



Organization for Security and  
Co-operation in Europe

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Date: 26 July 2016

**Clarification Note No. 1**  
**Invitation to Bid No. ITB/SEC/18/2016**  
**Selection of Microsoft-designated Large Account Reseller (LAR)**  
**For the provision of Microsoft Software and Related Services**  
**Under the existing Microsoft Select Plus Agreement**

The Organization for Security and Co-operation in Europe has received a request for clarifications from potential bidders. In accordance with “Questions” Article 16 of the ITB Document, the OSCE would like to provide the following clarification:

**Question 1:**

Which countries beside Austria, Germany, Australia need to be invoiced locally (in country).

**Answer 1:**

1. The purchase orders will be raised by the OSCE Secretariat on behalf of all missions and institutions
2. The invoices to be submitted to the OSCE Secretariat
3. The invoices to be received exclusively from the winning bidder

**Question 2:**

Please provide 2015 license volumes per country.

**Answer 2:**

It is not possible to provide the volumes per country. The total value of OSCE purchase orders in 2015 for Microsoft Licenses was appr. \$ 175,000.00 for all locations.

**Question 3:**

The Licensing Model Microsoft Select is no longer offered by Microsoft in Austria and many other European countries. However, the BID relates to Microsoft Select, we can only offer the successor license model Microsoft MPSA. IT includes the same products and SKUs, but the portal to manage your licenses will be the MVLC. Will this affect your decision in the bidding process?

**Answer 3:**

The retirement does not apply to government and academic Select Plus agreements.

**Question 4:**

Will OSCE do all purchasing activities via their office in Austria?

**Answer 4:**

See answer 1.

**Question 5:**

What is the OSCE corporate exchange rate for USD and EUR?

**Answer 5:**

The official UN exchange rate.

**Question 6:**

In the financial BID form you state “Microsoft Unit Price”, we assume that this means “Microsoft Estimated Retail Price”, is this a correct assumption?

**Answer 6:**

Yes, it is the retail price taking into consideration Level D pricing.

**Question 7:**

What are the KPIs that you use to choose a bidder? Which formula is behind these KPIs and what weighting do you use for your decision process?

**Answer 7:**

Please refer to the following section in the ITB document:

Evaluation of Bids

As a general rule, only bids that are technically acceptable and that provide all the necessary evidence required in the ITB will be considered for financial evaluation. From among all technical acceptable bids, the award will be made to the lowest cost bidder.

A technically acceptable bidder shall meet the requirements stated under the Technical Bid Forms.