

## Clarification Note 2

GSA internal reference: 252152

### Procurement procedure: GSA/OP/28/18

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

##### LOT1

**Question #6: According to the tender specifications, PSTN services VoIP to PSTN services are requested for users in France, the Netherlands and Spain. For the purpose of feasibility of research, could you please provide the exact address of each site?**

Answer: The addresses of the current sites are as follows:

- France – site no.1: Quartier Général des Loges, 8 avenue du Président Kennedy BP 40202, Saint-Germain-en-Laye
- France – site no.2: Centre spatial de Toulouse, 18 avenue Edouard Belin, building BPI 2511 – Bât. Lagrange, Toulouse
- Spain: Technological Institute La Marañosa Ctra. de Villaverde Bajo - San Martin de la Vega, San Martín de la Vega (Madrid). / GSC – INTA . Carretera de Ajalvir, Km 4.2 28850 Torrejon de Ardoz, Madrid
- Netherlands: Zwarteweg 53, NL-2201 AA, Noordwijk

Exact address and/or number of sites in each country may evolve during the implementation of the contract.

**Question #7: According to the tender specifications, the GSA has approximately 140 staff based in the Prague headquarters in the Czech Republic. Could you clarify whether these users will be part of the VoIP to PSTN services?**

Answer: No. The provision of VoIP to PSTN services to the users in the Prague headquarters is not in the scope of this procurement procedure.

**Question #8: According to the tender specifications, the existing platform for the VoIP services is based on the Microsoft technology. Could you please clarify whether the GSA intends to maintain the existing Skype for Business platform, or is it considering migrating to Microsoft Teams?**

Answer: The GSA is currently not considering migrating to Microsoft Teams and intends to maintain the existing Skype for Business platform.

**Question #9: In order to determine the optimal variant, it is necessary to learn about the expected number of calls and call minutes from individual sites from the client. For this purpose, could you please fill the below table:**

<b>Country</b>	<b>No. of calls monthly</b>	<b>No. of call minutes monthly</b>
Up to 100 users in France	X	Y
Up to 30 users in the Netherlands	X	Y
Up to 20 users in Spain	X	Y

Answer: The following estimates are provided for information only and shall in no circumstances represent a maximum/minimum number of calls/call minutes binding for the contract implementation:

<b>Country</b>	<b>Non-binding estimates of no. of calls monthly</b>	<b>Non-binding estimates of no. of call minutes monthly</b>
Up to 100 users in France	4000	6000
Up to 30 users in the Netherlands	800	1200
Up to 20 users in Spain	700	1000

**Question #10: Local telephone numbers will be set up for users in locations in France, the Netherlands and Spain, which will allow incoming calls without restrictions. Is it acceptable for the GSA that these numbers WILL NOT BE ABLE to call emergency numbers (police, emergency medical services, firefighters) and some Value Added Service numbers [Free Phone Numbers (800), Share Cost Numbers (8XX), Premium Rate Numbers (90X), Special Service Numbers (1XXX)]. Is it acceptable for the GSA to have to use mobile phone calls to reach emergencies and numbers with a Value Added Service numbers\*?**

Answer: The local numbers provided by the tenderer must be able to call local emergency services (police, emergency, firefighters, etc.) – please refer to Corrigendum 1 published on GSA website. It is acceptable that it will not be possible to call above-mentioned Value Added Service numbers.

**Question #11: Is it acceptable for the GSA to order a voice service locally, and allow the Tenderer/future Contractor to be able to correctly route internal calls between locations within the VoIP infrastructure, other calls including emergencies and Value Added Service numbers then to the local network in that country? All calls will always be with the correct identification assigned to the country's local number, including international calls.**

Answer: It is acceptable for the GSA as long as the minimum requirements in Tender specification are met. The tenderers are free to propose the technical solution they see best which fulfils the requirements listed in the Tender Specifications.

## **LOT2**

**Question #12: According to the tender specifications, there are requirements specified for integration with the Skype (consumer version) video conferencing platform. Is this a mandatory requirement from the perspective of the Contracting Authority?**

Answer: Yes, as specified in Section 2.2.6 'Minimum requirements for Lot 2, Lot2.M1, integration with GSA infrastructure based on Skype for Business is a mandatory minimum requirement.

**Question #13: According to the tender specifications, there is a requirement for WebRTC. Is it a mandatory requirement, especially when Skype for Business performs the same function?**

Answer: As specified in Section 2.2.6 'Minimum requirements for Lot 2, Lot2.M2, the Tenderer must commit to support the specified technologies concurrently (at least for video, audio transmission and Video Based Screen Sharing features). The tenderer is free to choose WebRTC or other web browser compatible protocol, however tenderers shall support one of them.

**Question #14: Could you please specify the SLA requirements – such as scope and possible HA requirement (High Availability)?**

Answer: The requirements of the SLA are detailed in the template 'GSA-OP-28-18-Annex I.J.2 Service Level Agreement Lot2.docx' available on the GSA website procurement section.

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