

**CLARIFICATION No 4**  
**Related to tender No. GSA/OP/09/14 – “General ICT Support”**

ANNEX I.K "The specialist must be available"

Question:

How to prove specialist availability, for which timeframe specialists required (working / non-working hours)?

Answer:

This is related to the “On-call standby ICT Specialists service” where the requested work must be executed by one of the pre-identified persons as explained in the footnote.  
Details about this service are in section 3.1.2 of Annex I.D.

ANNEX I.K 3.2.1 Specialist request procedure

Question:

Is the selection procedure part of the RFP or this is ongoing process?

Answer:

This is not part of the Open call for tenders, the process will be applied during the contract execution.

ANNEX I.H

Question:

Is it required to "officially verify" supporting documents e.g. Microsoft Partnership

Answer:

No

ANNEX I.I Table F

Question:

Offsite means not working on the GSA premises?

Answer:

Correct, offsite = not from GSA premises

ANNEX I.I Table F

Question:

"Corrective Maintenance on developed application" Does it mean to repair found problems with application ("warranty")? Does it mean that this service covers only applications developed by the tenderer?

Answer:

In this case (for the purpose of the price simulation) we assume an application developed by the Tenderer. Corrective maintenance means fixing non-compliances with the specifications discovered after the official acceptance of the product during the specified time period even after the expiry of the warranty.

However, to be precise, in general, the Tenderer may be and will be requested to provide maintenance even for applications developed by other GSA suppliers. The pricing for such a service will be agreed in the corresponding specific contracts.

#### ANNEX I.I Table B3 "Travel, accommodation and daily subsistence allowance costs"

Question:

This table shall contain costs related to travel (travel, per diem, accommodation) only or as it is described - "travel costs and the daily rates" it shall contain expenses and consultant's daily rate? We presume to fill travel related costs only.

Answer:

Table B3 shall not include the daily rates for work.

#### ANNEX I.L

Question:

Is it required to submit draft of this annex? We presume that this annex will take a place in contractual part of the RFP.

Answer:

This Convention must be signed before the staff of the Tenderer gets remote access to GSA systems. Since it is mandatory to follow rules included in the Security Convention during the provision of services to the GSA, in your tender you must confirm your acceptance of the text in the Annex I.L (please see Annex I.D, part 5 "Desired Content of the Technical Offer", point 13).

#### ANNEX I.D

Question:

Contractor shall provide service either remotely or onsite - does it mean that no physical presence onsite required for full time in France / UK? Is the intervention good enough?

Answer:

The Contractor cannot choose one or the other. Physical presence in any GSA site may be required by the GSA. It will definitely be required for Saint-Germain-en-Laye. .

#### ANNEX I.D 3.1.3

Question:

Is the full time onsite presence of purchasing person required?

Answer:

Not at all, the purchasing service is expected to be provided by people working from Contractor's premises.

ANNEX I.D

Question:

Is it required to provide backup media set pickup in FR / UK or is it optional?

Answer:

The Tenderer must guarantee the pickup in any of the 3 main GSA sites. However, the actual service will be requested via the Specific contracts, therefore the activation of the service is optional for all sites.

ANNEX I 3.2.1

Question:

Mentioned required turnover 500.000 EUR is for which period? (past fiscal year / past 3 years)

Answer:

The amount is for one fiscal year.

--end of document --