



ACQUISITION

Graham.Hindle@ncia.nato.int

Telephone: +32 (0)2 707 8857

Fax: +32 (0)2 707 8770

NCIA/ACQ/2015/1768
03 December 2015

To : See Distribution List

Subject : **INVITATION FOR BID
ISAF/RESOLUTE SUPPORT MISSION RECORDS ARCHIVE
IFB-CO-14042-OPL – Clarification Request Response, Release no 2**

Reference(s) : A. AC/4-D(2011)0009-FINAL: Non-Article 5 NATO-LED Operations Alliance Operations and Missions NSIP Procurement Regulations
B. AC/4-D/2261 (1996 Edition)
C. AC/4-D/2261-ADD2 (1996 Edition)
D. AC/4-D(2002)002-FINAL
E. AC/4-DS(2014)0027
F. AC/4(PP)D/27373-ADD1
G. NCIA/NLO/2014/03196
H. NCIA/ACQ/2015/1071 dated 09 October 2015
I. NCIA/ACQ/2015/1552 dated 14 October 2015
J. NCIA/ACQ/2015/1613 dated 03 November 2015
K. NCIA/ACQ/2015/1644 dated 05 November 2015
L. NCIA/ACQ/2015/1704 dated 17 November 2015

Dear Sir / Madam,

Further to reference L, please find enclosed list of Clarification Request Response, Release no 2 to the above mentioned IFB.

The NCI Agency Point of Contact for this procurement is Mr Graham Hindle, who can be contacted at Tel. +32 2 707 8857 or e-mail: graham.hindle@ncia.nato.int

FOR THE GENERAL MANAGER:

Graham Hindle
Senior Contracting Officer

Enclosures: As Detailed



NATO Communications
and Information Agency
Agence OTAN d'information
et de communication
Avenue du Bourget 140
1110 Brussels, Belgium
www.ncia.nato.int

Distribution List

Prospective Bidders

All NATO Delegations (Attn: Infrastructure Adviser)

Belgian Ministry of Economic Affairs

All Embassies in Brussels (Attn: Commercial Attaché)

NATO HQ

NATO Office of Resources

Management and Implementation Branch – Attn: Deputy Branch Chief

Director, NATO HQ C3 Staff

Attn: Executive Co-ordinator

SACTREPEUR

Attn: Infrastructure Assistant

Strategic Commands

MG Walter HUH, ACO/DCOS CIS & Cyber Defence

Lieutenant General Jeffery Lofgren, ACT/DCOS Capability Development

NCI Agency

ACQ Director of Acquisition (Mr Peter Scaruppe)

Administrator Contracts Award Board (Mrs Marie-Louise Le Bourlot)

NLO (Mr. C. Uish & Mr D. Harman)

Legal Adviser (Mrs. S. Rocchi)

CES SL Chief (Mr. E. McCartney)

OA SL Chief (Mrs S. Martel)

CES SL PM (Mr L. Sokolowski)

ILS (Mr. C. Lucas)

Cost Analyst (Mr. R. Feeks)

ACQ PCO (Mr G. Pilliego)

ACQ SCO (Mr G. Hindle)

ACQ Senior Contracting Assistant (Mrs E. Kapetanovic)

Registry

NCI Agency – All NATEXs

Requesting Agency	Requesting Agency	Questions	Answers
1	Page 2, Paragraph 6 versus Page 13, Paragraph 2.3.1	There appears to be two (2) separate Bid Closure Dates. We are trying to discern which Bid Closure Date applies. Based on release of this document will 9 November 2015 be the Bid Closing Date?	Amendment for the Bid Closure Date has been released as the 20 November 2015.
2	Page 2, Paragraph 9 versus Page 7, Paragraph 1.2.2	There appears to be two (2) separate criteria for the bidding facility security credentials. The first states the requirement up to NATO Secret whilst the second requires up to NATO COSMIC Top Secret. Based on the information archive requirements it appears that NATO Secret facilities clearance and personnel security clearances are sufficient but we wish to seek clarification.	The Contractor will require personnel cleared to NATO COSMIC Top Secret if they are to administratively access rights to an NS/MS system. Confirmed by Security Manager Mons.
3	Page 18, Section "5. TECHNICAL SCOPE REQUIREMENTS"	Considering that in the current context of this bid, there is parallel tender lead by NATO HQ Archives to implement a long term preservation system where OATS standard is fully required. And additionally considering that AIP and DIP packages are for long term preservation and are going to be already implemented in NATO Archives as well as the trusted digital repository. Also considering the understanding that SIP packages make all sense to be transferred to NATO HQ Archives. We would like to double check if AIP and DIP packages are required for the Digital Archive? Or on the other hand, whether is a business reason to duplicate functionality?	The parallel project from NATO HQ Archives is outside the scope of this project in the implementation timelines and the operational requirement are different. As said in [05-4] "The System shall export publicly-disclosed information items (AIPs) as a DIP package (the information resource and metadata)." Also see [07-1] "The System shall support the ingest of SIPs into the System based on user defined package template (see OPC container defined by AC/324-D(2014)0008 Directive on the Preservation of NATO Digital Information of Permanent Value)." The trusted digital repository is an intermediary archive from mission records that are to either be destroyed or transferred for long term preservation at NATO Archives. During this long term processing of records it must be able to ingest and construct SIPs, also supply DIPs when requests for information are addressed. To comply with NATO governance and ensure effective archiving capabilities AIPs are required to be supported throughout the lifetime of the system.

NATO UNCLASSIFIED

Indexing NCL Agency	IFB Paragraph Reference	Questions	Answers
4	Section "5. FUNCTIONAL REQUIREMENTS", from page 6.	Mostly all requirements are related with record management. From our understanding NATO currently has a corporate Document Management system. Could you identify the current products (solutions) or family of products currently in use for this purpose?	The scope of archiving activities to be supported by the tools under the project comprises only systems used for ISAF/RS Mission. All systems identified as potential holders of semi-active records have been listed under SOW 6.4.7.
5	Page 18. Section "5. TECHNICAL SCOPE REQUIREMENTS"	Must the System implement a full capabilities OAS model (Ingest, Data Management, Archival Storage, Preservation planning, Administration and Access modules) or only must implement the interface and communication between the producer and long-term Archive System?	As requested in the Statement of Work: [109] The System shall comply with the Open Archival Information System (OAIS) Reference Model, ISO 14721:2012. the system will have full OAIS capabilities.
6	Page 18. Section "5. TECHNICAL SCOPE REQUIREMENTS"	Must the System implement a full Records Management System supporting the lifecycle of records from its inactive phase until its retention period, considering that the records during this phase must be maintained for accountability but are not updatable? If yes, after this phase, should the record be transferred to another system (for long-term preservation)? Or should be deleted?	A1: The system requires OAIS Records Management capabilities for the entire period the Record is held until transferred to the NATO Archive for the preservation (when deemed to be a NATO digital information of permanent value). As requested in the Statement of Work: [108] The System shall support Records Management and Archiving capabilities until end of 2019. A2: Yes, as above described the records will only be temporarily stored before being transferred to the NATO Archives or be deleted.
7	Page 18. Section "5. TECHNICAL SCOPE REQUIREMENTS"	Must the system implement the Records Management instruments of decision: File Plan, retention schedule plan, disposition policies, etc. related to control and manage the life of records?	This is covered in the answer above: CR6.

NATO UNCLASSIFIED

Requesting Agency	IFB Paragraph Reference	Comments	Answers
8	Page 18, Section "5. TECHNICAL SCOPE REQUIREMENTS"	Must the System retain records for all the time (never will be transferred or deleted), as long-term archives?	As stated in Statement of Work's requirements [102], [108], and [176], the system shall be maintainable, efficient, supportable until the end 2019. All Records held by the system will be transferred to the NATO Archive or deleted before that date.
9	Page 232, Annex A, Section "3. Terms, Abbreviation and Definitions"	In case that the system is not an OASIS full capabilities model, why does the Annex A mention DIP and AIP packages?	The system is required to have OASIS full capabilities.
10	Page 18, Section "5. TECHNICAL SCOPE REQUIREMENTS"	Is it needed a classification functional scheme based on Mission Networks functions and activities in the Digital Archive to organise and classify content and apply retention policies over records (file plan implementation)?	A "File Plan Implementation" will be created and provided by the Purchaser and reviewed with the prospective Contractor at the System Requirement Review.
11	Page 265 Annex E	Could we consider the possibility of offering a third party solution, different solution existing solutions provided in the IFB?, Ex. Documentum. If yes, should we include the cost of licensing in the bidding sheets as "Service Breakdown"?	Yes. However, the IFB does not name solutions but give the opportunity to the Bidders to identify the best solution that will fit with the requirements. Yes. Costs of licenses must be included, but funding is limited by the project authorisation.
12	Para 5.24	Who has to extract the data sets from the FAS'es? The contractor or the purchaser?	As requested in the Statement of Work Annex A, the Contractor is to provide the mechanisms that will enable the end user to extract and transform this information into standard archival forms, as written in the following requirement: <i>"10571 ISAF records, content and data exist in a multitude of file formats, in structured data (databases) and unstructured data (emails, messages, etc.) and therefore mechanisms are required to extract and transform this information into standard archival forms."</i> As stated in the Statement of Work Annex B (Para 3.4.a/b), in addition it will be the responsibility of the end user to select subsets of the FAS data to be exported, supported by the system provided by the Contractor.

NATO UNCLASSIFIED

Index no Agency	IFB Paragraph/Reference	Questions	Answers
13	Para 5.4	[101] The Contractor should re-configure snapshots of the Functional Application Services to enable them to be usable in the staging area at the operational network. • The picture on page 5 of the SOW shows the FAS'es as part of the Purchaser Furnished Items. Is it correct that the FAS'es will be installed by the purchaser? • What work related to the installation and configuration of the FAS'es has to be done by the purchaser? • What work related to the installation and configuration of the FAS'es the purchaser expects from the contractor?	1. : Yes; the FASes VM's will be stood up by the Purchaser. 2. and 3. : The Purchaser will perform the installation of the FASes, the prospective Contractor will supply the mechanisms to import/convert data from the FASes into the Trusted Digital Repository. The final aim of the system to be implemented is explained in the Statement of Work Annex B 3.3 and 3.4.
14	Para 5.1.1	[001] ISAF systems (services) include both NCI Agency FAS'es and ISAF developed/procured systems which currently and largely do not provide mechanisms to export and transform embedded ISAF records into standard archival forms and therefore require a combination of bespoke development and standard COTS connectors to support. [M] • What documentation/specification for the FAS'es is available, describing the content, which is relevant for extraction? • What documentation/specification for the FAS'es is available, describing the data structures of the FAS to extract the content? • What documentation/specification for the FAS'es is available, describing interfaces (API) of the FAS to extract the data and content?	Based on Clarification Requests received from Bidders, the Agency is creating a table that provides the following information when available: - Content / Data Structure / Interfaces / Formats
15	Para 5.1.1	Who has to define and to implement the connectors to the COTS product?	The prospective Contractor shall define and implement the connectors (bespoke or COTS) between the FASes and the system. As per Statement of Work Annex A [160], [162], [163], [164].
16	Para 5.1.1	[002] The System shall support (relational) databases containing NATO records of long term value. [M] In relational databases there exist relationships and constraints between records in different tables. • Is it intended to analyze the data structures of the FAS to extract logical records within the databases?	Based on the following requirement: [171] The system shall support API-based integration with third party systems... the prospective Contractor would be required to analyse the data structures when suitable APIs are not available in FASes to support the mechanisms for record extraction. Supporting FAS documentation, including data models, will be provide where available.

NATO UNCLASSIFIED

Question No.	Reference	Questions	Answers
17	Para 5.2.1.1	[005] The System shall support geographic and geospatial data utilized in GIS. [S] • What kind of geographic data has to be archived? • In which form or which content or records of a GIS system have to be archived, especially when the data sources are in different databases, systems or FAS'es?	The User is ready to consider granting a waiver for this requirement if the NATO Archivist cannot provide a definite answer on what constitutes NATO record before the System Requirements Review. However, please refer to Directive on the Preservation of NATO Digital Information of Permanent Value (Appendix 1 to Annex 1, Section 4.f) and NATO Operational Records Retention Schedule – Mapping to influence the Bid composition for this requirement.
18	Para 5.2.1	[067] What are the proprietary formats of the digital ISAF operational records?	Based on Clarification Requests received from Bidders, the Agency is creating a table that provides the following information when available: - Content / Data Structure / Interfaces / Formats
19	Para 5.2.1	[069] The System shall support the archiving of relational databases in standard archival forms. [M] • Is it intended to extract and archive the complete content of the database?	The decision to archive a complete database as a record or to extract individual records from a given database will be taken by the end user after IOC. The system should be capable of archiving both databases and individual records extracted from databases. Please refer to Directive on the Preservation of NATO Digital Information of Permanent Value (Appendix 1 to Annex 1, Section 4.a). However, based on Clarification Requests received from Bidders, the Agency is creating a table that provides a more detailed answer to this question.
20	Para 3	Are there plans to complete VM files to take over in the archive?	There is not a requirement to import VM files into the archive. VM files and application running on them (VMs) contain raw data to be analysed and extracted as records.

NATO UNCLASSIFIED

Info No NCJ Agency	IFB Paragraph Reference	Questions	Answers
21	Para 2.1.6.1	As NATO is moving to a service management delivery structure and ISO 20000 is the best practices service management standard including service planning, development, transition, assurance of fulfillment and delivery, consistency, improvement, user support and demonstrated operation and maintenance. In addition, several requirements are common between ISO 9001/2008 and ISO 20000 standards. Consequently, will NATO accept ISO 20000 certification as an equivalent compliance to meet the Annex A-9 requirement?	ISO 20000 is an IT service management standard and could be considered equivalent to e.g. ITIL. It is not a QA standard equivalent to AQAP 2110 or ISO 9001:2008 (which have been requested in the bidding instructions, section 2.16). Although, there are commonalities (ISO 20000 is based on ISO 9001) the ISO 20000 standard does not address all of ISO 9001.
22	Para 1.2.2	The requirement in this paragraph for NATO CTS security clearances does not seem consistent with other parts of the IFB. As one example, in Part II Special Provisions, paragraph 11.3 states the following: "Contractor's personnel visiting or working at Purchaser's facilities in connection with this Contract shall hold a confirmed NATO SECRET security clearance valid for the duration of the Contract at the Effective Date of Contract (EDC)." As another example, in Book II SOW, paragraph 7a states the following: "The Contractor personnel need to hold valid Personal Security Clearances (at NS-level) through-out the implementation and support period as well as follow physical security rules for accessing the NATO facilities and CIS security rules for employing IT systems." Can NCIA confirm the requirement for CTS-A clearances?	This is covered in the answer above: CR3.
23	Para 6.4.5 (6.1 Annex A)	References to the System being useable at JFCBS until December 2019 seem to be based on the end of the ISAF mission in December 2014. Is there a similar requirement for RS archives?	The system shall satisfy the requirements in the SOW, and shall not make any distinction among operations that provide data sources. The operational employment of a system will be decided by the operational user.
24		It has been common knowledge that much of ISAF's tactical data was stored in a database system known as "Combined Information Data Network Exchange", or CIDNE. Yet, there is no mention of CIDNE in the IFB. Can NCIA confirm that there is no requirement for the Contractor to extract data from CIDNE, or to replicate the capabilities of CIDNE at JFCBS?	There is no requirement for the Contractor to extract data from CIDNE, or to replicate the capabilities of CIDNE at JFCBS.

NATO UNCLASSIFIED

QUESTIONS	QUESTIONS	ANSWERS
25	Page 19, Section "5. TECHNICAL SCOPE REQUIREMENTS", 158, 159] in relation with milestones required in Optimisation Phase, requirement [112]	Under review. Snapshots of the FAS systems will be provided by NCIA. From our understanding the datasets from FAS can be migrated to a Staging area with other datasets. If this task is performed, would it be required to perform the task "Development of FAS specific interfaces" in the Optimisation Phase.?
26	Bidding Sheets - Page 2. In comparison with the Book II - Part IV. requirement [082] of Page 15 and requirement [081]	Under review. There is an inconsistency in the scheduled required: 1) [082] The deliverable identified in the Bidding Sheet as "System Requirements Review (1 day)" is expected by 2 Weeks after EDC 2) [081] Kick-Off should be 1 week after EDC 3) [082] The kick-off should include the System Requirements Review Could we assume that the Kick-off will have the list of requirements of the Bid, and 1 week later the final version of Requirements will be reviewed in a Workshop?.
27	SSS Sheet	Under review. 1) The cell I2 contains a formula that looks incorrect because is adding "System Documentation" to the amount of "Project Management. 2) The Cell F10 does not contain a number so the formula of I10 is not considering the amount of the concept "Formal meetings", it should be a "1".