



CONTRACTING AUTHORITY’S CLARIFICATION NOTE n. 2

Publication ref.: **EUAM-26-07**

TENDER FOR SUPPLY FRAMEWORK CONTRACT “Supply of IT Equipment and Software for EUAM Ukraine”

No	Question	Answer
Technical questions:		
1	Item 1.1.3 - We would like to ask if computers equipped with 700W power supply will be accepted? It will allow Us to offer cheaper PC equipped with slightly less wattage PSU, yet still powerful and effective for the desired configuration needs.	Given the cumulative power take of the Item 1.1.3 components the minimum 750W power supply capacity is fully justified and will not be reduced. Thus, the computers equipped with 700W power supply will not be accepted as compliant.
2	Items 1.3.1, 1.3.2, 1.3.3, 1.3.4, 1.3.5, 1.3.6, 1.3.7, 1.3.8 - We would like to ask if computers equipped with QWERTY US keyboards will be accepted? Differences between QWERTY US and QWERTY UK layouts are very little, however, QWERTY US is a much more popular standard worldwide.	As per the requirements of the Technical Specification for the items 1.3.1, 1.3.2, 1.3.3, 1.3.4, 1.3.5, 1.3.6, 1.3.7, 1.3.8, the requested type of keyboard layout was “ <i>Qwerty EN</i> ”, thus QWERTY US layout is fully compliant and will be accepted as compliant.
3	Item 1.3.1 - We would like to ask if computers equipped with 16” display will be accepted? Many producers in their actual product lines replaced both 15,6 and 17,3” screens with 16” ones.	16” display or larger will be accepted as compliant for the Item 1.3.1.
4	Item 1.3.2 We would like to ask if computers equipped with 56 Wh battery will be accepted? The difference wouldn’t be noticeable by an user, but will allow Us to offer more suitable product for this position.	Seen the degradation rate of a lithium-ion batteries, the initial battery capacity requirement of not less than 60 Wh is fully justified and will not be reduced. Thus, computers equipped with 56 Wh battery will not be accepted as compliant.
5	Item 1.3.4 - We would like to ask if computers equipped with 1 × USB Type-A (5 Gbps) (and 3x physical USB-C ports) will be accepted? Many producers in their newest product lines replaced some of the outdated USB-A ports with newer USB-C standard.	The minimum port configuration requirement for Item 1.3.4 remains not less than 2 × USB Type-A ports, as specified in the technical specifications, but will accept 1 × USB-A and 3 × USB-C ports as proposed in the question, if the offer includes at least one adapter from USB-C to USB-A.
6	Item 1.3.6 - We would like to ask if computers equipped with Intel Core Ultra 200 series CPUs will be accepted? This series is just one generation before the newest (Intel Core Ultra 300 series), and is still fully supported.	Computers equipped with Intel Core Ultra 200 series CPUs will not be accepted as compliant due to the failure to meet multi-threading performance thresholds. Given the overall potential lifetime of the FWC (1+1+1+1 years), the newest currently available generation is required to future-proof this item.

7	<p>Item 3.1.1 - We would like to ask if monitors equipped with:</p> <ul style="list-style-type: none"> - 23,8" display - scanning frequency 50–76 Hz vertical and 30–94 kHz horizontal <p>will be accepted? The 23,8" diagonal is typical for a FullHD 16:9 displays, while a bit higher minimal scanning frequencies wouldn't be noticeable by a user.</p>	<p>The monitors equipped with:</p> <ul style="list-style-type: none"> - 23,8" display and - scanning frequency 50–76 Hz vertical and 30–94 kHz horizontal <p>will be accepted as compliant.</p>
8	<p>Item 3.1.3 - We would like to ask if monitors equipped with not hardware, but in-OSD KVM Switch will be accepted? It's a fully equivalent solution.</p>	<p>Monitors equipped with not hardware, but in-OSD KVM Switch will not be accepted as compliant.</p>
9	<p>Item 3.1.4 - We would like to ask if monitors equipped with:</p> <ul style="list-style-type: none"> - native contrast ratio 2000:1 - 1x HDMI 2.0 - integrated stereo speakers 4 × 3 W <p>will be accepted? These changes will allow Us to offer more suitable product for this position.</p>	<p>The monitors equipped with:</p> <ul style="list-style-type: none"> - native contrast ratio 2000:1; - 1x HDMI 2.0; - integrated stereo speakers 4 × 3 W; will not be accepted as compliant. <p>The criteria set in the Technical Specifications (VA panel, ≥ 4000:1 contrast ratio, HDMI 2.1, 100+ Hz) represent the current industry standards for 2025–2026. Given the overall potential lifetime of the FWC (1+1+1 years), the newest currently available parameters are required in order to futureproof this item.</p>
10	<p>Item 4.1.3 - In the already deployed Cisco Catalyst 9300L/9300 Series models, Layer 3 routing functionalities are available through different license tiers. One license provides basic Layer 3 routing capabilities, while another enables full advanced Layer 3 routing functionalities and protocols.</p> <p>Please specify the minimum required Layer 3 routing protocols and functionalities that the proposed switch must support in order to comply with the technical requirements.</p>	<p>The license providing basic Layer 3 routing capabilities would be sufficient and will be accepted as compliant.</p>
11	<p>Item 4.1.4 - In the already deployed Cisco Catalyst 9300L/9300 Series models, Layer 3 routing functionalities are available through different license tiers. One license provides basic Layer 3 routing capabilities, while another enables full advanced Layer 3 routing functionalities and protocols.</p> <p>Please specify the minimum required Layer 3 routing protocols and functionalities that the proposed switch must support in order to comply with the technical requirements.</p>	<p>The license providing basic Layer 3 routing capabilities would be sufficient and will be accepted as compliant.</p>
12	<p>Item 3.1.1 - please confirm that you will accept a display with scanning frequency ranges of at least 48–144 Hz (vertical) and 30–160 kHz (horizontal) as it meets all other technical requirements.</p>	<p>Yes, display with scanning frequencies of at least 48–144 Hz (vertical) and 30–160 kHz (horizontal) meeting all other technical requirements will be accepted as compliant.</p>
13	<p>Item 3.1.2 - we would like to clarify that leading manufacturers currently do not offer professional displays that natively combine a 1500:1 contrast ratio, 350 cd/m² constant brightness, integrated speakers, and a physical DisplayPort 1.4 input alongside two HDMI 2.1 ports. In current-generation professional 120Hz displays, USB-C (DisplayPort Alt Mode) is commonly used to provide DisplayPort functionality as the primary video input interface. In connection with the above, please confirm whether monitors without a physical DisplayPort input, using USB-C (DisplayPort Alt Mode) for video connectivity, may be considered compliant with the requirements and also meets all other technical requirements under Item 3.1.2.</p>	<p>Monitors without a physical DisplayPort input, using USB-C (DisplayPort Alt Mode) for video connectivity, will be accepted as compliant, as long as all other minimum requirements are met or exceeded.</p>

14	Item 3.1.4 - would you also accept display that meets all the requirements but with external speakers.	Display(s) with external speakers will not be accepted as compliant
15	Item 5.3.1 – you are requesting a flatbed scanner with ADF functionality. Will Epson WorkForce DS-800WN meet the criteria?	No, Epson WorkForce DS-800WN will not be accepted as compliant., as it has no flatbed, only ADF functionality.
16	Lot 3 Item 48 - you are requesting a server; however, you are providing 0 technical specifications. Please update this item with solid requirements which must be met, for example CPU family like Xeon Gold, Silver, Platinum, Hard drive GB capacity, and other features.	Technical specifications clarification: Server; rack-mounted; equipped dual processors of enterprise class (with launch date no earlier than Q1 2023 minimum 24 active cores and minimum 2.0 GHz base frequency); memory not less than 512 GB RAM; storage based on NVMe or equivalent high-performance SSD not less than 10 drives of enterprise grade minimum 1.5 TB each; Dual, Redundant , Hot-Plug Titanium Power Supply; Networking: 2 x 1 Gb ports LAN on motherboard and 4 x 10/25GbE SFP28 ports; hardware security features such as TPM 2.0 or equivalent; enterprise support service not less than 5 years including on-site intervention; compatible with standard server operating systems including Windows Server or equivalent.
17	Lot 3 Item 9 – The specification requires a ceiling microphone array with coverage of at least 10 × 10 m. Based on our market analysis, comparable ceiling microphone arrays typically provide a maximum specified coverage of approximately 9 × 9 m. Could you please confirm whether solutions with a smaller specified coverage area are acceptable, provided that the required speech intelligibility and functionality are fully achieved within the intended application area?	The ceiling microphone array providing the coverage of approximately 9 × 9 m, provided that the required speech intelligibility and functionality are fully achieved within the intended application area, will be accepted as compliant.
18	Lot 3 Item 12 – The specification requires a network loudspeaker with, among other features, a minimum SPL of 100 dB, integrated DSP functions, AEC (or equivalent), support for at least 10 audio channels, and at least 2 inputs and 1 output. Could you please clarify whether these requirements must be met by each individual loudspeaker, or whether the required functionality may be provided by centralized audio/DSP components within the overall system? Additionally, please clarify the intended use case for the requirements of 2 inputs, 1 output, support for 10 audio channels, and 100 dB SPL per loudspeaker, as these features are not commonly required for network loudspeakers in conference room applications. Could you also confirm that technically equivalent solutions with minor deviations in these specifications are acceptable, provided that the required speech intelligibility, audio performance, and intended system functionality are fully maintained?	The technical specifications of item 12 of Lot 3 describe one network loudspeaker. The intended use case is not part of the technical specification. Technically equivalent solutions with minor deviations in these specifications will not be accepted as compliant.
19	Lot 3 Item 24 – The specification requires a dynamic microphone for speech applications with a frequency response of at least 20 Hz–20 kHz. Could you please clarify the intended use case for this requirement, as such a frequency range is not typically specified for dynamic microphones used in speech reinforcement and conferencing applications. Could you also confirm that technically equivalent dynamic microphones with a speech-optimized frequency response are acceptable, provided that the required speech	Technically equivalent dynamic microphones with a speech-optimized frequency response, (provided that the required speech intelligibility and compatibility with the proposed conference and portable systems are fully ensured), will be accepted as compliant.

	intelligibility and compatibility with the proposed conference and portable systems are fully ensured?	
20	<p>Management Interface - The specification requires compatibility with browser-based configuration and management interfaces (HTML5 or equivalent). Could you please confirm whether dedicated Windows/macOS management software and centralized monitoring/management platforms are also acceptable, provided that all required configuration, monitoring, and administration functions are fully available? Furthermore, please confirm that the type of management interface (browser-based vs. software-based) will not be evaluated, provided that all required functionality is fully met.</p>	<p>The specifications requirements in regards with the compatibility with browser-based configuration and management interfaces (HTML5 or equivalent) are mandatory. Dedicated Windows/macOS management software and centralized monitoring/management platforms can be accepted only in addition to browser-based configuration. The type of management interface (browser-based vs. software-based) will be evaluated.</p>
Administrative and legal questions:		
1	<p>The tenderer must provide documentary evidence confirming the availability of official service maintenance for the proposed equipment within Ukraine. Such evidence must be issued by the manufacturer or an official distributor and may take the form of an authorization letter, certificate, or agreement ensuring the proper fulfillment of all warranty obligations. Such letters, certificates or agreements shall be submitted as annexes to the tender submission form.</p> <p>We would appreciate clarification regarding this requirement. Specifically, could you please confirm whether the bidder is expected to provide such authorization letters, certificates, or agreements from each individual manufacturer/vendor whose equipment is included in the offer?</p>	<p><i>The required evidence must cover all proposed equipment. It can be submitted either individually for each brand or combined in a single document (e.g., from an official distributor) covering multiple items. Both approaches are acceptable.</i></p>
2	<p>Would you consider a “documentary evidence confirming the availability of official service maintenance for the proposed equipment within Ukraine” a list of links to Manufacturers’ web sites (or printouts), specifying the availability and addresses of such official service maintenance partners throughout the country. It is generally a fact that maintenance partners are generally different from equipment delivery partners, and as such an authorization letter from the manufacturer to the candidate for ensuring the proper fulfillment of all warranty obligations is not a suitable proof without specifying the maintenance partner network.</p>	<p>No, website links or printouts are not sufficient. An official confirmation (letter, certificate, or agreement) is strictly required to prove that the supplied equipment will have official warranty support and service maintenance within the territory of Ukraine.</p>

The present Clarification Note n. 2 forms an integral part of the Tender Dossier and is obligatory for consideration of tenderers while preparing their tenders.