

NATO UNCLASSIFIED

IFB-CO-14150-SMC-TA
Questions and Answers



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QUESTIONS AND ANSWERS

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ADMINISTRATION or CONTRACTING			
Serial NR	IFB AMD 1 REF	QUESTION	ANSWER
A.9	A.1	In the case of a key person is not in possession of the NATO Secret at the moment of the award, could this specific person be switched with a backup that could have it at this moment in time?	No.
A.10	A.2	Are the back-ups of the key personnel also considered key personnel in terms of the IFB?; Could we assume that the backups should be in possession of the requirements for key personnel in case they substitute them and not necessarily before this moment?	The Contractor shall take all reasonable steps to avoid changes to Key Personnel assigned to this project except where changes are unavoidable or are of a temporary nature. Any replacement personnel shall be of a similar grade, standard and experience as the individual to be substituted. In accordance with the Bidding Instructions – Technical evaluation, the Bidder will provide CV/resume for all key personnel positions and their alternatives.

PRICE			
Serial NR	IFB AMD 1 REF	QUESTION	ANSWER
P.8	P.7	Does NATO have licenses of Event management products that could be used in the implementation?, if yes, could you identify them?	Purchaser has licenses for MS SCOM 2012 through Enterprise Agreement. And 1 BPPM server with 60 node licenses on development/test network. (See T.87)

TECHNICAL			
Serial NR	IFB AMD 1 REF	QUESTION	ANSWER
T.93	T.7	Please clarify whether any level of aggregation or filtering is taking place at the DSMSs? The level of events that is now included in the update indicates that perhaps all events are being passed straight from the DSMSs. In a hierarchical architecture it would be more normal to see approx. only 1% of the total events being escalated from the underlying management system i.e, actionable, service affecting alerts.	No, filtering is currently done at the DSMSs.
T.94	T.12	Please clarify whether the pull of information from Remedy should be performed as needed or whether the system should be polled to collate the information to form the KPIs?	The pull can be as needed.
T.95	T.30 IR-77	Please clarify whether information is now also required to be extracted from syslog and whether the syslog will be transferred at the same time as the data dump and correlated to include the same time period?	Yes, information needs to be extracted from syslog and data dump for the same period.
T.96	T.7	a. IR-30 – The indicative total of events of all four domains are 1.411.700 Event per day. Could you confirm these numbers are correct? b. IR-29 – If IR-30 is correct, we would have to support 3 million events per day. Is this correct? c. IR-69,IR-72,IR-75,IR-77 – Details we must provide monitoring capabilities for the KPIs already monitored. Does this mean we have to replace the already in place monitoring capabilities?	a. Correct b. Correct c. Yes, the new monitoring capability should cover the existing KPIs as well as the new KPIs.

TECHNICAL			
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		<p>d. IR-26 – Details “able to correlate events and CI information”. Is this function required to be implemented in the Pilot?</p> <p>e. Will we also have to implement in the DR site?</p> <p>f. The exact number of assets that are being managed via event management, as documented in the SOW are: 9 Windows Servers, 1 PABX, 1 ZyrOSS. Are these numbers correct? If not, we would require quantities by server, network device, other devices.</p>	<p>d. Yes. It is required.</p> <p>e. No.</p> <p>f. The requirements related to event management per target services are provided clearly in SOW 4.4.2.2.1 through 4.4.2.2.4. The quantity of systems per target services are: 9 Windows Servers, 1 ZyrOSS, 1 Cisco Call Manager and Session Manager that is monitoring several PABXs</p>
T.97	T.19	Regarding the usage of Rational System Architect, is it planned to use TOGAF component of this tool to support the generation and classification of the deliverables, artefacts and building blocks of TOGAF?	Purchaser does not constrain the usage of any module of System Architect as long as the Contractor delivers all the required views.
T.98	T.21	It's seems in conflict with AR-43 of new version of the SOW where is mentioned that the deliverables should be reviewed after each implementation and governance phase. Is it making reference to the phase G (implementation governance) of TOGAF ADM?	There are 2 acceptance gates defined for the Architecture deliverables and the gates are aligned with the two reviews (one per ADM cycle) defined in AR-43.
T.99	T.68	IR25 page 142 - If we are to look at the known errors are we also meant to configure the problem management module to achieve this functionality or is this something NATO will do?	Purchaser will configure the problem management module to achieve this functionality.

TECHNICAL			
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T.100	T.77	Could the same rational be applicable to all the key personnel?	All key personnel have education requirements stated in SOW and Bidding Instructions.
T.101	T.86	Is the percentage of completion reflected per module making reference to the level of completion of its implementation tasks or is it making reference to the level of deployment of the functionality in the services to be covered?, could you clarify the meaning of the percentages?	The percentage is reference to the level of completion of its implementation tasks.
T.102	T.87	SLM user licenses are required to configure SLM. Why are so many licenses present on the current system and more being requested?	Purchaser is not requesting SLM user licenses.
T.103	T.88	Concerning the TA we'll consider that the system should be deployed in NS, NR and NU as explained in Figure 7. But in the scope of the project, the implementation of a pilot is required for 4 services, as stated in sections 4.4.2.2.1-4, could we assume that the pilot to be implemented will be only deployed in NS?	Yes.
T.104	T.88	In reference to the environments, could we assume that the development environment could be held in the contractor premises and that the identified "development" environment located in NATO Secret could be used to perform: Integration tests, stress tests, system tests and training?	No, both development and production environements will be in Purchaser's premises.

TECHNICAL			
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T.105	T.88	Are any additional environments required to be hosted for Remedy or can we assume these are already in place at NATO?	No.
T.106	T.92	Are there any synergies foreseen between SMC-TA and SOA&IdM platform projects? Particularly, as one the key components of the Unified Event Management System (UEMS) is an Enterprise Service Bus (UESB), has it been considered using the future SOA Platform?	The UESB in SMC TA implementation deliverables is a localised pilot instance of an ESB for providing reusable interfaces for SMC functions. There is no dependency or synergy between both projects.