



**EUROPEAN UNION RULE OF LAW MISSION IN KOSOVO EULEX KOSOVO**

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**CLARIFICATIONS (1)**

**PUBLICATION REFERENCE: PROC/659/16 Renewal of Microsoft Software Assurance, Symantec Antivirus & Veritas Backup Exec Licenses (EuropeAid/138323/IH/SUP/XK)**

**1. Questions regarding Tender Dossier**

No	Reference	Clarifications								
1.	Could you please provide us the contract number of Symantec and Veritas	<p><b>Please note that the Contract Agreement Numbers are as follows:</b></p> <ul style="list-style-type: none"> <li>- Symantec Contract #: 615153514</li> <li>- Symantec Agreement (SAN) #: DKW053GOV</li> <li>- Veritas Entitlement IDs #:                             <ul style="list-style-type: none"> <li>A2739809187; A0795098939; A3154885433;</li> <li>A3147619984; A1420258476; A6331038212;</li> <li>A4677442312; A1922161743</li> </ul> </li> </ul>								
2.	<p>Page 7 indicates that a tender guarantee is required; however the costs to provide a bank guarantee are relatively high for the requested amount.</p> <p>- Is it possible to waive the guarantee since we can offer a 30 days payment? If not, are we allowed to make one tender guarantee which covers the all amounts where we will bid on? Or are we allowed to do a advance payment by bank instead?</p>	<p><b>Please note that, as per the Instructions to Tenderers, point 11 Content of Tenders, Part 3 Documentation, point 1</b></p> <p>Tenderers <b>must</b> include the tender guarantee (using the tender guarantee template included in the Tender Dossier) as part of their tender, in corresponding values per each participating lot, namely:</p> <table border="1" data-bbox="805 1598 1487 1837"> <thead> <tr> <th>Description</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>LOT 1 - Microsoft Assurance Software Licenses</td> <td><b>4,000.00 EURO</b></td> </tr> <tr> <td>LOT 2 - Symantec Antivirus Licenses</td> <td><b>300.00 EURO</b></td> </tr> <tr> <td>LOT 3 - Veritas Backup Exec Licenses</td> <td><b>250.00 EURO</b></td> </tr> </tbody> </table> <p>Tender received without the respective tender guarantee shall be rejected.</p>	Description	Amount	LOT 1 - Microsoft Assurance Software Licenses	<b>4,000.00 EURO</b>	LOT 2 - Symantec Antivirus Licenses	<b>300.00 EURO</b>	LOT 3 - Veritas Backup Exec Licenses	<b>250.00 EURO</b>
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		<p>The tender guarantee is compulsory at this stage of the tendering procedure and will not be waived.</p> <p>Moreover, please be informed that the Tenderer is allowed to provide with only one tender guarantee covering the amount for the lots tendered.</p> <p>As per Article 22 of the Instructions to tenderers <i>the tender guarantee must be presented in the form specified in the annex to the tender dossier. It must remain valid for 45 days beyond the period of validity of the tender. Tender guarantees provided by tenderers who have not been selected will be returned together with the information letter that the tenderer has been unsuccessful. The tender guarantee of the successful tenderer will be released on signing of the contract, once the performance guarantee has been submitted.</i></p>
3.	Can you provide, what are the expiration dates of existing licenses?	<p><b>Kindly note that the expiry period of existing licenses is as follows:</b></p> <ul style="list-style-type: none"> <li>- Microsoft Assurance Software: 30 Sep 2016.</li> <li>- Symantec Antivirus: 28 Sep 2016.</li> <li>- Veritas Backup Exec: 28 Sep 2016.</li> </ul>