



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

**WF ID: 231139**

**Clarification note no. 2**

**Question 6:**

About the restricted information, do we receive it by electronic format or paper format?

Should we pick up the documentation by hand in the GSA facilities or are you going to send us the documentation by courier?

**Answer 6:**

The classified documents will be delivered in paper format via courier service.

**Question 7:**

Reading the Doc. GSA-PO-06-17 – Annex I - Tender specifications, in the point 2.2.2 “Submission of Non-Disclosure Undertakings – access to classified information during the tender” you specify that the tenderers shall submit the Non-Disclosure Undertaking (NDU) – Annex I.M including the Instruction Sheet, but the Annex I.M refers to “Compliance Matrix to the SAL” instead of the NDU document (Annex I.L), Shall we submit the NDU and the Annex I.M or it is an errata?

**Answer 7:**

It is an errata that is corrected by Corrigendum no. 2 (to be published).

**Question 8:**

Should all pages of NDU be signed or only the pages 6 and 13 in the box?

On page 6 of de document Annex I.L Non-disclosure undertaking, you request a document providing his or her due empowerment to sign on behalf of Recipient. This document must be an original or could it be a copy?

**Answer 8:**

All pages of NDU and Instruction Sheet must be initialled. NDU must be signed by an authorised representative of a legal entity. Instruction Sheet by its Local Security Officer and any person that will get access to the proprietary information. A copy of empowerment is sufficient.



**Question 9:**

Annex I.I SLA p. 5: Please confirm that the thresholds XTO<sub>i</sub> for availability defined in the draft specifications are to be multiplied by the minimum availability value stated in each requirement of [REQ26].

**Answer 9:**

We confirm that the statement “[XTO1] % of the required availability” is meaning XTO1/100 multiplied with one of the applicable minimum availability requirements of [REQ-26]: [REQ-26A] or [REQ-26B].

**Question 10:**

Annex I.I. SLA p. 5: What is the impact of an improvement of X% of the SLA on the scoring?

**Answer 10:**

If the tenderer is able to offer better SLA without increasing the price, this statement must be included in the offer. In this case, additional points will be added as part of the Qualitative Evaluation of the tenders as indicated in the Q1 criterion of the tender specifications.

**Question 11:**

Annex I.M Compliance matrix to SAL: Could you please provide us with the Word version of the compliance matrix to the SAL?

**Answer 11:**

The Word version was added to the published datapack.

**Question 12:**

Table 3 Financial offer template & Annex I.D.1 seems to have duplicate items:

- D3-6-1 OPTION – VOIP Service (delta cost for including the additional components) for Central Site 1
- D3-9-1 OPTION – VOIP Service (delta cost for including the additional components) for Central Site 1

The same issue:

- D3-6-2 OPTION - VOIP Service (delta cost for including the additional components) - for Central Site 2
- D3-9-2 OPTION - VOIP Service (delta cost for including the additional components) for Central Site 2

Please clarify and provide guidance.

**Answer 12:**

Clarification provided in Corrigendum no. 2 (to be published).

**Question 13:**

Annex I.D and I.D.1: Could you detail the scope of ITT (number of sites, functionality, duration) for the 10M budget?

**Answer 13:**

As mentioned in Section “5.1.2 Preliminary architecture” of Annex I.D.1, the locations of the GRON system are stated in the section “1.2.3.1 GRON locations” of Annex I.D.2. – RESTREINT UE / EU RESTRICTED (R-UE/EU-R) document.

For access to classified Annex I.D.2, please see section 2.2.2 of the tender specifications.

GRON will be deployed under the first specific contract at minimum 10 sites. The subsequent specific contracts are planned to include the deployment of GRON at additional sites and to include additional functionalities at all sites.

The functionalities are stated in chapter “2.1 General operational requirements” of Annex I.D.1.

The duration of the Framework Contract is mentioned in Chapter “2.4.3 Duration” of Annex I.

**Question 14:**

Annex I.D.1 [REQ26]: Please provide for each GSMC site the opening hours during which the Contractor will be able to enter the site and perform maintenance activities.

**Answer 14:**

The Contractor will be able to enter both GSMC sites to perform maintenance activities on 24/7 basis. Outside working hours GSMC internal standby officers will support the maintenance activities, especially for urgent situations. The details of the maintenance activities will be included in the document “Maintenance and Support Concept” to be prepared by the Contractor and approved by GSA (as mentioned in section “5.1.3.7 GRON V1: Work Package 7 - Maintenance and support” of Annex I.D.1).

**Question 15:**

Annex I.D.1 [REQ26]: What is the service coverage for end users?

**Answer 15:**

The requirements from [REQ-26] include the availability for the users of the critical services.

**Question 16:**

Annex I.D.1: Could you precise whether the following assets are to be provided /deployed by the Contractor or the Purchaser:

- subscribers' workstations
- Operating System license for subscribers' workstation
- IP Phones for subscribers

**Answer 16:**

We confirm that the mentioned assets will be provided and deployed by the Contractor.

See Chapter 1 of Annex I.D.1 which states that the scope of work for the first specific contract – hereinafter referred to as 'GRON V1' – will cover the design, **procurement, deployment**, support of the accreditation, test and validation, and the maintenance of the Classified Information and Communication Systems used for the transmission of SECRET UE / EU SECRET information.

See also [REQ-46] from Annex I.D.1 which states that the contractor shall provide all the initial required licences for the equipment provided. The maintenance of the licenses after the system hand-over is considered part of the Level 2 Maintenance and support.

**Question 17:**

Annex I.D.1 [REQ2], [REQ7] and [REQ8]: Annex H price table 4: Please specify the number of licenses and devices to be quoted for each site (GSMC sites / special sites / subscriber site).

**Answer 17:**

The quotations should take into account the maximum number of users foreseen for the GRON sites in the first Specific Contract – 10 users per site (number specified in section "5.1.2.3.2 Email - Critical Service for GRON V1" of Annex I.D.1).

Details about the number of devices per GRON site can be found in Section "1.2.3.2 GRON Initial high level architecture" of Annex I.D.2 - RESTREINT UE / EU RESTRICTED (R-UE/EU-R) document.

For access to classified Annex I.D.2, please see section 2.2.2 of the tender specifications.

**Question 18:**

Annex I.D.1 [REQ2], [REQ7] and [REQ8]: Should we consider the central sites also as a Subscribers Site with regards to users and services rendered? If yes, how many users?

**Answer 18:**

Yes, the central sites should be considered also as a Subscribers Site with regards to users and services rendered. The same number of users as per normal Subscriber site should be considered for the Central Site (10 users).



**Question 19:**

Annex I.D.1 [REQ26]: Please define the terms "initial configuration" and "final configuration".

**Answer 19:**

The GRON initial configuration is the configuration to be deployed under the first specific contract.

This GRON initial configuration will be gradually extended until reaching the GRON final configuration – which will meet all requirements from Annex I.D.1 and Annex I.D.2 (with only one exception - [REQ-16] which is not applicable for GRON).

**Question 20:**

Annex I.D.1: For the PKI, VoIP and conferencing system, the terms of reference document:

- on one hand asks to include in the *justification file delivered at T0 + 2 months and feasibility study* concerning the deployment of this equipment before *T0 + 7 months*
- on another hand, in section 5.1.3.3 asks the *Contractor to define the scheduling of these components deployment at KOM (T0)*

Please clarify the expectations regarding optional services.

**Answer 20:**

The GSA expectation is that the scheduling of the optional services will be proposed by the Contractor in the justification file delivered at T0 + 2 months and decided in the Critical Design Review scheduled to have the Close-Out at T0 + 2 months and 2 weeks. The discrepancy corrected by Corrigendum no. 2 (to be published).

**Question 21:**

According to the section 2.4.7.2 „Security requirements and conflicts of interest“ of the „Annex I – Tender specifications“ document and the requirement L3 specified in section 3.2.1 „Legal capacity“ there is a requirement for Facility Security Clearance (FSC) to be at level SECRET for all consortium members. In the same time most of the tender documentation refers to documents of RESTRICTED level of classification.

While we understand the strict need for SECRET level clearance for accessing classified information and Personal Security Clearance (PSC), we question the necessity of having SECRET level FSC. We expect that CONFIDENTIAL level of FSC would satisfy the needs.

Can you please review the requirement of the FSC?

**Answer 21:**

The Contractor is required to draft some documents (part of the Work Package 4 - Preparation of accreditation documentation) which will have the classification level of SECRET EU/EU SECRET, consequently the requirement for the Contractor to have the Facility Security Clearance (FSC) at level SECRET EU/EU SECRET is mandatory.

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