



Barcelona, July 9, 2024

## **ANSWERS TO QUESTIONS**

### **Microsoft365 and Adobe Acrobat licenses - 15 - PRO513LAD-2024**

With reference to the above-mentioned procedure, please find below the answers to the questions posed by the interested companies:

#### **REQUEST FOR CLARIFICATIONS Nr. 1 (dated Tuesday 02/07/2024 11:03)**

**Question 1:** *Is the tender for the renewal of existing services, or is it for the subscription of new licenses that will be added to the existing ones?*

**Answer:** Both, the tender is for the subscription of new licenses and also to renew the existing ones.

**Question 2:** *In the document Anex II&III technical offer, I believe it is requested to offer 24/7 support service for critical incidents. Can you confirm if this is an essential requirement for the tender?*

**Answer:** We can confirm that providing 24/7 support service for critical incidents is indeed an essential requirement for the tender for items 1 to 4.

**Question 3:** *It is stated that the proposal should include the configuration, commissioning, and verification of the licenses' functionality, but in the economic offer section, there is no specific space for the service prices. Do you want the technical service to be included in the subscription prices?*

**Answer:** All related costs, including the configuration, commissioning, and verification of the licenses' functionality, should be included in the cost per item.