

Procurement procedure: GSA/OP/06/17 “Classified Information and Communications Systems for the GSA”

Clarification note No 4

WF ID: 232039

Question 25:

Please clarify how REQ-26B in Annex I.D.1 relates to the Annex I.I Service Level Agreement.

Answer:

REQ-26B will be enforced in Specific Contract no 1. The details related to the enforcement of the requirement REQ-26B are mentioned in Section 1 of the Annex I.I Service Level Agreement.

Question 26:

Page 11 of Annex I.D.1 states the following statements which are contradictory:

for L1b-RED	Helpdesk (remote support from the active Central Site on-call (24/7) This per call service shall be understood for the RED perimeter as on-call service with a requirement to arrive at the active Central Site premises in an adequate timeframe in order to ensure the availability requirements specified art REQ-26 (initially REQ-26B for SC1 – 12 (twelve) hours activation time is required) To be performed from the active Central Site for all users – tenderers are invited to consider the note at the end of the table.
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From this we assume that GSA’s requirement is for an on-site helpdesk manned 24/7 at the Central Site.

The following statement made in Annex I.D.1, page 43 states that: “The contractor is not required to maintain permanent presence at the GSMC sites for the operation of the CLA ticketing tool, it is expected for the contractor to provide on-call availability (24/7)”

From this we assume that the GSA has a requirement for an off-site helpdesk manned 24/7. Please clarify which assumptions is correct.

Answer:

The L1b maintenance and support for the RED perimeter of the network is an on-call off-site service based on activation and arrival on-site in case of an event requiring support for the GRON users for the RED part of the system. In case of activation, the contractor will be required to arrive at the active Central Site premises and to provide the required support activities, using the tool specified in [REQ-10] a from Annex I.D.1.

In the title of the service “Helpdesk (~~remote support from the active Central Site on-call (24/7)~~”, the 24/7 is referring to the timeframe of the on-call service.

Question 27:

Could you please provide the exact location (postal address) of each subscriber site?

Answer:

The GSA cannot reveal at this moment the exact location of the subscriber sites. The exact location will be provided at the Kick off of the specific contract which will include the deployment of GRON in that subscriber site.

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