

Date: October 7, 2022

To: **All Bidders**
From: **International Development Law Organization, Headquarters Procurement Unit**
Subject: **ITB N_HQ_2022_38**

Clarification Letter N. 1

Reference is made to IDLO “ITB N_HQ_2022_38” issued on 26 September 2022 through the IDLO Tenders website.

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

Question 1

Can you confirm that the initial deployment services we will have to provide will only cover a small number of pilot clients and not the entire endpoint fleet?

Answer:

Correct - for the initial deployment the expected activities consist in the identification of the procedures and required steps for a successfully installation of the Solution on a Pilot group of End Points.

Therefore, the initial deployment will involve only a small number of End Points (both in HQ and in the Country Offices) and when the installation will be completed successfully on the Pilot group, HQ ICT will continue with the deployment on the entire Endpoints fleet.

Question 2

Will the training services have to be provided in the form of “training on-the-job” as part of the deployment of the new agents on the pilot endpoints?

Answer:

Correct - the format of the training is “training on-the-job” but the expected training services will not be limited only to the deployment of the new Solution on the End Points. The purpose of the requested training services is also to allow the HQ ICT team to familiarize with the new Solution, to perform regular activities and troubleshooting.

Question 3

Can you confirm that the initial deployment services we will have to provide will only cover a small number of pilot clients and not the entire endpoint fleet?

Answer:

Same answer to Question 1

Question 4

Will the training services have to be provided in the form of “training on-the-job” as part of the deployment of the new agents on the pilot endpoints?

Answer:

Same answer to Question 2

Question 5

When you write about “Vendor”, do you mean a solution manufacturer or a reseller?

Answer:

“Vendor” is the reseller, not the solution manufacturer.

Question 6

When you write that “Self-certified copy of work order” is required, do you mean a copy of the order signed by the end user or a self-certification letter written by the user?

Answer:

The “Self-certified copy of work order” is a self-certification letter written by the Contractor stating that he has successfully completed the jobs/works assigned by a Company

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

HROS Department
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