CLARIFICATION NOTE

- Version 1.0 -

**(Questions #1 to #10)**

**Issue Date:** 06.08.2025

**Tender No:** ITB-SEC-722474-2025

**Subject:** Provision of Adobe Products & Related Services

With reference to the above tender, the OSCE would like to provide the following answers in regards to the raised clarification questions by participating Bidders:

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| # | **Questions** | **Answers** |
| 1 | Is OSCE interested in Adobe Teams licenses or full Enterprise licenses? | We would like to engage in a VIP agreement as per tender document. |
| 2 | Does OSCE currently have a 3-year commitment, or are you looking to purchase a new one? | Yes, we have a current VIP, it will expire in Nov 2025 and a new agreement is needed to continue services. This is mentioned in the Terms of Reference on page (1). |
| 3 | Is OSCE interested in Single Sign-On and integration with their Azure AD? | OSCE is using API based Microsoft AD user sync and no change is planned at this stage. |
| 4 | Would OSCE like to explore Adobe Firefly, the new AI-powered tool for generating images? | Not needed at this stage |
| 5 | Does OSCE truly require 75 Acrobat Pro licenses, or could some users be assigned Standard licenses instead? | Yes, the numbers are based on current need for Acrobat PRO. |
| 6 | Is OSCE specifically requesting Adobe Sign user licenses, or would you prefer transaction-based licensing? | We are just starting with this service and would like to opt for max 25 user licenses for now as per the ToR. |
| 7 | Could OSCE clarify the following requirement: “*Bidder shall have proven experience in customized deployment projects of Adobe products at the Enterprise level*”? | This is to potentially assist with Microsoft ADFS integration and scripted installation of Adobe applications to end user devices. |
| 8 | Is OSCE looking for an Adobe license management tool, or would you prefer a solution provided by Insight? | Any solutions are mostly welcome, also several alternatives can be offered |

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| 9 | VIP licenses are available as Teams and Enterprise edition licenses. Enterprise offers some additional features such as single-sign on, enhanced security and compliance options and additional storage space in the Adobe cloud. We kindly ask for clarification which edition should be offered. | VIP licenses are available as Teams and Enterprise edition licenses. Enterprise offers some additional features such as single-sign on, enhanced security and compliance options and additional storage space in the Adobe cloud. We kindly ask for clarification which edition should be offered. |
| 10 | You ask for Adobe sign product for selected users. Should this be offered on a basis per transaction or for 150 assets per month? | We are starting with the sign product and need 25 users max to be able to perform signatures currently on a transaction basis. |