

Term of Reference (ToR) for the establishment of Adobe Enterprise Term License Agreement

Background

The Organization for Security and Co-operation in Europe (OSCE) is interested to establish an Enterprise Term License Agreement (ETLA) for the provision of Adobe products and required services for a period of 3-year; Adobe products are to be used across the OSCE, including its Secretariat located in Vienna, Austria.

1. Scope of Services

The OSCE is expected to receive the following services under the ETLA:

- Technical support on business hours via phone and web (as defined below);
- Access to new upgrades;
- Access to bug fixes;
- Activation via license key;
- Cloud storage optional;
- Access to Adobe Expert Services for our creative team;
- Option to build customized deployment packages ready for Microsoft SCCM (System Centre Configuration Manager)
- Activation of additional licenses within the contract year;
- Annual licence count in the OSCE and adaption of payments accordingly;
- Annual payment terms;
- Aliquot payment of licenses activated and used for periods of less than a year;
- Annual prolongation of the contract (up to 5 years);
- Start date mid 2016 (tentatively).

2. Technical Support

Adobe shall provide technical support to OSCE ICT staff and not to end users.

All OSCE locations have ICT representatives and shall be entitled for support.

Adobe will provide 24x7x365, English, toll-free Support Services for the products and services ordered.

Access to such support may be via support portal, email or phone.

Optional support in Russian is requested during local office hours.

OSCE shall have unlimited access to Adobe's on-line support facility on the Support Site or any successor site.

Adobe shall react within two business days ("Response Time") and provide a short status report to OSCE within a reasonable time.

Adobe shall solve the Service Request by providing a remedy that could take the form of eliminating the defect, providing updates, or demonstrating how to avoid the effects of the defect with reasonable commercial effort.

Such remedy may also include error corrections, patches, bug fixes, workarounds (i.e. temporary solutions used to complete a task that would not otherwise be possible due to a problem or limitation in the affected software.

3. Design Support

Apart from technical support services to address ICT needs, OSCE requires access to design support/assistance for the end users of the creative cloud suite to receive help with the products and their design products.

4. SCCM packaging

The supplier shall assist OSCE in developing a Microsoft SCCM package for global rollout.

This assistance shall be conducted on premises in OSCE Secretariat.

The scope is covering both products (Acrobat DC Standard and full Creative Cloud) as separate deployable and removable products.

OSCE shall be able to contact the dealer/supplier at each major release of software to review and rebuild these packages in SCCM and get assistance in rollout of new versions at least once a year.

The supplier may use subcontractors for this section such as:

<http://www.neo42.de/ms-sccm/neo42-paketdepot-s>

5. Product Requirements

No.	Stock Keeping Unit (SKU)	Product Description	Quantity
1.	65261354JA	Acrobat DC Standard T1	312
2.	65257929JA	Creative Cloud ENT ALL MLP SW Subscription Only ALL 1S COMPLETE 0G	42
3.	N/a	Adobe Enterprise Support	1
4.	N/a	SCCM packaging/consulting	1