GSA/OP/01/17
“General ICT Support to GSA”
LOT2 – “Software Development Support”

ANNEX I.L.2 to the Tender Specifications
Desired content of the Technical Offer
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I. **Acronyms and abbreviations**

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<td>NDA</td>
<td>Non-Disclosure Undertaking</td>
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<td>QR</td>
<td>Quick Response Code</td>
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<td>TTOR</td>
<td>Technical Terms Of Reference</td>
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<td>VMS</td>
<td>Visitor Management System</td>
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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 for Software Development**

   Description of methodology proposed to be used by the tenderer to perform software development projects

c. **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. **Provisional title**

GSA Visitor Management System (VMS)

ii. **Disclaimer**

The presented scenario represents a fictitious situation, and it is not reflecting any procedure nor practice of the GSA. It is simply provided for the benefit of the tender evaluation.

iii. **Description:**

The tenderer shall prepare a case study for a project described below. The template for case study is not provided, however the level of detail and quality will be assessed and may impact the points received.

**Scenario:**

The company needs to implement a visitor management system, in order to handle, track and monitor, incoming company visitors and the lifecycle of all the processes attached to this service.

**Current practise:**

The GSA Reception generally maintains the visitor’s log in the excel file. Some of the visitors are registered in advance by the host to the reception by phone or mail. The data registered at this stage is Who, When and the Host name. The majority of the visitors comes unregistered, and the process is done fully on arrival.

Upon arrival the visitor is asked for:

- Name
- Nationality
- Host Name
- Number of Personal ID card or Passport

The following is also registered/edited:

- Date/Time of arrival/visit

The host is notified by phone of the visitor’s arrival. If the host is not available, the receptionist will ask the visitor for alternate contact. Once the host is successfully notified, the temporary GSA badge is issued and registered in the excel file:

- ID of temporary GSA badge issued
The visitor is checked by the entrance security, and picked-up by the host. Upon departure, the badge is collected from the visitor, and this is reflected in the excel file. The visit is considered as completed.

**Desired practice:**

All visitors shall be pre-registered in order to have an overview of the upcoming visitor’s load. The VMS shall be capable to generate/print appropriate reports.

The registration shall be possible via:
- Online form
- Phone call to reception desk
- Mail request to reception desk

On the day of visit, or the day before (configurable) the system shall provide a notification to the visitor (SMS/email) and the host of the upcoming visit. The VMS shall indicate to receptionists such notification has been sent.

It is considered beneficial feature to provide a functionality to the visitor/host to simply reply to confirm/cancel this notification within the email or SMS to possibly update the status of the visit.

Upon arrival, the visitor shall have the possibility to check his/her visit on the touchscreen located in the reception area. This shall be done either by entering visitor’s or host’s name, or by scanning QR code that has been sent as part of the invite notification. This shall help the reception to quickly locate the correct reservation request.

In case there is no reservation, the receptionist will process the visitor. The receptionist shall be able to quickly take a scan of provided ID. The information from the scan shall be used to prefill the visitor details handled by the receptionist. The system shall also allow for taking picture of the visitor.

When the host is successfully identified, automated pre-recorded phone call/email/SMS (configurable) shall be dispatched to the host. System shall indicate notification has been dispatched.

In case host is not available, the alternate host either identified in the pre-registration or asked from the visitor shall be contacted.

At this stage, the temporary badge sticker shall be printed, with picture, name, QR code and name of the Host. A temporary Wi-Fi password for the GSA HQ building is also generated at this stage. The visitor shall be presented with standard NDA, he/she shall sign, preferably on the touchscreen. This document is also printed. A temporary access badge is provided, and its number is registered for the specific visitor.
Once the visitor is picked-up by the host, and passes through the gate, the status of the visit shall be changed to “checked-in”.

When the badge is collected from the visitor at the end of the visit, the status of the visit shall change to “checked-out”. The visit is now considered as completed and closed.

- At any time, the receptionist shall have the option to scan the badge to quickly lookup the correct record.
- At any time the receptionist shall have the option to print an emergency evacuation list, with overview of the visitors present in the building.

The VMS can be switched into emergency evacuation mode, the touch screen(s) and the receptionist’s interface will show the information and will not allow for any further in-processing of visitors. This mode can only be switched off by the administrator of the system. The administrator’s console shall still be fully operational.
These role groups are foreseen for the system.

- Hosts – GSA Employees
- Operators – Reception Desk personnel
- Administrators – Configuration, reporting, acc. Management, etc.
- Visitors – Personnel visiting the Agency

Suggestions:

Many useful features (free/busy status, host pictures, phone numbers, email addresses) can be utilized from an integration with an existing infrastructure implemented on the premises. The tenderer is encouraged to utilize the existing infrastructure to the highest possible extent.

Environment:

See the GSA-OP-01-17-Annex-I.D.LOT1, for detailed technology reference.

Conditions and examples:

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

Example:

No specific information about directory services is given in this scenario, however it is logical to assume based on the environment references, the Microsoft active directory is used across the company.

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 whether the company uses any touch screen devices. The tenderer is free to make and assumption i.e. “Touch screen devices are used in the company HQ lobby”, 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 sum of information provided is deemed sufficient for the task given. If necessary, apply the “assumption” principle described above.

Deliverables

A part of the delivery shall be:
• High level Work Breakdown Structure, with indication of used Technical profiles, MD consumed, price per role.

• Final estimation of price. (Based on “Development Specialist Service” GSA-OP-00-16-Annex-I.D.LOT2)

d. 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.LOT2)

e. 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.