



Clarification Note 1

GSA internal reference: 252078

Procurement procedure: GSA/OP/28/18

Voice over Internet Protocol (VoIP) to Public Switched Telephone Network (PSTN) Services and Videoconferencing Bridging Services - 2 Lots

Question #1: Is GSA using Skype for Business on cloud or on premise?

Answer: GSA is using Microsoft Skype for Business 2019 on premise.

Question #2: Can you please clarify if GSA is planning some initial one-time hardware investment or if the planned budget covers only support for 4 years of FWC?

Answer: The budgets per each Lot (indicated in section 2.4.3 of the tender specifications) are to cover the services within the scope of the tender specifications. Please, refer to the minimum requirements Lot1.M1 and Lot2.M1 (section 2.2.5 and 2.2.6, respectively) that require compatibility with the existing GSA infrastructure. Investments in hardware (if such will be considered needed by the bidders) is to be covered by the prices of services included in the scope of the procurement.

Question #3: Does the GSA prefer on premise solution or the cloud one (for both Lot1 and Lot2)?

Answer: GSA is requesting services VoIP to PSTN and videoconferencing bridging services with the requirements specified in the tender specifications, regardless the type of the solution (on premise/cloud, etc.)

Question #4: In case the solution to be used is the on premise one, at which GSA premise the hardware would be placed (for both Lot1 and Lot2)?

Answer: The VoIP to PSTN and videoconferencing services are to be provided within the scope defined in the tender specifications. The bidders may choose a location (GSA site or contractor's premises) for the hardware (if such will be needed) as most suitable for the efficient service provision.

Question #5: Which videoconferencing solution is GSA currently using? What is the reason of the procurement procedure – a substitute or capacity issues?

Answer: GSA's current videoconference solution includes Microsoft Skype for Business 2019 on premise solution and several standalone Polycom RPG units. Contracting Authority has launched the procurement procedure in order to cover its needs in the area of VoIP to PSTN and videoconferencing bridging services. GSA has procured videoconferencing bridging services under a contract which expires and a continuation is needed. Please refer to the section 1.3 of tender specifications 'Purpose of the invitation to tender'.

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