

Date: September 14, 2022

To: All Bidders
From: International Development Law Organization, Headquarters Procurement Unit
Subject: ITB_HQ_63-2022:
Framework Agreement for Development, Maintenance and Support Services on ERP systems and modules

Clarifications Letter N. 1

Reference is made to IDLO ITB HQ_N_63-2022 issued on 10 August 2022 through the IDLO Tenders website.

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

- Question 1: Is it possible to have Annex E and Annex F in editable pdf?
Answer: Yes [herewith the link to download Annex E and F as PDF with active fields](#)

- Question 2:
With reference to the **Unlimited Ordinary and Maintenance Support Services**, we kindly ask you to confirm our following assumptions or detail if additional activities are required:
 - a. **MS Navision (NAV) - Finance:** we intend that this point includes only activities related to bugfixing and debugging of custom functionalities already released on the finance module, configuration support of new standard features not yet implemented in the system. All assistance requests, user-errors fix, data import and changes, training focuses on standard modules will be addressed to the Vendor HelpDesk through Tickets.

 - b. **MS Navision (NAV) - Payroll, Procurement, Add-on Slave/Master, Add-on TimeVision:** we intend these points include only activities related to bugfixing and debugging of custom functionalities. All assistance requests, user-errors fix, data import and changes, will be addressed to the Vendor HelpDesk through Tickets.

 - c. **Azure Infrastructure:** we intend it includes only activities related to the maintenance and governance of the Azure infrastructure on which the NAV and TimeVision services are implemented.

Answer:

- a. **MS Navision (NAV) - Finance:** *"Unlimited Ordinary and Maintenance Support Services" are 2nd level support requests that IDLO ICT focal point/s can submit to the dedicated Business Analyst for troubleshooting, debugging, fixes and support on standard modules and/or custom functionalities and solutions currently deployed in Production sites*
"Helpdesk Support tickets" are activated for 1st level support requests submitted directly from IDLO end-users in case IDLO ICT support is not available. IDLO ICT focal point/s can also rely on "Helpdesk Support tickets" in case the dedicated Business Analyst is not available.

- b. **MS Navision (NAV) - Payroll, Procurement, Add-on Slave/Master, Add-on TimeVision:**
"Unlimited Ordinary and Maintenance Support Services" are 2nd level support requests that IDLO ICT focal point/s can submit to the dedicated Business Analyst for troubleshooting, debugging, fixes and support on standard modules and/or custom functionalities and solutions currently deployed in Production sites

“Helpdesk Support tickets” are activated for 1st level support requests submitted directly from IDLO end-users in case IDLO ICT support is not available. IDLO ICT focal point/s can also rely on “Helpdesk Support tickets” in case the dedicated Business Analyst is not available

*c. **Azure Infrastructure:** Support activities on **Azure infrastructure** will be strictly related to tasks (Azure configurations, Virtual machines changes/upgrades/updates, etc.) to maintain NAV and TimeVision virtual machines fully operational (included the related ERP functionalities)*

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

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