



Procurement procedure: GSA/OP/17/18 "Security Monitoring Services to the GSA"

WFID: 241764

Clarification note #2

Question #3: In the scope of the certification that is required to provide support on Tasks 2 and 6, the current trainings included in the GSMC Training Map are listed in Annex I.F (Service Level Agreement).

Whereas it is possible to identify the duration of the industry trainings, could you please clarify the (average) duration of the GSA internal trainings?

Could you please also explain when the GSA trainings are organised and the number of persons that can attend a training?

Answer: GSA internal trainings typically last 5 consecutive days and are held onsite. They are given by GSMC staff and end with a certification exam. There is no limit on the number of attendees.

That said, it is not mandatory for all tenderer's operators to participate in GSA internal trainings in order to be certified. The tenderer can also propose and detail in its offer – in order to optimise its approach evaluated under Q2.b – that operators having participated in these trainings train after other tenderer's operators.

Question #4: In the scope of Task 2, it is not clearly stated whether the GSA may ask for several activations simultaneously. If this is the case, what is the maximum number of activations that could be requested at the same time?

Answer: No parallel activations (i.e. of more than 1 operator at the same time) are to be expected for Task 2. However, sequential activations (e.g. 3 requests for an 8h shift during a period of 24h) can be requested.

Question #5: Annex I.E clearly states that the tenderer must describe its approach for dealing with the uncertainty of the duration of the service provision when Task 2 is activated.

This uncertainty is fully understood at the time of the activation. However, is there a maximum duration for each activation of Task 2 (as this task is upon request and not meant to be on a permanent basis)?

Could you also provide an estimated average duration of such activation that would obviously be for information only and would not be binding?

Answer: There is no maximum duration for the activation of Task 2. However, based on previous experience, the average duration of such an activation are either:

- 3 consecutive 24-hour days with a minimum of 1 shift only, or
- 2 consecutive weeks of full shifts (e.g. during Christmas holidays).

However, unplanned events may impact these averages.



Question #6: In Annex I (Tender Specifications), the qualitative award criteria Q.3 explains how the tenders will be evaluated with regard to the SLA.

The best value that can be achieved is in the case the contractor shall place the expert on site on the same day as requested by the GSA. Could you please clarify the meaning of “on the same day as requested” (e.g. within 24 hours of the request, during the same calendar day as the request...)?

Answer: “On the same day as requested” shall be understood as within 24 hours of the request.

Question #7: As per section 3.2.1 Legal Capacity of the tender specifications, L2 PSC requirement, the bidder shall provide must have - at the time of submission of the offer - a Personal Security Clearance (“PSC”) of at least SECRET UE/EU SECRET level. Would the GSA consider as acceptable and eligible NATO clearance at the time of submission, with statement mentioning the process to obtain EU Secret Clearance being triggered and ongoing?

Answer: No, NATO clearance cannot be considered acceptable for the fulfilment of selection criterion L2.

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