



Annex I to Corrigendum Nr.1: QUESTIONS & ANSWERS
TENDER FOR SUPPLY FRAMEWORK CONTRACT EuropeAid/140092/IH/SUP/UA (EUAM-19-06) “Supply of IT equipment & software for EUAM Ukraine”

No	Question	Answer
<i>Administrative:</i>		
1	Please submit to us all details regarding this tender procedure, including technical specifications, bid deadlines, payment terms.	All requested information regarding this open tender procedure can be found on the following websites: - Directorate-General for International Cooperation and Development (DG DEVCO): https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome&nbPubliList=15&orderby=upd&orderbyad=Desc&searchtype=RS&aofr=140092 - EUAM Ukraine: http://www.euam-ukraine.eu/our-mission/tenders/
2	Can EUAM Ukraine provide its valid TAX code (to identify itself as a Customer on Vendors’ requirements)?	EUAM Ukraine does not have a Tax ID number due to its status in Ukraine Please find the legislative base explaining the legal status of EUAM Ukraine at the following link: http://www.euam-ukraine.eu/legislative-base/
3	Can we submit the partly entered specification (servers, storages, security, desktops only)?	It is not allowed to submit variant solutions or partial technical offers (for separate items in the Annex II+III: Technical Specifications + Technical Offer). It is required from the tenderers to submit their technical offers where all items in the above-mentioned Technical Specifications are addressed. Offers which will not offer coverage of all required items will not qualify as technically compliant.
4	Please describe what kind of proof is considered sufficient to provide a Candidate's compliance to Contract Notice item 16. Selection criteria: (2) Professional capacity of tenderer: a) Legal and professional capacity to perform the contract tendered for.	Such proofs will be considered as evidences in relation to the mentioned Professional capacity criterion 16 2) a): - for legal capacity - a copy of an official registration certificate/document of the legal entity, as issued by the empowered national entity of the country of registration, which contains information about the types of economic activities allowed for this legal entity. It may as well be a print-out of the official national electronic registry/database, if such opportunity exists depending on the country of registration; - for professional capacity - a signed statement of the average annual manpower and the number of managerial staff of the economic operator for the last three years. Please note that if a tender is submitted by a consortium, the corresponding documentary evidences will be required from each member of this consortium.

5	Is it enough when a consortium matches the requested turnover and not each member of the consortium?	In accordance with point 16 of the Contract Notice, in case of tenders submitted by a consortium, in this tender procedure all selection criteria will be applied to the consortium as a whole.
6	Can we use as a reference an ongoing contract for an EU agency?	Yes. However, please note the following: 1. As for the amount of the ongoing reference contract, the value of the relevant supplies delivered and accepted until the date of the deadline to submit the tenders under that contract shall be indicated. If the contract is ongoing, it must be clearly indicated in the form. 2. In case of framework contracts, only specific contracts/order forms corresponding to assignments delivered and accepted under such framework contracts will be considered.
7	Please provide us with information, whether the procurements expected under the concerned contract will be registered at the Ministry of Economic Development and Trade of Ukraine as a part of an International Aid Project, and have a Project Registration Card?	Those purchased items under the future framework contract, which will not be intended for internal EUAM organisation needs, will be mostly donated to the public bodies of Ukraine and therefore will be registered with the Ministry of Economic Development and Trade of Ukraine as a part of an International Aid Project with the issuance of a Project Registration Card.
8	In the Article 26.1 of the Draft of Supply Framework Contract it is stated that for Ukrainian Contactor "Payment of the total amount for supplies and ancillary services ordered under a certain Order Form shall be made as per the original admissible invoice issued by the Contractor in UAH (Ukrainian Hryvnias), including VAT" and "The Contractor shall provide the Tax Bill as soon as possible after the Contracting Authority has paid an issued invoice". But in the Article 12 Taxes and other charges of the Instructions to Tenderers it is stated that all contracts signed by the EUAM Ukraine are exempted from the VAT. 1. Does it mean that Ukrainian tenderers should quote all prices in tenders excluding VAT, but then issue an invoice(-s) with the prices including VAT? 2. Please clarify which kind of prices (including or excluding VAT) should be offered by the Ukrainian tenderers in Financial offer of their tenders and in the invoices?	1. Yes. All quoted prices shall be VAT exclusive. The successful tenderer, following award of the contract, will have to issue invoices under this contract in accordance with the applicable legislation of the country of tax registration of the respective legal entity of the tenderer and (if EU based) in compliance with the relevant EU legislation. If the successful tenderer will be tax registered in Ukraine, the invoices will have to be issued with VAT, where VAT amount is indicated separately in addition to the cost of the ordered items. If VAT is applicable for payment according to the current legislation of the country of tax registration of the respective legal entity, it will be paid by EUAM Ukraine. However, please take into consideration that currently EUAM Ukraine is in progress of registering its procurement plan with the Ministry of Economic Development and Trade of Ukraine as a part of an International Technical Assistance. As soon as this registration is finalized, all invoices related to the technical assistance projects in Ukraine will have to be issued without VAT. The contractor awarded this framework contract will be notified accordingly, and the corresponding amendments will be implemented to this contract (current version is a draft contract, and thus it may be amended before signature and/or after it via addendum). 2. All tenderers submitting their tender offers, irrespective of the country of tax registration, must quote their prices in EUR and excluding VAT.
9	Can the delivery time limits be changed and stipulated as follows: a) For the Rapid delivery mode – up to 75 (seventy five) calendar days from the bilateral signature of the Order form; b) For the Normal delivery mode – up to 120 (one hundred twenty) calendar days from the bilateral signature of the Order form?	No. The established delivery time limits are fixed and not subject to amending. They are grounded by the experience of the Mission with similar contracts in the past, and the current market conditions. <i>Note:</i> The time limits for delivery under this contract are the following: a) For the Rapid delivery mode – up to 15 (fifteen) calendar days from the bilateral

	signature of the Order form; b) For the Normal delivery mode – up to 60 (sixty) calendar days from the bilateral signature of the Order form.
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No	Question	Answer
<i>Financial:</i>		
10	What are the estimated quantity and volume of equipment orders and auxiliary services necessity (e.g software supply, installation of equipment, etc.) within this contract?	Due to the nature of the concerned framework contract, following its award EUAM Ukraine will have no particular obligation to buy specific items or quantities of the items listed in the Technical Specifications. Only Order Forms, which will be placed in the implementation of the Framework contract will be binding for the Mission. Estimated quantities are provided in the Hypothetical Scenario (<i>Annex IV: Budget Breakdown</i>), however it must be clearly understood that the quantities in the scenario are hypothetical (however given in best planning capacity for one year period). The quantities to be ordered cannot be put forward by EUAM Ukraine in advance due to the changing operational environment in Ukraine.
11	It is understood that EUAM Ukraine cannot be held liable to procure all or any of the items specified in the framework contract, and thus the Hypothetical Scenario of the Budget Breakdown form is used merely for comparative price evaluation of offers received. It is assumed that from administrative point of view any order under a framework contract will create overhead activities and, as the result, very low quantity or value orders will be financially not viable. Usually there is an order size threshold in the arrangements currently execute by the question asker. Can EUAM Ukraine generally commit that there will be as a rule of thumb a low level threshold of any kind (e.g.: not less than 5% of the Hypothetical Scenario).	EUAM Ukraine cannot provide such commitment, and the Hypothetical Scenario will not be referenced in the contract implementation period. Nevertheless, as practise shows, EUAM Ukraine tends to optimise its orders for IT related deliveries by consolidating them into batches to achieve optimal transportation costs.
12	Is it assumed that there will be no item quantity variation of more than 125% on any items during implementation of the framework contract as compared to quantities in the Hypothetical Scenario?	Due to the nature of this contract (framework contract), such assumptions cannot be made.
13	What will be the minimal value of the order within the contract that will follow the above-mentioned tender?	Due to the nature of the framework contract, minimum Order value is not defined. Nevertheless, as practise shows, EUAM Ukraine tends to optimize its orders for IT related deliveries by consolidating them into batches to achieve optimal transportation costs. See also answers above.
14	Please kindly inform us about the number of partial orders within the contract period (one year).	Quantity of partial orders (Order Forms) under this framework contract will depend on the operational needs of the Mission. See also answers above.

No	Question	Answer
<i>Technical:</i>		
15	Item #18 in the Technical Specifications: No 15 inch LCD monitors are available on the market at the moment. Is it possible to replace this item with a 15.6 inch LCD monitor?	Item #18 has been eliminated and removed from <i>Annex II+III: Technical Specifications + Technical Offer</i> and <i>Annex IV: Budget Breakdown</i> .
16	Item #18 in the Technical Specifications (LCD Monitor 15"): The specified monitor HP L1506 is end of life with no direct replacement or analogue. Would you like to update the specification?	Item #18 has been eliminated and removed from <i>Annex II+III: Technical Specifications + Technical Offer</i> and <i>Annex IV: Budget Breakdown</i> .
17	Item #19 in the Technical Specifications (LCD Monitor 17"): The specified monitor HP Compaq LE1711 is end of life. Would you accept the current successor model HP P174 with similar specifications?	Any model proposed for item #19, which meets or exceeds the specifications indicated for this item in the updated <i>Annex II+III: Technical Specifications + Technical Offer</i> , as attached to this Corrigendum, may be considered compliant with the minimum technical requirements.
18	Item #20 in the Technical Specifications (LCD Monitor 19"): The specified monitor HP L1925 is end of life. Would you accept the current successor model HP EliteDisplay E190i with similar specifications?	The minimum technical requirements for item #20 in the Technical Specifications were amended. The updated <i>Annex II+III: Technical Specifications + Technical Offer</i> is attached to the Corrigendum.
19	Item #21 in the Technical Specifications (LCD Monitor 23"): The specified monitor HP V241 is end of life. Would you accept the current successor model HP N246v with similar specifications?	The minimum technical requirements for item #21 in the Technical Specifications were amended. The updated <i>Annex II+III: Technical Specifications + Technical Offer</i> is attached to the Corrigendum.
20	Item #31 in the Technical Specifications (Projector Accessory #2): Bulb with the housing for projector (stationary): Please specify the exact projector model to which the bulb refers.	Any model proposed for item #31 must fit to the offered projector (item #29).
21	Item #33 in the Technical Specifications (TV LCD Display 42"): The specified monitor LG M4201C is end of life. Would you accept the actual model LG 32LT340C with similar specifications?	Any model proposed for item #33, which meets or exceeds the specifications indicated for this item in the updated <i>Annex II+III: Technical Specifications + Technical Offer</i> , as attached to the Corrigendum, may be considered compliant with the minimum technical requirements.
22	Item #58 in the Technical Specifications (CCTV Camera (HD) including mount kit): 1. Please clarify what type of mounting kit – for wall mounting or pole mounting? 2. Is it acceptable to provide a camera with power supply with UPS functions instead of rechargeable battery? 3. Is it a camera for indoor or outdoor use?	Questions 1 and 3: see the updated Technical Specifications. The minimum technical requirements for item #58 in the Technical Specifications are amended. The updated <i>Annex II+III: Technical Specifications + Technical Offer</i> is attached to this Corrigendum." Question 2: Rechargeable battery is required as a minimum. UPS functions will not be considered.
23	Items #59, 61, 71 in the Technical Specifications (Cameras & accessories): The specifications provided for Item # 59 are exactly the same as for an existing CANON product. However, the requested items # 61, 71 indicate the products which must be compatible with item # 59, and those are Nikon products. 1. Please clarify if Item # 59 is meant to be from CANON. 2. If yes, please complement the technical specifications and remove “must be compatible” clause from items # 61, 71. 3. If item # 59 is not meant to be from CANON, please inform accordingly.	No, it can be any manufacturer. The minimum technical requirements for item #59 in the Technical Specifications are amended. The updated <i>Annex II+III: Technical Specifications + Technical Offer</i> is attached to the Corrigendum. Any models proposed for items #61 and 71 must be compatible with item #59 (irrespective of their manufacturer) and meet or exceed the requirements established for these items in the updated <i>Annex II+III: Technical Specifications + Technical Offer</i> .

24	Item #73 in the Technical Specifications (mini Workstation Desktop): Would you provide configuration specifications and technical requirement about CPU, RAM, HDD and OS?	The minimum technical requirements for item #73 in the Technical Specifications were amended. The updated <i>Annex II+III: Technical Specifications + Technical Offer</i> is attached to the Corrigendum.
25	Item #108 in the Technical Specifications (Printer - Copier/fax/scanner - multifunctional printer + 10 toner cartridges): The indicated requirements apply to a monochrome (B/W) laser printer. Please specify if the participants have to propose B/W laser printer or B/W laser multifunctional printer.	B/W laser multifunctional printer is needed. The minimum technical requirements for item #108 in the Technical Specifications were amended. The updated <i>Annex II+III: Technical Specifications + Technical Offer</i> is attached to the Corrigendum.
26	Item #128 in the Technical Specifications (Server): How many sockets are needed in the chassis? Is one enough? Or four are mandatory?	4 (four) sockets are mandatory.
27	Item #128 in the Technical Specifications (Server): 1. PS/2 and SCSI ports are already outdated (obsolete). 2. HDD's (73GB - 146GB) and SSD's (50GB) of the requested volumes and memory blocks with the requested frequency (1066MHz or 1333MHz) are no more produced. 3. 10Gbe Ethernet standard is normally applied nowadays instead of the requested fibre Gigabit Ethernet. Please consider updating your Technical Specifications based on the above findings.	All mentioned remarks are accepted. The minimum technical requirements for item #128 in the Technical Specifications were amended. The updated <i>Annex II+III: Technical Specifications + Technical Offer</i> is attached to the Corrigendum.
28	Item #128 in the Technical Specifications (Server): 1. Please specify the exact number of requested processors. 2. Current models SSDs are with bigger capacity and with different combination of SLC, MLC and TLC memory types. Please confirm that an offer with the offered SSDs with bigger capacity of different memory technology may be considered as compliant with the minimum technical requirements. 3. SCSI Ultra320 technology is obsolete. Current models of hard disk controllers are using 12GB/s SAS technology. Please confirm that an offer with the offered SSDs with bigger capacity and different than SLC memory technology may be considered as compliant with the minimum technical requirements. 4. In the current server models the fibre Gigabit Ethernet is obsolete. Please confirm that an offer with the dual 10Gb SFP+ ports with Fiber Channel over Ethernet support instead may be considered as compliant with the minimum technical requirements. 5. In current server models the serial, PS/2 and SCSI ports are obsolete. Please confirm that an offer with USB 3.0 ports instead may be considered as compliant with the minimum technical requirements. 6. Please confirm that an offer also with 450W, or 500W or 800W or other power value between 470W and 1400W power supply may be considered as compliant with the minimum technical requirements.	Question 1: The exact number of requested processors: 2 (two) physical processors (minimum 4 cores each). Questions 2-6: All mentioned options may be considered as compliant with the minimum technical requirements.
29	Item #129 in the Technical Specifications (Standard 19" rack): 1. Please specify "Contemporary, sleek appearance" with standard colors in RAL colour space system and "Strong frame structure" with supported weight load in kilograms. 2. Please clarify "Full line of accessories & a Family of sizes and styles".	Question 1: Exact colour is not important. Requirement "Contemporary, sleek appearance" is removed. Question 2: This requirement refers to the universal power extension (UPS) in a back side.

		<p>The Rack must have rear positions for PDUs (power distribution units, with UPS sockets) and vertical cable managers/ducts that utilise the space between the rear rails and the side of the rack enclosure.</p> <p>The Rack is to be able to be secured to the floor or adjacent building structure so as not to fall over.</p> <p>Servers and deep pieces of equipment are often mounted using rails that are bolted to the front and rear posts (it is common for such rails to have an adjustable depth), allowing the equipment to be supported by four posts, while also enabling it to be easily installed and removed (i.e. to be at least 600 mm deep). A standard 19-inch server rack cabinet is typically 42u in height, 482.60 mm wide, and 914.40 mm deep. Newer server rack cabinets come with adjustable mounting rails allowing the user to place the rails at a shorter depth if needed.</p> <p>The strength required of the mounting posts means they are invariably not merely flat strips, but actually a wider folded strip arranged around the corner of the rack (the official standard recommends a minimum of 1.9 mm thickness).</p> <p>The rack must have a door (not to be "open rack").</p> <p>The minimum technical requirements for item #129 in the Technical Specifications were amended. The updated <i>Annex II+III: Technical Specifications + Technical Offer</i> is attached to the Corrigendum.</p>
30	Item #133 in the Technical Specifications (Software): The following Microsoft server software requires Client Access licensing (CAL) in addition: MS Windows Server 2016, MS Exchange Server 2016, MS SharePoint Server 2016, MS SQL Server 2016. Will EUAM Ukraine add the CAL requirement to those items?	<p>Microsoft server related software has been removed from the Technical Specifications.</p> <p>The minimum technical requirements for item #133 in the Technical Specifications were amended. The updated <i>Annex II+III: Technical Specifications + Technical Offer</i> is attached to the Corrigendum.</p>
31	Item #133 in the Technical Specifications (Software): Which edition of MS Windows Server 2016 is required: Standard or Datacenter?	
32	Item #133 in the Technical Specifications (Software): Which edition of MS Exchange Server 2016 is required: Standard or Enterprise?	
33	Item #133 in the Technical Specifications (Software): Which type of licensing is required for MS SQL Server 2016: "server license + CAL" or "per number of cores"?	
34	Is software assurance (SA) to be included with the supplied Microsoft software?	No. Software assurance (SA) is not needed for the supplied Microsoft software.
35	Item #133 in the Technical Specifications (Software): Please clarify which exact DELL software is requested.	DELL software is removed from the Technical Specifications.
36	Item #133 in the Technical Specifications (Software): More information on exact products and quantities of SMARTNET software is required in order to provide the pricing for the maintenance contracts.	SMARTNET is removed from the Technical Specifications.
37	Item #133 in the Technical Specifications (Software): Following Software products do not have enough information to make a proposal. Please provide with reference software vendors and/or vendors, licenses of which are in use for:	<p>Sub-item 1: Symantec Endpoint protection</p> <p>Sub-items 2-4 were removed from the specifications.</p> <p>The minimum technical requirements for item #133 in the Technical Specifications were</p>

	<ol style="list-style-type: none"> 1. Anti-Virus Software: Server version professional anti-virus and anti-spyware software; laptop and Smartphone common software version, 2. Licenses: All required licenses for VPN, 3DES and AES encryption 3. Hard disk encryption, compression software 4. Documentation, Software Language: English, other languages as option. 	amended. The updated <i>Annex II+III: Technical Specifications + Technical Offer</i> is attached to the Corrigendum.
38	<p>Item #133 in the Technical Specifications (Software): It is not indicated/requested there to provide:</p> <ol style="list-style-type: none"> 1. Windows Server Standard Core and System center data core licenses. 2. User/Device Cal licenses. 3. Skype for Business licenses. 4. Enterprise CAL licenses 5. Operating System licenses within the Windows server environment. <p>Based on our experience, the requests like these are linked to an Enterprise Agreement. If this is the case, please confirm and supplement the technical specifications and quantities in the budget breakdown.</p>	<ol style="list-style-type: none"> 1. MS Systems Center was removed from the specifications. 2. Licences for software in item #133 to be provided per device. 3 and 4. Skype for Business software was removed from the specifications. 5. Microsoft server software was removed from the specifications.
39	<p>Item #155 in the Technical Specifications (Router): Please specify exact number and types of ports and interfaces which will be used in the router to identify exact type of chassis needed.</p>	<p>Aggregate Throughput - 1Gbps Total onboard WAN or LAN 10/100/1000 ports - 4 RJ-45-based ports - 4 Default memory DDR3 - 2GB</p> <p>The minimum technical requirements for item #155 in the Technical Specifications were amended. The updated <i>Annex II+III: Technical Specifications + Technical Offer</i> is attached to the Corrigendum.</p>
40	<p>Item #155 in the Technical Specifications (Router):</p> <ol style="list-style-type: none"> 1. Please specify the total amount and type of ports (10/100/1000, SFP, SFP+, Ethernet with POE, V35, Port serial WAN, E1/T1) and what total POE/POE+ capacity is needed. 2. Will you accept more than one device to cover full set of ports and functionalities? 	<p>Question 1: SFP-based ports - 4</p> <p>Question 2: No.</p>
41	<ol style="list-style-type: none"> 1. Does the Contracting Authority have a Microsoft Authorization Number (or Public Customer Number), so we could quote you the prices offered by Microsoft for supranational and governmental institutions? 2. And what is the Microsoft Authorization Number (or Public Customer Number) of the Contracting Authority, if it has it? 	<p>Question 1: All EUAM Microsoft licenses are under the existing Microsoft Enterprise Agreement between Microsoft and EUAM Ukraine. Please note that Microsoft licenses for EUAM internal needs are not planned to be acquired within this Framework contract.</p> <p>Question 2: Microsoft software purchased under this contract will be donated further on to the public institutions of Ukraine.</p>