

Clarification Note 2

GSA internal reference: 233796

Procurement procedure: GSA/01/01/17 General ICT Support to the GSA

Question #11:

According to Annex I.D. 1 to the tender specifications, technical terms of reference for Lot 1, the system administration junior profile must have a MCSA or an equivalent certification. Is the understanding that any of the 15 present MCSA certifications are valid correct?

Answer: MCSA refers to "Microsoft Certified System Administrator¹" certification (superseded above OS versions 2003). This certification consisted of:

- Exam 70–290: Managing and Maintaining a Microsoft Windows Server 2003 Environment, and
- Exam 70–291: Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure, and
- Either
 - Exam 70–270: Installing, Configuring, and Administering Microsoft Windows XP Professional (or)
 - Exam 70-2101: Installing, Configuring, and Administering Microsoft Windows 2000 Professional

and one other elective exam.

As this certification is obsolete by now, and no direct ascendant has been designated, the “or equivalent” in Annex I.D. 1 refers to exams covering sufficient knowledge for Level 2 support junior system engineer according to Information Technology Infrastructure Library (ITIL best practices. This shall cover Server, Network and Client systems, as apparent from the above mentioned transcript. The obsolete MCSA is provided as a guideline and golden standard reference.

¹ *Original Microsoft transcripts detailing the MCSA can be found online.*

Question #12:

According to Annex I.D. 1 to the tender specifications, technical terms of reference for Lot 1, the system administration senior profile must have a MCSE or equivalent certification. Is the understanding that any of the 5 present MCSE certifications are valid correct?

Answer: MCSE refers to "Microsoft Certified System Engineerr²" certification (superseded above OS versions 2003). This certification consisted of:

Network Infrastructure

- Exam 70–290: Managing and Maintaining a Microsoft Windows Server 2003 Environment, and
- Exam 70–291: Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure, and
- Exam 70-293: Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure, and



- Exam 70-294: Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure

Client operating Systems

- Exam 70-270: Installing, Configuring, and Administering Microsoft Windows XP Professional, and
- Exam 70-2101: Installing, Configuring, and Administering Microsoft Windows 2000 Professional

System Design

- Exam 70-2972: Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure (or)
- Exam 70-2982: Designing Security for a Microsoft Windows Server 2003 Network

and one other elective exam.

As this certification is obsolete by now, and no direct ascendant has been designated, the “or equivalent” in Annex I.D. 1 refers to exams covering sufficient knowledge for Level 2 support senior system engineer according to the Information Technology Infrastructure Library (ITIL best practices. This shall cover Server, Network, Client and design of systems, as apparent from the above mentioned transcript. The obsolete MCSE is provided as a guideline and golden standard reference.

² *Original Microsoft transcripts detailing the MCSE can be found online.*

Question #13:

According to the qualitative award criteria for Lot 1, p. 23 of Annex I of the tender specifications "Tenders scoring below the minimum score in any given quality award criterion and/or below 100 (one hundred) of the total minimum score will be excluded from the following assessment procedure." Can you please confirm if this is a clerical error as the table above this statements lists 65 as total minimum score.

Answer:

There is a clerical error, the correct number in the note is 65. Tenderers which has received less than 65 points in total at the qualitative criteria evaluation shall be excluded.

Question #14:

According to the qualitative award criteria for Lot 2, p. 24 of the tender specifications indicates: "Tenders scoring below the minimum score in any given quality award criterion and/or below 60 (sixty) of the total minimum score will be excluded from the following assessment procedure." Can you please confirm if this is a clerical error as the table above this statements lists 65 as total minimum score?

Answer:

There is a clerical error, the correct number in the note is 65. Tenderers which has received less than 65 points in total at the qualitative criteria evaluation shall be excluded.



Question #15:

Section 4.6 of the tender specifications “Presentation of the tender” indicates in section “Envelope 2” point 2 that “Information required for the fulfilment of the technical and professional selection criteria, as presented in section 3.2.3” is to be submitted. Can you please confirm that these documents also listed for Envelope 1 (Annex I.E - Declaration of Honour and Annex I.K – Non-disclosure Undertaking) must only be included once in Envelope 1 and referenced in Envelope 2?

Answer: Yes, Declaration(s) of Honour (Annex I.E) and Non-Disclosure Undertaking (Annex I.K) should be included in Envelope 1. All other documents necessary to demonstrate compliance to the technical and professional capacity criteria, defined in section 3.2.3 of the tender specifications are to be included in Envelope 2.

Question #16:

Section 4.6 of the tender specifications “Presentation of the tender” indicates in the section “Envelope 1” point 10 that “The duly filled in, signed and dated Declaration(s) of Honour relating to exclusion criteria and selection criteria and minimum requirements using the template in Annex I.E – one per economic operator (i.e. tenderer, all consortium members, all subcontractor(s), if any)” is to be submitted. Can you please confirm that the Annex I.E refers only to exclusion and selection criteria?

Answer: Through the declaration the tenderers (all entities involved, including subcontractors) affirm their compliance to the exclusion and selection criteria. The tenderers must still submit the evidences for compliance with the selection criteria, requested in the tender specifications, with their bids. The supporting documents, demonstrating compliance with the exclusion criteria should be provided by the winning tenderer only before the signature of the contract.

Question #17:

According to criterion S6 of technical and professional capacity criteria for Lot 2, p. the tender specifications, no maximum number of project references to be provided is stated. However, section D of Annex I.D for Lot 2 requires “up to 5 projects”. Can you please confirm if there is a maximum number of project references to be provided as evidence for the criterion S6?

Answer: Both mentioned references are relevant. The bidders must provide references/examples for at least 3, but not more than 5 projects.

Question #18:

Annex I.D.2 – technical terms of reference for Lot 2, p. 8, section VII states “Full scope project documentation, including user, Level 1 or Level 2 documentation. Could you please clarify the meaning of “Level 1 or Level 2” documentation?

Answer: Level 1 refers to Service Desk level of operations, (the first line of support) as defined by the Information Technology Infrastructure Library (ITIL) standard. Level 2 refers to the second tier of IT support services (also known as T2 or L2) which provides an in-depth technical support and configurations. The documentation must cover the basic service desk incident resolution scenarios for Level 1, as well as in-depth configuration and support scenarios for Level 2.



Question #19: The financial proposal for Lot 2 requests prices for overtime hours, as well as for working on weekends while this is not the case in Lot 1. Can you please confirm that the understanding that services under Lot 1 will never require work outside normal hours and days is correct, while services under Lot 2 will do?

Answer: For Lot 1 less/ extra working hours (below/above 8) shall be delivered and paid only upon prior written authorisation issued by the GSA project manager, identified in Art. I.7 of the FWC; the price of 1 hour shall be equal to 1/8 of the daily rate (see the note in the Financial Proposal Template).

Question #20:

Structure of tender - Envelope 2 - technical offer and related Annexes for technical offers - Annex I.L.1 for Lot 1 and Annex I.L.2 for Lot 2. It is understood that the tenderer will provide along with the Annex I.L.1 and Annex I.L.2 supporting annexes with the tenderer's proposed solution per questions. Can you please confirm that this understanding is correct?

Answer: Yes

Question #21:

According to Annex I.L.1 to the Tender Specifications, section d. "Information on human resources to be used within the framework contract", states "The tenderer's team is expected to have all the relevant competence needed to perform the tasks from the lot description and to ensure the adequate number and seniority. The tenderer must offer at least one expert for each staff profile per lot as described in the GSA-OP-01-17-Annex-I.D.LOT1".

- (i) Can you please confirm that the understanding that the tenderer should name at least one individual per each profile is correct?**
- (ii) Can you please confirm that it is not required by the tenderers to submit CVs at this stage?**

Answer:

- (i) Yes**
- (ii) Yes**

Question #22:

It seems that there are some formulas' mistakes in the Annex I.G.1 for the financials offers. In Table C General ICT Services, column F Total Cost doesn't sum up the sub costs per task.

Answer: Fixed updated document was uploaded

Question #23:

According to Annex I of tender specifications, S4 criterion of the technical and professional capacity criteria for Lot 1 indicates that the tenderer must be GOLD Microsoft Partner in Data-centre competency. Please advise if this criterion is met if the entity owns a SILVER Microsoft Partner

certification for Data-centre and at the same time Microsoft has informed the entity that it has reached the status of Gold recognition by exhibiting increased levels of real world experience and expertise through projects that were independently verified by Microsoft.

Answer: No, the tenderer must be **GOLD Microsoft Partner in Data-centre competency.**

Question #24:

Can you please provide the “gsa-op-01-17_annex_i.h.1_service_level_agreement_lot_1” and “gsa-op-01-17_annex_i.h.2_service_level_agreement_lot_2” in word format?

Answer: The files were uploaded in word format also on the GSA website, under the link:
<https://www.gsa.europa.eu/general-ict-support-gsa-2-lots>

End of document