

Date: 04 December 2023

To: **All Bidders**

From: **International Development Law Organization, Headquarters Procurement Unit**

Subject:

Amendment No: 1

Reference is made to IDLO RFQ No. **RFQ-IND/JKT23-0021** issued on 01 December 2023 for the procurement of TeamViewer Channels through IDLO Tenders website.

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

1. Details of Terms of Reference

The details of Terms of Reference of this TeamViewer channel has been added and can be found on Annex 1 of this document.

This letter serves to inform that Amendment No. 1 to **RFQ-IND/JKT23-0021** will be posted in response to questions raised by Bidders.

For your consideration while preparing your response to the above mentioned **RFQ-IND/JKT23-0021**, all other terms and conditions of the tender remain unchanged and remain applicable in full force.

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

Headquarters Procurement Unit
IDLO

Annex 1

Terms of Reference Provision of Additional Channel TeamViewer Corporate App

A. Background

The International Development Law Organization (IDLO) is conducting a project to support the institutional reforms at the Attorney General's Office (AGO). The project is supported by the United States Department of State - Bureau of International Narcotics and Law Enforcement Affairs (INL). It aims to strengthen the capacity of the Attorney General's Office through developing its case management system and processes, as well as strengthening performance-based budgeting. The main project focus is at the General Crime Unit (GCU) of the AGO, with the emphasis on the case handling for narcotics and environmental cases.

The project has two main components: (1) Support the AGO to improve their case management systems and processes; and (2) Strengthen the capacity of AGO to deal with performance-based budgeting. The first component includes the provision of a secure access system and framework to allow officials to remotely access the Case Management System (CMS). The provision of such a system and framework will allow the AGO to establish the "work from anywhere" practice for the Indonesia Public Prosecution Service (PPS). It will in turn not only improve the work efficiency of the officials, but also enable the AGO to be more resilient to address the possibility of office lockdown or other mobility restriction amidst the pandemics like the Covid-19.

As part of provisioning a prototype of secure access system for three concurrent accesses, Yubikey NFC Token, Dell Server, and TeamViewer Corporate Subscription already procured. Then, as we received a high demand from PPS to try the prototype getting higher after the last training of Remote Access in Bandung on 22-24 November 2023, there is a need to add and upgrade the concurrent access from 3 channels to 20 channels.

B. Objectives

The objective of this request is to appoint a panel of service providers who can supply and deliver 17 Channel of TeamViewer Corporate Subscription with specific requirements that mentioned on section H.

C. Scope of Work

1. Provision of TeamViewer Channel Subscription as mentioned on the Deliverables
2. Provide Service Unit when pulled out for maintenance/ repair
3. Provide technical support when required

D. Deliverables

1. TeamViewer Corporate Channel Subscription : 17 channel

E. Qualification of Criteria

The Service Provider should fulfil the following criteria:

1. Has been operating for more than 5 years.
2. Has sufficient cash flow to operate within the next 12 months, as indicated by the financial report of the previous quarter.
3. Has the capacity to do hardware repair and maintenance, as shown with proof of relevant project completion reports or references.

4. Has the support from the respective principals or brand holder, as indicated by the letter of support from the principals or its representatives/distributor.
5. Has qualified personnel to provide the necessary technical support, as indicated by the supporting resume of the appointed technical personnel.

F. Time frame

The products will be delivered in the second week of January 2024.

G. Budget

IDLO will award the tender on the basis of the lowest price, most technically met the requirements that IDLO needs, and non-price criteria will be used and relative importance of each criterion.

H. Requirement and specification

No	Item	Quantity	Unit measure
1	Additional Channel for TeamViewer Corporate Subscription (billed annually)	17	Channel