UN Development Programme
Turkey - Ankara

Award ID: 00089927

Award Title: 2nd Phase MFA E-Consulate

Start Year: 1 January 2016

End Year: 31 December 2023

Donor	Fund	Amount in USD
TUR	30071 Programme Cost Sharing	USD 5,800,000.00
Total Budget (from 1 January 2016 until 31 December 2022)		USD 5,800,000.00
Total Expenditure (as of 27.09.2022)		USD 5,400,842.48
Remaining Amount (as of 27.09.2022)		USD 399,157.52
Additional Funding (until 31.12.2023)		USD 1,000,000.00

Implementing Partner

(Executing Agency): T.R. Ministry of Foreign Affairs

Responsible Party

(Implementing Agent): United Nations Development Programme-UNDP

Revision Type: Cost Project Extension (1.000.000 USD)

Brief Description:

The Project for the Institutionalization and Broader Use of the E-Consulate System for Increased Efficiency in the Service Delivery of the Ministry of Foreign Affairs Phase II (MFA E-Consulate) targets to increase the efficiency and cost-effectiveness of the established system with a focus on enhanced citizen-satisfaction from the services of the Ministry all over the world. It also focuses on developing the institutional capacity of MFA for the full-fledged application of the e-Consulate system and increased accessibility of the E-Consulate system through its improved user-friendliness. The Project implementation started on 1 January 2016, and the planned end date was defined as 31 December 2020. The project was firstly extended on a no-cost basis to 31 December 2022.

In the current implementation period, a significant number of activities contributed to the success of the Project, the achievement of its results, and the dissemination of experiences and outputs. In this period, due to integration efforts with services provided by other public institutions, citizens were enabled to access consular services through user-friendly and up-to-date software architecture development. With the studies carried out within the project's scope, 34 million users had access to the system between 2016-2021, and 67 million sessions were opened. At the same time, the session duration, which took 10 minutes and 26 seconds in 2016, was completed in an average of 5 minutes in 2021, thanks to the end-user interface improvements, strengthening the system/security infrastructure, and smooth software navigation modalities.

In addition, the E-Consulate Project paved the way for the transformation of the digitalization of e-governance mechanisms and enhanced transparency and efficiency of the MFA services for citizens living abroad. The Project also provided technical and administrative support for relevant public authorities for dissemination of lessons learned, analysis of bottlenecks, and solutions for enhancing the new implementation of e-government mechanisms. In light of these achievements, together with the need for further planning of existing project activities in the two components of the Project, a further extension of the Project duration became necessary. It was also noted that additional activities would be implemented, which are identified below:

1- Lessons learned and closure events
2- Conducting needs and recommendation analysis for the use of Artificial Intelligence-related aspects and developing a roadmap and tools in line with the needs of the MFA during the extended implementation period

The required activities planned for the extension period will serve to extend the multiplier effects of the Project, and the continuation of the activities of the Project widely in Turkey and missions abroad will contribute to effective service delivery of MFA and related governmental institutions via the e-consulate system to all relevant parties including Turkish citizens, government institutions/officials, and foreign citizens. In this scope, in line with the viewpoints of the project partners at the Project's 7th Steering Committee Meeting held on 27 September 2022, the Project implementation period was decided to be extended from 1 January 2023 to 31 December 2023 with 1 Million US Dollars additional budget.

Attachments:

1. Steering Committee Meeting Minutes and Participant List

2. Revised Annual Project Work Plan and Budget

3. Payment Schedule and Bank Account Information

Hüseyin GÜNGÖR
i.Genel Müdür Yardımcısı
BİLD

Agreed by T.R. Ministry of Foreign Affairs General Directorate of Information Technologies

Rauf Alp DENKTAŞ
Minister Plenipotentiary
Deputy Director General for
Multilateral Economic Affairs

Agreed by T.R. Ministry of Foreign Affairs General Directorate of Multilateral Economic Affairs

Louisa Vinton   Resident Representative

DocuSigned by:

3A3CB274C79149D...

Agreed by United Nations Development Programme (UNDP)

United Nations Development Programme

10 October 2022

REF: UNDP-TUR-20221010- 0012134

Subject: Project Cost Extension Document for "Institutionalization and Broader Use of the E-Consulate System for Increased Efficiency in the Service Delivery of the Ministry of Foreign Affairs Phase II Project"

Dear Mr. Denktaş,

On behalf of the United Nations Development Programme (UNDP), I am pleased to share the documentation for cost-extension of the "Institutionalization and Broader Use of the E-Consulate System for Increased Efficiency in the Service Delivery of the Ministry of Foreign Affairs Phase II" Project. The project aims to increase the efficiency and cost-effectiveness of the established system with a focus on enhanced citizen satisfaction from the services of the Ministry all over the world. It also focuses on developing the institutional capacity of MFA for the full-fledged application of the e-Consulate system and increased accessibility of the E-Consulate system through its improved user-friendliness.

The Steering Committee Meeting was held online on 27 September 2022. With the incorporation of all comments and suggestions from the Steering Committee Meeting, the cost-extension document has been finalized. With the approval of the Steering Committee members, we are pleased to share relevant documents along with the meeting minutes, including the participant list.

We would appreciate if you would kindly liaise with the relevant public bodies and sign and return two hard copies for further processing.

We look forward to continuing our excellent cooperation in this important area.

With kind regards.

Yours Sincerely,

DocuSigned by:

[signature]

3A3CB274C79149D...
Louisa Vinton
Resident Representative

Mr. Rauf Alp DENKTAŞ
Deputy General Director
Directorate General for Multilateral Economic Affairs
Ministry of Foreign Affairs

CC:
Mr. Hüseyin GÜNGÖR
Deputy General Director
Directorate General for Information Technologies
Ministry of Foreign Affairs

United Nations Development Programme

Encl:
Cover Page for Extension
Steering Committee Meeting Minutes
Revised Annual Project Work Plan and Budget
Payment Schedule and Bank Account Information

ANNUAL WORK PLAN 2023:

EXPECTED OUTPUTS	PLANNED ACTIVITIES	Planned Budget by Year				RESPONSIBLE PARTY	PLANNED BUDGET		
		Q1	Q2	Q3	Q4		Funding Source	Budget Description	Amount
Output 1 - *Institutional capacity of the MFA enhanced for the full-fledged application of the e-Consulate system*	*1.1. Developing business intelligence (BI) and machine learning features*					UNDP/MFA	30071	71400 - Contractual Services - Individuals	USD 110.000
			×	×	×		30071	71400 - Contractual Services - Individuals	USD 110.000
	1.2. Conducting periodic system improvement throughout the course of the project					UNDP/MFA	30071	71400 - Contractual Services - Individuals	USD 100.000
			×	×	×		30071	71400 - Contractual Services - Individuals	USD 50.000
							30071	71400 - Contractual Services - Individuals	USD 30.000
	1.3. Conducting needs and recommendation analysis for the use of Artificial Intelligence related aspects and developing roadmap and tools in line with the needs of MFA			×	×	UNDP/MFA	30071	71300 Local Consultants	USD 50.000
	Travel expenses		×	×	×	UNDP	30071	71600 Travel	USD 30.000
	Organization of Closure Event and Lessons Learnt Event				×	UNDP/MFA	30071	71300 Local Consultants	USD 20.000
	Sub-Total for Output 1								USD 500.000

Output II - *Accessibility of the established system enhanced through improved user-friendliness*									
2.1. Developing tablet version for improved user friendliness	x	x	x	x	x	UNDP/MFA	30071	71400 Contractual Services - Individuals	USD 135.000
2.2. Conducting mapping activity and developing other means for increased user friendliness	x	x	x	x	x	UNDP/MFA	30071	71400 Contractual Services - Individuals	USD 125.000
2.3. Preparation of log-systems for improvements in data security and data management	x	x	x	x	x	UNDP/MFA	30071	71400 Contractual Services - Individuals	USD 120.000
2.4. Procurement of hardware/ software and system equipment		x	x	x	x	UNDP	30071	72800 Information Technology Equipment	USD 60.874
Sub-Total for Output 2									**USD 440.874**
Direct Project Cost / Delivery Enabling Services	x	x	x	x	x	UNDP	30071	74596 Direct Project Cost	**USD 30.000**
General Management Support	3%								**USD 29.126**
TOTAL (Year 2023)									**USD 1.000.000**

Hüseyin GÜNGÖR
Elektronel Müdür Yardımcısı
BILD ID

Louisa Vinton
Resident Representative

DocuSigned by:

3A3CB274C79149D...

MINUTES OF THE STEERING COMMITTEE MEETING

"Institutionalization and Broader Use of the E-Consulate System for Increased Efficiency in the Service Delivery of the Ministry of Foreign Affairs Phase II"

DATE: 27 September 2022
VENUE: UNDP Online Zoom Meeting

PARTICIPANTS:

- Hüseyin GÜNGÖR, Deputy General Director, General Directorate of Information Technologies, Ministry of Foreign Affairs
- Burak KARARTI, Head of Department, General Directorate of Information Technologies, Ministry of Foreign Affairs
- Tahsin KUZU, Head of Department, General Directorate of Information Technologies, Ministry of Foreign Affairs
- Hüseyin ÖZEN, First Secretary, General Directorate of Multilateral Economic Affairs, Ministry of Foreign Affairs
- Nasır ŞARDOĞAN, First Secretary, General Directorate of Information Technologies, Ministry of Foreign Affairs,
- Mehmet ERÇIKTI, Second Secretary, General Directorate of Information Technologies, Ministry of Foreign Affairs
- Murat YAKIŞIR, Second Secretary, General Directorate of Information Technologies, Ministry of Foreign Affairs
- Muhammed Raşit ÖZDAŞ, Head of Department, Presidency of Strategy and Budget
- Sadettin KAYA, Strategy and Budget Expert, Presidency of Strategy and Budget
- Miodrag DRAGISIC, Deputy Resident Representative, UNDP
- Burcu Miraç DIRAOR AYDIN, Inclusive and Democratic Governance Portfolio Manager, UNDP
- Esra ULUKAN FETTAHOĞLU, RBM Programme Analyst, UNDP
- Sertaç BERBER, Project Associate, UNDP

AGENDA OF THE MEETING:

- Opening remarks
- Discussion on the activities implemented in 2022
- Discussions on activities planned to be implemented in 2022 and post-2022
- Discussions on the budgetary issues
- Other issues
- Actions to be taken

1

MEETING NOTES:

Opening Remarks

1. On behalf of UNDP, Mr. Dragisic thanked the Ministry of Foreign Affairs for their support, cooperation, and ownership at every project stage. He underlined that the e-Consulate project is a pioneer in its field and one of the successful examples of Türkiye in the world.

2. He informed the participants about the background and critical achievements of the project. He indicated that the E-Consulate Project that started on 01 January 2016 will officially end on 30 December 2022. UNDP made significant progress in the e-consulate system and productive activities in the project's second phase. The e-consulate system is actively used, and the number of users regularly increases yearly. In the implementation period, due to integration efforts with services provided by other public institutions, citizens were enabled to access consular services through user-friendly and up-to-date software architecture development. With the studies carried out within the scope of the projects mentioned above, 34 million users had access to the system between 2016-2021, and 67 million sessions were opened. At the same time, the session duration, which took 10 minutes and 26 seconds in 2016, was completed in an average of 5 minutes in 2021, thanks to the end-user interface improvements, strengthening the system/security infrastructure, and smooth software navigation modalities.

3. In this context, the cost-extension request was submitted to the Steering Committee to continue the project's essential activities and further develop new project initiatives with the suggestion and agreement of the Beneficiary. The cost extension will ensure that detailed studies are carried out within the project's scope. It is considered that the 1 Million US Dollars will be sufficient to extend the implementation period of the project by one year (1 January 2023-31 December 2023) within the framework of a similar work plan and will cover additional activities, including Conducting needs and recommendation analysis for the use of Artificial Intelligence related aspects and developing roadmap and tools in line with the requirements of MFA and organization of lessons learned and closure events.

4. However, it is necessary to follow current trends to increase the effectiveness of the services provided within the scope of the project. In this context, it would be useful to plan the preparation/research studies on important topics such as artificial intelligence use, big data, increasing cybersecurity measures, and digital diplomacy as additional activities to the project for new project document development.

5. At the same time, there is an excellent accumulation of knowledge obtained within the scope of our project to date. Supporting this accumulation with initiatives such as south-south cooperation / triangular cooperation and sharing experiences will be beneficial for increasing the project visibility and leading the countries working in this field.

6. On behalf of the MFA, Mr. Hüseyin Güngör, Deputy General Director, acknowledged the project's contribution and value-added to the Ministry of Foreign Affairs. As the project's current phase will be finalized in 2022, as Ministry, it is necessary to focus on

the development of the new project for the continuation of current activities as well as work on new technologies to track and adapt recent developments in the world.

7. On behalf of the Presidency of Strategy and Budget, Mr. Muhammed Raşit Özdaş stressed the importance of the Project and PSB's point of view concerning the implementation of the project. The project and its activities have been closely followed by the PSB over the years, acknowledging its success and contributions.

Discussion on the activities implemented in 2022

Project Associate Mr. Sertac Berber informed the Committee about the activities implemented in 2022 by stating the below-listed points.

1. The MFA E-Consulate Project is one of the best practices concerning national e-governance mechanisms which supports participatory, accountable, and transparent services. The project enhances e-governance applications and increases the accessibility of government services worldwide through https://www.konsolosluk.gov.tr/. In 2022, the UNDP continued to contribute to the efficiency and cost-effectiveness of the E-Consulate service of the MFA, with a specific focus on user-friendliness and enhanced citizen satisfaction worldwide. The number of new users reached 6,472,108. A total of 12,511,128 sessions were opened, and 41,012,904-page visits recorded.

2. The E-Consulate system has been used in over 50 countries worldwide. The top 10 countries that used the E-Consulate services are; Germany, Turkiye, France, the USA, the Netherlands, the United Kingdom, Austria, Belgium, Pakistan, and the United Arab Emirates, respectively. This data demonstrates the importance and credibility of the E-Consulate System. Creating a user-friendly, accessible, and smooth interface, as well as constant system support, is crucial for good governance practices.

3. The MFA E-Consulate Project phases (2010-2015 and 2016-2022) are one of the best practices concerning national governance mechanism which supports participatory, accountable, and transparent services. The project enhances e-governance applications and increases the accessibility of government services worldwide through https://www.konsolosluk.gov.tr/. UNDP continued to contribute to the efficiency and cost-effectiveness of the E-Consulate service of the MFA, with a specific focus on user-friendliness and enhanced citizen satisfaction worldwide. In this regard, the following activities have been realized within the scope of the projects:

   - Providing continuous technical (software design and system security) support for ID card applications through konsolosluk.net in missions abroad
   - Development and maintenance of new Konsolosluk.NET version 2.0.
   - Establishment of a new payment system for e-visa applications that covers 17 different payment systems, including Visa, Mastercard, Diners, Discover, Sofort, JCB, etc
   - Development of a new logging mechanism to cover and address the logging needs. This new infrastructure now handles up to 2 million log entries per day, with an access speed of less than 0.1 seconds. It holds 1.5 billion log entries in total.
   - Development of a new internal web service for kiosks which are planned to be used in missions for more enhanced and reliable service delivery

- Providing support for the establishment and maintenance of IT technology framework to the Ministry and missions abroad (over 240 Turkish Missions)
- Providing technical support for the establishment of mobile consular services both in software architecture and system management
- Development of software architecture for distribution of 2nd generation passports in missions abroad
- Development of Diplomatic Portal software interface
- Integration of multiple e-governance services to konsolosluk.net for effective service delivery
- Continuous system and network security support to ensure efficient online services
- Configuration of the "multi-factor authentication" method to make the authentication mechanism more secure and sustainable
- Integration of "identity data management and synchronization" interface
- Development of software library for integration and implementation of relevant e-governance services through Diplomatic Portal and konsolosluk.net-
- Development and replenishment of the updated Ministry website for a more effective and user-friendly experience.

Discussions on activities planned to be implemented in 2022 and post-2022

Portfolio Manager Ms. Burcu Diraor Aydin moderated the discussions about activities planned to be implemented in 2022 and post-2022 summarisized as the below-listed points.

1. On behalf of the MFA, Mr. Güngör stated that the partnership with UNDP Türkiye has continued in terms of the project implementation since 2010, in which the project has provided significant know-how and experience and created a dynamic application. The project has offered practical online tools for delivering government services with a high level of efficiency and increased cost-effective solutions all around the world. Furthermore, the implementation of the project has provided data acquisition for the improvement of legislation and the progressive development of the system.
2. Mr. Güngör stated that throughout the project implementation, MFA has focused on the high level of cost-effectiveness as well as best-value for money principles. The project technical staff is developing new initiatives and activities through open sources to increase efficiency. It is aimed to deliver consular services through one software infrastructure. MFA has achieved these outcomes with our know-how and software and system development. Furthermore, the project is supporting the Supreme Election Council to realize elections abroad regarding software infrastructure, system, and network security pillars.
3. Mr. Güngör stressed that based on the acquired know-how, data, and experience, it is planned to analyze, assess and implement new technologies, including artificial intelligence and big data, and improve machine-learning features. In this regard, envisioning a new phase of the project is crucial for realizing the mentioned outputs and activities. The MFA's collaboration and partnership with the UNDP have valuable contributions, including accumulating international experience and progressive and tangible outputs. Therefore, he underlined that the MFA supports cost extension for one year in the project implementation period and will proceed with cost-extension options with additional activities.
4. Mr. Güngör invited PSB representatives to have on-site visit on project premises at MFA and direct contats with the teams involved.

4

5. Mr. Burak Kararti, Head of Department at General Directorate of Information Technologies, stated that the MFA has been working on artificial intelligence infrastructure as it has been assigned to the MFA in line with the Presidency of Türkiye National AI Strategy. One aspect of the AI strategy is cyber-security which requires a high level of expertise and knowledge in line with international as well as internal duties and responsibilities that MFA has engaged in. In this regard, collaboration with the UN and UNDP is vital to receive international aspects and expertise.

6. The MFA and the UNDP stressed that to respond to the necessities of the Beneficiary, the project can focus on using artificial intelligence in e-governance mechanisms and using big data (which is an essential contributor to the AI by using machine learning features). Moreover, the project can address digital diplomacy, cyber-security, and legal frameworks for information technologies. Some preliminary studies on the best practices in the above-referred fields may be conducted in the scope of the current project with its allocated budget.

7. On behalf of the Presidency of Strategy and Budget (PSB), Mr. Kaya stated that project activities are crucial for Türkiye and the e-consulate system, which can be considered an e-government service system in Missions of Türkiye. In this regard, it is necessary to share experiences and to increase public awaneness/knowledge of related parties about the project added value and contributions. Mr. Kaya also stressed that the project implementation areas are going beyond the project framework; hence the the name of the system in the project (e-consulate) can be revised in a way to better reflect its wide context and also added that new project should involve all these aspects.

Discussions on the budgetary issues

1. Mr. Sertaç Berber highlighted that 321,469.65 USD was spent as of September 2022.
2. The Project delivery ratio since the beginning of the project implementation is 93%.
3. To proceed with essential activities of the project, the Beneficiary and the UNDP agreed on cost-extension of the project with a 1 Million US Dollars additional budget and submitted to the SC for approval and initiation of the procedures.

Other Issues

1. Mr. Güngör stated that the current HR procedures of the UNDP are getting complex, and long HR processes cause delays in implementing the recruitment strategy of the project. He added that limited personnel has been defined for this new phase in line with the comments of PSB.
2. he also addedthat the importance of receiving applications both in English and Turkish would be beneficial for receiving more applications and supports competitive recruitment processes.
3. Ms. Diraor Aydın stated that we would contact related units of the UNDP for the possibility of the mentioned suggestion. She also indicated that for the planning of AI part of the forthcoming project, a consultative meeting can be made with PSB and MFA respresentatives. She added that to increase awareness level of the related public parties about the project's achivements, communication related aspects will be provided as well.
4. Lastly, Ms. Diraor Aydın thanked to all participants for their decision on cost extension of the project and their support provided to the e-consulate project so far

and then summarized the meeting discussion points in Turkish and English for the records.

Actions to be taken:

1. Steering Committee (SC) meeting minutes, the draft cover page including the justification for the project cost extension, and the revised project work plan covering one year of complete budget lines will be submitted to the SC members for their review and approval.
2. Upon finalization of the approval process, the MFA and UNDP will sign the cover page for one year cost extension in the project implementation period.
3. In close communication and consultation with the MFA, the UNDP will revise the required documents for additional funding for new project implementation. After receiving comments and approval from the MFA, the proposed new project will be submitted to PSB together with associated procedures.
4. Mr. Güngör invited the PSB officials to the Ministry premises to present the project's ongoing operations and PSB representative agreed to have the on-site visit. Ms. Diraor Aydın stated that UNDP could also participate in the meeting and support the MFA and PSB officials if needed.

Annex:
Steering Committee Presentation

Special Clauses. In case of government cost-sharing through the project, the following clauses should be included:

1. Payment Schedule by MFA:

Instalment / Date	Amount-
1st Installment (March 2016)	USD 1,400,000
2nd Installment (March 2017)	USD 1,400,000
3rd Installment (March 2018)	USD 1,500,000
4th Installment (March 2019)	USD 1,500,000
5th Installment (November 2022)	USD 1,000,000

To the following Bank Account of UNDP:

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

2. 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. 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.

3. 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.

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

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

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.

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.

8. Any interest income attributable to the contribution shall be credited to UNDP Account and shall be utilized in accordance with established UNDP procedures.

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

The contribution shall be charged:

(a) [3%] cost recovery for the provision of general management support (GMS) by UNDP headquarters and country offices

       (b) Direct cost for implementation support services (ISS) provided by UNDP and/or an executing entity/implementing partner.

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

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."