



Clarification Note #1

GSA internal reference: 247706

Procurement procedure: GSA/OP/12/18

Provision of Facility services for GSA HQ in Prague, Czech Republic

Question #1: Can you confirm if the Contract Manager and Deputy Contract Manager should have personal security clearance too?

Answer: It is not obligatory for the Contract Manager and Deputy Contract Manager to hold a security clearance certificate.

Question #2: With regard to the additional service of 'floor waxing', when should it take place, during or outside office hours? And if outside office hours is possible, is Saturday or Sunday acceptable?

Answer: The floor waxing service shall be performed only outside office hours, preferably in the weekends, and if possible by using fast drying technology.

Question #3: With regard to the waste disposal, does this task include the complete liquidation, destruction and transport of the waste or the Contractor will just collect all waste in one place and this waste will be transported/destroyed by a third party?

Answer: The common waste (including paper, plastic, glass) shall be collected within the GSA premises and transported to the basement containers only. Special waste, including dangerous waste, shall be transported and liquidated by the Contractor.

Question 4: With regard to special waste such as toners and electrical waste, who will be responsible for the disposal and related administration?

Answer: A special waste (e.g. electronics, tonners etc.) shall be collected, transported, and ecologically destroyed by the Contractor. The relevant administration shall be a joint process, with the GSA, by respecting internal GSA policy and common regulations.

Question 5: With regard to the volume of the waste, can you provide the monthly volume, and if possible estimated by each category?

Answer: The estimated monthly volumes are:

- for common waste: 1,500kg,
- for paper: 100kg,
- for plastic: 50kg.

For special waste, the yearly estimated volume is 500kg.

Question #6: Can you provide us with instructions on the treatment method of the wooden floor in the social room and of the leather sofa?

Answer: The wooden floor might request special techniques and treatment as natural waxes or hand polishing. For leather sofas, GSA is not aware of any special treatment. The future Contractor is requested to follow the relevant recommendations of the floor/furniture supplier or producer in order to prevent damages or functionality malfunction. The GSA shall provide necessary more details information to the Contractor during the contract implementation.

Question #7: Can you confirm that the Contractor will carry out the machine cleaning on the ground floor only?

Answer: A machine cleaning (meaning marble lobby floors cleaning and polishing) shall be required only on the ground floor and occasionally on the basement floors. The rest of the building has mainly carpets on floors and vacuum cleaners shall be used.

Question #8: With regard to the external and internal windows cleaning, in the tender specification you request for the service "at least every 4 months" (par. 2.6.2.2) whereas in Annex I.C ('Template Financial Identification Form) you make reference to "twice a year"; can you explain if some glass surfaces will be cleaned three times per year and others twice a year?

Answer: The tenderer should refer to the Tender Specifications for the frequency of this additional service (i.e. 'at least every 4 months'). The reference of 'twice a year' in Annex I.C ('Template Financial Identification Form) is only for evaluation purposes of the tenders and shall not be considered binding for the GSA.

Question #9: With regard to cleaning of vertical cloth blinds, there is no such requirement in the tender specifications; can you confirm if it is included and under what conditions?

Answer: This service is not included in this Tender Specification and shall not be covered by the Contractor.

Question #10: Can we prepare our offer in Czech language?

Answer: Tenders shall be drafted in one of the official languages of the European Union, including the Czech, but preferably in English.

Question #11: In the table on page 32 (award criteria - ref.no Q1: 'Quality and adequacy of organisation of facility services as per 2.6.1') there is a missing text in the second bullet ("Quality of proposed"); could you specify the missing information?

Answer: The bullet is a clerical error. Tenderers shall disregard this bullet.

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