



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

WF ID: 231408

Clarification note no. 3

Question 22:

Annex I.I - Service Level Agreement states that the 'Service Outage Time starts from the time a problem interrupting the relevant service functionality occurs - resulting in reduced availability'. Can the GSA specify parameters that define reduced availability and how these are measured?

Answer 22:

In the sentence “Service Outage Time starts from the time a problem interrupting the relevant service functionality occurs - resulting in reduced availability”, the terms “resulting in reduced availability” means that the availability of the service will be temporarily and completely lost for the period of the service outage and consequently the overall calculated Service availability will be reduced.

Question 23:

With regards to the Section 1.1 of Annex I.I – Service Level Agreement, can GSA clarify that if more than one service has reduced availability at the same time (for example email and ftp) then only one set of liquidated damages will apply as opposed to liquidated damages per service?

Answer 23:

We confirm that Section 1.1 should be interpreted as referring to only one set of liquidated damages, even if more than one Critical Service is not available in the same time. Important to note that, as mentioned in [REQ-26] of Annex I.D.1 the availability is calculated only for the Critical Services and as mentioned in Section 5.1.2.3.2 in GRON V1 there is only one Critical Service – Email service.

Question 24:

Section 4.6 of the Annex I -Tender Specification states that a duly filled in, signed and dated Technical and Professional Selection Criteria Cover Sheet provided in Annex I.G is required. However, the cover sheet does not have any areas to be 'filled in'. Is there any content for this annex?

Answer 24:

Annex I.G should be dated and signed and attached to the documents required as evidence of the fulfilment of the technical and professional selection criteria.

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