

Clarification Question	IHREC Response
We respectfully request clarification regarding an inconsistency in the stated commencement and renewal dates for the Adobe Creative Cloud licenses: 1. Section 1.2 (Summary of Goods) states that the contract for both Acrobat Pro (44 licenses) and Creative Cloud (6 licenses) will commence on 19th September 2026, with Creative Cloud licenses (VIP Agreement 8CC9B4B6C556E3AA4DBA) due for renewal on 13th January 2027. 2. Appendix 1 (Requirements and Specifications - Background) states that the renewal for the 6 x Adobe Creative Cloud licenses is for the period of 14/01/2026 to 13/01/2027. Because the period stated in Appendix 1 (14/01/2026 to 13/01/2027) predates the contract commencement date of 19th September 2026, could the Contracting Authority please confirm: • The exact intended license coverage period for the 6 x Adobe Creative Cloud licenses under this contract. • Whether the Creative Cloud license costs to be submitted in Appendix 2 (Pricing Schedule) should cover the 12-month period from 19/09/2026 onwards or align with the existing anniversary date of 13/01/2027 (pro-rated accordingly).	Many thanks for pointing this out. This is an error on our part in the RFT document, please accept our apologies for this oversight. In relation to the first question posed, the correct date for the Creative Cloud renewal (6 licences) is from 14/01/2027 to 13/01/2028. In relation to the second question, the Creative cloud licence renewal should align with the existing anniversary date of 13/01/2027 (pro-rated accordingly).
The tender lists two different agreements with different dates. Do you require both agreements to remain separate or do require consolidation? If consolidation is preferred, the Creative Cloud licenses will obtain a prorated cost from Jan 2027 to	The contracting authority requires the two existing Adobe VIP agreements to remain separate and does not require consolidation. The Adobe Creative Cloud licences should remain aligned with the existing Creative Cloud VIP anniversary date and the Adobe Pro licences should

September 2007. Thereby, you'll qualify for a higher Adobe discount in September 2027 if the minimal order qty is 50. Please advise.	reman aligned with the existing Acrobat Pro VIP anniversary date. Both licence requirements will be managed under the single contract arising from this competition.
We refer to Appendix 1, Award Criterion B ("Product Support of Adobe Software"), and to Schedule D of the Goods Contract at Appendix 5. Criterion B states that "Product support for Adobe software will be required (Acrobat Pro, Creative Cloud or other software as required)", and requires a dedicated support email to contact "if issues arise with the Adobe software or with the Adobe licenses". It further asks Tenderers to outline "what the incident/request progression is outside of Level 1/Helpdesk response". Read together, these passages distinguish support for the licences from support for the software itself, but the RFT does not state where the successful Tenderer's responsibility for the latter begins and ends. In addition, Schedule D (Service Levels) is not populated in the RFT, while clause 11.B(4) of Schedule A obliges the Contractor to "comply with the service levels and performance indicators set out in Schedule D". Tenderers therefore have no stated baseline against which to scope, resource and price this criterion. So that all Tenderers price the same service, we would be grateful if the Contracting Authority could confirm the following: 1. Functional support on the applications. Is the successful Tenderer expected to provide functional support on the Adobe applications themselves (for example, an end user unable to apply a digital signature in Acrobat Pro, a PDF rendering or accessibility-tagging fault, or a usage question on a Creative Cloud	IHREC seeks support for the provision and management of Adobe licences as well as support for any issues arising with the Adobe software. The successful tenderer's responsibility for the software begins and ends with troubleshooting and addressing any issues as they arise and liaising with IHREC in relation to same. 1. The successful tenderer will be expected to provide functional support on the Adobe applications themselves as required. 2. IHREC does not have an internal Level 1 helpdesk for its staff who use Adobe. We are a small ICT team who has outsourced some services. The successful tenderer is expected to engage directly with IHREC's ICT team if any issues arise in relation to IHREC's 50 licenced end users. 3. Yes, it is limited to the Adobe products drawn down under the two VIP agreements. It is not intended to extend beyond Adobe products. 4. IHREC ICT are the administrators for the Adobe Admin Console (i.e. assigning/deleting licences as needed). Technical configuration of Adobe software lies with IHREC's Central Government services provider, the OGCIO (Office of the Government Chief Information Officer).

application), or is the Tenderer's obligation to act as the single point of contact who receives, triages and owns such issues through to resolution, managing escalation to Adobe under the Contracting Authority's VIP agreements where the fix lies with the vendor?

2. Level 1 boundary. Criterion B asks for the incident progression "outside of Level 1/Helpdesk response". Please confirm whether the Contracting Authority retains its own internal Level 1 helpdesk for its users, and at which point the successful Tenderer is expected to engage: directly with the Commission's approximately 50 licensed end users, or as escalation from the Commission's IT function acting as the nominated point of contact.

3. "Or other software as required". Please clarify the intended boundary of this phrase. Is it limited to further Adobe products drawn down under the two VIP agreements during the Term, or is it intended to extend beyond Adobe products?

4. Deployment, configuration and administration. Please confirm which of the following fall within the required support, and which remain the responsibility of the Contracting Authority's own IT function:

(a) packaging and deployment of the Adobe clients to Windows 11 Enterprise endpoints, including via Microsoft Intune or Configuration Manager;

(b) administration and configuration of the Adobe Admin Console;

(c) identity configuration, including federated or single sign-on and directory integration;

(d) diagnosis of client-side installation, update or licensing-activation failures occurring on Commission devices.

5. IHREC as the Contracting Authority will adopt the service levels proposed by the successful tenderer in its Tender. Please refer to the award criteria which makes reference to required service levels etc.

6. Remote delivery is acceptable for the full scope of this Tender.

5. Service levels and Schedule D. Given that Schedule D is not populated, does the Contracting Authority intend to (a) issue target response and resolution times per incident priority before the Tender Deadline, or (b) adopt the service levels proposed by the successful Tenderer in its Tender as the content of Schedule D on award? Confirmation would allow Tenderers to offer commitments they can be held to, rather than commitments against an unstated baseline. 6. Place of delivery. Please confirm whether any element of the required support is expected to be delivered on site at the Commission's offices, or whether remote delivery (email, telephone and remote session) is acceptable for the full scope.	