



EUROPEAN UNION RULE OF LAW MISSION IN KOSOVO

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CLARIFICATIONS No. 2

PUBLICATION REFERENCE: PROC/432/13/Supply of Spare Parts for IT Equipment and Ancillary Installation Services (EuropeAid/134875L/SUP/XK)

Questions regarding ANNEX II +III Technical Specifications

| No | ITEM | Question | Answer |
|----|--------------------------------|---|------------------------------------|
| 1 | LOT 2: Servers | <p>Reference: Part B, ANNEX II +III (Technical Specification), LOT 2: Servers, All items provided must include a 12-month warranty.</p> <p>Description: Please be informed that Spare Parts equipment required on this Lot are EOL equipment, therefore Warranty which can be provided from the Manufacturer is only 90 days (through Partner service channel).</p> <p>Question: Could you please confirm if the Manufacturer's warranty (of 90 days) will fulfill/ suffice for the warranty requirement.</p> | Please refer to Corrigendum No. 3. |
| 2 | LOT 3: Network Equipment | <p>Reference: Part B, ANNEX II +III (Technical Specification), LOT 3: Network Equipment</p> <p>Description: Cisco Product for which your request Spar Parts, has EOL Status (which means that you cannot buy Spar Parts or Support Coverage through Legal Manufacturer Channels)</p> <p>Question: Could you please specify to us, how did you plan to cover your existing equipment with spare parts, knowing that manufacturer doesn't support these products with spares in their regular/legal channel.</p> | Please refer to Corrigendum No.1. |