	Cluster based system installation	X					
1.3.2.3	Virtual server installation and system migration	X					
1.3.2.4	Security actions	X	X	X			
1.3.3	Maintenance and Enhancement Activities	X	X	X			
1.3.3.1	Hardware maintenance and enhancement	X	X	X			
1.3.3.2	Network maintenance and enhancement	X	X	X			
1.3.4	Analysis & System Development Activities	X	X	X			
1.3.4.1	Meetings with users and subjects on developed functionalities to improve user participation at system usage	X	X	X			
1.3.4.2	Determining possible up-to-date needs by studies and researches on local & global sources. Recommending improvements on the software to development team	X	X	X			

<p>Output 2: Enhanced institutional capacity of the MoFSP for more effective and supply driven delivery of social assistance and social services</p> <p>Baseline:</p> <ol style="list-style-type: none"> ASDEP staff is inexperienced and in need of training MoFSP does not conduct internal/independent assessment of its services at the local level for further policy development. <p>Indicators:</p> <ol style="list-style-type: none"> Number of training materials and guidelines available for staff for ASDEP implementation.. Number of ASDEP staff who received on the job training Number of ASDEP staff that received training for more effective service delivery Availability of qualitative assessments on provision of services and effectiveness/coverage/impact of services <p>Targets (2015)</p> <ol style="list-style-type: none"> Guidelines and training materials 	<p>1.3.4.3 Support on providing effective reports and statistics to related staff according to the results achieved on studies and researches.</p> <p>1.4 Training & Staff Capacity Development Activities</p> <p>1.4.1 Training of the MoFSP staff</p> <p>1.4.2 On the Job Training of MoFSP through working with the Project staff</p> <p>1.4.3 Giving necessary education and expertise through working together with MoFSP IT Department personnel to prepare them to carry out development, maintenance and security issues of deployed software.</p> <p>2.1 Development of guidelines and training materials needed for ASDEP implementation</p> <p>2.1.1 Meetings with the Ministry staff and managers for a better understanding of the objectives of the planned system and ASDEP model</p> <p>2.1.2. Comparative review of existing models of service delivery in selected countries with a view to understand the systems and mechanisms</p> <p>2.1.3. Meetings with the staff working in the ASDEP pilot provinces to understand their experiences, existing documents in hand with a view to reflect in the training materials and guidelines</p> <p>2.1.4 Preparation of the procedures guidebook for the full cycle of ASDEP implementation (from application/identification to monitoring)</p> <p>2.1.5. Preparation of the training materials for field technicians such as social investigation and interview to help ASDEP staff for understanding visited family situation properly</p> <p>2.1.6. Preparation of the training materials that will upskill ASDEP staff to provide accurate and efficient guidance to people about public services and assistance provided by MoFSP and other institutions</p> <p>2.1.7. Preparation of training materials in line with the guidelines and other needs identified</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>
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<p>for full implementation of ASDEP available (for further revisions as needed)</p> <p>2. At least 25 inexperienced ASDEP(Family Social Support Programme) staff received on the job training accompanied by field trainers/experts. (tbc as the number of new recruitments clear)</p> <p>3. At least 50 ASDEP (Family and Social Support Programme) staff received training for more effective and efficient social service delivery</p>	2.2. Training of staff responsible for ASDEP implementation											
	2.2.1. Training of trainers for selected Ministry staff for delivery of social assistance and social services	X	X	X								
	2.2.2. Training of staff in selected provinces for more effective service delivery, including on the job training through short terms experts accompanying the field staff operating for ASDEP, in line with the guidelines and general principles. Training reports shared with project management as lessons learned	X	X	X								
	2.2.3. Fine tuning and revisions in training materials in line with the experiences of the training of field staff. (on a six-monthly basis)		X	X	X							
	2.3. Consultancy on social policy field in areas within the mandate of the Ministry	X	X	X	X							
	2.3.1. Assessments conducted and recommendations developed for more coherent and effective service delivery of MoFSP, and MoFSP's individual capacity development	X	X	X	X							
	2.3.1.1. Themes and service areas selected for assessment of the services provided to the beneficiaries in consultation with the Ministry senior management	X	X	X	X							
	2.3.1.2. The topics of assessments and relevant timelines are agreed and contracting made	X	X	X	X							
	2.3.1.3. At least two assessments conducted, with a view to assess the effectiveness, efficiency and inclusiveness of the services provided by the MoFSP as well as its interactions with its local branches, other line ministries, etc.	X	X	X	X							
	1										GMS (TL)	67,326
											Total (TL)	2,311,526

EXPECTED OUTPUTS	PLANNED ACTIVITIES (and Actions)	TIMEFRAME				RESP. PARTY	Funding	PLANNED BUDGET*	
		Q1	Q2	Q3	Q4			Budget Description	Amount
<p>Output 1: Effective and efficient service monitoring system of the Ministry through establishment of the software infrastructure</p> <p>Baseline:</p> <p>1. There is no integrated system to monitor services provided by MoFSP. Software at hand are not compatible with each other, operated by different branches and cannot work in direct cooperation.</p> <p>2. There are 9 modules which need to be improved and integrated in the integrated framework IT infrastructure</p> <p>3. None of the 9 modules are ready for integration to the framework infrastructure</p> <p>4. MoFSP does not conduct internal/independent assessment of its services at the local level for further policy development.</p> <p>Indicators:</p> <p>1.Existence of an integrated framework IT system to monitor the services provided by MoFSP</p> <p>2.The number of modules analysed and being developed in response to the consultation meetings with relevant DGs and local actors</p> <p>3.The number of modules ready for integration to the framework infrastructure</p> <p>4.Availability of qualitative assessments on provision of effectiveness/coverage/impact of services</p> <p>Targets (2016)</p> <p>1. IT systems development will be</p>	<p>1.1 Software development for the below modules</p> <p>1.1.1 Women Care Services at Institutions</p> <p>1.1.2 Child Care Services at Institutions</p> <p>1.1.3 PWDs Care Services at Institutions</p> <p>1.1.4 Elderly Care Services at Institutions</p> <p>1.1.5 Personal Care Services module will be improved</p> <p>1.1.6 Family Stay / Care at Home Services Module will be supported/further developed</p> <p>1.1.6.1 A base module will be built for the various parties involved</p> <p>1.1.6.2 Social and Economic Support Services Module</p> <p>1.1.6.3 Adoption Module</p> <p>1.1.6.4 Foster Care Module</p> <p>1.1.6.5 PWDs Home Care Module</p> <p>1.2 Hardware and Network Related Activities</p> <p>1.2.1 Network security assurance will be performed</p> <p>1.2.2 VPN installation on main system will be completed</p> <p>1.2.3 VPN installation on field offices will be completed</p> <p>1.3 Maintenance and Enhancement Activities</p> <p>1.3.1 Hardware maintenance and enhancement with the existing or externally procured hardware</p> <p>1.3.2 Network maintenance and enhancement</p> <p>1.4 Analysis & Improvement of the Systems</p> <p>1.4.1 Meetings with users and subjects on developed functionalities to improve user participation at system usage</p> <p>1.4.2 Determining possible up-to-date needs by studies and researches on local & global sources. Recommending improvements on the software to development team</p>	X	X	X	X	MoFSP & UNDP	MoFSP	71200 Int'l Consultants 71300 Local Consultants 71400 Service Contracts 71600 Travel 72100 Contracted Services 72200 Equipment 73500 Support Services 74500 Other costs	0 800,000 1,288,600 130,000 250,000 0 100,000 20,000
	X	X	X	X					
	X								
	X								
			X						
			X						
			X						
				X					
				X					
					X				
					X				
						X			
							X		
								X	
			X						
			X						

<p>conducted in line with the roadmap</p> <p>2. Development of 6 modules will be made along with their sub-modules</p> <p>3. At least 3 more modules will be ready for integration to the framework infrastructure</p>	<p>1.4.3 Support on providing effective reports and statistics to related staff according to the results achieved on studies & researches.</p> <p>1.4.4 Preparing analyses reports</p> <p>1.4.5 Preparing monthly progress report</p> <p>1.4.6 Making necessary improvements and developments in line with the prepared standards roadmap</p> <p>1.5 Training & Staff capacity Development Activities</p> <p>1.5.1 Education of the personnel of MoFSP</p> <p>1.5.2 On the Job Training</p> <p>1.5.3 Giving necessary education and expertise through working together with MoFSP IT Department personnel to prepare them to carry out development, maintenance and security issues of deployed system.</p>	X	X	X	X	X	X	X	X	X	X	X	X	X	X
<p>Output 2: Enhanced institutional capacity of the MoFSP for more effective and supply driven delivery of social assistance and social services</p> <p>Baseline:</p> <p>1. ASDEP staff is inexperienced and in need of training</p> <p>2. MoFSP does not conduct internal/independent assessment of its services at the local level for further policy development.</p> <p>Indicators:</p> <p>1. Number of training materials and guidelines available for staff for ASDEP implementation...</p> <p>2. Number of ASDEP staff who received on the job training</p> <p>3. Number of ASDEP staff that received training for more effective service delivery</p> <p>4. Availability of qualitative assessments on provision of services and effectiveness/coverage/impact of services</p>	<p>2.1 Development of guidelines and training materials needed for ASDEP implementation</p> <p>2.1.1 Meetings with the Ministry staff and managers for continued revision of the training material</p> <p>2.1.2 Meetings with the staff working in the ASDEP pilot provinces for continued revision of the training material</p> <p>2.2. Training of staff responsible for ASDEP implementation</p> <p>2.2.1. Training of trainers for selected Ministry staff for delivery of social assistance and social services</p> <p>2.2.2. Training of staff in selected provinces for more effective service delivery, including on the job training through short terms experts accompanying the field staff operating for ASDEP, in line with the guidelines and general principles. Training reports shared with project management as lessons learned</p> <p>2.2.3. Fine tuning and revisions in training materials in line with the experiences of the training of field staff. (on a six-monthly basis)</p> <p>2.3 Consultancy on social policy field</p>	X	X	X	X	X	X	X	X	X	X	X	X	X	X

<p>Targets (2016)</p> <p>1. Guidelines and training materials for full implementation of ASDEP available and revised (for further revisions as needed)</p> <p>2. At least 25 inexperienced ASDEP(Family Social Support Programme) staff received on the job training accompanied by field trainers/experts (tbc as the number of new recruitments clear)</p> <p>3. At least 100 additional ASDEP (Family Social Support Programme) staff received training for more effective and efficient social service delivery</p> <p>4. At least 2 additional studies conducted for more effective and efficient social service delivery</p>	<p>2.3.1. Assessments conducted and recommendations developed for more coherent and effective service delivery of MoFSP, and MoFSP's individual capacity development</p> <p>2.3.1.1. Themes and service areas selected for assessment of the services provided to the beneficiaries in consultation with the Ministry senior management</p> <p>2.3.1.2. The topics of assessments and relevant timelines are agreed and contracting made</p> <p>2.3.1.3. At least two assessments conducted, with a view to assess the effectiveness, efficiency and inclusiveness of the services provided by the MoFSP as well as its interactions with its local branches, other line ministries, etc.</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>77,658</p> <p>2,666,258</p>
<p>GMS</p>						<p>77,658</p>
<p>Total</p>						<p>2,666,258</p>
<p>Project budget is subject to revision and reallocation between categories and activities as needed/required. UNDP's Corporate Cost Recovery Policy shall be applicable for reimbursement of UNDP's direct implementation support costs & NIM audit</p>						

EXPECTED OUTPUTS	PLANNED ACTIVITIES (and Actions)	TIMEFRAME				RESP. PARTY	PLANNED BUDGET*		
		Q1	Q2	Q3	Q4		Funding	Budget Description	Amount
<p>Output 1: Effective and efficient service monitoring system of the Ministry through establishment of the software infrastructure</p> <p>Baseline:</p> <p>1. There is no integrated system to monitor services provided by MoFSP. Software at hand are not compatible with each other, operated by different branches and cannot work in direct cooperation.</p> <p>2. There are 9 modules which need to be improved and integrated in the integrated framework IT infrastructure</p> <p>3. None of the 9 modules are ready for integration to the framework infrastructure</p> <p>Indicators:</p> <p>1. Existence of an integrated framework IT system to monitor the services provided by MoFSP</p> <p>2. The number of modules analysed and being developed in response to the consultation meetings with relevant DGs and local actors</p> <p>3. The number of modules ready for integration to the framework infrastructure</p> <p>Targets (2017)</p> <p>1. A framework IT infrastructure will be ready and relevant trainings conducted to staff for its use</p> <p>2. At least 2 of the modules' Integration will be completed</p>	<p>1.1. Software Services</p> <p>1.1.1. Integration modules will be satisfied</p> <p>1.1.1.1. Other Ministries' modules will be analyzed</p> <p>1.1.1.2. Integration and data communication modules will be satisfied</p> <p>1.1.2. EDMS (Electronic Document Management System) integration with Ministry systems will be provided</p> <p>1.2. Maintenance and Enhancement Activities</p> <p>1.2.1. Hardware maintenance and enhancement</p> <p>1.2.2. Network maintenance and enhancement</p> <p>1.2.3. Making necessary improvements and developments in line with the prepared standards roadmap</p> <p>1.3. Analysis & Project Advisor Activities</p> <p>1.3.1. Meetings with users and subjects on developed functionalities to improve user participation at system usage</p> <p>1.3.2. Determining possible up-to-date needs by studies and researches on local & global sources. Recommending improvements on the software to development team</p> <p>1.3.3. Support on providing effective reports and statistics to related staff according to the results achieved on studies & researches.</p> <p>1.3.4. Preparing analyses reports</p> <p>1.3.5. Preparing monthly progress report</p> <p>1.4. Training & Staff capacity Development Activities</p> <p>1.4.1. Education of the personnel of MoFSP</p> <p>1.4.2. On the Job Training</p>	X	X	X	X	MoFSP & UNDP	MoFSP	<p>71200 Int'l Consultants</p> <p>71300 Local Consultants</p> <p>71400 Service Contracts</p> <p>71600 Travel</p> <p>72100 Contracted Services</p> <p>72200 Equipment</p> <p>73500 Support Services</p> <p>74500 Other costs</p>	<p>0</p> <p>397,000</p> <p>425,000</p> <p>30,000</p> <p>200,000</p> <p>0</p> <p>50,000</p> <p>20,000</p> <p>0</p>

	<p>1.4.3. Giving necessary education and expertise through working together with MoFSP IT Department personnel to prepare them to carry out development, maintenance and security issues of deployed software.</p>	X	X	X	X	X
<p>Output 2: Enhanced institutional capacity of the MoFSP for more effective and supply driven delivery of social assistance and social services</p> <p>Baseline:</p> <p>1. ASDEP staff is inexperienced and in need of training</p> <p>2. MoFSP does not conduct internal/independent assessment of its services at the local level for further policy development.</p> <p>Indicators:</p> <p>1. Number of training materials and guidelines available for staff for ASDEP implementation...</p> <p>2. Number of ASDEP staff who received on the job training</p> <p>3. Number of ASDEP staff that received training for more effective service delivery</p> <p>4. Availability of qualitative assessments on provision of services and effectiveness/coverage/impact of services</p> <p>Targets (2017)</p> <p>1. Guidelines and training materials for full implementation of ASDEP updated</p> <p>2. At least 25 inexperienced ASDEP(Family Social Support Programme) staff received on the job training accompanied by field trainers/experts. (tbc as the number of new recruitments clear)</p> <p>3. At least 50 additional ASDEP (Family and Social Support</p>	<p>2.1 Development of guidelines and training materials needed for ASDEP implementation</p> <p>2.1.1 Updating training materials according to the lessons learned on previous years</p> <p>2.2. Training of staff responsible for ASDEP implementation</p> <p>2.2.1. Training of trainers for selected Ministry staff for delivery of social assistance and social services</p> <p>2.2.2. Training of staff in selected provinces for more effective service delivery, including on the job training through short terms experts accompanying the field staff operating for ASDEP, in line with the guidelines and general principles. Training reports shared with project management as lessons learned</p> <p>2.2.3. Fine tuning and revisions in training materials in line with the experiences of the training of field staff. (on a six-monthly basis)</p> <p>2.3 Consultancy on social policy field</p> <p>2.3.1. Assessments conducted and recommendations developed for more coherent and effective service delivery of MoFSP, and MoFSP's individual capacity development</p> <p>2.3.1.1. Themes and service areas selected for assessment of the services provided to the beneficiaries in consultation with the Ministry senior management</p> <p>2.3.1.2. The topics of assessments and relevant timelines are agreed and contracting made</p>	X	X	X	X	X

<p>Programme) staff received training for more effective and efficient social service delivery</p> <p>4. At least 2 additional studies conducted for more effective and efficient social service delivery</p>	<p>2.3.1.3. At least two assessments conducted, with a view to assess the effectiveness, efficiency and inclusiveness of the services provided by the MoFSP as well as its interactions with its local branches, other line ministries, etc.</p>	<p>X</p>	<p>X</p>	<p>X</p>	<p>X</p>				
								<p>GMS</p>	<p>33,660</p>
								<p>TOTAL</p>	<p>1,155,660</p>
<p>Project budget is subject to revision and reallocation between categories and activities as needed/required.</p> <p>UNDP's Corporate Cost Recovery Policy shall be applicable for reimbursement of UNDP's direct implementation support costs & NIM audit</p>									

II MANAGEMENT ARRANGEMENTS

The Project will be implemented by the Ministry of Family and Social Policies with technical assistance and implementation support of UNDP. UNDP will provide the mentioned contract management services and will conduct the independent evaluations mentioned in the project document, as part of its mandate for capacity development for service delivery. UNDP’s technical support will be part and the initial stage of a broader programme to be further discussed with the Ministry management which aims at strengthening the capacities of the Ministry and other service providers on delivery of social services.

A Project Board (PB) is going to be established. PB will be responsible for the overall direction and management of the project. The PB will approve all major plans and authorize any major deviation from agreed plans. PB will ensure that required resources are committed, will arbitrate on conflicts (if any) within the project, and will negotiate a solution to any problems between the project and external bodies. PB will approve plans and project documents provided by UNDP meets the requirements, will approve allocated staff are adequate and efficient.

During the implementation of the project specific roles of the PB will include:

- provision of overall guidance and direction to the project, ensuring it remains within any specified constraints
- review of each supported stage and approval of progress to the next
- review and approval of plans and any exception plans

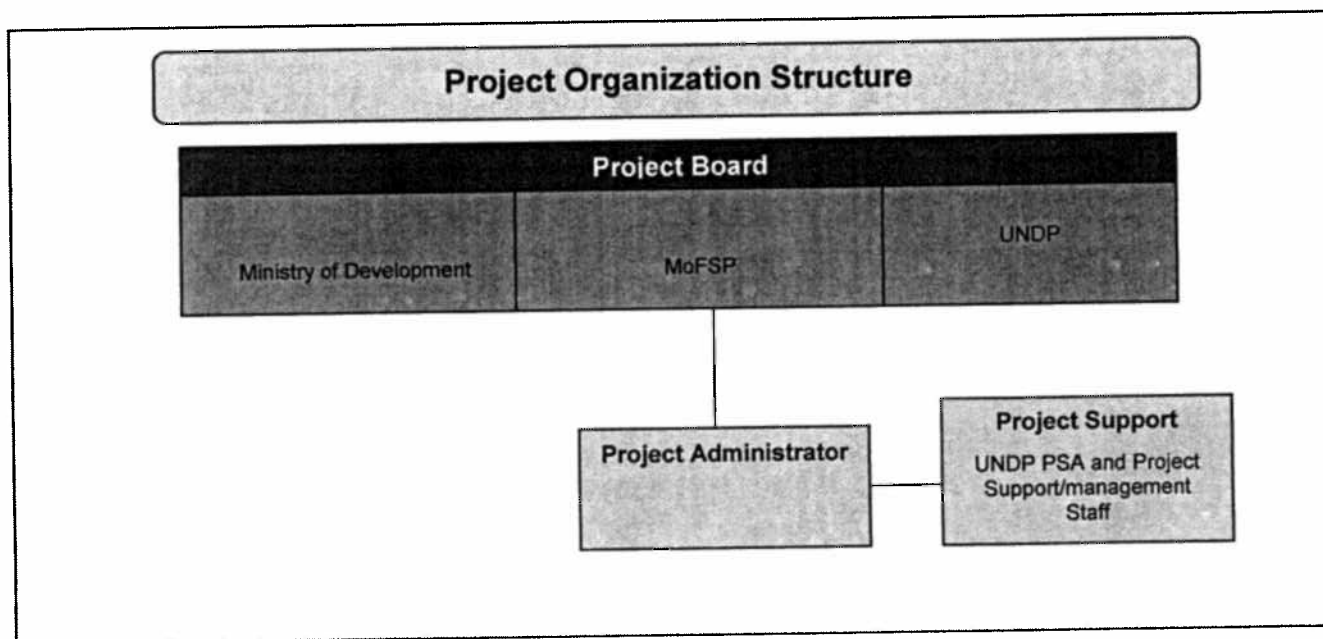
At the end of the project, the PB will:

- assure that all products have been delivered satisfactorily
- approve the End Project Report
- approve the Lessons Learned Report

The PB will be composed of the Ministry of Family and Social Policies (as the Executive and the Senior Beneficiary), the UNDP (as the Senior Provider) and Ministry of Development (MoD). The Executive is the key decision maker with advice and commitment from UNDP and MoD.

Project’s day-to-day implementation will be carried out by the Project Administrator (tbc), with direct support from UNDP programme staff (e.g. Portfolio Administrator, Service Center Assistants). Project Coordinator will be responsible of day-to-day implementation of IT related activities. Project Administrator and Project Coordinator will report both to MoFSP and UNDP. MoFSP will identify from its own cadres a project “co-director” who will be the main contact point of the co-director to be assigned by UNDP

All the experts to be mobilized within the scope of the Project will be contracted by UNDP (unless otherwise requested by the MOFSP). UNDP will prepare draft terms of references and job descriptions, and finalize these documents in consultation with the MOFSP. Experts to be mobilized within the scope of the Project will be selected jointly by UNDP and MoFSP, in line with applicable rules and regulations of UNDP.



The Project will be subject to NIM audit, and related costs will be charged against the project budget. UNDP’s direct costs will also be charged in line with its rules and regulations, as outlined in the project document.

III MONITORING AND EVALUATION FRAMEWORK

Within the annual cycle

- On a quarterly basis, a quality assessment shall record progress towards the completion of main results, based on quality criterion and methods settled by Project Management Team and approved by Project Board.
- An Issue Log shall be activated in Atlas and updated by the Project Manager to facilitate tracking and resolution of potential problems or requests for change.
- Based on the initial risk analysis submitted (see Annex 1), a risk diary shall be activated in Atlas and regularly updated by reviewing the external environment that may affect the project implementation.
- Based on the above information recorded in Atlas, a Project Progress Reports (PPR) shall be submitted by the Project Manager to the Project Board through Project Assurance, using the standard report format available in the Executive Snapshot in a period determined by PB.
- A project Lesson-learned Log shall be activated and regularly updated to ensure on-going learning and adaptation within the organization, and to facilitate the preparation of the Lessons-learned Report at the end of the project.
- A Monitoring Schedule Plan shall be activated in Atlas and updated to track key management actions/events

Annually

- **Annual Review Report.** An Annual Review Report shall be prepared by the Project Manager and shared with the Project Board and the Outcome Board. As minimum requirement, the Annual Review Report shall consist of the Atlas standard format for the QPR covering the whole year with updated information for each above element of the QPR as well as a summary of results achieved against pre-defined annual targets at the output level.
- **Annual Project Review.** Based on the above report, an annual project review shall be conducted during the fourth quarter of the year or soon after, to assess the performance of the project and appraise the Annual Work Plan (AWP) for the following year. In the last year, this review shall be a final review. This review is driven by the Project Board and may involve other stakeholders as required. It shall focus on the extent to which progress is being made towards outputs, and that these remain aligned to appropriate outcomes.

OUTPUT 1: Enhancing institutional capacity of the Ministry of Family and Social Policies (MoFSP) regarding IT based monitoring.

Act. Res. 1	Information and technology capacity of the MoFSP strengthened with improvements in the existing IT systems of the Ministry, with a view to contribute to a more coherent Ministry-level system	Start: March 2015 End: December 2017
Purpose	To increase the internal and external efficiency of the IT capacity of the MoFSP and to shift towards more functional and coherent IT capacity for monitoring	
Description	<p>The MoFSP has already a number of databases on social services and social assistance, developed and used by different General Directorates. However, the linkage and interaction of the existing databases is rather weak in the MoFSP. Additionally some of them also do not function fully. Therefore, there is a need to capacity building for IT services in order to perform an efficient monitoring system.</p> <p>This capacity building will build initially on the assessments conducted for the Family Information System and is expected to provide inputs to the work of the MoFSP to develop a coherent and comprehensive knowledge system.</p> <p>1.1 Analysis of existing software systems of MoFSP and identification of scope of work: A review of all relevant systems that are used by respective DGs will be made with a view to understand the functionality of each database/system and integrate the existing systems and establish a robust monitoring system. The assessment will be built on the study conducted by TUBITAK and will be carried out by the recruited staff and individual consultants under the overall supervision of the Project Coordinator. This assessment is expected to provide recommendations on the improvement or abolishment of the systems reviewed for MoFSP decision.</p> <p>While there will be a more detailed assessment of technical assistance and expertise needed, the current plan for recruitment of project staff, including experts on software, database, network, data security and system management and hardware is as below (profiles and positions further to be refined and finalized):</p> <p>Project Coordinator</p> <ul style="list-style-type: none"> • Bachelor's degree or higher university education degree • Experienced in Governmental project management • Experienced in IT project delivery of at least 10 years • Experienced in procurement and hiring processes • Experience in High Tech environment • BS in an Computer/ Electronic/Electrical Engineering discipline is preferred • Strong communication/presentation skills and analytical thinking ability • Strong organizational skills • Problem solving and dealing with ambiguity • Time management and priority setting abilities for himself/herself and the project team • Customer oriented • Efficient team player and leader <p>Project Architect</p> <ul style="list-style-type: none"> • BS or MS Degree in Computer Engineering or similar field • At least one year management experience in the government • At least 10 years of Software Development experience • Knowledge of .NET (C#, ASP.NET), Java, SQL Server and/or Oracle, Team Foundation Server, Windows Server, Linux • Experienced in EU/DPT/TUBITAK/UN project proposal writing • Design user interaction models, workflows and user interfaces • Design project time plan and work package interactions • Strong communication/presentation skills and analytical thinking ability • Problem solving and dealing with ambiguity • Time management and priority setting • Customer oriented • Efficient team player <p>Senior Computer Engineer</p> <ul style="list-style-type: none"> • BS or MS Degree in Computer Engineering in one of the universities that has 100% English Education • At least 8 years of Software Development experience 	

- Knowledge on .NET (C#, ASP.NET), Java, SQL Language, SQL Server and/or Oracle, Team Foundation Server, Windows Server, Linux
- Strong communication/presentation skills and analytical thinking ability
- Problem solving and dealing with ambiguity
- Time management and priority setting
- Customer oriented
- Efficient team player

Software Engineer

- BS or MS Degree in Computer Engineering/Software Engineering in one of the universities that has 100% English Education
- At least 5 years of Software Development experience
- Knowledge on .NET (C#, ASP.NET), Java, SQL Language, SQL Server and/or Oracle, Team Foundation Server
- Strong communication/presentation skills and analytical thinking ability
- Problem solving and dealing with ambiguity
- Time management and priority setting
- Customer oriented
- Efficient team player

Software Developer

- At least 5 years of Software Development experience
- Knowledge on .NET (C#, ASP.NET), Java, SQL Language, SQL Server and/or Oracle, Team Foundation Server
- Strong communication/presentation skills and analytical thinking ability
- Problem solving and dealing with ambiguity
- Time management and priority setting
- Customer oriented
- Efficient team player

Network Engineer

- BS Degree in technical discipline (preferred) or equivalent experience
- 5 years of proven experience working within a large enterprise network infrastructure
- Hands on experience with Cisco, HP routers, switches, access points and wireless controllers
- Deep understanding of network security. Experience with Juniper/Cisco firewalls
- Hands-on experience with data center networking
- CCNA certification is must. Other Network related certification is a plus
- Excellent command of English both written and spoken
- Good knowledge on Centos/Redhat administration

System Engineer

- Minimum 5 years' experience in IT infrastructure management
- Experience in Operating Systems; Windows and Linux
- Experience in installation and maintenance of redundancy and high availability technologies
- Experience in Voice/Video & Collaboration Systems
- Good understanding of LAN, WAN, Networking, Storage, Backup and Database systems
- Hands-on experience in Microsoft technologies
- Hands-on experience in maintaining IT infrastructure including server hardware, virtualization environment, data storage, switching and routing, backups and network monitoring
- Hands-on experience in VMware or Hyper-v virtualization; develop, test, and maintain a disaster recovery plan for critical VMs and application data
- Knowledge in Business Continuity plans and scenarios will be considered as an advantage
- Problem solving, result/solution oriented, motivated, team worker with strong interpersonal and communication skills
- Ability to learn and support new systems and applications

Database Administrator

- Advanced level knowledge of ASM, Grid Infrastructure RAC, Data Guard and MAA
- Advanced level knowledge of Database Backup and recovery using RMAN, cloning for test/development environment and logical backups. OCP, Exadata 11g Certified Implementation and RAC 11g and Grid Infrastructure Administrator certified are must
- Good knowledge of database tuning and performance monitoring
- Hands-on-experience of Linux preferably OEL/RHEL, Red-Hat certified is plus
- Experience in Linux/UNIX shell scripting.
- Good knowledge of performance tuning on both Operating systems and RDBMS

- Know-how and experience of Hardware / Software
- Significant knowledge of Exadata/ODA
- Experience in SLA based working
- Minimum 5 years' experience in Oracle database management

ISO Standards Expert

- Bachelor's degree or higher university education (Engineering degree is asset)
- Minimum 3 years working experience in providing expertise in manufacturing quality systems regulations and ISO standards
- Deep Knowledge and expertise of information technology standards
- Fluent spoken and written English
- Strong communication/presentation skills and analytical thinking ability
- Strong organizational skills
- Strong documentation skills

Software Trainer

- BS or MS Degree in Computer Engineering
- At least 8 years of Software Development experience
- Knowledge on .NET (C#, ASP.NET), Java, SQL Language, SQL Server and/or Oracle, Team Foundation Server, Windows Server, Linux
- Time management and priority setting
- Excellent communication
- Administrative skills
- Management
- Organization
- Analytical skills
- Technical skills

Project Assistant

- At least two year undergraduate degree or higher university education
- Minimum 3 year working experience as Project Assistant
- Fluent spoken and written English
- Methodical approach with good organizational/co-ordination skills
- Highly Computer Literate - MS Office (Word, Excel, PowerPoint, Outlook) essential
- Previous experience in International Project is asset
- Self-motivation and high attention to detail required

System Admin

- At least 3 years of system administration experience
- Knowledge on MS Active Directory, Exchange Server and Virtualization management
- Problem solving and dealing with ambiguity
- Time management and priority setting
- Customer oriented
- Efficient team player

System Operator

- At least 1 years of system operator experience
- Knowledge on MS Operating Systems and Network Management
- Problem solving and dealing with ambiguity
- Time management and priority setting
- Customer oriented
- Efficient team player

Project Associate/Administrator

- Experience in administering international projects
- Problem solving and dealing with ambiguity
- Time management and priority setting
- Customer oriented
- Experience with UN is an asset
- Experience with Government organizations is an asset
- Efficient team player

Recruiting and orientation of IT and project management experts: UNDP will recruit the IT and project

management experts identified as above to work in close cooperation with the MoFSP IT Department and contribute to other broader IT related programmes of the MoFSP. Recruitment will be done by UNDP on the condition that UNDP consults and gets approval from the MoFSP in all steps.

IT experts review the performance of the existing IT systems, in consultations with the users of the system: Upon their recruitment, IT experts will start working on the existing databases and IT systems of various DGs as identified by the MoFSP. The objective of this activity is to understand the needs of the users as well as the challenges faced by them to effectively introduce improvements in the systems or provide recommendations for the broader system to be developed by the MoFSP. This will help the IT experts identify the main issues faced and help them come up with a clear roadmap of either improving the functionality of existing systems or converging the systems for better coherence.

1.2. Software Activities

The suggested improvements will be made in the IT systems of the Ministry: The suggested improvements will be made in the systems for the databases which the MoFSP has access to the codes and able to modify. These suggestions will be made in line with the assessments conducted in the first half of the year.

Setup and Start: Other necessary software (pdf, excel export packets, monitoring tools, communication libraries, security certificates) will be installed on the servers. They will be setup so that they meet the Ministry requirements. Meanwhile, a process documentation will be built and made available. The steps will be made clear and understandable. The team will perform load balancing and suitability tests to see the overall performance of the system and make fine-tuning if required.

1.2.1 Care at Institutions Module

1.2.1.1 Common Services: The foundation of the system will be built. The aim is to make this foundation as solid as possible so that further steps will use the services provided here to perform the general and necessary tasks such as archival, payment, bookkeeping, user registration and management.

1.2.1.1.1 Services and Monitoring: In this sub-work the main services will be programmed and person tracking/monitoring software will be programmed. Users will be registered to Ministry controlled institutions using modules provided. Their transfer, tracking and administrative notes will be kept in this part.

1.2.1.1.1.1 Establishing Orderly Module: The orderly module shall provide the registration, personal information keeping, and integration with the governmental Address Based Population Registration System (ABPRS) services. The person's relatives' information will be kept. It will also keep the track on incoming and outgoing operations.

1.2.1.1.1.2 Transfer: Transfers among different institutions is a required operation for the Ministry. This may be necessitated due the physical capacity of the institution or person needs. This module will keep the capacity information in real time. The personal file transfer between institutions read only access to file by specific parties, necessary approval steps will be provided by this module.

1.2.1.1.1.3 Assemblies and Commission: The Ministry includes various Assemblies and Commissions to decide on various cases and events. This module will provide data keeping, and book keeping for the meeting and decisions. The decisions will be searchable and traceable to the related event.

1.2.1.1.1.4 Event Management: The Ministry has various duties to perform during the lifetime of a person for the welfare of him/her. This module will be responsible to keep track of the life events for the specific person. These are listed as

- Family status
- Health status
- Education status
- Judicial status
- Social Status and Behavior status
- Lost / Leave or Withdraw
- Social Activities
- Visitors
- Payments

1.2.1.2 Service Termination Module: This Module should interrupt the relation between the institution

and the beneficiary regarding the requirements of Social Security Institution.

1.2.1.3 Post Service tracking module and integration: Module will allow accessing to the history information records of person who leaved from the institution.

1.2.2 Social Services Start Module: This module will lay the foundation and framework of the support provided to the third parties. The sub-module activities are as follows

1.2.2.1 Notice and Application: This module should record, update, monitor and relate with notice owner and notice (notice correctness and notice event) record. T.R ID and Foreign person ID would be implemented after the application of the event.

1.2.2.2 First Interview: Module should record, update and report of the first interview information's.

1.2.2.3 Social Analysis: Module should record pre-assessment arguments made by staff and perform External Information System queries using required web services. After these processes, module will allow to record on-site inspection data.

1.2.2.4 Review and Decision: The Board / Committee / Commission Operations would be performed according to cases and decisions. Thus, the module should determine the beneficiaries' needs to be directed to the type of social services. If occurred, any objections processed by institution, will allow to re-evaluation, acceptance or rejection.

1.2.3 Preventive and Protective Services Module: The System will provide an interface to take precautionary measures for the statistics needed by region / province / services, which can be obtained from external information systems or data stored in the database.

1.2.3.1 Establishment of a common database for the services provided to women/children/family and PWDS.

1.2.3.2 Common risk identification and proactive action module.

1.2.3.3 Identification of Women Under Risk Module: This Module will allow to share the victims of violence data's, in connection with other public institutions (General Directorate of Security, General Command of Gendarmerie, Ministry of Health and Ministry of Justice).It will be determined that victims of violence/ women who are likely to be exposed to violence and social service needs of their children. Thus, both violent and potentially violent person's data's and given social services like education and counseling data's would be recorded.

1.2.3.4 Identification of Children Under Risk Module: In the direction of the Children Risk Assessment Model, Module should determine the services and functions supplied by External Information Systems. Children, who are determined to be at risk, need to be directed to a social assistance or social services.

1.2.3.5 Identification of Families Under Risk Module: Module should record, update and delete the data's of families, either that may need social assistance / social services or determined to be at risk.

1.2.3.6 Identification of PWDS Under Risk Module: Module with direct PWDS who are found to be in need of social assistance or social services in cooperation with the institutions which keeps the records of PWDS.

1.2.3.7 Establishment of data integration and data flow amongst the modules.

1.2.4 Women Care Services at Institutions: The most important function of this module is to hide address information's of Women Guesthouse and First Acceptance Institutions, the most secure way. This issue will be current for the women beneficiaries. Module will work in coordination with Social Services Centers and Address Based Population Registration System (ABPRS) to handle the information's about address, psycho-social support and shelter services, involving activities, health status, attitudes and behavior, profession / course, payments made to rehabilitation of the violent according to Law No. 6284.

1.2.5 Child Care Services at Institutions: Module should allow limited access to the information of to be taken under protection / decided to the protection of children.

Module has following functions:

- Record the information's and payments for; clothing, spending money, special classes/ schools, compliance problems, achievements and awards, guardianship information, information related to lawsuits, central exam information, orphan's pension.

- Tracing the injunctions according to Social Services Law No. 2828 and Child Protection Law No. 5395.

1.2.6 PWDS Care Services at Institutions: Module should record detailed information (rehabilitation and maintenance services, joined activities, appropriate trainings, health status, attitudes and behaviors) about PWDS. Social Service Centers could trace the status of residential PWDS. Job history information (start and end date, business information, business lines, status, position, reasons for leaving, etc.) and current employment status of PWDS can be recorded, updated and deleted.

1.2.7 Elderly Care Services at Institutions: Module should record detailed information (rehabilitation and maintenance services, joined activities, appropriate trainings, health status, attitudes and behaviors) about elderly. Trace the education, income, assets, health, and vocational / courses information's of elderly beneficiaries in institutions. Care information's of elderly in institutions can be recorded, updated and deleted. Social Service Centers could trace the status of residential elderly.

1.2.8. Personal Care Services: The ministry defines duties against woman/child/disabled and elderly as primary duties. Ministry is the actual governmental body to provide their needs and shelter them against the hardships they are facing. This work package will provide the necessary modules to track the in-house care of the people.

The module will (in detail):

- Track and keep their governmental records.
- It will hide specific and critical data such as address etc. in special cases.
- Provide special IDs
- Track the necessary personnel to take care of the person (nurse, special care etc.)
- Keep action plan for the person in question
- Track the payments made to the person or related bodies (school, hospital etc.)
- Track the judicial actions
- Track the educational actions

1.2.9 Family Stay / Care at Home Services Module

1.2.9.1 Social and Economic Support Services Module: This Module should record the decisions of the social and economic support for home-stay children. In addition, economic support payments, payments to beneficiaries and benefits in kind should be recorded.

1.2.9.2 Adoption Module: The determination of adoptive families' socio & economic status and assessment of the social investigation report will be conducted.

1.2.9.3 Foster Care Module: Module will allow to record, foster care children and foster family information (family information of the people living in the house, house facilities, etc...). Also foster family payments, payments to beneficiaries and benefits in kind should be recorded.

1.2.9.4 PWDS Home Care Module: The module will track and periodically assessed by authorities:

- Information of PWDS's who benefit from home care services
- Information on care givers that performs home care services
- Services provided to PWDSs.

1.3 Database, Hardware and Network Related Activities: In this part network, database and database migration and data deduplication, network, hardware maintenance and enchantment, cluster based system installation, security actions will be carried out

1.4. Education and Staff Capacity Improvement Activities: The MoFSP staff will be trained by giving education, on the job training and gaining expertise through working together with project team to carry out development maintenance and security issues

OUTPUT 2: Enhanced institutional capacity of the MoFSP for more effective and supply driven delivery of social assistance and social services

Act. Res. 1	Social Services and Social Assistance delivery capacity of the MoFSP strengthened	Start: March 2015 End: December 2017
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Purpose	To increase efficiency of the social services and social assistance delivery capacity of the MoFSP and to shift towards more effective identification of the people in need of social assistance and social services
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<p>Description</p>	<p>The most critical aspect of the social service and social assistance delivery is the social analyses, identification and collecting data of the people in need of social assistance. Preventative and Protective Services of the Ministry aims to identify people in need without any report or personal application; register them in the system to provide social assistance and social services. These duties, among other duties, right now are carried out by ASDEP (Family Social Support Programme) Staff of the MoFSP stationed in the field. ASDEP has been launched in end January 2015 in four cities (Rize, Kirikkale, Sakarya and Ankara/Altındağ) with the current staff of the MoFSP and for the further expansion of the Programme throughout Turkey will be carried out by recruitment of the new personnel. However these staff will be inexperienced and in need of training and on the job training. Therefore there is a need a capacity building of ASDEP Staff. To achieve that UNDP will provide training, guidance to the ASDEP staff and will prepare guidelines, toolkits and other standard programme implementation materials to be used by the staff.</p> <p>UNDP will also conduct policy related assessments to support this integration and reform process. Such policy related assessments will both look into the existing services and provide insights on the accessibility, coverage and inclusiveness of the services as well as conduct studies to develop proposals in line with international experience and expertise, particularly on issues of high priority such as developing service models for assessing the needs, also through establishing partnerships at the local level.</p> <p>2.1 Development of guidelines and training materials needed for ASDEP implementation: UNDP will provide training and guidance to the ASDEP staffs in regional and global levels in the social services and social assistance field. UNDP will prepare the procedures guidebook for the full cycle of ASDEP implementation in addition to the training materials to be used in trainings and on the job trainings. These will include forms and checklists to be used while delivering the services to the beneficiaries within the scope of ASDEP</p> <p>2.2 Trainings and On the job training for ASDEP staff: While there will be more detailed assessment of the on the job training plan, the current plan is to give on the job support to ASDEP staff who are working in the selected four pilot cities. Recruited consultants will visit the field with the inexperienced ASDEP staffs and provide them experience in the field. Additionally, theoretical trainings will also be conducted for the staff apart from on the job trainings. It is planned that selected 200 ASDEP staffs will receive training of trainers in public services including social services and social assistance.</p> <p>2.3 Consultancy on social policy field: Social Policy Experts and Consultants will be recruited to provide help in analyses of the services provided by the MoFSP and also provide guidance in the field and IT modules. The recruited experts will carry out following duties;</p> <ul style="list-style-type: none"> • Provide insights and methodology on accessibility, coverage and inclusiveness of the services provided by MoFSP, • Prepare reports on existing literature review about monitoring systems in the social policy field both at national and local level, analyze all relevant international and national documents to set up the main components of the monitoring system, • Provide inputs for the project modules such as preventative and protective modules which will be developed to improve services provided by the MoFSP, • Conduct policy assessment and recommendation for monitoring at national and local level, • Provide support in designing modules within a life-cycle approach to the MoFSP, • Prepare background studies of monitoring system on different target groups of the MoFSP, such as, women, elderly people, people with disabilities, Roman, children, • Support revision of different modules which will be integrated in IT infrastructure, • Establish the set of indicators for different target groups and services provided by the MoFSP, • Ensure that the monitoring system which will be established via IT component are in accordance with the national and international commitments in the social policy field • Ensure that monitoring system which will be established via IT component are in accordance are in coordinated with national policies and projects, such as ASDEP • Ensure coordination among the relevant actors on monitoring system, particularly with the local actors and NGOs 	
<p>Quality Criteria (indicators)</p>	<p>Quality Method (means of verification)</p>	<p>Assessment</p>
<ul style="list-style-type: none"> • Number of bugs • End-user problems • End-user satisfaction • Improved 	<ul style="list-style-type: none"> • A bug tracking software will be used to monitor the bugs, which will incorporate developers, internal and external users. Bugs will be monitored as defect rates per release based on the number of lines and the number of bugs • End-user problem metric will monitor the total number of problems submitted by the user per month. The problem definition will be kept broad to include all aspects that the customer can define as a problem, like bugs, usability problems, unknown features etc. • End-user satisfaction metric will be regular surveys that will be supported by the various parties of the Ministry. The survey will be on 	<ul style="list-style-type: none"> • Developers will monitor the bugs • Project board will assess the end-users problem metrics • Project management board will assess the end-users satisfaction index • Project management board will assess the monitoring

Quality Management for the Outputs of the Project Activities”

<p>monitoring capacity</p> <ul style="list-style-type: none"> • Number of people received social assistance and social services 	<p>a five point scale. The results will be subject to an analysis by the Project Management.</p> <ul style="list-style-type: none"> • Metric for improvement in monitoring capacity will be end-user's feedback on producing trouble-free monthly, weekly and daily reports by using systems. • Metric for quality of the services provided by MoFSP will be number of the people who received social assistance. 	<p>capacity in light of the end user's feedback</p> <ul style="list-style-type: none"> • Project management board will assess the people received social assistance and social services by look over data in the Integrated Social Assistance Services System
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IV LEGAL FRAMEWORK

This document together with the CPAP signed by the Government and UNDP which is incorporated herein by reference, constitute together a Project Document as referred to in the Standard Basic Assistance Agreement (SBAA- signed on 21 October 1965); as such all provisions of the CPAP apply to this document. All references in the SBAA to "Executing Agency" shall be deemed to refer to "Implementing Partner", as such term is defined and used in the CPAP and this document.

Consistent with the Article III of the Standard Basic Assistance Agreement, the responsibility for the safety and security of the Implementing partner and its personnel and property, and of UNDP's property in the Implementing partner's custody, rests with the Implementing partner.

To this end, the Implementing Partner shall:

- a) put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the project is being carried;
- b) assume all risks and liabilities related to the executing agency's security, and the full implementation of the security plan.

UNDP reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of this agreement.

The Implementing partner agrees to undertake all reasonable efforts to ensure that none of the UNDP funds received pursuant to the Project Document are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNDP hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via <http://www.un.org/Docs/sc/committees/1267/1267ListEng.htm>. This provision must be included in all sub-contracts or sub-agreements entered into under this Project Document.

Annexes

Annex 1: Risk Log

Annex 2: Schedule of Payments

Annex 1: Risk Log

Project Title: Enhancing institutional capacity of the Ministry of Family and Social Policies (MoFSP) regarding monitoring activities both in the central and local level.	Award ID:	Date: Jan 2015
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#	Description	Date Identified	Type	Impact (I) & Probability (P)	Countermeasures/ Mngt response	Owner	Submitted, updated by	Last Update	Status
1	Trained MOFSP staff remains in their posts during the implementation of the Project	Jan 2015	Operational	Impact: 4 Probability: 3	Actions will be taken by the MFAL mgmt	Programme Manager	Programme Manager	(In Atlas, automatically recorded)	

* on Scale of 5; 5 being the highest

Annex 2: Schedule of Transfers and Special Clauses for Government Cost-Sharing

Project Title: Enhancing institutional capacity of the Ministry of Family and Social Policies (MoFSP) regarding monitoring activities both in the central and local level.

Fund Resource: Ministry of Family and Social Policies

Implementing Institution: Ministry of Family and Social Policies

Responsible Parties: Ministry of Family and Social Policies and UNDP

Donor	Year	Date (Estimated) ^[1]	Budgeted Amount (TL)	Amount to be Transferred (TL) ^{[2], [3]}	Balance (TL) ^{[3], [4]}
MOFSP	2015	May	2,311,526 TL	2,311,526 TL	3,821,918
	2016	May	2,666,258 TL	2,666,258 TL	1,155,660
	2017	May	1,155,660 TL	1,155,660 TL	0
Grand Total					6,133,444

Note 1: Project activities and outputs are aligned with the Payment Schedule. The above schedule of payments takes into account the requirement that the payments shall be made in advance of the implementation of planned activities. It may be amended to be consistent with the progress of project delivery.

Note 2: Payment in US\$ is to be made to the UNDP Account (indicating project number and title):

Bank Name: Bank of America
 Address: 1401 Elm St., Dallas TX 75202
 Account Number: 3752207404
 Account Title: UNDP Representative in Turkey (USD) Account
 ACH Routing Number: 111000012 [to be used only by US-based banks using ACH payment type]
 Wire Routing Number: 026009593
 SWIFT Code: BOFAUS3N

Note 3: The value of the payment, if made in a currency other than United States dollars, shall be determined by applying the United Nations operational rate of exchange in effect on the date of payment and reflected into the Project Budget accordingly. Should there be a change in the United Nations operational rate of exchange prior to the full utilization by the UNDP of the payment, the value of the balance of funds still held at that time will be adjusted accordingly. If, in such a case, a loss in the value of the balance of funds is recorded, UNDP shall inform the Government with a view to determining whether any further financing could be provided by the Government. Should such further financing not be available, the assistance to be provided to the project may be reduced, suspended or terminated by UNDP.

Payment in TRL is to be deposited to the UNDP Account:

Garanti Bankası
 Ankara Ticari Branch,
 Branch Code: 170,
 Account No: 1201038,
 IBAN: TR53 (0006 2000 1700 0001 2010 38, SWIFT Code: TGBATRIS indicating project number and title).

Note 4: UNDP shall receive and administer the payment in accordance with the regulations, rules and directives of UNDP.

Note 5: All financial accounts and statements shall be expressed in United States dollars.

Note 6: If unforeseen increases in expenditures or commitments are expected or realized (whether owing to inflationary factors, fluctuation in exchange rates or unforeseen contingencies), UNDP shall submit to the government on a timely basis a supplementary estimate showing the further financing that will be necessary. The Government shall use its best endeavors to obtain the additional funds required.

Note 7: If the payments referred above are not received in accordance with the payment schedule, or if the additional financing required in accordance with paragraph [] above is not forthcoming from the Government or other sources, the assistance to be provided to the project under this Agreement may be reduced, suspended or terminated by UNDP.

Note 8: Any interest income attributable to the contribution shall be credited to UNDP Account and shall be utilized in accordance with established UNDP procedures for the expenditures of project.

In accordance with the decisions and directives of UNDP's Executive Board:

The contribution shall be charged:

(a) Direct cost for implementation support services (direct project cost-DPC) provided by UNDP and/or an executing entity/implementing partner.

Note 9: Ownership of equipment, supplies and other properties financed from the contribution shall vest in MoFSP. Matters relating to the transfer of ownership by MoFSP shall be determined in accordance with the relevant policies and procedures of MoFS.

Note 10: The contribution shall be subject exclusively to the internal and external auditing procedures provided for in the financial regulations, rules and directives of UNDP.

Note 11: The management arrangement is NIM (National Implementation Modality). The utilization of project resources (e.g. budget) and authorization of payments to be made to the service providers, vendors etc. are subject to the NIM principles. The NIM Principles may be exchanged between UNDP and MFAL through an official correspondence within the scope of the Project.