



1- In the "Formulaires ITB 2020-01" file, there is a field with the following content: In the Livraison du logiciel avec 2 licences Multi-utilisateur ainsi que la documentation bilingue (français et anglais dans un délais de 20 jours)".

Is it obligatory that the models' interfaces and the manuals are also available in French besides English? Will the bid be eliminated if the documentation/interfaces are available in English but not available in French after 20 days of the tender process?

Answer : As mentioned in the ITB 2020-01, the bidder is asked to confirm, while submitting the bid, his ability to provide the requester with 2 Multi-user licenses and bilingual documentation (English and French) within 20 days from the date of **signature of the Contract** (see page 31 of the ITB). Please Note that Only documentation should be in French and in English. However, the interfaces of the models can be English or French. The Software must have a user-friendly interface (page 29) and Provide the possibility for setting, during installation, the language of use of the Software (French or English);

2- In the call for tenders, the bid guarantee is not required, but there is a performance guarantee (item 9), as follows:

5	16	Period of validity of the offer	90 days
6	13	Bid guarantee 	Not Required
7	41	Restitution in advance when signing the contract	Not Allowed
8	42	Lump sum compensation	Will be imposed as follows: Will be imposed Percentage of the contract price per day of delay: 0.1% Maximum number of days of delay 30 calendar days after which the UNDP may terminate the contract.
9	40	Performance guarantee 	Required in the amount of USD 15,000 or 45,000 TND or 13 600 Euro

In the original "FR_ITB 2020-01" document in French, item 9 (page 19):

9	40	Garantie de bonne exécution	Required in the amount of USD 15 000 ou 45 000 TND ou 13 600 Euro
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What is this performance guarantee? Should it be deposited? If yes, when?

Answer: The Performance bond is a 15 000 USD / 13 600 euro bank guarantee covering the guarantee period of 1 year. The Performance bond (page 16) should be sent within fifteen (15) days from the signing of the contract by both parties. The receipt of the performance bond by UNDP is essential for the contract to take effect.

The Performance Bond, as requested in the ITB 202-01 should be available for 1 year (page 21), and will cover the maintain of the following services by the bidder (page 45) :

- The Software remains operable and valid without the obligation to pay for annual maintenance fees beyond the warranty year
- The provision of all software updates for 1 year without additional costs
- The provision of Technical assistance to resolve all issues encountered by the customer during the installation and use of the software for 1 year

The Release of the bank guarantee will take effect 1 year after the signature of the contract and the reception of the Final acceptance report (page 31)

3- The requests for clarification is 7 days before the deposit date. This deposit date refers to which guarantee? Could you elaborate more on that? When is the deadline?

9	40	Performance guarantee	Required in the amount of USD 15,000 or 45,000 TND or 13 600 Euro
10	12	Offer currency	United States Dollar Tunisian Dinar Euro
11	31	Deadline for submitting requests for clarification and questions	07 days before the deposit date

In the original "FR_ITB 2020-01" document in French, item 11 (page 20):

11	31	Date limite de dépôt des demandes d'éclaircissement et des questions	07 jours avant la date de dépôt
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Answer: Any request of clarification from the potential bidder, must be submitted 7 days before ITB deadline, i.e., no clarification request will be answered after 3rd of April 2020.

Due to these doubts, we still did not confirm our participation in the UNDP Procurement Notices website. Does it have a deadline to confirm the participation?

Answer: In order to confirm your participation, you must submit your Bid. The deadline of the Bid is the 10th of April 2020.

4- Due to the coronavirus, can the training be provided through web sessions?

Answer: For now, the session must be conducted in Tunis, the bidder must confirm his ability to conduct the session as requested in the ITB 2020-01. Any other option shall be discussed after the selection and the signature of the contract.

The decision will be taken in consultation with the project partners and according to the sanitary situation vis-à-vis the virus as well as the instructions of the government and the instructions of the UNDP. Web sessions is among the possible solutions.