GSA/OP/01/17
“General ICT Support to GSA”
LOT1 – “General IT Services Support”

ANNEX I.L.1 to the Tender Specifications
Desired content of the Technical offer
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I. Acronyms and abbreviations

CM  Contract Manager  
CRM  Customer Relationship Manager  
DMZ  Demilitarized Zone  
VLAN  Virtual Local Area Network  
VPN  Virtual Private Network

II. Summary

This document specifies the minimum content of the Technical Offer that shall be delivered by the tenderer. The tenders are required to demonstrate and submit evidences for compliance with the requirements set in the tender specifications, including but not limited to compliance with the minimum requirements and the selection and award criteria set.

III. Desired Content

a. Documents proving compliance to the selection criteria set in section 3.2.3 of the tender specifications (general and specific)

Tenderers shall submit relevant information / documentary evidences necessary to prove their compliance to the selection criteria set, including but not limited to the documents required in section 2.3.2 for each criterion, and proof of all required and additional available certifications and/or professional technical competences of the tenderer.

b. Methodology: Health-checks and Audits

Example description of methodology used by the tenderer to perform IT system health-checks and/or system audits in any of the following areas: IT Security, ADDS, Exchange, SQL, SharePoint. The tenderer is free to choose the area.

c. Methodology: System Design

Description of methodology used by the tenderer to perform IT System Design.

d. Information on human resources to be used within the framework contract

Tenderer must include in the technical proposal an organisational chart, presenting the structure of the company and a list of staff proposed to execute the work. Each tenderer must submit curriculum vitae (CV) for contract manager and deputy contract manager.
proposed, including his or her educational background, degrees and diplomas, professional experience and linguistic skills. The CVs shall be presented, preferably, in accordance to Commission Recommendation on a common European format for curricula vitae. 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

e. Case Study

Proposal for implementation of the services specified in the Case Study: In order to get a realistic insight of the quality and the efficiency of the services offered, the tenderer is asked to provide a proposal for the fulfilment of the tasks described in a case study, defined herewith. The case study is a theoretical scenario enabling the GSA to understand the methodology and project management approach of each tenderer and is not a real procurement. Nevertheless the GSA reserves the right to award the execution of the case study specified below according to the offer submitted by the successful tenderer through a specific contact after the FWC signature. The proposal shall contain all the elements that will be evaluated as listed in the award criteria (section 3.4.1 of the tender specifications).

Important note: The future contractor shall be expected to adhere to the level of the effort and the proportion of the staff allocation proposed in the case study proposal for similar tasks that will be assigned to it through specific contracts under the framework contract. Any substantial deviation from this level and proportions identified in contractor’s specific contract offers shall not be accepted by the GSA, unless duly justified and motivated by the circumstances of the case.

i. Case Study scenario

The Company needs to implement a standard DMZ on the perimeter of internal IT environment. The DMZ shall provide for protection of internal services and environment. It shall allow for specific internal services to be published to the internet while maintaining proper level of security and separation. Solution and devices for collection of security related information are foreseen in this scenario.

The following services are required for publishing:

- mail and related services (OWA)
- IIS services (standard company intranet www.company.com and company CRM crm.company.com)
- SFTP server
- VPN

ii. Case study environment:

See the GSA-OP-01-17-Annex-I.D.LOT1, II.B for detailed technology reference.
iii. Case study, conditions and examples:

Unless specified otherwise, the tenderer shall build assumptions based solely on the information listed here, or other documents in this LOT.

*Example: No specific VPN software is listed in the provided documentation. The logical assumption based on the provided information would be that standard Microsoft VPN is used.*

If some specific information is missing, and it can’t be assumed or deduced from the provided documentation, the tenderer is free to make assumption, given that it will be described clearly and in detail in the provided documentation.

*Example: It is not clear wheatear the company infrastructure is separated into user VLAN and server VLAN. The tenderer is free to make assumption i.e. “Separate server VLAN exist”, but must clearly notify this assumption in the provided white paper. Such assumption will not be penalised.*

Further scenario details will not be given, as the information provided is deemed sufficient for the task given. If necessary, apply the “assumption” principle described above.

iv. Case study minimal deliverables:

- Full technical design of the proposed solution
- High level Work Breakdown Structure, with indication of used Technical profiles, MD consumed, price per role.
- Final estimation of price\(^1\).

f. Quality of Contract Management / Purchasing / Leasing / Backup Storage Service

The tenderers shall present their approach towards the fulfilment of tasks related to the above services, the organisation that they intend to put in place, measures for ensuring of prompt reaction in the timeframe required an for continuity of the services.

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\(^1\) HW is not part of the project
g. SLA

Dully filled-in and signed SLA. Further information on the measures that will be put in place for ensuring of maximum compliance to it may be presented.

(Reference: GSA-OP-01-17-Annex-I.J.LOT1)

h. Management of Conflict Interest and Personal Data

The tenderer shall present all documents requested by the tender specifications (section 2.3.9) and the organisation that it will put in place for the contract performance in order to ensure proper:

- management of situations of (potential) conflict of interest, and
- personal data management.