



Clarification Note # 1

GSA internal reference: 253175

Procurement procedure: GSA/OP/08/19

Security Monitoring services to the GSA

Question # 1: With regard to section 2.2.4 in Annex I.1 document referring to Lot 1, it is mentioned: *“Length of night work: As defined in Chapter 3 Article 8 of Directive 2003/88/EC, normal hours of work for night workers do not exceed an average of eight hours in any 24-hour period.”*

And in section 2.6.3.3(a) of Annex I.1 it is stated: *“Since the GSMC Security Monitoring mission is working under a 24/7 regime, the tenderer must be able to supply the services to the GSA at any time upon the GSA’s request. Each GSA activation would be for a minimum of eight (8) hours up to twelve (12) hours, the latter duration corresponding to a GSA shift.”*

What is considered as ‘night work’ and are there any particular start and ending hours for night work?

How shall the average in any 24-hour period be calculated and how is this condition compatible with point 2.6.3.3(a) that establishes that a GSA shift is 12 hours?

Answer #1:

With regard to the first question: The GSMC night shift is a 12hour shift starting at 19.00h and ending at 07.00h, with an additional 30 minutes for shift handover purposes.

With regard to the second question: In accordance with Article 17(3)(b) of Directive 2003/88/EC, the GSA foresaw in its internal rules a derogation from Article 8 of Directive 2003/88/EC by establishing the following shift pattern:

Week days the shifts are planned as follows:

- a. Morning shift: 07:00 - 15:30 (08h00)
- b. Swing shift: 11:00 - 19:30 (08h00)
- c. Night shift: 19:00 - 07:30 (12h00)

Weekend days the shifts are planned as follows:

- a. Day shift: 07:00 - 19:30 (12h00)
- b. Night shift: 19:00 - 07:30 (12h00)

Question #2: With regard to section 3.2 in Annex I.2 document referring to Lot 2, there is a C1 level of English required for team members. Might team members proclaim this in their CV’s or there is a certification needed?



Answer 2: The tenderer must define the language knowledge level of each advisor in the Europass CV. The tenderer does not have to provide evidence of the language certification. The GSA reserves the right to request such an evidence.

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