

**CLARIFICATION No 5**  
**Related to tender No. GSA/OP/09/14 – “General ICT Support”**

Annex I.H      Criterion 1

Question:

How do you expect us to explain the quality of the services? Is it enough to provide quality certification?

Answer:

The quality of services will be assessed on the basis of the information contained in the offer. The tenderers should include all relevant supporting information like certifications, description of methodologies, staff training policy etc.

Annex I.H      Criterion 3

Question:

How do you expect us to explain the quality of the portfolio? What criterion will be used to give the points in this part?

Answer:

The portfolio means in this case the range of products and technologies covered by the Tenderer. The quality of the portfolio means again the available certifications, training and development plans, relevant experience etc.

Annex I.L

Question:

Do we have to include Annex I.L? In what envelope?

Answer:

Annex I.L should not be submitted as a part of a tender; however, 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 II

Question:

Do we have to include Annex II? In what envelope?

Answer:

Annex II should not be submitted as a part of a tender.

Annex I.J

Question:

Do we have to include Annex I.J? In what envelope?

Answer:

Annex I.J should not be submitted as a part of a tender.

Annex I.K Section 3.1.2

Question:

Can you please explain the requirement "1-hour on-call intervention"? Does it mean that the intervention is expected to happen within the following hour after the call?

Answer:

Please see annex I.D, section 3.1.2 for the description of the intervention.

"1-hour" means that the intervention should start at the latest 60 minutes after the request.

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