



Organization for Security and
Co-operation in Europe

Date: 08 June 2022

Clarification Note No. 1
Invitation to Bid No. ITB/SEC/07/2022
Provision of Adobe Products & Related Services to the OSCE

The Organization for Security and Co-operation in Europe has received request for clarifications from potential bidders. In accordance with Article 26 of the ITB Document, the OSCE would like to provide the following clarification:

Question 1:

Does the OSCE need the “Teams or Enterprise Version” of the Adobe Software Products?

Answer 1:

The OSCE needs the *Enterprise Versions* and we are entitled for the Enterprise Discount.

Question 2:

Why are the resellers required to provide support/consultation services for a fee which is included for free by Adobe customer service?

Answer 2:

We are well aware that the Enterprise Support is a free service provided by Adobe Support Engineers. Therefore, these services were not listed in *Annex G - Price Schedule*.

However, the Professional Consulting Services which are listed in the Price Schedule, will be used for other services (not provided as part of the Enterprise Support) and which are stated in *Annex D – Terms of Reference*.

Question 3:

The Adobe VIP agreement no. 2A8F5DC01EBC146F456A can be prolonged and the license number commitment can be lowered without the need to migrate the users to a new VIP account. Would you like to keep the same account or move to a new one?

Answer 3:

We would like to maintain the same VIP account no. 2A8F5DC01EBC146F456A in order to seamlessly extend subscriptions to end users.