

CLARIFICATION No 1
Related to tender No. GSA/OP/09/14 – “General ICT Support”

Question:

We need to know the share of each individual sites (UK, France, Czech rep.) on total supplies... We suppose most of the deliveries will be implemented in Prague but what about Saint-Germain-en-Laye and Swanwick? We need this info to consider if we can provide all required services ourselves or if we have to find some local subcontractor. And to calculate our offer prices.

Answer:

The majority of services shall be provided in Prague. GSA supposes that there shall be a Helpdesk Operator working permanently in France. Any IT Specialist could be demanded to provide services anywhere in Europe. The presumed scope of services during one year is described in Table G included in ANNEX I.I to the Tender Specifications “Template Financial Offer relating to the Award Stage”.

Please note that all above mentioned data are mere estimation based on the current situation; these data are not binding for the GSA and shall be modified in accordance with GSA’s needs. The exact scope of required services shall be described in Specific Contracts signed during the period of duration of the Framework Service Contract.