



CLARIFICATION NOTE # 1

Relating to Procurement Procedure GSA/OP/05/15 – Provision of Quality Management Services to the GSA - 2 Lots

Question no. 1: Could you please give us an estimate of the volume per year of short term provisions request (1 week and 2 months) for Lot 1 and Lot 2?

Answer: The GSA would like to recall that the request for short-term services shall only be applicable to the Junior Quality Technician (henceforth “JQT”). However, the needs of the GSA are different for the two lots.

In this sense, in the scope of Lot 1, the GSA is unable to advance at this point with an estimation on the volume at which it may request short-term provision of JQT services, since those will largely depend on the on-going needs of the GSA. However, it is expected that the GSA will request a JQT in the first year of the Framework Contract from the Kick-Off of the Framework Contract until the end of December 2015. For the remaining years of the contract term, requests will depend on the volume of work.

Regarding Lot 2, in the first year of the Framework Contract the GSA intends to request a JQT from the Kick-Off of the Framework Contract until the end of December 2015. For the remaining years of the contract term, the GSA is likely to request a JQT for a duration of 12 (twelve) months per remaining full contract year.

Nonetheless, the GSA would like to stress that such needs may be subject to alteration and that, as stated in section 2.3.1 of the Tender Specifications for both Framework Contracts (i.e. GSA/OP/05/15/Lot1 and GSA/OP/05/15/Lot2), the “[s]ignature of a Framework Contract imposes no obligation on the GSA to purchase. Only implementation of the Framework Contract through Specific Contracts is binding for the GSA”.

Question no. 2: Could you confirm that the following statement, on page 2 of Annex I.F.1, pertaining Lot 1, is correct: “To ensure this principle tenders which Price reference 2.1 multiplied by 8 equals or exceeds the quotation for price ref 2.2 shall be excluded from the tender”?

Answer: The GSA intends to be provided with a reduced rate for the provision of services for the two-month period, instead of a mere sum of one week quotations. Accordingly, the GSA confirms that the abovementioned statement is correct.

Question no. 3: Can you confirm the travel budget for Lot1: is it 3,000 euros or 6,000 euros? For how many missions?

Answer: The GSA confirms that the travel budget for Lot 1 is 6,000 EUR. The amount of missions shall be aligned with the available budget.



Question no. 4: In Annex I.F.2 the junior technicians are assumed to be present on site in GSA HQ, in Prague? Is this correct? Or should it read in St Germain en Laye?

Answer: The GSA informs that the price reference for the Junior Quality Technician for Lot 2 shall read the following: **“Provision of QM services at the level of one Junior Quality Technician with service availability from 9 am to 5:30 pm on every GSA workday present on site at GSMC Site in Saint-Germain-en-Laye, FR.”**

Question no. 5: Should the formula, presented in Annex I.F.2, “Total price tender X=price reference 1+ price ref 2.2 + 6000” also include price ref 2.1 in the calculation?

Answer: The GSA confirms that the formula presented for the total price of the tender is correct and that price 2.1 shall not be included in the calculation.

Question no. 6: Can you confirm the travel budget for Lot2: is it 3000 euro or 6000 euro? For how many missions?

Answer: The GSA confirms that the travel budget for Lot 2 is 6,000 EUR. The amount of missions shall be limited to the available budget.

Question no. 7: In the scope of Lot 1, Annex I.1 - Tender Specifications states in Section 2.3.3 (Volume of the Contract) that the annual allocated budget is €150,000 - €170,000 per year. For this budget, the GSA expects access to (at least) 3 Senior quality Technicians and 2 Junior quality Technicians. Is there a specific reason why such a large pool of consultants (compared to the mentioned budget) is expected? This would help understand the envisaged schedule of the support, such as e.g. parallel vs. serial tasks.

Answer: The GSA has requested potential Tenderers to provide the abovementioned number of CVs, for Lot 1, since the GSA considers that the provision of several CVs shall:

1. Result in a better and more sound assessment of the quality of the staff rendered by the Tenderer, which will allow the GSA to choose the best and most suitable support;
2. Provide the possibility of the Tenderer to provide replacement with expertise and experience equivalent to the respective staff at shortest possible notice, in the event of staff unavailability or in case the GSA considers that the quality of the proposed quality technician is not or no more compliant with the requirements of the Tender Specifications and/or the offer of the Contractor.

However, the GSA would like to emphasise that if the support is considered suitable, the GSA would prefer that said staff member continues to provide support to the GSA during the duration of the Framework Contract.

Question no. 8: In the scope of Lot 2, Annex I.2 - Tender Specifications states in Section 2.3.3 (Volume of the Contract) that the annual allocated budget is €400,000 - €420,000 per year. For this budget, the GSA expects access to (at least) 3 Senior quality Technicians and 2 Junior quality Technicians. Is there a specific reason why a pool of consultants of the same size as Lot 1 is expected, despite the significant difference in the budgets?

Answer: The GSA has requested potential Tenderers to provide the abovementioned number of CVs, for Lot 2, for the reasons comparable to the answer on Question no. 7 regarding Lot 1. The pool of consultants is not increased despite the larger contract volume since (i) the use of the senior consultant profile is in any case comparable whereas (ii) the pool of two junior consultant profiles is considered sufficient in view of flexibility and availability also for a higher demand, while it in view of Lot 1 also constitutes the required amount to achieve a minimum of flexibility.

Question no. 9: Is there an initial task or a minimum of contracted work, and what is its volume and duration?

Answer: The GSA considers that the initial tasks could be requested in accordance with the figures provided in the corresponding financial templates (i.e. Annex I.F.1 and Annex I.F.2).

However, the GSA would like to stress that such needs may be subject to alteration and that, as stated in section 2.3.1 of the Tender Specifications for both Framework Contracts (i.e. GSA/OP/05/15/Lot1 and GSA/OP/05/15/Lot2), the “[s]ignature of a Framework Contract imposes no obligation on the GSA to purchase. Only implementation of the Framework Contract through Specific Contracts is binding for the GSA”.

Question 10: When is the envisaged start date for the work?

Answer: The GSA envisages to have start the performance of the Tasks in mid-July/August, however again pointing out that this by no means constitutes a legal basis or a legitimate grounds of expectations for tenderers in view of conclusion of the Framework or any Specific Contract.

Question 11: Can the same pool of candidates be offered for Paris and Prague (i.e. for both lots)?

Answer: The GSA informs that the same pool of candidates can be offered for both lots. However, the Tenderers shall bear in mind that each Lot shall be evaluated separately.

Question 12: Annex I.1 - Tender Specifications, Section 2.3.2: Do GSA expect to provide separate working places for each contractor?

Answer: We interpret the question as relating to the quality support managers provided by the contractor under each Lot 1 and not to the contractors in the sense of the entity holding the contract(s) with the GSA. In the scope of Lot 1 of this procurement procedure, for the performance of tasks in the GSA's HQ, in Prague, each quality manager provided by the contractor shall have a separate working space.

In the scope of Lot 2 of this procurement procedure, for the performance of tasks at the GSMC site, in Saint-Germain-en-Laye, each quality manager provided by the contractor shall also have a separate working space.

Question 13: The tender specifications make reference to a number of internal GSA standards and European Commission standards. In order to deeper assess them and better prepare the technical response to the tender, a number of applicable documents would be appreciated. In particular related to:

- 1. Current status of the GSA Integrated Management System**
- 2. The European Commission's Internal Control Standards;**
- 3. GSA Security standards**
- 4. The European Commission Safety Management Standards**

Answer: Bearing in mind the clarification request presented above, the GSA would like to provide the supplementary data on following topics:

1. Current status of the GSA Integrated Management System – the GSA Integrated Management System consists of a current ISO 9001 certification, covering all activities of the agency, and the associated activities. Moreover, actions towards an ISO 27001 certification are under preparation. When defining requirements and processes frequent use is made of the ECSS standards; information on these standards is readily available from the standardisation bodies.
2. European Commission's Internal Control Standards – the Internal Control Standards are currently being implemented by other parts of the GSA. However please note that these aspects are not expected to play a significant role in the performance of the contract nor shall it have a significant weighting in the evaluation of the Tenderer's offer.
3. GSA Security Standards – the Security Standards are currently being implemented by other parts of the GSA. However please note that these aspects are not expected to play a significant role in the performance of the contract nor shall it have a significant weighting in the evaluation of the Tenderer's offer.



4. The European Commission Safety Management Standards – the Safety Management System is applicable to the GSA through the EGNOS programme but it is implemented mainly at subcontractor-level. However, please note that these aspects are not expected to play a significant role in the performance of the contract nor shall it have a significant weighting in the evaluation of the Tenderer's offer.

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