

**CLARIFICATION No 3**  
**Related to tender No. GSA/OP/09/14 – “General ICT Support”**

All clarifications relate to Section 3.3.2 of the Tender Specifications, "Financial Award Criteria" and Annex I.I, "Template Financial Offer relating to the Award Stage".

**Question 1:**

We understand the "total tender price (TTP)" in section 3.3.2 corresponds to the content of the cell "Total Tender Price" in Table G of Annex I.I. Please confirm our understanding is correct.

**Answer 1:**

YES

**Question 2:**

We understand the 100% of the values in table G on Annex I.I are calculated from the values in tables A to F of Annex I.I. Please confirm our understanding is correct

**Answer 2:**

YES

**Question 3:**

Table G, value in row 2, "Helpdesk Operator in Prague", could you please specify how we should calculate this value from the values in tables A to F?

**Answer 3:**

Please use the following formula:

*(Value from Table B1, row 1, last column + Value from Table B3, row 1, last column) \* 220*

i.e. long-term daily rate of Helpdesk Operator plus applicable daily mission costs in Prague multiplied by 220 days (= presumed number of working days during one year)

**Question 4:**

Table G, value in row 3, "Helpdesk Operator with System Administration skills in St Germain-en-Laye, France". We do not see this profile in Tables A to F, could you please specify how we should calculate this value from the values in tables A to F?

**Answer 4:**

Please use the following formula:

*(Value from Table B1, row 1, last column + Value from Table B3, row 2, last column) \* 220*

i.e. long-term daily rate of Helpdesk Operator plus applicable daily mission costs in France multiplied by 220 days (= presumed number of working days during one year)

We presume the same price for any Helpdesk Operator, no difference between profiles with special additional skills.

**Question 5:**

Table G, value in row 4, "System administrator in Prague", could you please specify how we should calculate this value from the values in tables A to F?

**Answer 5:**

Please use the following formula:

*(Value from Table B1, row 3, middle column + Value from Table B3, row 1, middle column) \* 120*

i.e. medium-term daily rate of System Administrator plus applicable daily mission costs in Prague multiplied by 120 days (= presumed number of requested working days during one year)

**Question 6:**

Table G, values in rows 5 and 6, "System specialist – (Junior and Senior) System Centre Service Manager 2012 ". We do not see these two profiles in Tables A to F, could you please specify how we should calculate these values from the values in tables A to F?

**Answer 6:**

Please use Table B1, row for Senior or Junior Specialist in Microsoft Technology (same price for all possible technologies).

**Question 7:**

Table G, value in row 7, "IT Security Specialist". We understand this value is calculated from table B1, row "IT Security Specialist", column 1 "Short Term", multiplied by the number of days (20). Please confirm our understanding is correct.

**Answer 7:**

YES

**Question 8:**

Table G, value in row 8, "Application Maintenance Service.....". We understand this value is calculated from table B1 for each profile, multiplied by the addressed number of days per month, multiplied by 12 months, multiplied by the coefficient in table D. Please confirm our understanding is correct.

**Answer 8:**

YES

**Question 9:**

In order to avoid different interpretations and possible clerical errors, we would propose, if feasible, if the GSA provides the Annex I.I in excel format, with calculated and protected values for Table G.

**Answer 9**

The above given answers should sufficiently clarify the situation.

**Question 10**

We understand there are a number of prices in tables A to F which are not used in table G (e.g. prices for webmaster profile, prices in UK, among others), so they will not be taken into account in the Total Tender Price in the award stage. If this is correct, how will the GSA compare the differences among tenderers for these "not-used" prices?

**Answer 10**

Table G includes an example of a typical specific contract for one year that is based on our previous experience. Please note that it is still mere estimation and the requested scope of services could be different in the future.

The actual use of the services not included in table G is highly unpredictable; it is very difficult to estimate any quantities. Therefore, we do not want to evaluate them in the example of a typical specific contract. However, the proposed prices should be proportionate to the others. The prices should be quoted in order to provide a complete service pricelist for the framework contract.

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