

## Clarification Note #9

EUSPA internal reference: 321754

**Procurement procedure: EUSPA/OP/16/25 (EUSPA/PRG/2026/OP/0003)**

**Title: 'Administrative support services to EUSPA'**

**Question #50:** The Tender Specifications define the service categories, minimum experience requirements for key personnel and estimated service volumes (man-days/FTE). However, we did not identify any requirement specifying the expected distribution of junior, mid-level and senior profiles. Could the Contracting Authority please confirm whether the tenderer is free to determine the mix of junior, mid-level and senior service providers, provided that the minimum qualification and experience requirements are met?

**Answer #50:** The Contracting Authority confirms that the procurement documents do not prescribe any segregation of the profiles of the service providers in junior, mid-level and senior profiles. Tenderers are to propose a service teams, compliant with the the requirement set out in the procurement documents are complied with.

**Question #51:** If available, could the Contracting Authority share indicative information from the previous or similar contracts (e.g. the predecessor contract), such as examples of the profiles typically requested or an approximate seniority distribution of service providers used under such administrative support services?

**Answer #51:** See Clarification Note #9 Question #50 (87810 in F& portal) and Clarification Note #6 Question #19B (86280 in F& portal).

**Question #52:** Could the Contracting Authority provide indicative benchmark salary levels for comparable administrative support profiles currently engaged at EUSPA or under similar EU agency service contracts (e.g. administrative assistant, administrative officer, document management support, travel/mission support roles), in order to help tenderers propose realistic and sustainable cost structures? Finally, could the Contracting Authority confirm whether the remuneration of service providers is entirely determined by the contractor (subject to applicable labour law), or whether the Contracting Authority expects alignment with the remuneration levels applied to comparable roles within EUSPA?

**Answer #52:** Indeed, the remuneration of the services providers is to be entirely determined by the contractor. The Contracting Authority is not in a position to provide benchmark salary levels for comparable administrative support profiles provided by external contractors as this information is commercial in confidence and it is not in the availability of the Agency. Tenderers are responsible for preparing their own costing and for proposing realistic and sustainable prices in accordance with the Tender Specification and all applicable law.

Payments made by Contracting Authority under the framework contract and specific contracts are payments for the provision of service and shall not be understood as salary payments or salary replacement.

**Question #53:** For Lot 2, could the Contracting Authority confirm that Facility Security Clearance (FSC) is not required for the company as EU classified information is not processed or stored at the contractor's premises (all work involving EUCI is performed at EUSPA premises). Security requirements are therefore limited to personnel security clearance (PSC), designation of a Local Security Officer (LSO), and adherence to the Security Aspects Letter (SAL). Please confirm.

**Answer #53:** The Tender Specifications for Lot 2 expressly require, the appointment of a LSO, the possession of the required PSC by the relevant service providers, and compliance with SAL. The Tender Specifications do not establish FSC as a standalone selection requirement for all tenderers. However, the Contracting Authority cannot provide a general confirmation that FSC is not required in all cases (one such case is mentioned in section 10.1.3. of the Tender Specifications, 6<sup>th</sup> paragraph: *"It is important to note that, in some EU Member States, the competent national authorities may require companies to possess a Facility Security Clearance (FSC) before issuing PSCs for their staff"*). Tenderers remain responsible for ensuring compliance with all applicable national security requirements and with the contractual security framework.

**Question #54:** Section 5.2 of the Tender Specifications requires that at least 20% of the services under Lot 1 are subject to competitive subcontracting outside the group. Given that the services under Lot 1 consist predominantly of labour-based administrative support delivered through embedded staff at EUSPA premises, could the Contracting Authority clarify how it expects this requirement to be implemented in practice? In sectors such as satellite engineering or technology development, such a requirement is logical and feasible because large technical work packages can be subcontracted. However, in the present case the services consist mainly of personnel working on-site and the majority of the man-day rate represents labour costs. How the Contracting Authority expects tenderers to structure such competitive subcontracting in the context of labour-based administrative support services delivered on-site?

**Answer #54:** See Clarification Note #5, Question #20 (86281 in F&T portal), Clarification Note #7, Question #41 (86788 in F&T portal) and Question #42 (86789 in F&T portal). For ease of reference, the Contracting Authority recalls that the requirement under Section 5.2 of the Tender Specifications applies to prime contractors irrespective of their size, and the award criterion Q3 assesses the quality and maturity of the tenderer's plan to achieve the Supply Chain target or, where applicable, the robustness of the justification for derogation. As set in section 5.2 of Tender Specifications, the Contracting Authority does not prescribe a single

implementation model. It is for each tenderer to define and clearly describe in its tender which parts of the activities it intends to subcontract, the level of subcontracting for each task, the competitive tendering performed, and the proportion of each subcontracted task in relation to the Total Tender Price.

**Question #55:** As temporary staffing services are licensed in several countries stated in the tender document where service providers are required to work, should we submit information about licensed subcontractors now or is it required during the implementation phase?

**Answer #55:** See Clarification Note #3, Question #8 (85999 in F&T portal), Question #9 (86001 in F&T portal), and Clarification Note #6 Question #29 (86633 in F&T portal). For the avoidance of doubt, the procurement documents under section 5.1 of the Tender Specifications distinguish between subcontracting and use of workers hired out by a temporary employment undertaking or placement agency. Under this section, the latter is not considered subcontracting.