

Date: April 14, 2022

To: **All Bidders**
From: **International Development Law Organization, Headquarters Procurement Unit**
Subject: **ITB N_HQ_2022_011_Cloud BaaS**

Clarifications Letter No. 1

Reference is made to IDLO ITB N_HQ_2022_11 issued on 11 April 2022 through the IDLO Tenders website.

Please find hereunder the queries received and IDLO's response to them.

Question 1:

Regarding MS Dynamics CRM backup (2 instances), since the technology that we would like to submit is based on per-user licenses, how many users are required for the backup?
In view of further upgrades, how the solution should be users-sized?

IDLO Answer:

The current MS Dynamics CRM licenses are:

- *3 x Dynamics 365 Customer Engagement Plan*
- *480 x Dynamics 365 Team Members*

We do not foresee to expand above 500 the number of "Dynamics 365 Team Members" licenses while no changes for the current number of "Dynamics 365 Customer Engagement Plan" licenses

Question 2:

Regarding the instructions on Annex B "A - MINIMUM ELIGIBILITY CRITERIA"

The requested information is:

- 3 Reference Letters for services of similar nature and value in the past 3 years
- 3 contracts of similar value, nature and complexity implemented over the last 3 years
- Minimum average annual turnover of EUR 100.000 for the last 3 years.

The aforementioned data cannot be provided as per our internal Company policies related to data protection and compliance as well as based on Non-Disclosure and Confidentiality Obligations signed with involved parties therefore, we are not delegated/authorized to provide the requested names and references.

We can definitely provide a generic list of customers that we offered the same solution that we would like to submit for this BID.

IDLO Answer:

Regarding the past "three contracts of similar value, nature and complexity implemented over the last 3 years", a generic list will be accepted but this should include at least the value of each contract.

For the "minimum average annual turnover", please ensure to provide at least the bank statements to allow IDLO to assess the financial standing.

We appreciate your continuous interest with IDLO and looking forward to receiving your valued offer.