



EUROPEAN UNION RULE OF LAW MISSION IN KOSOVO

EULEX KOSOVO

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CLARIFICATIONS (1)

**PUBLICATION REFERENCE: PROC/498/14/ Renewal of Microsoft and Symantec Licenses
 (EuropeAid/136156/ID/SUP/XK)**

1. Questions regarding Instruction to Tenderers

No	Question	Answer
1	Could you please let us know if the tender guarantee is accepted by insurance companies in Kosovo?	The tender Guarantee shall be issued by a bank or bonding and/or insurance company.
2	Could you please let us know if we have to deliver two identical declaration (including the price in both documents) of point 7 TENDERER’S DECLARATION(S) page 78-81 or one declaration signed by all consortium members? Please let us know from which page to which page on tender dossier should be signed by each member of consortium?	Each legal entity identified under point 1 of the Tender Form, including every consortium member, must submit a signed declaration using the format Part 7 of the Tender Form of the Supply Contract. The tenderer can submit one declaration signed by every consortium member or two identical declarations signed by every consortium member. Only last page (page 81) of the Tenderer’s Declaration has to be signed, stamped and dated.
3	Is it acceptable by EULEX if we use the all information on our company application standard (with our Logo in header and other information in footer- same as the format used in this document)?	The Logo in header and footer may be used as long as the wording and the content of the Tender Dossier does not change.
4	Should we follow the order of PART D to present the necessary documents or the part at 11 Content of tenders’ page 6?	All the documents specified under Article 11 of the Instructions to Tenderers has to be provided by the tenderer. Tenderers are requested to follow this order of presentation.
5	Do you need the financial identification form from all member of a consortium?	The Financial Identification Form is to be filled in with the details of the bank account into which payments should be made. This form has to be also duly signed, dated and stamped by the concerning bank representative.

6	Do you need the legal entity file form from all member of a consortium?	The duly signed and dated Legal Entity File form has to be submitted by all consortium members.
7	Can we use our own templates Power of Attorney, Authorization and Consortium Agreement? If no, Could you please provide us (if you have) templates of Power of Attorney, Authorization, Consortium Agreement?	The duly authorised signature: an official document (statutes, power of attorney, notary statement, etc.) proving that the person who signs on behalf of the company/joint venture/consortium is duly authorised to do so; as indicate in the part 11 of the Instructions to Tenderers <u>has to be supplied in free-text format.</u>

2. Questions regarding Technical Specifications

No	Item No/ & NO.	Question	Answer
1	LOT 1	In 'PART B. ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER', page 56, Lot 1: Contractor must be official Microsoft Gold Partner <u>Question</u> Is it acceptable by EULEX that the economic operator has a GOLD or SILVER competency in one ore more competencies of Microsoft? <u>Reasoning</u> Based on the information that we have, and our experience, we know that Microsoft doesn't offer the opportunity to be GOLD, SILVER as a Partner for whole Microsoft portfolio anymore, but they do offer the opportunity to be GOLD, SILVER on one of the following competencies that can be found on: https://mspartner.microsoft.com/en/uk/pages/membership/competencies.aspx	Acceptable (at least one GOLD competency).
2	LOT 1	In 'PART B. ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER', page 56, Lot 1: Minimum staff Microsoft certified: 3 (MCSE) <u>Question</u> Do we have to implement/install the licenses or just to deliver them? <u>Question</u> Do we have to offer the support and maintenance for your team regarding the Microsoft licenses? <u>Reasoning</u> Since on the tender dossier it is requested to have a minimum of 3 MCSE staff, therefore, it is quite necessary to know if it is requested by us to implement/install the licenses in the devices and equipment or just to deliver them at your Microsoft Volume Licensing Service Center.	Delivery only. No support or maintenance required from contractor, but vendor (Microsoft) support must be included as indicated in the specifications.
3	Lot 2	In 'PART B. ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER', page 56, Lot 2: Minimum staff Symantec certified: 3 (Symantec Support Tech) <u>Question</u> Do we have to implement/install the licenses or just to deliver them? <u>Question</u> Do we have to offer the support and maintenance for your team regarding the Symante licenses?	Delivery only. No support or maintenance required from contractor, but vendor (Symantec) support must be included as indicated in the specifications.

		<p>Reasoning This information is needed in order to deliver an offer which includes all elements.</p>	
4	Lot 1	<p>Reference: In 'PART B. ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER', page 53, Lot 1:</p> <p>Specifications Required 1.1 Microsoft Enterprise CAL All Lng Software Assurance Open Value 1 License Level D Platform Device CAL Device CAL w/ Services 1 Year Acquired year 1; QTY- 30 1.2 Microsoft Office Professional Plus All Lng Software Assurance Open Value 1, License Level D Platform 1 Year Acquired year 1, QTY – 30 1.3 Microsoft Windows Professional All Lng Software Assurance Open Value 1, License Level D Platform 1 Year Acquired year 1 QTY – 300</p> <p>We were informed by Microsoft Office in Macedonia that the specification is incorrect for the first 3 products of LOT 1, therefore the proposed orderable items are presented below. These are the items which should be changed instead of the first three items on the current technical specification:</p> <p>Question: Part Number, Item Legal Name and Quantity</p> <ul style="list-style-type: none"> - 76A-00774 Microsoft® Enterprise CAL Software Assurance Open Value 1 License, Level D Additional Product Device CAL Device CAL w/ Services 1 Year, Acquired year 1, qty 30 - 79P-01707 Microsoft® Office Professional Plus Software Assurance Open Value 1, License Level D Additional Product 1 Year Acquired year 1, qty 30 - CW2-00083 Microsoft® Windows Professional Software Assurance Open Value 1 License Level D Additional Product 1 Year Acquired year 1, qty 300 <p>Could you please let us know if this change of the three products which are presented above is acceptable by EULEX?</p> <p>Reasoning In order to be able to order those three products at Microsoft this change on specification is a must. If you need to clarify the issue with Microsoft, please contact the Microsoft Office in Macedonia or us.</p>	The change is acceptable.