



NATO UNCLASSIFIED

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NCIA/ACQ/2016/1356

07 July 2016

To: Distribution List

Subject: **INVITATION FOR BID to provide "IT Modernization (ITM) Work Package 2 (WP2) – Supply of Client Equipment and Accessories" – IFB-CO-14210-ITM - AMENDMENT 4 and CR Release Number 5.**

Reference:

- A. AC/4-D/2261-ADD1-REV1 (1996 EDITION)
- B. AC/4(PP)D/27263-REV2-ADD2 & BC-D(2014)0024-REV2-ADD1
- C. AC/4-DS(2014)0013
- D. C-M(2002)49
- E. NCIA/ACQ/2016/720 dated 11 January 2016 (Original NOI)
- F. NCIA/ACQ/2016/911 dated 09 March 2016 (Revised NOI)
- G. AC/4(PP)D/27263-REV2-ADD3
- H. AC/4-DS(2016)0006 dated 01 March 2016
- I. NCIA/ACQ/2016/1130 dated 04 May 2016
- J. NCIA/ACQ/2016/1198 dated 30 May 2016
- K. NCIA/ACQ/2016/1198 dated 06 June 2016
- L. NCIA/ACQ/2016/1250 dated 09 June 2016
- M. NCIA/ACQ/2016/1258 dated 14 June 2016
- N. NCIA/ACQ/2016/1314 dated 27 June 2016

Dear Sir/Madam,

Further to Reference N, please find enclosed responses to Clarification Requests (release number 5) and Amendment number 4 to the IFB, which provides updated versions of the Bidding Instructions (Book I) and Statement of Work (Book II, Section IV), with track changes and comments marked, as well as the unmarked versions of the above documents.



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Further to reference K, please be aware that we have received a formal request for extension to the bid closing date, in accordance with paragraph 10(b)(iii) of reference A, and therefore you are advised the subject IFB is amended as follows.

THE CLOSING TIME FOR SUBMISSION OF BIDS IN RESPONSE TO THIS INVITATION FOR BID (IFB) IS 15:00 (BRUSSELS TIME) ON 25 JULY 2016.

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

Attachments:

1. Responses to Clarification Requests, release number 5
2. Updated version of Bidding Instructions
3. Updated version of Statement of Work

Distribution List for IFB-CO-14210-ITM

PROSPECTIVE BIDDERS (sent separately)

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 HUHN, ACO/DCOS CIS & Cyber Defence

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CES SL Chief (Mr Pierre Pradier)

CES Project Manager (Mr Lukasz Sokolowski)

Legal Office (Mrs Simona Rocchi)

Service Strategy (Mr Detlef Janezic)

Registry

ALLNCL Agency – NATEXs

Index no. NCI Agency	IFB Paragraph Reference	Questions	Answers
1	Section II, 2.3.1	Bid Closing Time The Invitation Letter states a Bid Closing Time at 15:00 on 20 June 2016. The Bidding Instructions state a Bid Closing Time at 14:00 on 20 June 2016. Could you please clarify?	The covering letter is incorrect the bid closing date and time is as detailed in Book 1, Section 2 Paragraph 2.3 i.e. before 14.00 hours (Brussels Time) on 20 June 2016.
2	Section III, 3.2.2.3 & 3.3.3	Technical Proposal How many hard copies and soft copies shall the Technical Proposal contain? Section III, 3.2.2.3 says "...one hard copy and two soft copies..." Section III, 3.3.3 says "... two (2) hard copies and three (3) soft copies..."	The information at Book 1, Section 3, paragraph 3.2.2.3 I correct i.e. 1 Hard Copy and 2 Soft Copies.
3	Contract Special Provisions, Section 14 Contract General Provisions, Section 38	Liquidated Damages Can you please confirm that Liquidated Damages will only arise from failure in meeting the Delivery Schedules specified in Book I, Annex A (Bidding Sheets), CLIN Summary	Liquidated Damages will be applied when the agreed Delivery Schedules are breached and it will be based on the Purchase Order schedule of delivery.
4	Contract General Provisions Section 8	Performance Guarantee Could you please specify the reference value for the Performance Guarantee. Will the Performance Guarantee only be required through the warranty period of 6 months?	The Performance Guarantee will be limited to 300.000EUR.
5	Section 5.7.2	Change Management Procedure In this section it is mentioned that the Purchaser will approve or reject an RFC. In case of rejection, the Contractor shall proceed without a change. What about technically forced changes to products by manufacturer or pre-manufacturer, e.g. such as Intel, in case the products with the offered specifications are no more available?	Products which are no longer available would be treated as an issue of obsolescence rather than a change request and dealt with under the provisions of Book II, Part II Contract Special Provisions, section 10 "COTS Products Replacement".
6	Annex C Technical Specifications	TEMPEST specifications The COTs specifications include wireless technologies, copper LAN interface types, touchscreens and maximum dimensions and weights that are unlikely to be achievable or available in a TEMPEST variant. Please can NCIA provide the relevant or corresponding specifications for the required TEMPEST equipment?	For SDIP27 Level A and B devices the equipment shall: a) have only fibre optic 1000Base-SX interface(s), b) have no Wi-Fi interfaces, c) not exceed dimensions and weights listed in req. [182] by more than 100%.
7	Section 5.5.3.5 Client Devices with enhanced security (TEMPEST)	TEMPEST requirements powerline filters The TEMPEST requirement is for SDIP-27 Level A, B and C. Please can the NCIA confirm if individual powerline filters are required for each equipment or will the equipment be installed in accordance with SDIP-28 requiring no powerline conduction tests?	Individual Powerline filters are required for each equipment.
8		is it possible to place a partial bid; i.e. to quote only hardware and not the required personnel ?	No, Please refer to Book I, Section 3 , paragraph 3.1.3 "Partial Bids will be declared non-compliant".

9	Section II, 2.3	We kindly ask for an extension of at least 4 weeks, as first comprehensive analyses must be performed in a test lab for the selection of the SDIP 27 Level A devices.	Please refer to Book I, Section 2, paragraph 2.4 for the procedures for extending the Bid Closing Date.
10	5. Annex A - Bidding sheets.xls	In the tender documents, there are different quantities listed in the Excel file "02a_IFB-CO-14210-ITM, Book I, Bidding Sheets.xlsx". Among other things, the respective quantities for the COTS products are requested in the same amount as for SDIP 27 Level C. Do we have to consider the same quantities of SDIP 27 Level C in addition to the COTS products or do the quantities for the COTS products already include the SDIP 27 Level C volumes? We ask for a clarification of the facts.	Bidders shall consider the same quantities of SDIP 27 Level C in addition to the COTS products.
11	5. Annex A - Bidding sheets.xls	Is it still correct, that the business laptops and tablets should be offered without option for SDIP 27 Level A, B, C?	Yes.
12	5. Annex A - Bidding sheets.xls	Do the offered devices for SDIP 27 Level A,B,C have to be the same products as the offered COTS product?	No, however all variants of SDIP 27 levels of TEMPEST devices should be based on the same product. Respectively all products should be single type and uniform for each CLIN.
13	5. Annex A - Bidding sheets.xls	For the volume of headsets you specify the same quantity of 16.319 pieces both for COTS products and for SDIP 27 Level A, Level B and Level C. The volume of headsets for the SDIP 27 Level A seems extremely high to us in comparison to other SDIP 27 Level A positions. Please confirm that the headsets quantities are correct.	The correct numbers are: Headset - COTS: 7,192 Headset - Level C: 7,192 Headset - Level B: 449 Headset - Level A: 149
14	5. Annex A - Bidding sheets.xls	In the tender documents, Excel file "02a_IFB-CO-14210-ITM, Book I, Bidding Sheets.xlsx", the product "KVM (TEMPEST)" has been described under the Section 3.19. We assume this is a KVM (Keyboard-Video-Mouse-Switch). However, there are not evident concrete requirements defined regarding the level of tempestation. Should this device be offered as SDIP 27 Level A, B or C?	KVM should be certified with EAL4 qualification at minimum.
15	Section 9.2	In the document Book II, Part IV, you specify in Section 9.2 the maximum overall dimensions and weights of the individual systems. We assumed that only the COTS products must meet the dimensions and weights given and that tempested products can, due to modifications to the original COTS system, be bigger and/or heavier. Can you confirm if our assumption is right?	See response to CR6.
16	Section 5.5.3.5	In the document Book II, Part IV, Section 5.5.3.5, there are products specified which should be also offered as SDIP 27 variant. Among others, the Smartcard Reader. However, in the Excel file „02a_IFB-CO-14210-ITM, Book I, Bidding Sheets.xlsx“, under item 3.24, you only demand a Smartcard Reader without the option to SDIP 27 Level A, B, C. Please clarify this contradiction.	Only COTS Smartcards readers will be required.

17	Bidding Sheets	<p>The requested quantities in the bidding sheets seem to deviate from the forecasted quantities in the waves described in the Bidding Instructions.</p> <p>a) Can you please confirm that under the present tender equipment with and without tempest modification shall be purchased and that the provided figures for COTS and Tempest Level C are correct?</p> <p>b) Can you confirm that Laptops and Tablets will be purchased without the option of enhanced security (TEMPEST)?</p>	<p>a) The figures are correct estimations. b) Confirmed.</p>
18		<p>Please clarify whether bidder must offer the same base product (same brand / model) for equipments with the option of enhanced security (TEMPEST) ? (e.g.: 2.5 / 2.6 / 2.7 / 2.8)</p>	<p>See response to CR12.</p>
19	Bidding Sheets	<p>Item 3.19 is requesting a “KVM (TEMPEST)” kvm switch, can you please clarify the requested SDIP level?</p>	<p>See response to CR14.</p>
20	<p>Bidding Sheets 3.25 3.26 3.27 3.28</p>	<p>Can you clarify the requested quantity for headsets in the various SDIP levels?</p>	<p>See response to CR13.</p>
21		<p>The selection of SDIP 27 Level A devices involves extensive laboratory testing, we kindly ask you to extend the deadline for submission of bids by at least 2 weeks.</p>	<p>See response to CR9.</p>
22	SOW 9.9	<p>What are the minimum technical requirements for the embedded Webcam of the touchscreen monitor?</p>	<p>It needs to meet the technical requirements defined for Webcam in section 9.14.</p>
23	9 Annex C - 9.3	<p>For the business laptop you demand the following: Active Management Technology. We assume that you mean vPRO with this requirement. Based on that assumption we would offer you a vPRO configuration (vPRO CPU, vPRO Ethernet, vPRO Chipset and vPRO WiFi). Is that correct?</p>	<p>The proposed computer configuration shall meet all hardware prerequisites to enable Intel AMT tools to manage the computer remotely, including vPRO features.</p>

24	9 Annex C - 9.3	In the display requirements of the business laptop you demand a brightness of 350 nits. This requirement is not conform with the available display solutions. We therefore kindly ask you to lower the requirement to 300 nits.	The SOW section 9.3 in "Screen Form Factor" Brightness should read "300 nits (auto-adjustable)".
25	9 Annex C - 9.3	In the display requirements of the business laptop you demand a contrast of 700:1. This requirement is not conform with the available display solutions. We therefore kindly ask you to lower the requirement to 300:1.	The requirement remains unchanged.
26	9 Annex C - 9.3	Under the point "Wi-Fi" of the business laptop you demand the support of 2x2 MU-MIMO. The technology MU is very new and currently not implemented in the portfolio of business notebook vendors. We therefore kindly ask you delete the requirement "MU" out of "MU-MIMO".	All the Wi-Fi interfaces provided shall support MU-MIMO in hardware but may be enabled later on through firmware or driver update.
27	9 Annex C - 9.3	In the requirement "mobile data transmission (optional)" of the business laptop you demand LTE-A with FDD Band 38. This band is uncommon for market leading business laptop vendors. We kindly ask you to delete the requirement for FDD Band 38.	The requirement specified in Section 9.3 Mobile Data Transmission (optional) should read: 3GPP Release 10-compatible modem supporting: • GSM (GPRS, EDGE) - 850/900/1800/1900 MHz, • UMTS (HSPA/+, DC-HSPA) - 850/900/1700/1900/2100 MHz, • LTE-A (Cat. 4) - FDD Band 1-5/7/8/17/20.
28	9 Annex C - 9.4	For the Workstation you demand the following: Active Management Technology. We assume that you mean vPRO with this requirement. Based on that assumption we would offer you a vPRO configuration (vPRO CPU, vPRO Ethernet and vPRO Chipset). Is that correct?	The proposed computer configuration shall meet all hardware pre-requisites to enable Intel AMT tools to manage the computer remotely, including vPRO features.
29	9 Annex C - 9.4	Under the point "Wi-Fi" of the workstation you demand the support of 2x2 MU-MIMO. The technology MU is very new and currently not implemented in the portfolio of workstation vendors. We therefore kindly ask you delete the requirement "MU" out of "MU-MIMO".	All the Wi-Fi interfaces provided shall support MU-MIMO in hardware but may be enabled later on through firmware or driver update.
30	9 Annex C - 9.4	Under the point "optical drive" of the workstation you demand a bluray speed of 16x. Most vendors do use slim drives and this devices have a limitation in speed below a full size optical drive. To widen the competition we ask you to lower the speed to 6x.	The requirement in SOW Section 9.4 "Optical drive" should read: "6x BlueRay writer with BDXL support".
31	9 Annex C - 9.4, 9.6, 9.7, 9.8	For the Workstation, Diskless Computer, Thin Client and Zero Client you demand a 1000Base-SX fiber optic network card. Most vendors do offer cards with 1000Base-SC connector. Would it also be compliant if the bidder offer SC instead of SX connectors?	The requirement does not specify the connector to be used., therefore SC connector would be complaint. The network adapter shall comply with IEEE 802.3-2008 1000Base-SX.

32	9 Annex C	For all devices you demand a power cable length of 3m. For notebooks this requirements are common but for on desk devices it is not standard. We therefore ask you to lower the requirement to 1.8m for all devices except business laptop and tablet / two in ones.	The requirement remains unchanged.
33	9 Annex C - 9.5	Under "additional features" of the tablet you demand "integrated physical switch for radios...". Almost no brand offers a physical stand alone switch to perform this action. Most vendors use a key combination, for example FN+F12, to disable WiFi, WWAN and Bluetooth. We therefore assume that a key combination also counts as a physical switch. Please confirm.	Yes.
34	9 Annex C - 9.5	Within the requierements of the tablet you demand a video connect which can be (mini)Displayport and/or HDMI 2.0. Some vendors make use of USB-C ports and would offer an adapter from e.g. USB-C to Displayport free of charge with the device. Even with this adapter one free USB port would be still available on the device. Is our assumption correct that this solution fulfils your requirements?	Yes, the adapters to DisplayPort 1.2, HDMI 2.0 and DVI shall be bundled.
35	9 Annex C - 9.5	In the display requirements of the tablet you demand a brightness of 350 nits. This requirement is not conform with the available display solutions. We therefore kindly ask you to lower the requirement to 340 nits	The SOW section 9.5 in "Screen Form Factor" Brightness should read "340 nits (auto-adjustable)".
36	9 Annex C - 9.5	Under the point "Wi-Fi" of the tablet you demand the support of 1x1 MU-MIMO. The technology MU is very new and currently not implemented in the portfolio of tablet vendors. We therefore kindly ask you delete the requirement "MU" out of "MU-MIMO".	All the Wi-Fi interfaces provided shall support MU-MIMO in hardware but may be enabled later on through firmware or driver update.
37	9 Annex C - 9.5	In the requirement "mobile data transmission (optional)" of the tablet you demand LTE-A with FDD Band 38. This band is uncommon for market leading tablet vendors. We kindly ask you to delete the requirement for FDD Band 38.	The requirement specified in Section 9.5 Mobile Data Transmission (optional) should read: 3GPP Release 10-compatible modem supporting: • GSM (GPRS, EDGE) - 850/900/1800/1900 MHz, • UMTS (HSPA+, DC-HSPA) - 850/900/1700/1900/2100 MHz, • LTE-A (Cat. 4) - FDD Band 1-5/7/8/17/20.
38	9 Annex C - 9.5	For the tablet you demand an advanced device with a smart card reader. This in a combination of a maximum height of 1.5cm is massively limiting the products the bidder can choose from. We therefore kindly ask you to higher the max. height from 1.5cm to 1.7cm.	No. The requirement specified in Section 9.5 (including Note 4) is the minimum acceptable requirement.
39	9 Annex C - 9.6	For the diskless computer you demand a TPM 2.0 or later chip. As most diskless computers have a very long production lifespan (3-4 years) it takes more time to build in new technologies like TPM 2.0. Based on this almost all vendors do only offer TPM 1.2. Please lower the requirement to TPM 1.2.	No. The requirement specified in Section 9.6 is the minimum acceptable requirement.

40	9 Annex C - 9.6	Inside of the security requirements of the diskless computer you demand "AES-NI" which is an Intel terminology. To make a competition possible we ask you to delete this feature.	AES-NI are supported by more than one CPU manufacturer. The requirement remains unchanged.
41	9 Annex C - 9.6	For the diskless computer you demand Directx 12 and OpenGL 4.4 support. As most diskless computers have a very long production lifespan (3-4 years) it takes more time to build in new technologies like DX 12 and OpenGL 4.4. Based on this almost all vendors do only offer Directx 11.1 and OpenGL 4.2. Please lower the requirement to Directx 11.1 and OpenGL 4.2.	The requirement specified in Section 9.6 is the minimum acceptable requirement.
42	9 Annex C - 9.6	For the diskless computer you demand 2x USB 3.0 on the rear of the device. Most vendors do only offer the USB 3.0 on the front. Based on this we kindly ask you to delete the requirement for USB 3.0 on the back and exchange it with USB 2.0.	The requirement specified in Section 9.6 is the minimum acceptable requirement.
43	9 Annex C - 9.6	For the diskless computer you demand a TRRS 3.5mm mini audio jack. A combo jack on diskless computers is uncommon and most vendors do use separated audio jacks. We therefore kindly ask you to change the requirement from TRRS to "TRRS or 2x TRS".	A TRRS to 2x TRS adaptor is acceptable.
44	9 Annex C - 9.7	For the thin client you demand a TPM 2.0 or later chip. As most thin clients have a very long production lifespan (3-4 years) it takes more time to build in new technologies like TPM 2.0. Based on this almost all vendors do only offer TPM 1.2. Please lower the requirement to TPM 1.2.	No. SOW 9.7 does not state that requirement.
45	9 Annex C - 9.7	For the thin client you demand Directx 12 and OpenGL 4.4 support. As most thin clients have a very long production lifespan (3-4 years) it takes more time to build in new technologies like DX 12 and OpenGL 4.4. Based on this almost all vendors do only offer Directx 11.1 and OpenGL 4.2. Please lower the requirement to Directx 11.1 and OpenGL 4.2.	No. SOW 9.7 does not state that requirement.
46	9 Annex C - 9.7	For the thin client you demand a TRRS 3.5mm mini audio jack. A combo jack on thin client is uncommon and most vendors do use separated audio jacks. We therefore kindly ask you to change the requirement from TRRS to "TRRS or 2x TRS".	A TRRS to 2x TRS adaptor is acceptable.
47	9 Annex C - 9.8	For the zero client you demand a TPM 2.0 or later chip. As most zero clients have a very long production lifespan (3-4 years) it takes more time to build in new technologies like TPM 2.0. Based on this almost all vendors do only offer TPM 1.2. Please lower the requirement to TPM 1.2.	No. SOW 9.8 does not state that requirement.
48	9 Annex C - 9.8	For the zero client you demand Directx 12 and OpenGL 4.4 support. As most zero client have a very long production lifespan (3-4 years) it takes more time to build in new technologies like DX 12 and OpenGL 4.4. Based on this almost all vendors do only offer Directx 11.1 and OpenGL 4.2. Please lower the requirement to Directx 11.1 and OpenGL 4.2.	No. SOW 9.8 does not state that requirement.

49	9 Annex C - 9.8	For the zero client you demand a TRRS 3.5mm mini audio jack. A combo jack on zero client is uncommon and most vendors do use separated audio jacks. We therefore kindly ask you to change the requirement from TRRS to "TRRS or 2x TRS".	A TRRS to 2x TRS adaptor is acceptable.
50	9 Annex C - 9.9	For the Touch Screen Desktop Monitor you demand a minimum display size of 23". Meeting all other requirements in combination with 23" extremely limits the number of possible devices the bidder can choose from. An adjustment to 21.5" would open the competition. We therefore ask you to change the requirement from 23" to min. 21.5".	No. The requirement specified in Section 9.9 is the minimum acceptable requirement.
51	9 Annex C - 9.9	For the touch screen you also demand an integrated webcam with microphone and physical shutter. According to our market research we could find a 100% fitting device. If the camera could be, as already requested as an option, be external it would make it much easier to offer you a best value for money device. Based on this we ask you to delete the word "integrated" in "integrated webcam with microphone".	Bidders may satisfy the webcam requirement by bundling an attachable webcam with the monitor which complies with requirements listed in SOW 9.14.
52		reserved	
53	9 Annex C - 9.10	For the standard desktop monitor you demand a swivel range of 180 deg minimum. It would be possible to offer you a better value for money monitor if you would lower the requirement to 90 deg minimum. Is that acceptable to you?	The SOW section 9.10 in "Tilt and Swivel" should read "Swivel: 90 degrees".
54	9 Annex C - 9.10	For the desktop monitor you demand 1W integrated speakers. Most A-brands make use of speaker/soundbars. We assume that a free of charge soundbar, which will be shipped with the monitor, fulfils this requirement. Is that correct?	Yes.
55	9 Annex C - 9.18	According to the tender documents you demand 3 digital video connectors on the usb dockingstation. We could only find 1 usb dockingstation on the market which has 3 video connectors and also covers all the other requirements. To make it possible for the bidder to offer you the best value for money we would appreciate if you can lower the requirement from 3 to 2 digital video connectors on the dockingstation. Is that possible?	The SOW section 9.18 in "Display Interfaces" should read "2x Display outputs (DisplayPort 1.2 or HDMI 2.0)".

56	9 Annex C - 9.21	The description of the mobile device protection is not 100% clear to us. Does the carrying case must be able to hold the laptop and the tablet + accessories or just one device + accessories?	The Mobile Device Protection must be able to hold one of the devices and the accessories.
57	9 Annex C - 9.8	For the zero client you demand a weight of 2kg. We assume that a device with a weighth of <=2.05kg would also fulfil your requirements. Is that correct?	The SOW section 9.2 in weight of the "Zero client" should read "2.2kg".
58	6.2.3	Transportation Can we assume that NATO will accept 'part shipment' for those Purchase Orders that either contains equipment of different manufacturers or that contains 'Tempest' and 'Non-Tempest' equipment at the same time?	The batches will be indicated in the Purchase Orders and the Contractor shall comply to the products, quantities and delivery dates listed.
59	4.2 4.3.7	Purchase Orders Can we assume that Purchase Orders will be transmitted electronically? If they will be transmitted by standard mail there will be a delay between 'sender date' and 'delivery date/receipt'. In this case: can we assume that the date the Contractor receives the Purchase Order will be relevant for the delivery SLA?	Yes.
60	6.2.4	Delivery Acceptance We feel that a written delivery acceptance (proof by signature) is not common in international supply chain logistics. Can we assume that a confirmation of shipment/delivery by the Contractor is sufficient?	No.
61	6.4	Warranty Can you please confirm that it will also be sufficient to meet SLA for Maintenance/Warranty by providing NATO with additional equipment that can be used in case of warranty?	No.
62	5.6 and 5.1 CLIN Summary	MS Windows 10 Pro OEM 64bit no-media The bidding sheet asks for a separate pricing of MS Win10 OEM. OEM licenses cannot be purchased or supplied detached from the Hardware. Can we assume that the CLIN is only a Pricing Information that will never lead to a Purchase Order and that will not be added to the contract volume?	Purchaser will order OEM licences only with the equipment it will be used on (e.g. bundled with a Business Laptop). The CLIN is only a Pricing Information. It may lead to a Purchase Order and may be added to the contract volume.

63	5.6 and 5.1 CLIN Summary	MS Windows 10 Pro OEM Shall Client Equipment (CLIN 2 of CLIN Summary; SOW 9.3-9.8) be shipped and priced with or without OEM operating system?	The OEM licence is priced separately. Weather it should be shipped will be indicated on the Purchase Order.
64	CLIN 1-4 (Bidding Sheet)	CLIN Price Breakdown (CLIN 1 – CLIN 4) There are separate Excel Slides with Price Breakdown for CLIN 1-4 within the Bidding Sheet. On top of the sheet is a drop-down menu to select the relevant year. Can we assume that for those CLIN's that are relevant for several years we will have to duplicate the CLIN-Breakdown-Sheet accordingly?	The bidder is not to provide multiple CLIN Breakdown sheets for each CLIN unless multiple currencies are used in the bid. The Purchaser expects one price per item and not a price for an item per year.
65	5.3	Technical Documentation Could you please specify for what equipment technical documentation is really required (e.g. for patch-cords or cable, etc. COTS manuals are not available)	The Technical Documentation is not required for products specified in SOW 9.11, 9.12, 9.14, 9.16, 9.19, 9.20, 9.21, 9.22, 9.23 and 9.24.
66	5.5.3.5	Client Devices with enhanced security (TEMPEST) Are we right in assuming that equipment that needs to undergo the tempest processes (any level) needs to be identical (same Manufacturer and same Part No.) to the COTS version of the equipment?	See response to CR12.
67	5.5.3.9	Local Keyboard Layouts Is it correct to assume that all Client Equipment (CLIN 2 of CLIN summary) will always be ordered without keyboard and mouse and accordingly there will be separate items on the purchase orders for mouse and keyboard?	Yes, the Purchase Order will indicate it.
68	9.2.3	Fibre optic patch-cords SOW 9.2.3 asks for fibre optic patch-cords with options LC, ST, MTRJ and SC. Does it mean we have to offer the combinations LC/LC, ST/ST, MTRJ/MTRJ and SC/SC accordingly?	No, the requirement specifies only one end of the patchcord. The other end needs to match the type of connector offered with the device using it.
69	9.2.3	Fibre optic patch-cords SOW 9.2.3 – Cable type OM1 and OM2 only seem to be available in orange. Can we assume that it's ok to offer them in orange only?	Yes.
70	9.2.2	Anti-theft cable SOW 9.2.2 asks for Kensington cable with length 2m. According to our information the Kensington cable is only available in 1,8m lengths. Can you please confirm that it's ok to offer 1,8m?	Yes, The length of 1.8m for anti-theft cable will be acceptable.
71	8 Annex B	Is our assumption correct that NCIA will provide a customs broker for the delivery locations in Turkey and that NCIA will provide contact details to the successful bidder ?	All activities related to customs are the responsibility of the contractor. The Purchaser can however provide Forms 302. These forms may be used by the Contractor to support the customs process.

72	Annex C	<p>In paragraph 1 of the template of the Bid Guarantee you state “We are advised this Guarantee fulfils a requirement under Invitation for Bid IFB CO-14210-ITM dated...”In the whole rest of the document you always use the wording“standby letter of credit”. Our bankers advised that a “standby letter of credit” is subject to ISP98 a guarantee is not. We therefore kindly ask you to change the wording in paragraph 1 to “We are advised this standby letter of credit fulfils a requirement under Invitation for Bid IFB CO-14210-ITM dated...”</p>	<p>The title of the clause is aligned with the wording in other places in the IFB package. For the purposes of this clause it should be considered to refer to a standby letter of credit.</p>
73	Annex C	<p>Paragraph 8 states: "Multiple drawings are allowed." Please confirm that although multiple drawings can happen the total sum of all drawings from the bid guarantee can never be higher than 300,000 €. Please also add a statement regarding a limitation to 300,000 € for all drawings to the bid guarantee template.</p>	<p>It is confirmed that the limit of drawings under the standby letter of credit is 300,000 Euros.</p>
74	9-Annex C 9.5	<p>The issue is related to the physical implementation of a smart card reader. If the smart card functionality (PKI certificates) could be provided by a Micro SD Card, Micro USB or virtual Smart Card (all approval for “NR” are with “BSI”(Federal Office for Information Security). Would it be possible to spare the Smart Card Reader? (REF: STARCOS 3.5 for example)</p>	<p>No, the smartcard shall be in ID1 format. The requirement [181] for Tablet depth is amended to 1.8cm to allow for integrated smartcard reader. Respectively the footnote 4 to SOW 9.4 is removed. This response replaces the response to CR38.</p>
75	BI 1.4	<p>What are requirements for escorted Contractor personnel at Purchaser facilities.</p>	<p>Any Contractor personnel required to work at NATO or National facility need to be a citizen of a NATO Member Nation.</p>
76	BI 3.5	<p>Is it allowed to offer multiple product per CLIN?</p>	<p>No.</p>
77	Bidding Sheet, CLIN Summary and SOW	<p>Tempest Level A-C vs. COTS USB connection plugs of Level A systems (e.g. keyboard and mouse – CLIN 3.11-3.18) will be different to COTS devices (e.g. D-SUB 9) due to prevention of radiation leaking path and good ground connections between the devices. Additionally plugging of COTS equipment must be strictly foreclosed. Furthermore the housing of a Level A device (especially from computers) will differ partially significant from a COTS product in design and weight. Could you please confirm that these changes are allowed to Level A systems in contrast (or additionally) to the specifications in the SOW.</p>	<p>Requirement [080 - 086] states Accessory Equipment must be provided in accordance SDIP Level A, B and C.</p>

78	5.5.3.5	<p>Client Device with enhanced Security (TEMPEST) According to the SDIP 27 all systems running with a crypto device have to be qualified with a power line measurement like Level A. Therefore a device included power filter will become necessary – which could cause problems to include it in a COTS housing. To avoid this, usually only Level A systems are used with crypto devices. Is it intended to operate the SDIP 27 Level B / C equipment in conjunction with a crypto device (direct system coupled crypto, not fibre coupled crypto in another room)?</p>	No
79	9.16	<p>Headset The specification for Headset (9.16) requires a frequency response of 20-20000 Hz for headset, respectively 20-15000 Hz for microphone. A frequency response in this range is usually used for high-end music devices/consumer products. For business voice solutions (e.g. Skype for Business) the market offers UCC certified products. However, those are with lower requirements for frequency response. Due to this reason, we ask to reduce frequency response requirements to 150 - 6800 Hz for headphone and to 100 – 10000 Hz for microphone.</p>	The minimum Frequency response range for the Headset (9.16) shall be: Headphone: 20 - 20000Hz, Microphone: 100 - 10000Hz.
80	9.3	<p>Screen Form Factor / Contrast With response No. 25 (Clarification Requests # 1) you state very clearly that the requirement for screen contrast (700:1) shall remain unchanged. However, at least to our knowledge, there is no product on the market compliant to this requirement that – at the same time – meets the requirement of Annex B-8 (NATO Member Country Origin). Could you please re-think your response and change the requirement to contrast 300:1.</p>	No, the requirement remains valid.
81	9.3 / 9.4 / 9.5 /	<p>WiFi / MU-MIMO With your responses No. 26/29/36 (Clarification Request #1) you agree that all WiFi interfaces shall support MU-MIMO in hardware but may be enabled later on through firmware or driver update. Can we assume that you consider the criterion 'compliant', if WiFi interface 802.11 a/b/g/n/ac (2x2) is build-in?</p>	Yes
82	9.9	<p>Touch Screen Desktop Monitor / Swivel According to the specifications, the 23" Touch TFT shall contain a swivel of 180deg minimum. According to our knowledge there is no business-product on the market that fulfills this requirement. All products come with a rigid base that fulfills the requirements on tilt. Can we consider the requirement for swivel as being obsolete for this type of equipment?</p>	Yes. However, requirement remains valid for the Standard Monitor (9.10).
83	9.9	<p>Touch Screen Desktop Monitor / 10 Point Multi-Touch The specification asks for 250nits. We know from practical experience that the user gets closer to the monitor when its "touch" (due to ergonomically reason or because of the limitation by arm length). This leads to the assumption that there will be no negative influence on user experience if using a 23" Touch-TFT with 220nits. Will 220nit be considered compliant?</p>	Yes

84	ANNEX B-8	<p>Please clarify if electronic sub-components (plugged/ and or connected) on device circuit mainboards, circuit mainboards itself, and or device cases / housings proposed within this IFB will have to comply to the requirement listed under Annex B-8 / Paragraph (b)? Further please clarify if this requirement is applicable for sub-components such as PC-Mouse, Webcam, Protection Sleeve or patch cables?</p>	<p>This is regulatory requirement reflected in AC-4/(D)/2261. NCI Agency possesses no latitude in modifying, relaxing or otherwise provide relief to this imposed rule. However we strongly advise all bidders to provide for a reasonable interpretation of the requirement taking into consideration the current manufacturing, trading practices and commercial arrangements of the current market conditions.</p>
85	Annex B-8	<p>NATO is writing: "no material or items of equipment down to and including identifiable subassemblies shall be manufactured or assembled by a firm other than from and within a participating NATO member country (a sub-assembly is defined as a portion of an assembly consisting of two or more parts that can be provided and replaced as an entity)". Almost any manufacturer of laptops are having their products produced in China. Does that mean that vendors using manufacturers who is having their laptops produced in a non-NATO country are not compliant with the requirements of this IFB?</p>	<p>This is regulatory requirement reflected in AC-4/(D)/2261. NCI Agency possesses no latitude in modifying, relaxing or otherwise provide relief to this imposed rule. However we strongly advise all bidders to provide for a reasonable interpretation of the requirement taking into consideration the current manufacturing, trading practices and commercial arrangements of the current market conditions.</p>
86	Annex C Section 9.3	<p>You ask for a 13-14" panel with contrast ratio of 1000:1. That is not in line with typical panel technology. On an industry standard 14" FHD the typical contrast ratio is 300:1. On a 14" QHD the typical ratio is 600:1. On a 15.6" UHD the industry standard is around 1000:1. The higher the resolution the higher the contrast ration but also the cost. We kindly ask for NATO to reconsider the contract ratio or the screen resolution so all participants can deliver laptops.</p>	<p>Annex C Section 9.3 does not state a requirement of 1000:1.</p>
87	Annex C Section 9.3	<p>NATO has asked for vPro which includes WIFI card to be Intel WIFI NIC. MU-MIMO is a standard that Intel will support in next gen WLAN silicon. We have no visibility if Intel will offer software/firmware that will upgrade current PRO certified WLAN modules to support MU-MIMO. That is at Intel decision and not a hardware vendors choice. We will like for NATO to reconsider removing MU-MIMO and replace it with MIMO so all vendors can offer laptops to NATO</p>	<p>Annex C, Section 9.3 requests Active Management Technology - See CR 23. The Wireless interface requirement is amended to: 802.11n/ac Wave 1.</p>
88	Annex C Section 9.4	<p>NATO has asked for vPro which includes WIFI card to be Intel WIFI NIC. MU-MIMO is a standard that Intel will support in next gen WLAN silicon. We have no visibility if Intel will offer software/firmware that will upgrade current vPRO certified WLAN modules to support MU-MIMO. That is at Intel decision and not a hardware vendors choice. We will like for NATO to reconsider removing MU-MIMO and replace it with MIMO so all vendors can offer workstations to NATO</p>	<p>Annex C, Section 9.4 requests Active Management Technology - See CR 28. The Wireless interface requirement is amended to: 802.11n/ac Wave 1.</p>
89	Annex C Section 9.4	<p>NATO ask for 'Triple Display Capable'. Would DisplayPort daisy-chaining up to 4 monitors be acceptable?</p>	<p>Yes</p>
90	Annex C Section 9.5	<p>MU-MIMO is a standard that Intel will support in next gen WLAN silicon. We have no visibility if Intel will offer software/firmware that will upgrade current vPRO certified WLAN modules to support MU-MIMO. That is at Intel decision and not a hardware vendors choice. We will like for NATO to reconsider removing MUMIMO and replace it with MIMO so all vendors can offer laptops to NATO</p>	<p>The Wireless interface requirement is amended to: 802.11n/ac Wave 1.</p>

91	Annex C Section 9.5	Can NATO please specify the usage/purpose of this item compared to a Thin client? To our knowledge there is no diskless computer with a 64 bit OS on the market.	Based on present practices, the option to purchase Diskless machines is required. The requirement as stated in Section 9.6 (not 9.5) remains valid. See SOW Annex D for terminology and descriptions.
92	Annex C Section 9.9	NATO ask for a 10-point Multi-touch. Would NATO consider 5-point Multi Touch? This insure a lower price but doesn't compromise the touch experience.	No, the requirement for 10 point multi-touch remains valid.
93	Annex C Section 9.9	Nato ask for a physical Shutter.Would NATO consider to remove this point? This will allow for more vendors to bid and provide better value for money.	Section 9.9 has been amended, however the requirement for a webcam privacy shutter remains valid.
94	SOW 4.3.7	<u>Purchase Orders</u> : This section describes 'The Purchaser will issue a Purchase Order for each of the sites.' Does this mean, all orders will be submitted by the NCIA on behalf of NCIA or will be submitted by the NCIA on behalf of the local NATO Sites?	All orders for the ITM project will be issued by NCI Agency.
95	CSP 8.8	<u>Invoices</u> : This section describes, all invoices shall be submitted to NCIA, Brussels. Does this mean, NCIA will pay the invoices on their own behalf or does the contractor need to rise invoices to all local NATO Sites as ordering entity and send them to NCIA?	All invoices for these Purchase Orders will be paid and processed by NCI Agency.
96	CSP 8.8	<u>Invoices</u> : In case the invoices have to be submitted to the local NATO Sites, please can you submit the process in case of any open invoices dispute?	No invoices are to be submitted to local NATO sites.
97	SOW 4.2	<u>Delivery to Sites</u> : Could you please specify, is the delivery expected behind first floor or to any dedicated delivery area? Is it guaranteed, that delivery of pallets is possible (e.g. truck access restriction; security clearance; doors, elevators etc.)	For the purpose of bidding it may be assumed that pallets that comply with the requirements of the contract will be accepted and that the delivery is possible. The Contractor will be responsible for coordinating shipments and investigating restrictions that may apply to sites, with Purchaser's PoC for logistics and the Purchaser's site PoC.
98	SOW 4.3.7	<u>Purchase Orders</u> : The contractor is asked to size its delivery up to a maximum throughput of 10,000 devices. Could you please clarify 10,000 Devices: Does DEVICE only count Client Equipment or does this also count the Accessory equipment?	SOW Annex D:Section 10 defines a device as 'any Client Equipment and Accessory Equipment'.
99	SOW 5.8	<u>Quality Assurance</u> : This section describes, the contractor shall undertake quality control of each batch prior to shipment. Does this quality control require a technical inspection of all products prior to delivery?	The Contractor shall undertake any quality control measures deemed necessary to comply with the requirements of the contract.

100	SOW 6.1.1	<p><u>Inventory</u>:This section describes, the contractor shall provide an Inventory list prior to shipment and a template will be provided at Contract Award. Could you please provide an example of the requested Inventory list prior to Contract Award due to evaluate the needed data in it.</p>	<p>The inventory list will require providing the following information:</p> <ol style="list-style-type: none"> 1. CLIN 2. NSN 3. Nomenclature 4. EQRE (XB/ND) 5. True Manufacturer Part Number 6. True Manufacturer Code (or complete name and address) 7. Vendor/Contractor Code (or complete name and address) 8. Vendor/Contractor Part Number 9. QTY ordered 10. Order Unit 11. Serialized Item Tag 12. Serial Number 13. Serial Number Software Revision Level 14. Serial Number Hardware Revision Level 15. Other Serial Number attributes (assigned NATO Asset Tag) 16. Subject to Property Accounting 17. Currency 18. Price 19. Warranty Expiration Date 20. Receiving / Inspection Depot 21. Issue to customer 22. Extended Line Item Description 23. Part Number of next higher assembly 24. Qty in next higher assembly 25. Qty installed at Operating Unit (Customer Site)
101	SOW 6.1.2	<p><u>Codification</u>:This section describes support of contractor for Codification. Could you please specify, does this implicate any responsibility and liability in case of security issues?</p>	<p>The NATO codification process is adequately and sufficiently described in ACoDP-1 (available for download here: http://www.nato.int/structur/AC/135/acodp1/ACodP1_E.pdf). For the purpose of bidding Bidders shall assume that codification responsibilities are limited to sharing technical specifications and providing clarifications.</p>
102	SOW 6.1.3	<p><u>Labelling and marking</u>:This section describes the labelling requirements. Could you please support and provide an example of the labels? Is the label required on the equipment direct or on the box?</p>	<p>No examples of labels will be provided at this stage. Labels will be approx. 10 x 50 mm, to be fixed to the equipment, not the packaging.</p>
103	SOW 6.2.3	<p><u>Transportation</u>:This section describes the transportation requirements. Could you please specify: a) What will be the expected time out? B) What will be the expected process time per pallet?</p>	<p>A) Unclear what constitutes 'expected time out'. B) Purchaser will perform a visual inspection of delivered goods to check for transportation damage and to verify delivered goods against the Purchase Order. The Purchaser's process time reflects these activities.</p>
104	SOW 6.2.4	<p><u>Delivery Acceptance</u>:This section describes, a PoC shall be provided by contractor. Does the PoC have to be the original document (which is unusual) or can it be an electronic version, too?</p>	<p>SOW 6.2.4 does not state that the Contractor shall provide a PoC, nor is the PoC a document. PoC means Point of Contact (the person who shall be nominated by the Purchaser to inspect/ accept received goods).</p>

105	Excel Sheet	Failure Message Excel: Opening the Excel Bidding Sheet, there is coming up a failure message, saying that there is a problem with content and after accepting repair, an xml-failure message comes up. Could you please provide an updated version of it or is there a known bug in it?	We could not replicate the error. However if the error persists Bidders shall use the pdf format plus backup sheets to bid.
106	3.5.13	Currency and Sub-Contractors: This section describes, Bidders may also submit in multiple currencies including other NATO member states' currencies. All sub-Contracts and their approximate anticipated volume should be listed on a separate sheet. Could you please explain in more detail: Does this mean, in case of a local delivery through a local partner as sub-Contractor, there has to be a separate CLIN and CLIN Summary sheet, reflecting e.g. local currency? How will this be added to the CLIN Summary?	If the bidder intends to offer the price of a major Sub-Contractor(s) in the currency of that Sub-Contractor, the bidder shall then add additional columns to the CLIN Summary and Offer Sheets sheet for the additional currency. The bidder must add additional Price Breakdown sheets at the CLIN level for each currency the bidder intends to bid. Per Book I Section 3.5.13 bidders shall not offer multiple currencies per line item. For the purposes of evaluation, the conversion of currencies to Euros will follow Book I Section 4.3.7.
107	9.2.2	SOW 9.2.2 doesn't ask for a Master Key that can open/close all cable locks within the project. A Master Key solution will help NATO to manage their physical IT security. Can you please check if a Master Keyed solution is required by NATO?	No, the requirement remains.
108	9.13	What TEMPEST Level should the KVM be certified to? SDIP-27 Level A, B or C? If all TEMPEST levels are required, what is the quantity for each TEMPEST Level? The words "TEMPEST(Class 1)" specified in the tender is not a recognised NATO TEMPEST level The previous answer in Q&A T.14 that the KVM should be certified with EAL4 has nothing to do with Tempest.	The SOW 9.13 Item "Device" should read "Device shall be listed in the NATO Information Assurance Product Catalogue under KVM category. Device shall not contain any non-volatile memory. Switching sources shall be manually operated, not through "hot keys" via keyboard. No automatic switching between sources shall be allowed."
109	9.5	Screen brightness requirement is now 340 nits. Could this be adjusted to a minimum of 300 nits?	No, the requirement remains.
110	9.6	NIC 1000Base-SX – may this be offered with an external media converter? No current COTS Diskless PC is available based on the maximum dimensions and in combination with SFP slot, expansion slot or 1000Base-SX.	No, the revised dimensions of diskless computer under [181] are: 15x30x40cm (HxWxD).
111	9.16	May we offer a cable length of 1,8m which is a standard with most headsets due to conversion from 6 feet?	Yes, the SOW 9.16 item "cable length" shall read 1.8m.
112	9.9 + 9.10	Requested Tilt is +25deg/-5deg. Can this be lowered to +20deg/-5deg minimum?	Yes, the SOW 9.9 and 9.10 item "Tilt" shall read +20deg/-5deg.
113	9.22	The requested device is: Kensington anti-theft cable. Does this revert to the make and model or to the locking mechanism	The Anti-theft cable should be compatible with the locking slot used by Kensington anti-theft cables.

114	00_IFB-CO-14210-ITM_IFB_Cover Letter 6. The closing time for submission VS 01_IFB-CO-14210-ITM, Book I, Bidding Instructions 2.3 Bid delivery and bid closing	In the cover letter is spoken about the closing time for submission for bid at 15:00 Hours (Brussels Time) In the Bid delivery and bid closing section is spoken about 14:00 Hours (Brussels Time) at which time and date bidding shall be closed. ==> Can you please confirm what is the closing time and therefor the ultimate time for the submission of the offerings?	Please see the answer to CR number 1
115	2.9 Modification and withdrawal of Bids 2.9.4	Except as provided in paragraph 2.10.6 below There is no paragraph 2.10.6 in this Book ==> Can you please identify the correct paragraph to which we should refer?	This is a drafting error the reference should be to 2.10.4.2
116	3.4 Administrative Documentation Package 3.4.3.12	Paragraph 3.4.3.12 talks about Annex B-12 as the BRCM where further in the package the BRCM is identified as Annex D ==> Can you please confirm the Annex D is the correct naming for the BRCM and therefor there is no Annex B-12 existing?	This is confirmed. The BCRM is Annex D, there is no certificate at annex B-12
117	3.5 Preparation for the Price Quotation (Part 2) 3.5.1.2	Paragraph 3.5.1.2 you refer to paragraph 3.5.2.2 for the instructions on the completion of the Price quotation. There is no paragraph 3.5.2.2 in this Book ==> Can you please identify the correct paragraph to which we should refer?	The referenced paragraph should be 3.5.2.1 and not 3.5.2.2.
118	3.5 Preparation for the Price Quotation (Part 2) 3.5.2.1.2	Paragraph 3.5.2.1.2 It is requested to provide the electronic versions on a CD-ROM or DVD ==> Can you please confirm other electronic devices like USB key are acceptable as well?	Yes any electronic version provided is acceptable as long as the other requirement are complied with
119	3.5 Preparation for the Price Quotation (Part 2) 3.5.10	The Contractor shall be responsible for ensuring that its respective Sub-Contractors are aware that the Purchaser is exempt from taxes and customs duties. Bidders are reminded of the requirement to complete the certification to this effect in Annex B-5. ==> Can you please confirm the Sub-Contractors do not have to sign and submit the Annex B-5?	Sub contractors do not have to sign Certificate B5 that is the responsibility of the bidder
120	3.5 Preparation for the Price Quotation (Part 2) 3.5.19	CLINs 1.7.1 through 1.7.3 are travel CLINs The mentioned CLINs are not available on the Bidding Sheets ==> Can you please confirm what would be the best way to submit pricing for the requested CLINs?	CLINs 1.4.1 through 1.4.3 are the travel CLINs. The bidder must provided separate details in the Price Breakdown sheet for the duration of travel days indicated in the CLIN Summary sheet.
121	All	Ccould you please provide the documents in editable format?	yes it will be issued as soon as possible

122	All	Could you please provide the documents in editable format?	yes it will be issued as soon as possible
123	9. Annex C: Technical Specifications 9.3 Business Laptop Item: Memory	The minimum requirements are 8GB, expandable to 16GB. ==> Can you confirm a 1 x 8GB with a free slot is a valid solution? ==> Can you confirm a 2 x 4GB (which can be replaced by 2 x 8GB when needed) is a valid solution?	Both are acceptable provided that the device meets the performance requirements.
124	9. Annex C: Technical Specifications 9.3 Business Laptop Item: GPU	The minimum requirements is HDMI 2.0. The industry standard is still HDMI 1.4 (HDMI 2.0 is on the roadmap for end 2016 and will therefor be available for roll-out) ==> Are we allowed to offer the current standard HDMI 1.4?	Yes, The SOW 9.3 item 'GPU' shall read 'HDMI 1.4'
125	9. Annex C: Technical Specifications 9.3 Business Laptop Item: Screen Form Factor	The minimum requirements are Contrast 700:1 and Brightness 350 nits. The industry currently offers Contrast between 400:1 and 600:1 and Brightness between 240 and 270. ==> Can we offer within these industry standards?	No, the requirement remains.
126	9. Annex C: Technical Specifications 9.3 Business Laptop Item: Additional Features	The minimum requirements are Integrated physical switch for radios. The industry standard is currently a softkey solution. (Fn + function key) ==> Can we offer with the industry standard?	See the response to CR33.
127	9. Annex C: Technical Specifications 9.4 Workstation	The minimum requirements is a device of Workstation type ==> Can we offer a desktop PC if this meets the minimum requirements?	Yes, providing the SOW 9.4 requirement are satisfied.
128	9. Annex C: Technical Specifications	The minimum requirements is 11" to 13" diagonal size ==> Can you confirm a 10,8" device is a valid solution?	No, the requirement remains.
129	9. Annex C: Technical Specifications	The minimum requirements is HDMI 2.0. The industry standard is still HDMI 1.4 (HDMI 2.0 is on the roadmap for end 2016 and will therefor be available for roll-out) ==> Are we allowed to offer the current standard HDMI 1.4?	Yes, The 'Annex C: Technical Specifications' shall read 'HDMI 1.4'
130	9. Annex C: Technical Specifications	The minimum requirements are Integrated physical switch for radios. The industry standard is currently a softkey solution. (Fn + function key) ==> Can we offer with the industry standard?	See the response to CR33.

131	9. Annex C: Technical Specifications	The minimum requirements are Two DisplayPort 1.2 outputs. Most manufacturers offer a mix of digital ports. ==> Can you confirm Dual Digital input (using DP 1.2, HDMI or DVI) is an acceptable alternative - similar to the specifications of the requested monitors? This will allow all A-brands to comply with the minimum requirements.	Yes, if appropriate adapters are bundled to achieve 2 x DP outputs.
132	9. Annex C: Technical Specifications 9.8 Zero-Client Item: Display Output	The minimum requirements are Two DisplayPort 1.2 outputs. Most manufacturers offer a mix of digital ports. ==> Can you confirm Dual Digital input (using DP 1.2, HDMI or DVI) is an acceptable alternative - similar to the specifications of the requested monitors? This will allow all A-brands to comply with the minimum requirements.	See the response to CR131.
133	9. Annex C: Technical Specifications 9.3 Business Laptop Item: Local Storage	A durability of 200TBW is requested, this kind of durability is usually only available with enterprise Storage for intensive 24/7 usage. A durability of 72 TBW is much more common for laptop SSD drives, can the request be amended to 72 TBW?	Yes, the SOW 9.3 "Local storage" should read 72TBW.
134	9. Annex C: Technical Specifications 9.3 Business Laptop Item: Screen Form Factor	The first Q&A's do not allow for a lower contrast rate. Touch screens generally have lesser specifications in terms of Nits and contract, has NCIA accounted for this?	Yes.
135	9. Annex C: Technical Specifications 9.3 Business Laptop All specifications	With several requested changes to the specifications in the first Q&A's the answer has been given that multiple models and brands can be found with the required specifications. Whilst this is true, no brand and model currently available in the market offers the required specifications combined as requested. Perhaps for one, however this is from a non-NATO country manufacturer and thus cannot be accepted by NCIA for delivery. However even if this would be accepted there would be no competition. Please consider making changes to the requirements when requested as they will open up possibilities for (other) bidders.	We assume that the Bidder queries whether provided answers to CRs modify the requirements of the IFB. We confirm that as per Bidding Instructions 2.6.9, 2.6.11 and 2.6.12 the published answers shall be regarded as authoritative interpretation of the IFB and that the response to a clarification on a requirement issued later takes precedence.
136	9. Annex C: Technical Specifications 9.3 Business Laptop Item: Webcam	The first Q&A's indicate that the webcam should have the same specifications as the webcam in 9.14.	No, the Laptop webcam has it's own requirements.
137	9. Annex C: Technical Specifications 9.4 Workstation Item: Local Storage	A durability of 180TBW is requested, this kind of durability is usually only available with enterprise Storage for intensive 24/7 usage. A durability of 72 TBW is much more common for workstation SSD drives, can the request be amended to 72 TBW?	No, the requirement remains.

138	9. Annex C: Technical Specifications 9.3 Tablet / two in ones Item: Local Storage	A durability of 100TBW is requested, this kind of durability is very high for a tablet. A durability of 72 TBW is much more common for tablet SSD drives, can the request be amended to 72 TBW?	Yes, the SOW 9.3 "Local storage" should read 72TBW.
139	9. Annex C: Technical Specifications 9.9 Touch Screen Monitor	To create Tempest A the screens will be modified, the touch functionality will be lost. A few possibilities in the market to keep the functionality but they don't work very well. Do you require the Tempest A monitors to be touch as well?	Yes, the SOW 9.9 requirement remains valid.
140	9. Annex C: Technical Specifications 9.10 Desktop Monitor	Would Tilt: +20deg/-5deg be acceptable as well?	See response to CR112.
141	9. Annex C: Technical Specifications 9.5 Tablet/two-in-ones Item: Screen	Would NCIA also accept 300 nits for the screen?	No, the requirement remains.
142	Bidding Sheets	The bidding sheets include tabs for CLIN 1 - 4. Unfortunately we can not find any description of how to fill out CLIN 1 - 4. Could you therefore please provide further information on how to fill out CLIN 1 - 4 and how the tabs are related to the CLIN Summary?	Bidding instructions are provided in Book 1 Section 3.5 and in the Instructions tab of the excel file of the Bidding Sheets. Each detailed price breakdown sheet represents the Basis of Estimate (BoE) for each CLIN. The Price Breakdown sheets allows for the bidder to demonstrate business ground rules used in pricing, which will serves as a reference point for change proposals. The Price Breakdown Sheets must be traceable to the CLIN Summary sheet
143	5. Annex A - Bidding sheets.xls	In the tender documents, there are different quantities listed in the Excel file "02a_IFB-CO-14210-ITM, Book I, Bidding Sheets.xlsx". Among other things, the respective quantities for the COTS products are requested in the same amount as for SDIP 27 Level C. Do we have to consider the same quantities of SDIP 27 Level C in addition to the COTS products or do the quantities for the COTS products already include the SDIP 27 Level C volumes? We ask for a clarification of the facts.	Yes.
144	5. Annex A - Bidding sheets.xls	Is it still correct, that the business laptops and tablets should be offered without option for SDIP 27 Level A, B, C?	Yes.
145	5. Annex A - Bidding sheets.xls	Do the offered devices for SDIP 27 Level A,B,C have to be the same products as the offered COTS product?	See response to CR12.

146	5. Annex A - Bidding sheets.xls	For the volume of headsets you specify the same quantity of 16.319 pieces both for COTS products and for SDIP 27 Level A, Level B and Level C. The volume of headsets for the SDIP 27 Level A seems extremely high to us in comparison to other SDIP 27 Level A positions. Please confirm that the headsets quantities are correct.	See response to CR13.
147	5. Annex A - Bidding sheets.xls	In the tender documents, Excel file "02a_IFB-CO-14210-ITM, Book I, Bidding Sheets.xlsx", the product "KVM (TEMPEST)" has been described under the Section 3.19. We assume this is a KVM (Keyboard-Video-Mouse-Switch). However, there are not evident concrete requirements defined regarding the level of tempestation. Should this device be offered as SDIP 27 Level A, B or C?	See response to CR108.
148	Section 9.2	In the document Book II, Part IV, you specify in Section 9.2 the maximum overall dimensions and weights of the individual systems. We assumed that only the COTS products must meet the dimensions and weights given and that tempestated products can, due to modifications to the original COTS system, be bigger and/or heavier. Can you confirm if our assumption is right?	See response to CR6.
149	Section 5.5.3.5	In the document Book II, Part IV, Section 5.5.3.5, there are products specified which should be also offered as SDIP 27 variant. Among others, the Smartcard Reader. However, in the Excel file „02a_IFB-CO-14210-ITM, Book I, Bidding Sheets.xlsx“, under item 3.24, you only demand a Smartcard Reader without the option to SDIP 27 Level A, B, C. Please clarify this contradiction.	See response to CR16.
150	Annex B-6	Annex B-6 (Bidding Instructions) asks for confirmation of receipt of the amendments received during the bidding process. Does this confirmation have to be submitted after each amendment you provide? Or is the completed document Annex B-6 with the several amendments listed meant to be submitted in the end - together with all the other bidding documents required?	No, confirmation of receipt should be provided with the admin package by completion of certificate B6
151		If it is possible to set up one list of documents (in editable form) which are mandatory for submission the bid.	we will supply a copy of native format documents
152	9 Annex C - 9.3	For the business laptop you demand a max depth of 24mm. Most vendors do offer a device without touch which is in this limit but with touch almost all vendors offer devices that are thicker. We therefore kindly ask you to change the maximum depth to 2.5cm.	No, the requirement remains.
153	9 Annex C - 9.5	The requirements of an integrated smart card reader in the tablet or its cover or sleeve is limiting the possible devices. We therefore kindly ask you to change the max. depth to 2.5cm	No, the requirement remains.

154	9 Annex C - 9.9	The touch monitor must be equipped with speaker (internal or attached). Our vendor doesn't offer internal or directly attached speakers. Is it also allowed to offer external speaker?	No, the solution shall adhere to the requirement described in SOW 9.9.
155	9 Annex C - 9.18	For the docking station you demand 4x USB 3.0 in addition. Is it possible to lower it to min 4x USB of which 3 are USB3.x? This would enable most ABands to offer their own docking solution.	Yes. However the SOW 9.18 states that the solution is suitable for the Business Laptop (9.3) and Tablet/2in1 (9.5).
156	9 Annex C - 9.21	For the mobile device protection you demand the material nylon. Most carrying bags our made out of polyester. Are we right in assuming that a mobile device protection made out of polyester will fulfil the requirement?	Yes.
157	6.2.4 SOW and (CR # 104)	Proof of Delivery Acceptance (=POD) [160] Can you please confirm that a proof of delivery acceptance done by the Purchaser's PoC or nominated representative (i.e. signature) can be provided electronically by the contractor.	Confirmed.
158	SOW 5.5.3.2 (CR # 32)	Standards The SOW states: "All primary power cables shall have a minimum length of 3 meters (plug to device)" Power cord length 3m: In many of the TEMPEST designs we use a 1.8m shielded ferrite cable – this cable is not available in 3m lengths – in addition, it is good TEMPEST practice to keep TEMPEST shielded cables as short as possible – please confirm that for the TEMPEST systems 1.8m shielded AC power cords are acceptable?	1.8m shield AC power cords are acceptable for TEMPEST Level A and B systems. All other primary power cables shall have a minimum length of 3 meters (plug to device).
159	SOW 9.21	Mobile Device Protection Regarding the carrying case we kindly ask for some specifications: 1. Can you please confirm that the carrying case needs to be Nylon (and not Poly or PET). 2. Should the carrying case be a top loader or a front loader? 3. Do you require a "Single" Compartment case or a "Twin" Compartment case (different pockets for notebook and accessories)? 4. Should it have a separate pocket for cables and power bank?	1. The carry case shall be constructed of Nylon and/or polyester. 2. Either are suitable. 3. The bidder may determine the most appropriate solution. 4. The bidder may determine the most appropriate solution.
160	SOW 9.15	Smartcard Reader Can you please confirm that it is compliant to offer a device with the following dimensions: 10cm/6,5cm/1,2cm (width/depth/height)	No, the solution shall adhere to the requirement described in SOW 9.15.
161	SOW 9.16 (CR # 79)	Headset Can you please confirm that it is compliant to offer a headset with 70-20.000 Hz as Headphone Frequency?	No, the solution shall adhere to the requirement described at CR #79.

162	9 Annex C - 9.16	Our market search came to the result that the requested frequency of the headsets headphone will limit the devices to choose from to a minimum. We therefore kindly ask you to change the requirement to 32 - 20000hz	No, the solution shall adhere to the requirement described at CR #79.
163	6.1.3	In 6.1.3 "Labelling and marking" you state: "he Contractor shall produce labels and label all items furnished under the Contract with the true manufacturer's name (CAGE code), part number and serial number to ensure proper and quick identification of delivered items." Does this mean that all items including web cam protection sleeve, fibres optic patch-cord, mice and keyboards have to be labelled? If not could you please provide an overview of the items the need to be labelled?	All items furnished under the Contract, as referenced in SOW 6.1.1, must be labelled, except items that are not serialised (i.e. no labels for items that do not have serial numbers).
164	9 Annex C - 9.7	For the Thin Client you demand a Displayport 1.2. Our preferred vendor can offer Displayport 1.1 which covers all requested specifications (resolution, refreshrate, colors). Would a Displayport with version 1.1 fulfil your requirement?	No, the requirement in SOW 9.7 is the minimum requirement.
165	9 Annex C - 9.8	For the Zero Client you demand a Displayport 1.2. Our preferred vendor can offer Displayport 1.1 which covers all requested specifications (resolution, refreshrate, colors). Would a Displayport with version 1.1 fulfil your requirement?	No, the requirement in SOW 9.8 is the minimum requirement.
166	9 Annex C - 9.7	IFor the Thin Client you demand a min. memory of 8GB. Could you please explain if you mean RAM or flash/ emmc memory?	The total memory (DDR / FLASH) must be no less than 8GB.
167	3.5.1.2	Price Quotation In § 3.5.1.2 you refer to information in paragraph 3.5.2.2 ["... yellow highlighted sections of the Bidding Sheet referred in paragraph 3.5.2.2 ..."] However, we don't find paragraph 3.5.2.2 you refer to. Can you please clarify?	See response to CR117.
168	Sheet „CLIN Summary“	CLIN Summary There are a number of yellow cells in the CLIN Summary that do not contain a formula (e.g. H4, H5, H8, H10, H14, H35, etc.). Can you please provide instructions on how to handle these cells? E.g. H10 = sum of H11-H13? Shall we insert formula ourselves? Or just leave cells blank? Please advise.	The yellow cells that contain no formula in the CLIN summary sheet are summation cells. The bidder is expected to sum the proper cells together e.g. cell H8 is expected to be the summation of cells H9-10. The bidder is responsible to the accuracy of their bid.
169	Sheet "CLIN 1 – CLIN 4"	CLIN 1-4 Breakdown Sheets CLIN 1 – CLIN 4 contain yellow colored price breakdown cells. We assume that not all lines (e.g. 'Material', 'Material Overhead', etc.) are relevant for the CLINS 1-4. May we assume that it's compliant if we leave such yellow cells or lines blank?	The bidder does not have to fill in cells in the price breakdown sheet that are not relevant to their bid.

170	Sheet "Offer Summary"	CLIN Breakdown Sheet vs. CLIN Summary There is no implemented formula in the sheet that automatically imports the data from "CLIN-Sheets" into the "Offer Summary". Is that an error or done purposely?	The bidder is expected to fill in the offer summary that is traceable to the CLIN summary and Price Breakdown sheets.
171	Sheet "Offer Summary"	CLIN 5 Sheet "Offer Summary" requests data for "CLIN-5". However, there is no sheet named "CLIN-5" in the Bidding Spread Sheet and no option to price the MS Licenses in any other CLIN Breakdown Sheet of the document – apart from the "CLIN Summary". Is this correct? Please advise.	The Bidder is expected to provide the unit price on the CLIN summary sheet for the MS licenses. There is no price break down sheet for CLIN 5. The Bidder is expected to provide the total price of the MS licences on the offer summary sheet
172	Sheet "CLIN2, CLIN3"	CLIN 2,3 The CLIN Breakdown Sheets (CLIN 2 and CLIN 3) do not contain any quantities for the different equipment. Do you expect us to fill in quantity "1"? Or how should we fill out the yellow cells? If you expect us to transfer the quantities from the CLIN Summary, we feel it being a source for mistakes. Can you please advise?	The bidder is expected to fill in the quantities in the pricebreak downsheets that are traceable to the quantities on the CLIN summary sheet.
173	CLIN Breakdown	CLIN Breakdown Sheets Can you please explain what is meant by "OH Rate in %" x "direct Labour"? How do you define 'Labour Overhead'? How do you define 'Material Overhead'? These terms are not explained in the Instructions-Sheet. Please advise	The oxford dictionary defines "Overhead" as "(Of a cost or expense) incurred in the general upkeep or running of a plant, premises, or business, and not attributable to specific products or items.". The Overhead factor is then the percentage added on to a product cost or labour category unit price to account for these indirect costs.
174	CR # 105	Bidding Sheet We don't really understand your answer to CR # 105. What is the pdf Format plus backup sheets you refer to? We will provide you with a screenshot of the failure message we receive when opening the sheet.	The pdf format is an alternative way for the bidder to be able to price out their bid. The PDF is a in process and will be sent to the bidders as soon as possible
175	CLIN Breakdown	CLIN Cells Can you please confirm that not all yellow cells need to be filled with data and that it's compliant to just leave some cells blank? (e.g. CLIN 2 – line 93-101)	The bidder is expected to fill the cells in the price breakdown sheets that pertain to the offer e.g. in CLIN 2 the bidder may not have any Other Direct Costs, so cells in row 81-90 would be blank. However, cells 93-101 regarding G&A and profit are expected to be filled in.
176	SOW 9.13 CR# 108	KVM In CR# 108 you answered the KVM Switch shall be listed in the NIAPC under KVM category. Is it compliant to offer a NIAPC listed KVM exceeding the requested dimension "30cm" by <1,8 cm?	The dimensions for SOW 9.13 (KVM) shall not exceed 35cm x 20cm x 6cm.
177	SOW 9.19	Universal Power Supply Filter The listed requirements in section 9.19 do not define, what kind of UPS Filter NATO is asking for: Single Outlet, Quad Outlet or In-Line, 6A or 13A. Please advise.	The SDIP27-compliant devices (e.g. computers, monitors) will be used with the Universal Power Supply Filter to connect to the power outlets. The filter shall support the amperage and outlets needed to power a computer device and two monitors.
178	SOW 9.17	USB Conference Kit Could you please confirm, the Speaker-Unit and the Microphone-Unit should be 'stand-alone' to put on a table and the Camera-Unit shall be separately mountable to the wall? Alternatively, there are 'All-In-One' Units available in the market. Please advise.	Providing the requirements are satisfied, the solution shall be suitable for use on a desktop and be wall mountable if required.

179	Statement of Work 8 Annex B	Concerning the Level A,B,C devices (tempest) it is not quite clear how many pallets should go at what destination, considering the fact that these devices first have to be shipped to tempest accredited companies to perform the necessary modifications and to certify the equipment, would you consider to centralise these goods and have them delivered to a central site at NATO (eg Shape or Brunssum or elsewhere) and as such Nato ships themselves the goods out to their final destiny?	No.
180	9.13	May the dimensions be raised to 35 cm x 20 cm x 6 cm?	See response to CR176.
181	902	May the dimensions be changed from 22x30x1.8 1.3kg to 22x31x1.8 1.3kg?	It is assumed that this CR refers to SOW 9.2. Yes, the dimensions for 9.2 shall not exceed 22cm x 31cm x 1.3kg.
182	9.5	We have found a model which is compatible to all requested specifications, only it has 330 nits. Can this requirement be lowered slightly?	The "Screen Form Factor" Brightness for SOW 9.5 shall be not less than 330 nits.
183	9 Annex C - 9.15	The external USB Smartcard reader must meet the max. dimensions of 7 cm x 9 cm x 1.8 cm. The vendor we would like to offer has a product with the following dimensions: 6.5 x 10 x 1.2 cm. We kindly ask you to change the max. dimensions to 7 cm x 10 cm x 1.8 cm.	The dimensions for SOW 9.15 shall not exceed 7cm x 10cm x 1.8cm.
184	9 Annex C - 9.7	Your answer to question 166 is not clear to us. Can you please explain how much RAM and how much Flash memory the system must contain?	The total memory within the device shall be no less than 8GB and adhere to all of the requirements described in SOW 9.7.
185	9.3	Can we kindly ask you to adjust the brightness to 250 nits?	No, the requirement remains unchanged.
186	9.3	With newer solution, we see that the switch for radios (WIFI, Bluetooth) is evolving to a software-solution, where you can disable/enable the radios through the OS. Would this be acceptable?	Yes.
187	9.5	With newer solution, we see that the switch for radios (WIFI, Bluetooth) is evolving to a software-solution, where you can disable/enable the radios through the OS. Would this be acceptable?	See response to CR33.
188	9.5	When the Smartcard readers are combined with the tablets in a protective casing, would this be acceptable?	Yes, providing the specifications in SOW 9.5 are satisfied.
189	9 Annex C - 9.18	For the dockingstation you demand a TRRS 3.5mmmini audio jack. A combo jack on a usb dockingstation is not a well used standard connector and most vendors do use separated audiojacks. We therefore kindly ask you to change there quirement from TRRS to "TRRS or 2x TRS".	A TRRS to 2x TRS adaptor is acceptable.
190	9 Annex C - 9.18	For most of the devices you did change the HDMI 2.0 requirement into HDMI 1.4. We assume that also counts for the dockingstation. Can you please confirm that 2x digital video connectors are mandatory and that Displayport 1.2 and HDMI 1.4 are sufficient?	Yes.

191	9 Annex C - 9.3	IThe business laptop needs to be equipped with a (mini)Displayport or HDMI 1.4. Is it correct that a micro HDMI 1.4 port would also fulfil the requirement?	Yes, providing an adapter to HMDI 1.4 / DisplayPort is included.
192	9 Annex C - 9.3	The USB ports requirement of the business notebook states: 3x USB 3.x and Ethernet 1000mbit. Do we assume correctly that adapters are allowed to achive this interfaces? For example Thunderbolt -> USB 3.0 and USB 3.0 -> Ethernet.	Yes.
193	00_IFB-CO-14210-ITM_IFB_Cover Letter 6. The closing time for submission VS 01_IFB-CO-14210-ITM, Book I, Bidding Instructions 2.3 Bid delivery and bid closing	Considering the fact that the equipment to be offered also should be tempested (level A,B,C) and the fact that specifications have changed plus the fact that the equipment needs to be available and tested in order to quote correctly for the necessary adaptations we deem it reasonable that the date of closing time would be extended by 3 more weeks after 11th july 2016	Please refer to Book I, Section 2, paragraph 2.4 for the procedures for extending the Bid Closing Date.
194	9. Annex C: Technical Specifications 9.3 Business Laptop Item: Screen Form Factor	The minimum requirements for contrast of 700:1 is quite unusual. A contrast between 300:1 and 600:1 is the industry standard. Could you please consider to lower the requirements on this aspect ?	See response to CR24.
195	9. Annex C: Technical Specifications 9.22 Anti-Theft cable	Can you specify if the security lock cable should be a model with simple key, with code, or with a master key ?	Providing the requirements of SOW 9.22 are satisfied, the bidder may choose the most appropriate lock.
196	9. Annex C: Technical Specifications 9.13 KVM	Are there specific requirements for length of cabling requested ?	SOW 9.13 states that the cablings for 2 computers and one monitor shall be in accordance with SOW 9.9 and 9.10. Therefore, the length of cable requested is 1.5m.



NATO Communications and Information Agency

IFB-CO-14210-ITM

**IT MODERNISATION FRAMEWORK CONTRACT FOR
THE SUPPLY OF CLIENT EQUIPMENT AND
ACCESSORIES**

BOOK I

BIDDING INSTRUCTIONS

CONTENTS

1 SECTION I - INTRODUCTION.....3

1.1 VISION.....3

1.2 OVERVIEW OF PROSPECTIVE CONTRACT3

1.3 GOVERNING RULES, ELIGIBILITY, AND EXCLUSION PROVISIONS4

1.4 SECURITY.....4

1.5 BIDDERS CONFERENCE5

2 SECTION II - GENERAL BIDDING INFORMATION.....6

2.1 DEFINITIONS.....6

2.2 ELIGIBILITY.....6

2.3 BID DELIVERY AND BID CLOSING7

2.4 REQUESTS FOR EXTENSION OF BID CLOSING DATE9

2.5 PURCHASER POINT OF CONTACT.....9

2.6 REQUESTS FOR IFB CLARIFICATIONS.....9

2.7 REQUESTS FOR WAIVERS AND DEVIATIONS11

2.8 AMENDMENT OF THE INVITATION FOR BID (IFB)11

2.9 MODIFICATION AND WITHDRAWAL OF BIDS.....11

2.10 BID VALIDITY.....12

2.11 BID GUARANTEE12

2.12 CANCELLATION OF IFB14

2.13 ELECTRONIC TRANSMISSION OF INFORMATION AND DATA14

2.14 SUPPLEMENTAL AGREEMENTS.....14

3 SECTION III - BID PREPARATION INSTRUCTIONS.....16

3.1 GENERAL.....16

3.2 BID PACKAGE CONTENT16

3.3 BID AND PACKAGE MARKING.....17

3.4 ADMINISTRATIVE DOCUMENTATION PACKAGE17

3.5 PREPARATION OF THE PRICE QUOTATION (PART 2).....18

3.6 PREPARATION OF THE TECHNICAL PROPOSAL (PART 3).....21

4 SECTION IV - BID EVALUATION24

4.1 GENERAL.....24

4.2 ADMINISTRATIVE CRITERIA.....25

4.3 PRICE CRITERIA.....25

4.4 TECHNICAL CRITERIA28

5 ANNEX A – BIDDING SHEETS.....35

6 ANNEX B – CERTIFICATES37

ANNEX B-138

ANNEX B-239

ANNEX B-340

ANNEX B-441

ANNEX B-542

ANNEX B-643

ANNEX B-744

ANNEX B-845

ANNEX B-946

ANNEX B-1047

ANNEX B-1148

ANNEX C - BID GUARANTEE - STANDBY LETTER OF CREDIT49

7 ANNEX D – BID REQUIREMENTS CROSS REFERENCE MATRIX52

8 ANNEX E – CLARIFICATION REQUESTS FORMS.....53

1 SECTION I - INTRODUCTION

1.1 VISION

1.1.1 The IT Modernisation Project is subdivided into five (5) separately Contracted Work Packages (WP), as follows:

- WP1 provides the design, implements the back end services, implements centralised management and migrates applications to the new cloud based environment. WP1 also integrates the client equipment and accessories into the overall ITM infrastructure;
- WP2 provides client equipment and accessories;
- WP3 is not assigned;
- WP4 is for the expansion of the NATO HQ Datacentre for Enterprise use;
- WP5 provides consultancy support to NCI Agency;
- WP6 modifies the NCIRC FOC infrastructure to accommodate the ITM design.

1.1.2 This IFB package is concerned only with WP2 which is for the supply of client equipment and accessories.

1.2 OVERVIEW OF PROSPECTIVE CONTRACT

- 1.2.1 Award of the Contract will be made on a Firm Fixed Price Basis to the lowest price technically compliant Bidder. The solicitation, evaluation and award processes will be conducted in accordance with the terms and conditions contained herein.
- 1.2.2 The Contract awarded as the result of this solicitation will be an Indefinite Delivery/Indefinite Quantity (ID/IQ) Framework Contract, meaning that the Contract will establish a catalogue of Unit prices against which the Purchaser will place Purchase Orders for specific requirements. All requirements under Agency control that are made to satisfy the equipment needs of the ITM project will be made through the awarded Contract and Purchase Orders as required. Purchase Orders for other Projects and on behalf of NATO and Partner nations may be issued.
- 1.2.3 The client equipment and accessories to be procured under this Contract is all described, along with associated technical specifications, in the Statement of Work in Book II, Part IV of this IFB.
- 1.2.4 The Contractor for WP2 is required to establish and maintain an End User Service Product Catalogue for client equipment and accessories, as defined in the SoW section 4.1, against which the Purchaser may order quantities of

equipment and accessories for delivery to NATO sites and NATO nations as required.

- 1.2.5 The NATO sites within the scope of the ITM Project are organised into 4 increments known as waves as described in Book II, Part IV - the Statement of Work, section 8.
- 1.2.6 The Bidder shall refer to the Purchaser all queries for a resolution of conflicts found in information contained in this document in accordance with the procedures set forth in paragraph 2.6 of Section II of the Bidding Instructions entitled "Requests for IFB Clarifications".
- 1.2.7 The target date for Contract award is August/September 2016.

1.3 GOVERNING RULES, ELIGIBILITY, AND EXCLUSION PROVISIONS

- 1.3.1 This solicitation is an International Invitation for Bid and is issued in accordance with the procedures for International Competitive Bidding set forth in the NATO document AC/4-D/2261 (1996 Edition). Only firms from a Participating Country are eligible to respond to this IFB.
- 1.3.2 Pursuant to these procedures, bidding is restricted to companies from participating NATO member nations for which a Declaration of Eligibility has been issued by their respective government authorities.

1.4 SECURITY

- 1.4.1 The security classification of this IFB is "NATO UNCLASSIFIED".
- 1.4.2 Any Contractor personnel required to work at NATO or National facility need to be a citizen of a NATO Member Nation.
- 1.4.3 Any Contractor personnel required to work unescorted, in a NATO Class 2 security area, will require a NATO SECRET Personal Security Clearance (PSC).
- 1.4.4 Any Contractor personnel without such a clearance (confirmed by the appropriate national security authority and transmitted to the relevant and appropriate NATO Security Officer in accordance with the specific instructions contained in this IFB, or as may be provided by the Purchasers representatives detailed at clause 14.5 of the Contract Special Provisions) will be denied access to the site. Denial of such access by the Purchaser may not be used by the Contractor as the basis for a claim of adjustment or an extension of schedule nor can the denial of access be considered a mitigating circumstance in the case of an assessment of Liquidated Damages or a determination of Termination for Default by the Purchaser.
- 1.4.5 Bidders are advised that Contract signature will not be delayed in order to allow the processing of Security Clearances for personnel or facilities and, should the otherwise successful Bidder not be in a position to accept the offered Contract within a reasonable period of time, due to the fact that its personnel or facilities do not possess the appropriate Security Clearance(s), the Purchaser may determine the Bidder's Offer to be non-compliant and

offer the Contract to the next ranking Bidder. In such a case, the Bidder who would not sign the Contract shall be liable for forfeiture of the Bid Guarantee. The Bidders are informed that the Prospective Contractor shall conform to the above requirements at the time of the Contract Award.

1.5 BIDDERS CONFERENCE

- 1.5.1 It is planned to have a Bidders Conference in The Hague, The Netherlands in the Week of 30 May 2016.
- 1.5.2 Further details of registration will be provided under separate cover.

2 SECTION II - GENERAL BIDDING INFORMATION

2.1 DEFINITIONS

- 2.1.1 In addition to the definitions and acronyms set in the Clause entitled "Definitions of Terms and Acronyms" of the NCI Agency Contract General Contract Provisions Book II, (Part II), the following terms and acronyms, as used in this Invitation for Bid, shall have the meanings specified below:
- 2.1.1.1 "Contractor": the awardee of this solicitation of offers, which shall be responsible for the fulfilment of the requirements established in the prospective Contract;
- 2.1.1.2 "Firm of a Participating Country": a firm legally constituted or chartered under the laws of, and geographically located in, or falling under the jurisdiction of a Participating Country;
- 2.1.1.3 "Participating Country": any of the NATO nations contributing to the project, namely, (in alphabetical order): ALBANIA, BELGIUM, BULGARIA, CANADA, CROATIA, CZECH REPUBLIC, DENMARK, ESTONIA, FRANCE, GERMANY, GREECE, HUNGARY, ICELAND, ITALY, LATVIA, LITHUANIA, LUXEMBOURG, THE NETHERLANDS, NORWAY, POLAND, PORTUGAL, ROMANIA, SLOVAKIA, SLOVENIA, SPAIN, TURKEY, THE UNITED KINGDOM and THE UNITED STATES;
- 2.1.1.4 "Quotation" or "Bid": a binding offer to perform the work specified in the attached prospective Contract (Book II);
- 2.1.1.5 "IFB": Invitation for Bid;
- 2.1.1.6 The term "Purchaser" refers to the authority issuing the IFB and/or awarding the Contract (the NATO Communications and Information Agency, (NCI Agency));
- 2.1.1.7 The term "Sub-Assembly" as used herein refers to a portion of an assembly consisting of two or more parts that can be provisioned and replaced as an entity. The definition purposely excludes components and/or parts.

2.2 ELIGIBILITY

- 2.2.1 As stated in paragraph 1.3.1 above only firms from a Participating Country are eligible to engage in this competitive Bidding process. In addition, all Contractors, sub-Contractors and manufacturers, at any tier, must be from Participating Countries.
- 2.2.2 Only firms which have been nominated as eligible by their national authority are able to take part in this solicitation. In addition, all Contractors, sub-Contractors and manufacturers, at any tier, must be from Participating Countries.
- 2.2.3 None of the work, including project design, labour and services shall be performed other than by firms from and within Participating Countries.

- 2.2.4 No materials or items of equipment down to and including identifiable sub-assemblies shall be manufactured or assembled by a firm other than from and within a Participating Country.
- 2.2.5 The intellectual property rights to all design documentation and related system operating software shall reside in NATO member countries, and no license fee, or royalty charges shall be paid by the Contractor to firms, individuals or governments other than within the NATO member countries.
- 2.2.6 Bidders are at liberty to constitute themselves into any form of Contractual arrangements or legal entity they desire, bearing in mind that in consortium-type arrangements a single judicial personality shall be established to represent that legal entity. A legal entity, such as an individual, Partnership or Corporation, herein referred to as the "Prime Contractor", shall represent all members of the consortium with the NCI Agency and/or NATO.
- 2.2.7 The "Prime Contractor" shall be vested with full power and authority to act on behalf of all members of the consortium, within the prescribed powers stated in an irrevocable Power of Attorney issued to the "Prime Contractor" by all members associated with the consortium. Evidence of authority to act on behalf of the consortium by the "Prime Contractor" shall be enclosed and sent with the Bid.
- 2.2.8 Failure to furnish proof of authority shall be a reason for the Bid being declared non-compliant.

2.3 BID DELIVERY AND BID CLOSING

2.3.1 All Bids shall be in the possession of the Purchaser at the address given below in paragraph 2.3.2 **before 14.00 hours (Brussels Time) on 25 July 2016** at which time and date bidding shall be closed.

2.3.2 Bids shall be delivered to the following address:

2.3.2.1 By Post:

NCI Agency
Acquisition, Contracting
(ATTN: Mr. Graham Hindle)
Boulevard Leopold III
1110 Brussels
Belgium

2.3.2.2 Hand Carried Service or courier

NCI Agency
Acquisition, Contracting
(ATTN: Mr. Graham Hindle)
Bâtiment Z
Avenue du Bourget 140
B-1110 Brussels
Belgium

- 2.3.3 Bids forwarded by electronic means, including but not limited to email and/or fax, are not permitted and will not be considered. Bids must be submitted in the quantity and format specified in Section 3 "Bid Preparation Instructions.
- 2.3.4 Bids which are delivered to the Purchaser after the specified time and date set forth above for Bid Closing are "Late Bids" and shall not be considered for award. Such bids will be returned unopened to the Bidder at the Bidder's expense unless the Purchaser can determine that the bid in question meets the criteria for consideration as specified below.
- 2.3.5 Consideration of Late Bid. It is the responsibility of the Bidder to ensure that the bid submission is duly completed by the specified Bid Closing time. Considering the number and the quality of express delivery services, courier services and special services provided by the national postal systems, a Late Bid shall only be considered for award under the following circumstances:
- (a) A Contract has not already been awarded pursuant to the Request for Quotation, and
 - (b) the bid was sent to the address specified in the IFB by ordinary, registered or certified mail not later than five (5) calendar days before the bid closing date and the delay was due solely to the national or international postal system for which the Bidder bears no responsibility (the official postmark for Ordinary and Registered Mail or the date of the receipt for Certified Mail will be used to determine the date of mailing), or
 - (c) the bid was hand carried, or delivered by a private courier service and the Bidder can produce a receipt which demonstrates that the delivery was made to the correct address and received by a member of the NCI Agency and the failure to be received by the Contracting Authority was due to mishandling within the Purchaser's organisation.
- 2.3.6 A Late Bid which was hand-carried or delivered by a private courier service, for which a proper receipt cannot be produced, cannot be considered for award under any circumstances, nor can Late Bids which bear no postmarks or for which documentary evidence of mailing date cannot be produced.
- 2.3.7 Bidders are advised that security or other personnel remaining on the premises outside of normal business hours may decline to sign or issue receipts for delivered items. It is therefore of the paramount importance that all deliveries are arranged and scheduled to occur between 09:00 hrs – 16:00 hrs Brussels, Belgium Time during the normal NATO working days.

2.4 REQUESTS FOR EXTENSION OF BID CLOSING DATE

- 2.4.1 Bidders are informed that requests for extension to the closing date for the IFB shall be submitted by the Bidder only through its respective country's NATO Delegation or Embassy to the Purchaser Point of Contact indicated in paragraph 2.5.1 below.
- 2.4.2 In accordance with AC/4 D/2261 Final (July 1996 Edition) any request for extension shall be submitted by the respective NATO Delegation or Embassy no later than fourteen (14) days prior to the established Bid closing date. Bidders are advised to submit their request in sufficient time as to allow their respective NATO Delegation or Embassy to deliver the formal request to the Purchaser within the above time limit.

2.5 PURCHASER POINT OF CONTACT

- 2.5.1 The Purchaser Point of Contact (POC) for all information concerning this IFB is:

Mr Graham Hindle
E-mail: graham.hindle@ncia.nato.int
Acquisition, Contracting
NATO Communications and Information Agency
Avenue du Bourget 140
Bâtiment Z
B-1110 Brussels
Belgium

Alternate:

Ms. Emira Kapetanovic
Acquisition, Contracting
Tel: +32.2.707.8582
Fax: +32.2.707.87.70
E-mail: emira.kapetanovic@ncia.nato.int

- 2.5.2 All correspondence related to the IFB will be forwarded to:

NCI Agency
Acquisition, Contracting
Boulevard Leopold III
1110 Brussels, Belgium
Acquisition Support Group
Attn: Mr Graham Hindle (contact details stated above)

2.6 REQUESTS FOR IFB CLARIFICATIONS

- 2.6.1 Bidders, during the solicitation period, are encouraged to query and seek clarification of any matters of a Contractual, administrative and technical nature pertaining to this IFB.
- 2.6.2 All questions and requests for clarification must be submitted in writing using the format at Annex E – Clarification Requests Form, All questions and requests must reference the Section(s) in the IFB subject for clarifications. The questions and/or requests shall be forwarded to the POC specified in paragraph 2.5.1 above and shall arrive not later than 14

days before the closing date of the bid. The Purchaser is under no obligation to answer questions submitted after this time. Requests for clarification must address the totality of the concerns of the Bidder for any given area, as the Bidder will generally not be permitted to revisit areas of the IFB for additional clarification except as noted in 2.6.3 below.

- 2.6.3 Additional requests for clarification are limited only to the information provided as answers by the Purchaser to Bidder requests for clarification. Such additional requests shall arrive not later than fourteen (14) calendar days before the established Bid Closing Date.
- 2.6.4 It is the responsibility of the Bidders to ensure that all Clarification Requests submitted bear no mark, logo or any other form or sign that may lead to reveal the Bidders' identity in the language constituting the clarification itself. This prescription is not applicable to the means used for the transmission of the clarification (i.e. email or form by which the clarification is forwarded).
- 2.6.5 The Purchaser declines all responsibilities associated to any and all circumstances regardless of the nature or subject matter arising from the Bidders' failure or inability to abide to the prescription in paragraph 2.6.3.
- 2.6.6 The Purchaser may provide for the removal of any form of identification in the body of the clarification request in those instances in which such practice is feasible as well as providing for a re-wording of the clarification request in those cases in which the original language submitted is deemed ambiguous, unclear, subject to different interpretation or revelatory of the bidder's identity.
- 2.6.7 Bidders are advised that subsequent questions and/or requests for clarification included in a Bid shall neither be answered nor considered for evaluation and may even be considered by the Purchaser as grounds for a determination of non-compliance.
- 2.6.8 Except as provided above, all questions will be answered by the Purchaser and the questions and answers (but not the identity of the questioner) will be issued in writing to all prospective Bidders.
- 2.6.9 Where the extent of the changes implied by the response to a clarification request is of such a magnitude that the Purchaser deems necessary to issue revised documentation, the Purchaser will do so by the mean of the issuance of a formal IFB amendment pursuant to AC/4-DS-2261 and in accordance with paragraph 2.8 below.
- 2.6.10 The Purchaser reserves the right to reject clarification requests clearly devised or submitted for the purpose of artificially obtaining an extension of the bidding time (i.e. clarifications re-submitted using different wording where such wording does not change the essence of the clarification being requested).
- 2.6.11 The published answers issued by the Purchaser shall be regarded as the authoritative interpretation of the Invitation for Bid. Amendment to the language of the IFB included in the answers shall be incorporated by the Bidder in its offer.

- 2.6.12 In case of two conflicting responses to clarification requests on the same requirement the response issued later takes precedence.

2.7 REQUESTS FOR WAIVERS AND DEVIATIONS

- 2.7.1 Bidders are informed that requests for alteration to, waivers or deviations from the terms and conditions of this IFB and attached Prospective Contract (Book II) will not be considered after the request for clarification process. Requests for alterations to the other requirements, terms or conditions of the Invitation for Bid or the Prospective Contract may only be considered as part of the clarification process set forth in paragraph 2.6 above. Requests for alterations to the specifications, terms and conditions of the Contract which are included in a Bid as submitted may be regarded by the Purchaser as a qualification or condition of the Bid and may be grounds for a determination of non-compliance.

2.8 AMENDMENT OF THE INVITATION FOR BID (IFB)

- 2.8.1 The Purchaser may revise, amend or correct the terms, conditions and/or specifications and provisions of the IFB at any time prior to the date set for the Bid Closing. Any and all modifications will be transmitted to all Bidders by an official amendment designated as such and signed by the Contracting Authority. Such amendment will be accompanied by an acknowledgement of receipt which the Bidder shall complete and enclose as part of its Bid. This process may be part of the clarification procedures set forth in paragraph 2.6 above or may be an independent action on the part of the Purchaser.
- 2.8.2 The Purchaser will consider the potential impact of amendments on the ability of prospective Bidders to prepare a proper Bid within the allotted time. The Purchaser may extend the "Bid Closing Date" at its discretion and such extension will be set forth in the amendment document.
- 2.8.3 All revision or amendments issued by the Purchaser shall also be acknowledged by the Bidder in its Bid by completing the "Acknowledgement of Receipt of IFB Amendments and CR Releases" at Annex B-6. Failure to acknowledge receipt of all amendments and CR releases may be grounds to determine the Bid to be non-compliant.

2.9 MODIFICATION AND WITHDRAWAL OF BIDS

- 2.9.1 Bids, once submitted, may be modified by Bidders, but only to the extent that the modifications are in writing, conform to the requirements of the IFB, and are received by the Purchaser prior to the exact time and date established for Bid Closing. Such modifications shall be considered as an integral part of the submitted bid.
- 2.9.2 Modifications to bids which arrive after the Bid Closing Date will be considered as "Late Modifications" and will be processed in accordance with the procedure set forth above concerning "Late Bids", except that unlike a "Late Bid", the Purchaser will retain the modification until a selection is made. A modification to a bid which is determined to be late

will not be considered in the evaluation and selection process. If the Bidder submitting the modification is determined to be the successful Bidder on the basis of the unmodified bid, the modification may then be opened. If the modification makes the terms of the bid more favourable to the Purchaser, the modified bid may be used as the basis of Contract award. The Purchaser, however, reserves the right to award a Contract to the apparent successful Bidder on the basis of the bid submitted and disregard the late modification.

- 2.9.3 A Bidder may withdraw its bid at any time prior to Bid Opening without penalty. In order to do so, an authorised agent or employee of the Bidder must provide an original statement of the firm's decision to withdraw the bid and remove the bid from the Purchaser's premises.
- 2.9.4 Except as provided in paragraph 2.10.6 below, a Bidder may withdraw its bid after Bid Opening only by forfeiture of the Bid Guarantee.

2.10 BID VALIDITY

- 2.10.1 Bidders shall be bound by the term of their Bids for a period of twelve (12) months starting from the Bid Closing Date specified in paragraph 2.3.1 above.
- 2.10.2 In order to comply with this requirement, the Bidder shall complete the Certificate of Bid Validity set forth in ANNEX B-3. Bids offering less than the period of time referred to above for acceptance by the Purchaser may be determined to be non-compliant.
- 2.10.3 The Purchaser will endeavour to complete the evaluation and make an award within the period referred to above. However, should that period of time prove insufficient to render an award, the Purchaser reserves the right to request an extension of the period of validity of all Bids which remain under consideration for award.
- 2.10.4 Upon notification by the Purchaser of such a request for a time extension, the Bidders shall have the right to:
- 2.10.4.1 accept this extension of time in which case Bidders shall be bound by the terms of their offer for the extended period of time and the Bid Guarantee and Certificate of Bid Validity extended accordingly; or
- 2.10.4.2 refuse this extension of time and withdraw the Bid, in which case the Purchaser will return to the Bidder its Bid Guarantee in the full amount without penalty;
- 2.10.5 Bidders shall not have the right to modify their Bids due to a Purchaser request for extension of the Bid validity unless expressly stated in such request.

2.11 BID GUARANTEE

- 2.11.1 The Bidder shall furnish with its Bid a guarantee in an amount equal to Three Hundred Thousand Euros (€300,000). The Bid Guarantee shall be substantially similar to Annex C - Bid Guarantee - Standby Letter of Credit as an irrevocable, unqualified and unconditional Standby Letter of Credit

(SLC) issued by a Belgian banking institution fully governed by Belgian legislation or issued by a non-Belgian financial institution and confirmed by a Belgian banking institution fully governed by Belgian legislation. In the latter case signed original letters from both the issuing institution and the confirming institution must be provided. The confirming Belgian bank shall clearly state that it will guarantee the funds, the drawing against can be made by the NCI Agency at its premises in Belgium. Bid Guarantees shall be made payable to the Treasurer, NCI Agency.

- 2.11.2 Alternatively, a Bidder may elect to post the required Guarantee by certified cheque. If the latter method is selected, Bidders are informed that the Purchaser will cash the cheque on the Bid Closing Date.
- 2.11.3 If the Bid Closing Date is extended after a Bidder's financial institution has issued a Bid Guarantee, it is the obligation of the Bidder to have such Bid Guarantee (and confirmation, as applicable) extended to reflect the revised Bid Validity date occasioned by such extension.
- 2.11.4 Failure to furnish the required Bid Guarantee in the proper amount, and in the proper form and for the appropriate duration by the Bid Closing Date may be cause for the Bid to be determined non-compliant.
- 2.11.5 In the event that a Bid Guarantee is submitted directly by a banking institution, the Bidder shall furnish a copy of said document in the Bid Administration Package.
- 2.11.6 The Purchaser will make withdrawals against the amount stipulated in the Bid Guarantee under the following conditions:
 - 2.11.6.1 The Bidder has submitted a bid and, after Bid Closing Date (including extensions thereto) and prior to the selection the compliant bid determined to represent the lowest technically compliant, withdraws its Bid, or states that he does not consider its bid valid or agree to be bound by its bid;
 - 2.11.6.2 The Bidder has submitted a compliant bid determined by the Agency to represent the lowest technically compliant, but the Bidder declines to sign the Contract offered by the Agency, such Contract being consistent with the terms of the Invitation for Bid;
 - 2.11.6.3 The Purchaser has offered the Bidder the Contract for execution but the Bidder has been unable to demonstrate compliance with the security requirements of the Contract within a reasonable time; or
 - 2.11.6.4 The Purchaser has entered into the Contract with the Bidder but the Bidder has been unable or unwilling to provide the Performance Guarantee required under the terms of the Contract within the time frame required.
- 2.11.7 Bid Guarantees will be returned to Bidders as follows:
 - 2.11.7.1 to non-compliant Bidders forty-five (45) days after notification by the Purchaser of a non-compliant Bid (except where such determination is challenged by the Bidder; in which case the Bid Guarantee will be returned forty-five (45) days after a final determination of non-compliance);

- 2.11.7.2 to all other unsuccessful Bidders within thirty (30) days following the award of the Contract to the successful Bidder;
- 2.11.7.3 to the successful Bidder upon submission of the Performance Guarantee required by the Contract or, if there is no requirement for such a Performance Guarantee, upon Contract execution by both parties; pursuant to paragraph 2.11.6 above.
- 2.11.8 "Standby Letter of Credit" or "SLC" as used herein, means a written commitment by a Belgian financial institution either on its own behalf or as a confirmation of the Standby Letter of Credit issued by a non-Belgian bank to pay all or part of a stated amount of money, until the expiration date of the letter, upon presentation by the Purchaser of a written demand therefore. Neither the financial institution nor the Contractor can revoke or condition the Standby Letter of Credit. The term "Belgian financial institution" includes non-Belgian financial institutions licensed to operate in Belgium.

2.12 CANCELLATION OF IFB

- 2.12.1 The Purchaser may cancel, suspend or withdraw for re-issue at a later date this IFB at any time prior to Contract award. No legal liability on the part of the Purchaser for payment of any sort shall arise and in no event will any Bidder have cause for action against the Purchaser for the recovery of costs incurred in connection with preparation and submission of a bid in response to this IFB.

2.13 ELECTRONIC TRANSMISSION OF INFORMATION AND DATA

- 2.13.1 The Purchaser will endeavour to communicate answers to requests for clarification and amendments to this IFB to the prospective Bidders as soon as practicable.
- 2.13.2 Bidders are cautioned that the Purchaser will rely exclusively on electronic mail or portal communication to manage all correspondence related to this IFB, including IFB amendments and clarifications.
- 2.13.3 Notwithstanding paragraph 2.13.2 above, prospective Bidders may request to be notified also by fax when IFB correspondence is released to them. Such requests shall be submitted to the points of contact specified in paragraph 2.5 above.

2.14 SUPPLEMENTAL AGREEMENTS

- 2.14.1 Bidders are required, in accordance with the certificate at ANNEX B-7 of these Instructions to Bidders, to disclose any prospective Supplemental Agreements that are required by national governments to be executed by NATO/NCI Agency or successor organisations as a condition of Contract performance.
- 2.14.2 Supplemental Agreements are typically associated with, but not necessarily limited to, national export control regulations, technology transfer restrictions and end user agreements or undertakings.

- 2.14.3 Bidders are cautioned that failure to provide full disclosure of the anticipated requirements and the terms thereof, to the best of the Bidder's knowledge and experience, may result in the Purchaser withholding award of the Contract or cancelling an executed Contract if it is discovered that the terms of such Supplemental Agreements contradict salient conditions of the Prospective Contract to the extent that either key objectives cannot be accomplished or basic Contract principles and Purchaser rights have been abridged.
- 2.14.4 If supplemental agreements, such as End-User Certificates or Technical Assistance Agreements, are required by national regulations, these must be submitted with the Bidders Bid. Supplemental agreements submitted after the Bid Closing Date shall not be considered.
- 2.14.5 The terms of supplemental agreements, if necessary, are the Bidders/Contractors responsibility and shall be totally consistent with the terms of the (Prospective) Contract, and shall not duplicate, negate, or further interpret any provisions of this Contract.
- 2.14.6 Supplemental agreement that contradict the Terms of the Contract in a Cardinal manner n may result in a determination that the Bid is not compliant with the terms of the IFB, and in rejection of the Bid.
- 2.14.7 Any supplemental agreements issued in final form by the government(s) result in an impossibility to perform the Contract in accordance with its schedule, terms or specifications, the Contract may be terminated by the Purchaser at no cost to either Party.

3 SECTION III - BID PREPARATION INSTRUCTIONS

3.1 GENERAL

- 3.1.1 Bidders shall prepare and submit their Bid in accordance with the requirements and format set forth in this IFB. Compliance with all bid submission requirements is mandatory. Failure to submit a bid in conformance with the stated requirements may result in a determination of non-compliance by the Purchaser and the elimination of the bid from further consideration.
- 3.1.2 Bidders shall not simply restate the IFB requirements. A Bid shall demonstrate that the Bidder understands the terms, conditions and requirements of the IFB and shall demonstrate the Bidder's ability to provide all the services and deliverables listed in the Schedules of the prospective Contract.
- 3.1.3 Partial Bids will be declared non-compliant.
- 3.1.4 Bidders are advised that the Purchaser reserves the right to incorporate the successful Bidder's Offer in whole or in part by reference in the resulting Contract.
- 3.1.5 If no specific format has been established for electronic versions, Bidders shall deliver documentation in an electronic format which is best suited for review and maintenance by the Purchaser (e.g., Project Master Schedule in MS Project format, Project Highlight Reports in MS Word).
- 3.1.6 All documentation submitted as part of the Bid shall be classified no higher than "NATO UNCLASSIFIED".

3.2 BID PACKAGE CONTENT

- 3.2.1 Bidding instructions describing the required contents of the Technical Proposal Package are in Section 3.6 of this document. The procedure for the Purchaser technical evaluation of the Bids is contained in Section 4.5 of this document.
- 3.2.2 The complete Bid shall consist of three distinct and separated parts described in the following subparagraphs. Detailed requirements for the structure and content of each of these packages are contained in these Bidding Instructions.
- 3.2.2.1 The Bid Administration Package, containing one (1) hard copy and one (1) soft copy of the documents specified in paragraph 3.4 below.
- 3.2.2.2 The Price Quotation, containing one hard copy of the Offer Summary and CLIN summary and two soft copies, in MS Excel format which can be manipulated (not an image), of the Full and complete price proposal including the CLIN Price breakdown sheets, specified in paragraph 3.5 below.
- 3.2.2.3 The Technical Proposal shall contain one hard copy and two soft copies of all documentation relating to the Technical proposal.

3.3 BID AND PACKAGE MARKING

3.3.1 All copies of the Administrative Envelope, Price Quotation and the Technical Proposal shall be segregated and enclosed in separate outer envelopes or packages marked as follows:

3.3.1.1 The separate parts of the bid shall be placed in outer containers for delivery. All outer containers into which bidding documents are placed shall be opaque or wrapped in opaque paper, sealed and identified with the following markings:

SEALED BID IFB CO-14210-ITM
BOX X of Y (1 of 3, 2 of 3, etc)
NOTIFY Mr. Graham Hindle (X8857) UPON RECEIPT

3.3.2 Each of the bid parts placed in the outer container(s) shall be separately wrapped (multiple copies of the same document may be wrapped together), and marked as follows:

3.3.2.1 Name and address of the Bidder, and

3.3.2.2 The words "SEALED BID" followed by the reference "IFB CO-14210-ITM"; and the appropriate package marking (i.e., Administration Documentation, Price Proposal or Technical Proposal).

3.3.3 The Technical Proposal shall be in a separate binder or file for ease of segregation and handling and each be submitted in two (2) hard copies and three (3) soft copies.

3.3.4 Bidding instructions describing the expected contents constituting the Technical Proposal Package are in Section 3.6 of this document. Advice to Bidders on how the Purchaser plans to conduct the technical evaluation is contained in Section 4.4 of this document.

3.4 ADMINISTRATIVE DOCUMENTATION PACKAGE

3.4.1 The Package must include the original of the Bid Guarantee required by paragraph 2.11 of the Bidding Instructions. If the Bid Guarantee is sent to the Purchaser directly from the Bidder's bank, a letter, in lieu of the actual Guarantee, shall be included specifying the details of the transmittal. Bidders are reminded that the Bid Guarantee shall reflect any extensions to the Bid Validity Date due to extensions in the Bid Closing Date.

3.4.2 Bidders shall complete and return the IFB/Bid Cross-Reference Matrix (section 7) covering the full Prospective Contract and Bidding Instructions where required. It is the Bidders responsibility to ensure that the submitted IFB Cross-Reference Table cover all sections of the IFB technical requirements.

3.4.3 The Package shall include the Certificates set forth in Annex B to these Bidding Instructions, signed in the original by an authorised representative of the Bidder. The Certificates are as follows:

3.4.3.1 B-1 Certificate of Legal Name of Bidder

3.4.3.2 B-2 Certificate of Independent Determination

- 3.4.3.3 B-3 Certificate of Bid Validity
- 3.4.3.4 B-4 Certificate of Understanding
- 3.4.3.5 B-5 Certificate of Exclusion of Taxes, Duties and Charges
- 3.4.3.6 B-6 Acknowledgement of Receipt of IFB Amendments and CR releases (if applicable)
- 3.4.3.7 B-7 Disclosure of Requirements for NCI Agency Execution of Supplemental Agreements
- 3.4.3.8 B-8 Certification of NATO Member Country of Origin of Delivered Equipment, Services, Material and Intellectual Property Rights
- 3.4.3.9 B-9 Comprehension and Acceptance of Contract Special Provisions and Contract General Provisions
- 3.4.3.10 B-10 List of Prospective Sub-Contractors/Consortium members
- 3.4.3.10.1 For Certificate B10, the Contractor shall identify by name, project role, and country of origin, all sub-Contractors whose sub-Contract value is expected to equal or exceed EUR 125,000, if any. A list of consortium members shall also be completed and included. If there are no sub-Contractors/consortium members involved, the Bidder shall state this separately.
- 3.4.3.11 B-11 Certificate of AQAP 2110 or ISO-9001 Compliance
- 3.4.3.12 B-12 Bid Requirements Cross Reference Matrix (BRM)

3.5 PREPARATION OF THE PRICE QUOTATION (PART 2)

- 3.5.1 General Rules.
 - 3.5.1.1 The Price Quotation shall be prepared and submitted in the form of completed Bidding Sheets in accordance with IFB Book I, Section III and Annex A thereto in accordance with instructions provided.
 - 3.5.1.2 Bidders shall prepare their Price Quotation by completing the yellow highlighted sections of the Bidding Sheets referred in paragraph 3.5.2.1 below, in accordance with the instructions herein.
 - 3.5.1.3 Bidders should note that the quantities indicated in the Bidding sheets are for the purpose of evaluation only and do not represent a firm commitment to place Purchase Orders for those quantities.
- 3.5.2 Package Contents.
 - 3.5.2.1 This envelope must contain the following documentation and media:
 - 3.5.2.1.1 Printed copy of Annex A-1 "Bidding Sheets" and, as an annex, the complete set of sheets contained in the electronic file "2- IFB CO-14210-ITM -Bidding Sheets.xls" submitted as part of this IFB; and
 - 3.5.2.1.2 CD-ROMs or DVDs (two (2) copies) each containing an electronic version, in MS Excel, of the documentation stated at paragraph 3.2 above.
- 3.5.3 The structure of the Bidding Sheets shall not be changed, other than as indicated elsewhere, nor should any quantity or item description in the

- Bidding Sheets. The currency(ies) of each Contract Line Item and sub-item shall be shown. Bidders shall only bid one currency per line item.
- 3.5.4 Bidders shall furnish Firm Fixed Prices for all required items in accordance with the format set forth in the Instructions tab in Annex A for preparation of the Bidding Sheets.
- 3.5.5 Offered prices shall not be "conditional" in nature. Any comments supplied in the Bidding Sheets which are conditional in nature, relative to the offered prices, may result in a determination that the bid is non-compliant.
- 3.5.6 Bidders are responsible for the accuracy of their Price Quotations. Price Quotations that have apparent computational errors may have such errors resolved in the Purchaser's favour or, in the case of gross omissions, inconsistencies or errors, may be determined to be non-compliant. In the case of inconsistencies between the electronic version of the Bidding Sheets and the paper "hard copy" of the Bidding Sheets, the "hard copy" will be considered by the Purchaser to have precedence over the electronic version.
- 3.5.7 Bidders are informed that the Purchaser, by virtue of its status stipulated in the provisions of the NATO Communication and Information Organisation (NCIO) Charter, Article 67(e)(3), is exempt from all direct and indirect taxes (e.g., VAT), and all customs duties on merchandise imported or exported. The stated provision reads as follows:
- 3.5.8 "Each participating nation undertakes to grant to NCI Agency under the terms of Articles 9 and 10 of the Ottawa Agreement, exemption from all direct taxes (except rates, taxes and dues which are no more than charges for public utility services) from the taxes on the sale of movable and immovable properties, and from customs and excise duties in respect of equipment imported or exported by NCI Agency or its appointed agents."
- 3.5.9 Bidders shall therefore exclude from their price bid all taxes, duties and customs charges from which the Purchaser is exempted by international agreement and are required to certify that they have done so through execution of the Certificate at ANNEX B-5.
- 3.5.10 The Contractor shall be responsible for ensuring that its respective Sub-Contractors are aware that the Purchaser is exempt from taxes and customs duties. The Contractor (and its respective Sub-Contractors) shall be responsible for complying with all applicable national and local legal and administrative procedures to ensure that authorities do not attempt to assess taxes and customs duties on goods and property imported or exported through NATO member nation frontiers under this Contract nor assess direct taxation (VAT) on goods sold to the NCI Agency under this Contract. Bidders are reminded of the requirement to complete the certification to this effect in Annex B-5.
- 3.5.11 All prices bid shall be clearly traceable in the detailed bidding sheets.
- 3.5.12 Any adjustment or discount to prices should be clearly traceable to the unit cost level on the price breakdown sheets and should not be aggregated or

summed. Any discount or adjustment to catalogue or market prices shall be indicated in the "Notes" Column in the Price Breakdown sheets. For example a catalogue price of 100 may be offered at a price of 80 if the bidder indicates that they applied a 20% discount. Any lack of clarity or traceability may render the bid non-compliant.

- 3.5.13 Bidders shall quote in their own national currency or in EUR, the host nation currency. The successful Bidder will be paid in the currency(ies) quoted. Bidders may also submit bids in multiple currencies including other NATO member states' currencies under the following conditions:
- (a) The currency is of a "Participating Country" in the project, and
 - (b) The Bidder can demonstrate, either through sub-Contract arrangements or in its proposed work methodology, that it will have equivalent expenses in that currency. All major sub-Contracts and their approximate anticipated value should be listed on a separate sheet and included with the Price Quotation;
 - (c) Bidders shall only bid one currency per line item.
- 3.5.14 When completing the Bidding Sheets, a firm fixed unit price for each proposed element needs to be supplied on each CLIN line item. Prices should not be grouped. The accuracy of the inputs of the Bidding Sheets is the responsibility of the Bidder. The Purchaser in its favour may resolve ambiguous computation of prices.
- 3.5.15 The Bidder's attention is directed to the fact that Price Quotation shall contain no document and/or information other than the priced copies of the Bidding Sheets. Any other document of a Contractual or technical nature will not be considered for evaluation and may be cause for a determination of non-compliance by the Purchaser.
- 3.5.16 The Contractor shall be liable for all other taxes, assessments, fees, licences, administrative charges or other Government assessments or charges which are applicable to the performance of this Contract. It is the Contractor's responsibility to inform itself of its liability in each country where such liability may arise.
- 3.5.17 The Packaging, Handling, Storage and Transportation (PHS&T) CLINS, 4.2.1, 4.2.2 & 4.2.3 shall be in accordance with the provisions of with the International Chamber of Commerce INCOTERMS 2010 as DDP (Delivered Duty Paid) to specified destination and shall also cover all packaging, packing, preservation, insurance and transportation charges. The bidder is expected to provide a unit cost for one standard Euro-pallet as described in SOW section 10.2.
- 3.5.18 CLINs 1.1, 1.2 and are man-day rates. The bidder shall assume an 8 hour work day. In addition the man-day rates are to be a fully burdened rates, including G&A, overhead and profit.
- 3.5.19 CLINs 1.4.1 through 1.4.3 are travel CLINs. The bidder is required to provide firm fixed unit prices for the cost of travel and any other direct

costs for the for the durations and a location of either Brussels or Mons identified.

- 3.5.20 CLIN 5.1 is an unevaluated option and is the expected to be the price for an individual Microsoft OEM Licence.
- 3.5.21 Bidders shall bid one type of client equipment or accessory per CLIN.

3.6 PREPARATION OF THE TECHNICAL PROPOSAL (PART 3)

- 3.6.1 Bidders shall submit their Technical Proposal in one bound volume containing all the information addressing the technical specifications and requirements of Book II part IV the Statement of Work (SOW).
- 3.6.2 This package shall include a Table of Contents which lists not only section headings but also major sub-sections, and topic headings required set forth in these Instructions or implicit in the organisation of the Technical Proposal.
- 3.6.3 The Bidder shall also include the completed Bid Requirements Cross Reference Matrix in the format of Annex D of Book I. The Bidder shall complete Column 4 of the Table, citing the appropriate section of the Technical Proposal that corresponds to each paragraph of these Instructions for the Preparation of the Technical Proposal. The completed Table serves as an index for the Purchaser's Technical Evaluation Panel and also as an aide memoire to the Bidder to ensure that all the required information has been provided in the Technical Proposal.
- 3.6.4 In the Technical Proposal the Bidder shall address each section of the SOW individually and demonstrate that section by section all of the 178 requirements in the SOW will be met.
- 3.6.5 Contractor Profile and Qualifications: In response to SOW section 4.3.2 the Bidder shall provide a short summary (maximum 10 pages) of the Contractor's organisation, business profile and experience relevant to the execution of this Contract. Within this summary the position and physical location of the Contractor Delivery Manager and Contractor Technical Lead shall be described along with reporting lines to responsible Directors.
- 3.6.6 Technical Specifications: The Bidder shall include in the Technical Proposal detailed technical specifications for each item of client equipment and accessory to be furnished under the Contract demonstrating that each of the requirements in section 9 of the SOW will be met. The technical specifications provided shall use the Section 9 Tables as a template and address clearly how the client equipment and accessories proposed comply with the requirements. The template shall be presented in Excel Workbook format as required in SOW [53].
- 3.6.7 Qualifications of Key Personnel: The Bidder shall include in the Technical Proposal CVs for the Delivery Manager and Technical Lead which demonstrate that the requirements of SOW section 4.3.3 will be met.
- 3.6.8 Change Management: The Bidder shall describe how he intends to maintain the change register as per SOW section 5.7.

- 3.6.9 Client Equipment and Accessories. The Bidder shall provide a comprehensive description of each item of client equipment and accessories to be incorporated into the End User Service Product Catalogue and thus supplied under the Contract according to Purchase Orders issued by the Purchaser. This description must include all of the items of client equipment and accessories listed in SOW section 5.5.2 and must demonstrate that for each item of client equipment and accessories the appropriate minimum technical specifications in SOW Annex C will be met. It should also provide evidence of meeting each of the generic requirements listed in SOW 5.5.3. The Bidder shall explicitly confirm meeting or exceeding each of the technical requirements listed in SOW Annex C. In case a specific performance mark is requested using BAPCO MobileMark or SysMark, the Bidder shall provide a Full Disclosure Report in the PDF format and confirm in writing that the benchmarking rules for the benchmarking tool have been followed during the test.
- 3.6.10 Quality Assurance. The Bidder shall provide a section within the Technical Proposal which describes how the requirements of SOW 5.8 will be met. Specifically, but not exclusively, this section shall address how it will be ensured that each and every item delivered under this Contract will have the quality specified in this Contract, and free of any defect in material, code or workmanship.
- 3.6.11 Integrated Logistics Support. The Bidder shall provide a section within the Technical Proposal which describes how all of the requirements of SOW section 6 will be met including inventory, codification, labelling, marking, packaging, handling, storage, transportation, delivery, inspection, acceptance, customs, supply chain security, and warranty. Specifically, but not exclusively, this section shall address:
- a. how complete and accurate inventory data will be provided in time for reception of deliveries by the Purchaser;
 - b. how it will be ensured that all items will be labelled and marked as specified by the Purchaser;
 - c. how it will be ensured that all deliveries will be completed undamaged and without delay, accompanied by the correct documentation, and as ordered through the underlying Purchase/Task Order;
 - d. how the Purchaser will be able to obtain accurate tracking information on shipments, near real-time;
 - e. what supply chain security measures will be implemented to ensure that each and every item delivered under this Contract will be genuine and free of malicious components, firmware and software;
 - f. how the Purchaser will be supported in verifying and auditing the implementation of the Contractor's technical measures for ensuring supply chain security;
 - g. offered warranty terms and how the warranty requirements will be met.
- 3.6.12 Additional materials such as brochures, sales literature, product endorsements and unrelated technical or descriptive narratives shall not be included in the Technical Proposal. These materials may be included in

a separate volume marked as Supplemental Material, but will not be evaluated.

4 SECTION IV - BID EVALUATION

4.1 GENERAL

- 4.1.1 The evaluation of bids will be made by the Purchaser solely on the basis of the requirements in this IFB. Failure to address any of the bidding requirements in this IFB or omission of the critical information may result in a determination of non-compliance for the entire Bid.
- 4.1.2 The evaluation of bids and the determination as to the compliance or technical adequacy of the supplies and services offered will be based only on that information furnished by the Bidder and contained in its bid. The Purchaser shall not be responsible for locating or securing any information which is not included in the bid.
- 4.1.3 To ensure that sufficient information is available, the Bidder shall furnish with its bid all information appropriate to provide a complete description of the work which will be performed and/or the supplies to be delivered. The information provided shall be to a level of detail necessary for the Purchaser to determine exactly what the Bidder proposes to furnish and whether the offer meets the technical, administrative and Contractual requirements of this IFB.
- 4.1.4 During the evaluation, the Purchaser may request clarification of the bid from the Bidder, and the Bidder shall provide sufficient detailed information in connection with such requests as to permit the Purchaser to make a final determination based upon the facts. The purpose of such clarifications will be to resolve ambiguities in the bid and to permit the Bidder to state its intentions regarding certain statements contained therein. The Bidder is not permitted any cardinal alteration of the bid regarding technical matters and shall not make any change to its price quotation at any time.
- 4.1.5 The Bidder's prompt response to the Purchaser's IFB clarification requests is important and therefore failure to provide the requested clarifications within the time-limits set forth in the specific Clarification Requests may cause the bid to be deemed non-compliant.
- 4.1.6 The evaluation will be conducted in accordance with the NATO document AC/4 D/2261 (1996 Edition).
- 4.1.7 The administrative compliance of the Bids will be evaluated first. Bids that are declared administratively non-compliant may be rejected without further evaluation. Following evaluation for administrative compliance, evaluation will be carried out in the following two areas: Part 2 - Price, Part 3 - Technical.
- 4.1.8 All administrative compliant Bids will be reviewed for price compliancy. The Contract resulting from this IFB will be awarded to the bidder(s) whose offer, as evaluated by the Purchaser, is the lowest priced bid and in compliance with the requirements of this IFB.

4.2 ADMINISTRATIVE CRITERIA

- 4.2.1 Prior to commencement of the Price and Technical evaluation, Bids will be reviewed for compliance with the Bid Submission Requirements of this IFB. These are as follows:
 - 4.2.1.1 The Bid was received by the Bid Closing Date and Time;
 - 4.2.1.2 The Bid was packaged and marked properly;
 - 4.2.1.3 The Administrative Package contained the Bid Guarantee in the proper amount, in the proper form and for the established length of time;
 - 4.2.1.4 The Administrative Package contains all the requested signed originals of the required Certificates at Annex B hereto.
- 4.2.2 A Bid that fails to conform to the above requirements may be declared non-compliant and may not be evaluated further by the Purchaser.
- 4.2.3 If it is discovered, during either the Price or Technical evaluation, that the Bidder has taken exception to the Terms and Conditions of the Prospective Contract, or has qualified and/or otherwise conditioned its offer on a modification or alteration of the Terms and Conditions or the language of the Statement of Work, the Bidder may be determined to have submitted a non-compliant bid.

4.3 PRICE CRITERIA

- 4.3.1 The Bidder's Price Quotation will be first assessed for compliance against the standards detailed in the following paragraphs. A bid which fails to meet the compliance standards defined in this section may be declared non-compliant and may not be evaluated further by the Purchaser.
- 4.3.2 The Price Quotation meets the requirements for preparation and submission of the Price Quotation set forth in the Bid Preparation Section (Book I, Section III) and the Instructions for Contractor's Bidding Sheets (Annex A hereto), in particular:
 - 4.3.2.1 The Bidder has prepared the Price Proposal in the form of the Bidding Sheets provided under Annex A of these Bidding Instructions, by completing the yellow highlighted sections in accordance with the instructions specified above;
 - 4.3.2.2 The Bidder has furnished Firm Fixed Unit Prices for all items listed;
 - 4.3.2.3 All prices have been accurately entered into appropriate columns;
 - 4.3.2.4 The currency of all line items has been clearly indicated. Individual CLINs may not be expressed in multiple currencies;
 - 4.3.2.5 The Bidder has quoted in its own national currency or in the Host Nation currency, Euros. Where multiple currencies including other NATO member states' currencies are quoted, the conditions of Section III, paragraph 3.5.13 are met.
- 4.3.3 The Bidder has indicated that in accordance with the treaties governing the terms of business with NATO, it excluded from its prices all taxes,

duties and customs charges from which the Purchaser has been exempted.

- 4.3.4 Price quotes for each individual item(s) are realistic (based on historic data, and/or market and competitive trends in the specified industrial sectors).
- 4.3.5 Price Quotation does not contain any document and/or information other than the priced copies of the Bidding Sheets. Any other document of a Contractual or technical nature will not be considered for evaluation and may be cause for a determination of non-compliance by the Purchaser.
- 4.3.6 The Price Quotation meets requirements for price realism as described below in paragraph 4.4.4.
- 4.3.7 Basis of Price Comparison.
 - 4.3.7.1 The Purchaser will convert all prices quoted into EURO for purposes of comparison and computation of grand total price. The exchange rate to be utilised by the Purchaser will be the average of the official buying and selling rates of the European Central Bank at close of business on the last working day preceding the Bid Closing Date.
 - 4.3.7.2 The Price evaluation will be based on the summation of CLINS 1-4. The price for each CLIN will be based on the notional quantity loading multiplied by the unit prices provided by the bidder.
 - 4.3.7.3 Bidders should note that the quantities indicated in the Bidding sheets are for the purpose of evaluation only and do not represent a firm commitment to issue Purchase Orders for the stated quantities.
- 4.3.8 Inconsistencies and discrepancies in bid price quotation.
 - 4.3.8.1 In case of inconsistencies, discrepancies and/or contradictory pricing information in the different parts of the bid price submission and notwithstanding the possibility for the Purchaser, at its sole discretion to obtain clarification from the bidder, for the purpose of determining the total price of the Bid, the following order of precedence shall apply:
 - 4.3.8.1.1 Hard Copies Submission;
 - 4.3.8.1.2 Bidding Sheet Grand Total as indicated by the Bidder;
 - 4.3.8.1.3 Total of the Bid calculated from the indicated Total Prices(s) indicated per CLIN(s);
 - 4.3.8.1.4 Electronic Submission;
 - 4.3.8.1.5 Bidding Sheet Grand Total as indicated by the Bidder;
 - 4.3.8.1.6 Total of the Bid calculated from the indicated Total Prices(s) indicated per CLIN(s).
 - 4.3.8.2 PRICE REALISM
 - 4.3.8.2.1 Otherwise successful Bidders that submit a price quotation so low that it is not a realistic reflection of the objective cost of performance of the associated technical proposal may be considered by the Purchaser to

have submitted an unrealistic offer and that offer may be determined to be non-compliant.

- 4.3.8.2.2 Indicators of an unrealistically low bid may be the following, amongst others:
- 4.3.8.2.3 Labour Costs that, when amortised over the expected or proposed direct labour hours, indicate average labour rates far below those prevailing in the Bidders locality for the types of labour proposed;
- 4.3.8.2.4 Direct Material costs that are considered to be too low for the amounts and types of material proposed, based on prevailing market prices for such material;
- 4.3.8.2.5 Numerous Line Item prices for supplies and services that are provided at no cost or at nominal prices.
- 4.3.8.2.6 If the Purchaser has reason to suspect that a Bidder has artificially debased its prices in order to secure Contract award, the Purchaser will request clarification of the bid in this regard and the Bidder shall provide explanation on one of the following bases:
- 4.3.8.2.7 An error was made in the preparation of the Price Quotation. In such a case, the Bidder must document the nature of the error and show background documentation concerning the preparation of the Price Quotation that makes a convincing case that a mistake was made by the Bidder. In such a case, the Bidder shall petition the Purchaser to both remain in the competition and accept the Contract at the offered price, or to withdraw from the competition;
- 4.3.8.2.8 The Bidder has a competitive advantage due to prior experience or industrial/technological processes that demonstrably reduce the costs of Bidder performance and therefore the price offered is realistic. Such an argument must support the technical proposal offered and convincingly and objectively describe the competitive advantage and the net savings achieved by this advantage over standard market practices and technology;
- 4.3.8.2.9 The Bidder recognises that the submitted Price Quotation is unrealistically low compared to its cost of performance and, for business reasons; the Bidder is willing to absorb such a loss. Such a statement can only be made by the head of the business unit submitting the Bid and will normally be made at the level of Chief Operating Officer or Chief Executive Officer. In such a case, the Bidder shall estimate the potential loss and show that the financial resources of the Bidder are adequate to withstand such reduction in revenue.
- 4.3.8.2.10 If a Bidder fails to submit a comprehensive and compelling response on one of the bases above, the Purchaser may determine the Bid submitted as non-compliant. If the Bidder responds on the basis of a) above and requests to withdraw from the competition, the Purchaser may, depending on the nature and gravity of the mistake, allow the Bidder to withdraw.

4.3.8.2.11 If the Purchaser accepts the Bidder’s explanation of mistake in paragraph 4.4.4 and allows the Bidder to accept the Contract at the offered price, or the Purchaser accepts the Bidder’s explanation pursuant to paragraph 4.4.4 above, the Bidder shall agree that the supporting pricing data submitted with its Bid will be incorporated by reference in the resultant Contract. The Bidder shall agree as a condition of Contract signature, that the pricing data will be the basis of determining fair and reasonable pricing for all subsequent negotiations for modifications of or additions to the Contract and that no revisions of proposed prices will be made.

4.3.8.2.12 If the Bidder presents a convincing rationale pursuant to paragraph 4.4.4 above, no additional action will be warranted. The Purchaser, however, reserves its right to reject such an argument if the rationale is not compelling or capable of objective analysis. In such a case the Bid may be determined to be non-compliant.

4.4 TECHNICAL CRITERIA

4.4.1 Upon determination of the lowest-priced Bid(s) as described above, the Bid(s) shall be evaluated to confirm compliance with the following criteria associated with the respective sections of the Technical Proposal.

IFB REFERENCE	EVALUATION FACTORS AND CRITERIA
SOW 4.1	<p>End User Service Product Catalogue Does the bid describe how an End User Service Product Catalogue will be established and maintained for all client equipment and accessories described in the SOW section 5 and Annex C? Does the bid include an initial version of the End User Service Catalogue?</p>
SOW 4.2	<p>Delivery to Sites Does the bid describe how client equipment and accessories will be delivered to the Purchaser at any of the sites listed in Annex B of the SOW and within timeframes specified in Purchase Orders issued by the Purchaser?</p>
SOW 4.3.1	<p>Delivery Management Does the bid describe how direct responsibility for the management of deliveries ordered under the Contract shall be assumed?</p>
SOW 4.3.2	<p>Bidder Qualifications and Experience Does the bid demonstrate that the Bidder is an established supplier of IT client equipment and accessories with at least five years’ experience of supply and delivery to locations in Europe and North America?</p>
SOW 4.3.3.1	<p>Contractor Delivery Manager Does the bid describe how all of the requirements of SOW section 4.3.3.1 will be met and include a CV for the individual proposed which demonstrates the requisite qualifications and experience and the specified level of spoken and written English?</p>

IFB REFERENCE	EVALUATION FACTORS AND CRITERIA
SOW 4.3.3.2	<p>Contractor Technical Lead Does the bid describe how all of the requirements of SOW section 4.3.3.2 will be met and include a CV for the individual proposed which demonstrates the requisite qualifications and experience and the specified level of spoken and written English?</p>
SOW 4.3.4	<p>Quarterly Progress Meetings Does the bid include an undertaking to attend all Project Progress Meetings and to provide the input to those meetings described in SOW section 4.3.4? Does the bid address:</p> <ol style="list-style-type: none"> 1. Response to any technical questions raised about client equipment or accessories to be delivered under the Contract? 2. Reporting on the current schedule of deliveries according to Purchase Orders already received including dates, places and quantities of equipment to be delivered by type? 3. Seeking of clarification where needed related to any delivery currently foreseen? 4. Advice to the Purchaser PM of any difficulty or problem foreseen with deliveries already ordered or with potential future deliveries based on the overall project scope? 5. Advice to the Purchaser PM of any technical or schedule risk which the Contractor foresees in the execution of the overall ITM Project?
SOW 4.3.5	<p>Delivery Documentation Does the bid describe how a manifest of all deliveries ordered under the Contract shall be created and maintained according to the requirements of SOW section 4.3.5? Does the bid also describe how the Contractor will maintain the manifest on the Purchaser furnished portal?</p>

IFB REFERENCE	EVALUATION FACTORS AND CRITERIA
SOW 4.3.6	<p>Schedule and Planning Does the Bid make clear how the delivery schedule requirements in the Schedule of Supplies and Services will be achieved? Does the bid describe how the Contractor will attend the kick off meeting as required in SOW 4.3.6.2 Does the bid describe how the Project Implementation Plan provided by the Purchaser will be used during the execution of the Contract in accordance with the requirements of SOW section 4.3.6.3? Does the bid make clear that the Implementation Plan will not be taken as a basis for independent action by the WP2 Contractor but that deliveries of equipment and accessories will be in response to Purchase Orders?</p>
SOW 5.2.1	<p>Technical Support to ITM Design Does the bid describe how the Client and Application Provisioning Service design will be supported with technical advice?</p>
SOW 5.2.2	<p>Technology Confirmation Point Reviews (TCPR) Does the Bid state that the Contractor shall attend TCPRs when invited by the Purchaser Project Manager? Does the bid describe how the Contractor shall track the technology roadmaps and identify potential gains for the ITM Project in terms of avoiding obsolescence, or reducing Total Cost of Ownership and bring to the TCPR any appropriate recommendation for change to the client equipment and accessories in the then current version of the End User Service Product Catalogue produced and maintained under the Contract? Does the bid describe how changes proposed by the Purchaser or other WP Contractors to the back end infrastructure shall be assessed to determine the impacts, if any, on the products in the end user catalogue and how those impacts will be reported to the Purchaser PM? Does the bid describe how the Contractor shall make a presentation at each TCPR to which they are invited on the updates to client equipment and accessories which they recommend? This shall cover points listed in SOW 5.2.2 requirements [045] thru [049].</p>
SOW 5.3.1	<p>Technical Specifications Does the bid include comprehensive technical specifications of all equipment to be furnished under the Contract? Are the technical specifications provided in tabular form in XLSX files, one for each type of equipment and do they state at minimum all characteristics listed in the Annex C of the SOW for the given type? Does the bid describe how the technical specifications will be posted to the Purchaser furnished portal?</p>

IFB REFERENCE	EVALUATION FACTORS AND CRITERIA
SOW 5.3.2	<p>COTS Manuals</p> <p>Does the bid confirm that an electronic copy of all COTS manuals will be provided before equipment and accessories are delivered?</p> <p>Does the bid confirm that upon a change of a product model or a software upgrade an updated COTS documentation package will be submitted?</p> <p>Does the bid include an undertaking to provide updates for all COTS manuals supplied under the Contract?</p>
SOW 5.3.3	<p>Quick Start Guides</p> <p>Does the bid confirm that a quick start guide in hard copy will be provided for each piece of equipment delivered?</p>
SOW 5.4	<p>Testing and Acceptance</p> <p>Does the bid describe how one instance of each type of client equipment and accessory to be furnished under the Contract will be provided to the Purchaser so that testing may be carried out to ensure that all the technical requirements have been met?</p> <p>Does the Bidder confirm that they shall attend testing sessions and provide such assistance as is necessary to demonstrate that client equipment and accessories perform according to the technical specifications included in this Contract?</p>
SOW 5.5.1	<p>Technical Requirements Introduction</p> <p>Does the bid confirm that specifications detailed in SOW Annex C (section 9) shall be the authoritative reference point for any client equipment or accessory specification in the Contract?</p>
SOW 5.5.1	<p>Categorisation of Equipment</p> <p>Does the bid confirm that all of the client equipment and accessories listed in SOW 5.5.2 will be incorporated into the End User Service Catalogue and made available for ordering under the Contract as required in section 3.6.9 of the Bidding Instructions (Technical Proposal)?</p>
SOW 5.5.3	<p>Generic Technology Requirements</p> <p>Does the bid confirm that all of the client equipment and accessories listed in SOW 5.5.2 will conform to generic requirements addressed in SOW 5.5.3?</p>
SOW 5.6	<p>Software Licences</p> <p>Does the bid confirm that devices will be shipped with the software required for them to operate along with required software licences at no additional cost?</p>
SOW 5.7	<p>Change Management</p> <p>Does the bid include an undertaking to provide and maintain a change register as required in SOW 5.7.1?</p> <p>Does the bid confirm that all of the elements listed in SOW 5.7.2 will be provided with each change request?</p> <p>Does the bid confirm that the production of change requests whether approved or not will be at no cost to the Purchaser?</p>

IFB REFERENCE	EVALUATION FACTORS AND CRITERIA
SOW 5.8	<p>Quality Assurance Does the bid contain an undertaking to establish and maintain an effective QA programme in accordance with ISO 9001 or equivalent? Does the bid provide an undertaking to meet the levels of quality required in SOW 5.8? Does the bid contain an undertaking to perform quality checks on each batch of equipment prior to shipment and to report the results of such checks in written form along with the shipment itself?</p>
SOW 6.1	<p>Supply Support Does the Bid contain a description of how the requirements of section 6.1 will be met? Does this description ensure that complete and accurate inventory data will be provided in time for reception of deliveries by the Purchaser? Does it ensure that all items will be labelled and marked as specified by the Purchaser?</p>
SOW 6.2	<p>Packaging, Handling, Storage and Transportation Does the Bid contain a description of how the requirements of section 6.2 will be met? Does this description ensure that all deliveries will be completed undamaged and without delay, accompanied by the correct documentation, and as ordered through the underlying Purchase/Task Order? Will the Purchaser be able to obtain tracking information on shipments, near real-time?</p>
SOW 6.3	<p>Supply chain security Does the Bid contain a description of how the requirements of section 6.3 will be met? Does the Bidder confirm that all supplies and services furnished under this Contract will be genuine and free of malicious components, firmware and software? Does the bid describe adequate support to the Purchaser to audit and verify on demand that the supply chain security technical measures are implemented?</p>
SOW 6.4	<p>Warranty Does the Bid contain proposed warranty terms? Does the Bid contain a description of how the requirements of section 6.4 will be met? The Bidder must confirm that all supplies and services furnished under this Contract are free of any defect in material, code or workmanship. Does the Bid contain the Bidder's best offer regarding warranty? Is this best offer compliant with the requirements?</p>
SOW Section 9, ANNEX C	<p>Technical Specifications Does the bid confirm that all of the technical specifications of SOW Annex C will be met?:</p>
SOW 9.2	<p>General Dimensions and Weight Does the bid confirm that the dimensions and weights specified in SOW 9.2 will not be exceeded?</p>

IFB REFERENCE	EVALUATION FACTORS AND CRITERIA
SOW 9.3	<p>Business Laptop Does the bid contain an undertaking to meet all of the technical requirements in SOW 9.3? Does the bid provide a Full Disclosure Report in the PDF format and confirmation that the BAPCO MobileMark 2014 benchmarking rules for the benchmarking tool have been followed during the test. Does the bid confirm that the benchmark result meets or exceeds the requested threshold And that Business laptop client equipment will conform to the minimum requirements?;</p>
SOW 9.4	<p>Workstation Does the bid contain an undertaking to meet all of the technical requirements in SOW 9.4? .Does the Bid provide a Full Disclosure Report in the PDF format and confirm that the BAPCO SysMark 2014 benchmarking rules for the benchmarking tool have been followed during the test? Does the bid confirm that the benchmark result meets or exceeds the requested threshold? Does the bid confirm that workstations client equipment will conform to the minimum requirements and is offered in COTS, Level C, Level B and Level A-compliant variants;</p>
SOW 9.5	<p>Tablet Does the bid contain an undertaking to meet all of the technical requirements in SOW 9.5? Does the bid provide a Full Disclosure Report in the PDF format and confirm that the BAPCO MobileMark 2014 benchmarking rules for the benchmarking tool have been followed during the test? Does the bid confirm that the benchmark result meets or exceeds the requested threshold? Does the bid confirm that two-in-one computer client equipment will conform to the minimum requirements of SOW 9.5?</p>
SOW 9.6	<p>Diskless Computer Does the bid confirm that diskless computer client equipment will conform to the minimum requirements of SOW 9.6 and is offered in COTS, Level C, Level B and Level A-compliant variants?</p>
SOW 9.7	<p>Thin Client Does the bid confirm that thin-client equipment will conform to the minimum requirements of SOW 9.7 and is offered in COTS, Level C, Level B and Level A-compliant variants?</p>
SOW 9.8	<p>Zero Client Does the bid confirm that zero-client equipment will conform to the minimum requirements of SOW 9.8 and is offered in COTS, Level C, Level B and Level A-compliant variants?</p>

IFB REFERENCE	EVALUATION FACTORS AND CRITERIA
SOW 9.9	Touchscreen Desktop Monitor Does the bid confirm that standard touchscreen monitor accessory equipment will conform to the minimum requirements of SOW 9.9 and is offered in COTS, Level C, Level B and Level A-compliant variants?
SOW 9.10	Desktop Monitor Does the bid confirm that the standard desktop monitor accessory equipment will conform to the minimum requirements of SOW 9.10 and is offered in COTS, Level C, Level B and Level A-compliant variants?
SOW 9.11	Keyboard Does the bid confirm that keyboard accessory equipment will conform to the minimum requirements of SOW 9.11 and is offered in COTS, Level C, Level B and Level A-compliant variants?
SOW 9.12	Mouse Does the bid confirm that mouse accessory equipment will conform to the minimum requirements of SOW 9.12 and is offered in COTS, Level C, Level B and Level A-compliant variants?
SOW 9.13	KVM Does the bid confirm that KVM accessory equipment will conform to the minimum requirements of SOW 9.13?
SOW 9.14	Webcam Does the bid confirm that webcam accessory equipment will conform to the minimum requirements of SOW 9.14 and is offered in COTS, Level C, Level B and Level A-compliant variants?
SOW 9.15	Smartcard Reader Does the bid confirm that smartcard reader accessory equipment will conform to the minimum requirements of SOW 9.15?
SOW 9.16	Headset Does the bid confirm that headset accessory equipment will conform to the minimum requirements of SOW 9.16 and is offered in COTS, Level C, Level B and Level A-compliant variants?
SOW 9.17	USB Conference Kit Does the bid confirm that USB conference kit accessory equipment will conform to the minimum requirements of SOW 9.17?
SOW 9.18	Docking Station Does the bid confirm that docking station accessory equipment will conform to the minimum requirements of SOW 9.18?
SOW 9.19	Universal Power Supply Filter Does the bid confirm that universal power supply filter accessory equipment will conform to the minimum requirements of SOW 9.19?
SOW 9.20	Smartcard Does the bid confirm that smartcard accessory equipment will conform to the minimum requirements of SOW 9.20?

IFB REFERENCE	EVALUATION FACTORS AND CRITERIA
SOW 9.21	Mobile Device Protection Does the bid confirm that mobile device protection accessory equipment will conform to the requirements of SOW 9.21?;
SOW 9.22	Anti-Theft Cable Does the bid confirm that anti-theft cable device accessory will conform to the minimum requirements of SOW 9.22?
SOW 9.23	Fibre Optic Patch Cords Does the bid confirm that fibre optic patch-cords will conform to the minimum requirements of SOW 9.23?.
SOW 9.24 Cu patch-cord	Copper Patch Cords Does the bid confirm that copper patch-cords will conform to the minimum requirements of SOW 9.24?.

5 ANNEX A – BIDDING SHEETS

Provided under separate MS Excel File:
"IFB-CO-14210-ITM _Bidding-sheets_wp2.xls"

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6 ANNEX B – CERTIFICATES

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ANNEX B-1

CERTIFICATE OF LEGAL NAME OF BIDDER

This Bid is prepared and submitted on behalf of the legal corporate entity specified below:

FULL NAME OF CORPORATION: _____

DIVISION (IF APPLICABLE): _____

SUB DIVISION (IF APPLICABLE): _____

OFFICIAL MAILING ADDRESS: _____

E-MAIL ADDRESS: _____

FAX NO.: _____

BOA NO.: _____

POINT OF CONTACT (POC) REGARDING THIS BID:

NAME: _____

POSITION: _____

TELEPHONE: _____

E-MAIL ADDRESS: _____

ALTERNATIVE POC:

NAME: _____

POSITION: _____

TELEPHONE: _____

E-MAIL ADDRESS: _____

DATE

SIGNATURE OF AUTHORISED REPRESENTATIVE

PRINTED NAME

TITLE

ANNEX B-2

CERTIFICATE OF INDEPENDENT DETERMINATION

1. Each Bidder shall certify that in connection with this procurement:
 - a. This Bid has been arrived at independently, without consultation, communication or agreement, for the purpose of restricting competition, with any other Bidder or with any competitor;
 - b. The contents of this bid have not been knowingly disclosed by the Bidder and will not knowingly be disclosed by the Bidder prior to award, directly or indirectly to any other Bidder or to any competitor, and
 - c. No attempt has been made, or will be made by the Bidder to induce any other person or firm to submit, or not to submit, a Bid for the purpose of restricting competition.

2. Each person signing this Bid shall also certify that:
 - a. He/she is the person in the Bidder's organisation responsible within that organisation for the decision as to the bid and that he/she has not participated and will not participate in any action contrary to 1(a) through 1(c) above, or
 - b. (i) He/she is not the person in the Bidder's organisation responsible within that organisation for the bid but that he/she has been authorised in writing to act as agent for the persons responsible for such a decision in certifying that such persons have not participated, and will not participate in any action contrary to 1(a) through 1(c) above, and as their agent does hereby so certify, and
 - (ii) He/she has not participated and will not participate in any action contrary to 1(a) through 1(c) above.

.....
Date

.....
Signature of Authorised Representative

.....
Printed Name and Title

.....
Company

ANNEX B-3

CERTIFICATE OF BID VALIDITY

I, the undersigned, as an authorised representative of the firm submitting this bid, do hereby certify that the pricing and all other aspects of our Bid will remain valid for a period of twelve (12) months from the Bid Closing Date of this Request for Quotation.

.....
Date

.....
Signature of Authorised Representative

.....
Printed Name and Title

.....
Company

ANNEX B-4

CERTIFICATE OF UNDERSTANDING

I certify that

.....
.....(*Company Name*) has read and fully understands the requirements of this Request for Quotation (IFB) and that the Bid recognises these requirements in total.

I also certify to the best of my expert knowledge that this Bid is within the "state of art" boundaries as they exist at the time of bidding for this project.

.....
Date

.....
Signature of Authorised Representative

.....
Printed Name and Title

.....
Company

ANNEX B-5

CERTIFICATE OF EXCLUSION OF TAXES, DUTIES AND CHARGES

I hereby certify that the prices offered in the price quotation of this Bid exclude all taxes, duties and customs charges from which the Purchaser has been exempted by international agreement.

.....
Date

.....
Signature of Authorised Representative

.....
Printed Name and Title

.....
Company

ANNEX B-6

ACKNOWLEDGEMENT OF RECEIPT OF IFB AMENDMENTS and CR Releases.

I confirm that the following Amendments to Request for Quotation No IFB-CO-14210-ITM have been received and the Bid as submitted reflects the content of such Amendments:

Amendment Number	Date Issued	Date of Receipt

.....
Date

.....
Signature of Authorised Representative

.....
Printed Name and Title

.....
Company

ANNEX B-7

**DISCLOSURE OF REQUIREMENTS FOR NCI AGENCY EXECUTION OF
SUPPLEMENTAL AGREEMENTS**

I, the undersigned, as an authorised representative of
.....(*Company Name*), certify the following statement:

1. All supplemental agreements, defined as agreements, documents and/or permissions outside the body of the Contract but required by my Government, and the governments of my sub-Contractors, to be executed by the NCIA as a condition of my firm’s performance of the Contract, have been identified, as part of the Bid.

2. These supplemental agreements are listed as follows:

3. Examples of the terms and conditions of these agreements are attached hereto. The anticipated restrictions to be imposed on NATO, if any, have been identified in our offer along with any potential conflicts with the terms, conditions and specifications of the Prospective Contract, see (*complete, if any*). These anticipated restrictions and potential conflicts are based on our knowledge of and prior experience with such agreements and their implementing regulations. We do not certify that the language or the terms of these agreements will be exactly as we have anticipated.

4. The processing time for these agreements has been calculated into our delivery and performance plans and contingency plans made in the case that there is delay in processing on the part of the issuing government(s), see (*complete, if any*).

5. We recognise that additional supplemental agreements, documents and permissions presented as a condition of Contract performance or MOU signature after our firm would be selected as the successful Bidder may be cause for the NCIA to determine the submitted bid to be non-compliant with the requirements of the IFB.

6 We accept that should the resultant supplemental agreements issued in final form by the government(s) result in an impossibility to perform the Contract in accordance with its schedule, terms or specifications, the Contract may be terminated by the Purchaser at no cost to either Party.

.....
Date

.....
Signature of Authorised Representative

.....
Printed Name and Title

.....
Company

ANNEX B-8

**CERTIFICATION OF NATO MEMBER COUNTRY ORIGIN OF DELIVERED
EQUIPMENT, SERVICES, MATERIALS AND INTELLECTUAL PROPERTY
RIGHTS**

The Bidder hereby certifies that, if awarded the Contract pursuant to this solicitation, it will perform the Contract subject to the following conditions:

- (a) none of the work, including project design, labour and services shall be performed other than by firms from and within participating NATO member countries;
- (b) no material or items of equipment down to and including identifiable sub-assemblies shall be manufactured or assembled by a firm other than from and within a participating NATO member country (a sub-assembly is defined as a portion of an assembly consisting of two or more parts that can be provided and replaced as an entity)*; and
- (c) the intellectual property rights to all design documentation and related system operating software shall reside in NATO member countries, and no license fees or royalty charges shall be paid by the Contractor to firms, individuals or governments other than within the NATO member countries.

.....
Date

.....
Signature of Authorised Representative

.....
Printed Name and Title

.....
Company

*This definition purposely excludes components and/or parts (as defined in AcodP-1), which are not subject to this certification.

ANNEX B-9

**Comprehension and Acceptance of CONTRACT Special Provisions and
Contract General Provisions**

The Bidder hereby certifies that it has reviewed the Contract Special Provisions Contract General Provisions set forth in the Prospective Contract, Book II of this IFB. The Bidder hereby provides its confirmation that it fully comprehends the rights, obligations and responsibilities of the Contractor as set forth in the Articles and Clauses of the Prospective Contract. The Bidder additionally certifies that the offer submitted by the Bidder is without prejudice, qualification or exception to any of the Terms and Conditions and it will accept and abide by the stated Special Contract Provisions if awarded the Contract as a result of this IFB.

.....
Date

.....
Signature of Authorised Representative

.....
Printed Name and Title

.....
Company

ANNEX B-10

LIST OF PROSPECTIVE SUB-CONTRACTORS/CONSORTIUM MEMBERS

Name and Address of Sub-Contractor, incl. country of origin/registration	Primary Location of Work	Items/Services to be Provided	Estimated Value of Sub-Contract

If no sub-Contractors/consortium members are involved, state this here:

.....
.....
.....
.....

.....
Date

.....
Signature of Authorised Representative

.....
Printed Name and Title

.....
Company

ANNEX B-11

CERTIFICATE OF AQAP 2110 OR ISO 9001 COMPLIANCE

I hereby certify that (*Company Name*) is fully compliant with the AQAP 2110 or ISO 9001 Quality Assurance Standards and Procedures and is currently so certified.

A copy of the certification is attached herewith.

.....
Date

.....
Signature of Authorised Representative

.....
Printed Name and Title

.....
Company

ANNEX C - BID GUARANTEE - STANDBY LETTER OF CREDIT

Standby Letter of Credit Number:

Issue Date: _____

Beneficiary: NCI Agency, Financial Management Office
Boulevard Leopold III, B-1110, Brussels
Belgium

Expiry Date: _____

1. We, (issuing bank) hereby establish in your favour our irrevocable standby letter of credit number {number} by order and for the account of (NAME AND ADDRESS OF BIDDER) in the original amount of € 300,000.00 (three Hundred Thousand Euro). We are advised this Guarantee fulfils a requirement under Invitation for Bid IFB CO-14210-ITM dated _____.

2. Funds under this standby letter of credit are available to you upon first demand and without question or delay against presentation of a certificate from the NCI Agency Contracting Officer that:

a) (NAME OF BIDDER) has submitted a Bid and, after Bid Closing Date (including extensions thereto) and prior to the selection of the lowest technically compliant Bid, has withdrawn its Bid, or stated that he does not consider its Bid valid or agree to be bound by its Bid, or

b) (NAME OF BIDDER) has submitted a Bid determined by the Agency to be the lowest technically compliant Bid, but (NAME OF BIDDER) has declined to execute the Contract offered by the Agency, such Contract being consistent with the terms of the Invitation for Bid, or

c) The NCI Agency has offered (NAME OF BIDDER) the Contract for execution but (NAME OF BIDDER) has been unable to demonstrate compliance with the security requirements of the Contract within a reasonable time, or

d) The NCI Agency has entered into the Contract with (NAME OF BIDDER) but (NAME OF BIDDER) has been unable or unwilling to provide the Performance Guarantee required under the terms of the Contract within the time frame required.

3. This Letter of Credit is effective the date hereof and shall expire at our office located at (Bank Address) on _____. All demands for payment must be made prior to the expiry date.

4. It is a condition of this letter of credit that the expiry date will be automatically extended without amendment for a period of sixty (60) calendar days from the current or any successive expiry date unless at least thirty (30) calendar days prior to the then current expiry date the NCI Agency Contracting Officer notifies us that the Letter of Credit is not required to be extended or is required to be extended for a shorter duration.

5. We may terminate this letter of credit at any time upon sixty (60) calendar days notice furnished to both (NAME OF BIDDER) and the NCI Agency by registered mail.

6. In the event we (the issuing bank) notify you that we elect not to extend the expiry date in accordance with paragraph 4 above, or, at any time, to terminate the letter of credit, funds under this credit will be available to you without question or delay against presentation of a certificate signed by the NCI Agency Contracting Officer which states

“The NCI Agency has been notified by {issuing bank} of its election not to automatically extend the expiry date of letter of credit number {number} dated {date} pursuant to the automatic renewal clause (or to terminate the letter of credit). As of the date of this certificate, no suitable replacement letter of credit, or equivalent financial guarantee has been received by the NCI Agency from, or on behalf of (NAME OF BIDDER), and the NCI Agency, as beneficiary, hereby draws on the standby letter of credit number _____ in the amount of € (Amount up to the maximum available under the LOC), such funds to be transferred to the account of the Beneficiary number _____ (to be identified when certificate is presented).”

Such certificate shall be accompanied by the original of this letter of credit and a copy of the letter from the issuing bank that it elects not to automatically extend the standby letter of credit, or terminating the letter of credit.

7. The Beneficiary may not present the certificate described in paragraph 6 above until 20 (twenty) calendar days prior to a) the date of expiration of the letter of credit should {issuing bank} elect not to automatically extend the expiration date of the letter of credit, b) the date of termination of the letter of credit if {issuing bank} notifies the Beneficiary that the letter of credit is to be terminated in accordance with paragraph 6 above.

8. Multiple drawings are allowed.

9. Drafts drawn hereunder must be marked, “Drawn under {issuing bank} Letter of Credit No. {number}” and indicate the date hereof.

10. This letter of credit sets forth in full the terms of our undertaking, and this undertaking shall not in any way be modified, amended, or amplified by reference to any document, instrument, or agreement referred to herein (except the International Standby Practices (ISP 98) hereinafter defined) or in which this letter of credit is

referred to or to which this letter of credit relates, and any such reference shall not be deemed to incorporate herein by reference any document, instrument, or agreement.

11. We hereby engage with you that drafts drawn under and in compliance with the terms of this letter of credit will be duly honoured upon presentation of documents to us on or before the expiration date of this letter of credit.

12. This Letter of Credit is subject to The International Standby Practices-ISP98 (1998 Publication) International Chamber of Commerce Publication No.590.

7 ANNEX D – BID REQUIREMENTS CROSS REFERENCE MATRIX

Bidders shall complete column “BID REFERENCE” with Bid references that locate the technical proposal documentation required by the IFB, e.g. section, paragraph, table (*if applicable*), page number etc. One copy each of the duly completed Cross Reference/Compliance Table is to be included in the Bid Technical Proposal Package. The Cross Reference/Compliance Table must identify the IFB portions for the Equipment Categories for which the Bid is submitted.

Bidding Instructions Requirement Ref.	SOW Requirement Ref.	REQUIREMENT DESCRIPTION	BID REFERENCE
3.4.2.1	-	The Bidder has included a Table of Contents that meets the requirements established in Book I – Bidding Instructions.	<i>Bidder to complete</i>
3.4.2.2	-	The Bid includes a Cross-Reference/Compliance Table in accordance the Bidding Instructions.	
3.6.3	3.2	Contractor Profile and Qualifications	
3.6.4	3.2	Contractor Delivery Management	
3.6.5	3.4	Contractor Technical Lead	
3.6.6	2.3.1	Support to the design process	
3.6.7	2.3.3, 3.7	Attendance to meetings	
3.6.8	3.6	Implementation Documentation	
3.6.9	3.7	Implementation Communications	
3.6.10	3.8	Implementation Change Management	
3.6.11	7.2, 7.3, Annex C	Client Equipment and Accessories	
3.6.12	3.9	Quality Assurance	
3.6.13	9	Integrated Logistics Support	

8 ANNEX E – CLARIFICATION REQUESTS FORMS

INSERT COMPANY NAME HERE

INSERT SUBMISSION DATE HERE

ADMINISTRATION or CONTRACTING					
Serial Nr	IFB Book	IFB Section Ref.	QUESTION	ANSWER	Status
A.1					
A.2					
A.3					

INSERT COMPANY NAME HERE

INSERT SUBMISSION DATE HERE

PRICE					
Serial Nr	IFB Book	IFB Section Ref.	QUESTION	ANSWER	Status
P.1					
P.2					
P.3					

INSERT COMPANY NAME HERE

INSERT SUBMISSION DATE HERE

TECHNICAL					
Serial Nr	IFB Book	IFB Section Ref.	QUESTION	ANSWER	Status
T.1					
T.2					
T.3					



NATO Communications and Information Agency

IFB-CO-14210-ITM

**IT MODERNISATION FRAMEWORK CONTRACT FOR
THE SUPPLY OF CLIENT EQUIPMENT AND
ACCESSORIES**

**BOOK II
PART IV**

STATEMENT OF WORK

1 Contents

1	REFERENCE DOCUMENTS.....	5
1.1	APPLICABLE DOCUMENTS	5
1.1.1	NATO	5
1.1.2	Non-NATO.....	5
2	INTRODUCTION, BACKGROUND AND OVERVIEW.....	7
2.1	INTRODUCTION.....	7
2.2	BACKGROUND	7
2.2.1	ITM Work Packages.....	7
2.2.2	Project Phasing	7
2.2.3	Networks.....	7
2.3	OVERVIEW.....	8
2.3.1	Overview of Requirements.....	8
2.3.2	Overview of this document.....	8
3	SCOPE.....	9
3.1	WORK PACKAGES.....	9
3.2	SITES	9
3.3	REQUIREMENTS	9
4	DELIVERY.....	9
4.1	END USER SERVICE PRODUCT CATALOGUE	9
4.2	DELIVERY TO SITES	9
4.3	DELIVERY MANAGEMENT	10
4.3.1	Introduction	10
4.3.2	Contractor Qualifications and Experience.....	11
4.3.3	Key Personnel.....	11
4.3.4	Quarterly Progress Meetings	12
4.3.5	Delivery Documentation.....	13
4.3.6	Schedule and Planning.....	13
4.3.7	Purchase Orders.....	14
5	TECHNICAL REQUIREMENTS.....	15
5.1	INTRODUCTION.....	15
5.2	TECHNICAL SUPPORT TO ITM DESIGN AND TCPR.....	15
5.2.1	Technical Support to the ITM Design	15
5.2.2	Technology Confirmation Point Reviews	15
5.3	TECHNICAL DOCUMENTATION	17
5.3.1	Technical specifications (datasheets)	17
5.3.2	COTS Manuals	17
5.3.3	Quick Start Guides.....	17
5.4	TECHNICAL SUPPORT TO TESTING AND ACCEPTANCE	17
5.5	TECHNICAL REQUIREMENTS FOR EQUIPMENT AND ACCESSORIES	19
5.5.1	Introduction	19
5.5.2	Categorisation of Equipment.....	20
5.5.3	Generic Technology Requirements	21

5.6	SOFTWARE LICENCES	24
5.7	CHANGE MANAGEMENT	25
5.7.1	General	25
5.7.2	Change Management procedure	25
5.8	QUALITY ASSURANCE	26
6	INTEGRATED LOGISTICS SUPPORT	27
6.1	SUPPLY SUPPORT	27
6.1.1	Inventory	27
6.1.2	Codification	27
6.1.3	Labelling and marking	28
6.2	PACKAGING, HANDLING, STORAGE AND TRANSPORTATION (PHS&T)	28
6.2.1	Packaging	28
6.2.2	Handling and storage	29
6.2.3	Transportation	29
6.2.4	Delivery acceptance	31
6.2.5	Customs	31
6.3	SUPPLY CHAIN SECURITY	32
6.4	WARRANTY	33
7	ANNEX A: SAMPLE PURCHASE ORDER - EQUIPMENT	34
8	ANNEX B: CLIENT DEVICES BY SITE	36
8.1	INITIAL AUTHORISED SCOPE	36
8.2	POTENTIAL TOTAL SCOPE	36
8.3	SUMMARY TOTAL BY WAVE	38
9	ANNEX C: TECHNICAL SPECIFICATIONS	39
9.1	INTRODUCTION	39
9.2	GENERAL DIMENSIONS AND WEIGHT	39
9.3	BUSINESS LAPTOP	39
9.4	WORKSTATION	40
9.5	TABLET / TWO-IN-ONES	41
9.6	DISKLESS COMPUTER	42
9.7	THIN-CLIENT	43
9.8	ZERO-CLIENT	43
9.9	TOUCH SCREEN DESKTOP MONITOR	44
9.10	DESKTOP MONITOR	44
9.11	KEYBOARD	45
9.12	MOUSE	45
9.13	KVM	45
9.14	WEBCAM	46
9.15	SMARTCARD READER	46
9.16	HEADSET	46
9.17	USB CONFERENCE KIT	47
9.18	DOCKING STATION	48
9.19	UNIVERSAL POWER SUPPLY FILTER	48
9.20	SMARTCARD	48
9.21	MOBILE DEVICE PROTECTION	48

9.22	ANTI-THEFT CABLE.....	49
9.23	FIBRE OPTIC PATCH-CORDS.....	49
9.24	COPPER PATCH-CORDS.....	49
10	ANNEX D: TERMINOLOGY AND DEFINITIONS	51
10.1	INTRODUCTION	51
10.1.1	Terminology	51
10.1.2	Definitions	51

1 REFERENCE DOCUMENTS

1.1 Applicable Documents

1.1.1 NATO

1.1.1.1 Allied Quality Assurance Publications (AQAP):

- 1- AQAP 160; *NATO Integrated Quality Requirements for Software throughout the Life Cycle*; dated Jul 2001.
- 2- AQAP 169; *NATO Guidance on the use of AQAP-160 Edition 1*; dated Jul 2001.
- 3- AQAP 2000; *NATO Policy on an Integrated Systems Approach to Quality Through the Life Cycle Edition 3*; dated Nov 2009.
- 4- AQAP 2009; *Guidance on the use of the AQAP 2000 Series Edition 2*; dated Nov 2006.
- 5- AQAP 2070; *NATO Mutual Government Quality Assurance (GQA) Process Edition 1*; dated Jan 2004.
- 6- AQAP 2110; *NATO Quality Assurance Requirements for Design, Development and Production Edition 3*; dated Nov 2009.
- 7- AQAP 2210; *NATO Supplementary Software Quality Assurance Requirements to AQAP 2210 Edition 1*; dated Nov 2006.

1.1.1.2 NATO Standardization Agreements (STANAG):

- 8- STANAG 4107; *Mutual Acceptance of Government Quality Assurance and Usage of the Allied Quality Assurance Publications (AQAP)*; dated 6 Jul 2007.
- 9- STANAG 6001; *Language Proficiency Levels Edition 3*; dated 20 Feb 2009.

1.1.1.3 Other NATO documents:

- 10-NATO Information Assurance Product Catalogue
<https://www.ia.nato.int/niapc>;

1.1.2 Non-NATO

- 11-IEEE 802.3-2015 - *Physical layer and data link layer's media access control (MAC) of wired Ethernet*
- 12-IEEE 802.11-2012 + 802.11ac - *Wireless local area network (WLAN) computer communication in the 2.4 and 5 GHz frequency bands*
- 13-Windows Hardware Compatibility database
<http://www.microsoft.com/hardware/en-us/support/compatibility>)

14-TCG Trusted Platform Module 1.2 (ISO/IEC standard 11889:2009) and 2.0
(http://www.trustedcomputinggroup.org/resources/tpm_main_specification)

15-TCG Storage Work Group Storage Security Subsystem Class: Opal
(http://www.trustedcomputinggroup.org/resources/storage_work_group_storage_security_subsystem_class_opal)

16-IEEE 1667 - Standard Protocol for Authentication in Host Attachments of
Transient Storage Devices

17-Microsoft – Factory Encrypted Drives (<https://technet.microsoft.com/en-us/library/hh825213.aspx>)

18-IEC 61966-2-1:1999 - Specification of the sRGB colourspace

2 INTRODUCTION, BACKGROUND and OVERVIEW

2.1 Introduction

This Statement of Work (SOW) describes requirements for Front End Services for the IT Modernisation (ITM) Project. Front End Services consist essentially of procurement of client equipment and associated accessories. The purpose of this SOW is to establish a framework Contract for the procurement and delivery of the client equipment and accessories needed to implement ITM.

2.2 Background

2.2.1 ITM Work Packages

The ITM Project is subdivided into five (5) separately contracted Work Packages (WP), as follows:

- *WP1 provides the design, implements the back end services, implements centralised management and migrates applications to the new cloud based environment. WP1 also integrates the client equipment and accessories into the overall ITM infrastructure;*
- *WP2 provides client devices and accessories;*
- *WP3 is not assigned;*
- *WP4 is for the expansion of the NATO HQ Datacentre for Enterprise use;*
- *WP5 provides consultancy support to NCI Agency;*
- *WP6 modifies the NCIRC FOC infrastructure to accommodate the ITM design.*

2.2.2 Project Phasing

The ITM Project is divided into four increments known as “Waves”. Effectively each wave consists of a number of sites as described in the tables in Annex B. The precise order of site implementation will be determined by the Purchaser. The precise schedule of site implementation will be determined under WP1 but the overall timeline is constrained by the Purchaser to 18 months for wave 1 and 12 months for each subsequent wave.

2.2.3 Networks

The ITM project will deliver two physical networks at different levels of security - a NATO SECRET network called the ON and a NATO UNCLASSIFIED/NATO RESTRICTED network called the Protected Business Network (PBN). Users on

these networks have different requirements for client equipment and accessories which are described in this document.

2.3 Overview

2.3.1 Overview of Requirements

This SOW describes client equipment and accessories which the Purchaser intends to procure under this Contract and provide to the Contractor for WP1 for inclusion in ITM implementation. To this end the Contractor for WP2 is required to produce and maintain a catalogue of client equipment and accessories upon which the Purchaser will place orders for delivery to ITM sites. The client equipment and accessories described in the catalogue must conform to the technical requirements laid down in this SOW.

As well as providing and delivering technically compliant equipment and accessories, the WP2 Contractor is required to manage the delivery process and provide technical advice and expertise relative to the equipment and accessories provided under the Contract.

2.3.2 Overview of this document

All requirements in this document are typed in plain text and accompanied by a number in square brackets. Text which is typed in italics is for information purposes and does not contain requirements per se. This document is organised into sections some of which contain requirements and some of which are for information only. The sections which contain requirements are:

Section 4 Delivery
Section 5 Technical Requirements
Section 6 Integrated Logistics Support
Section 9 Technical Specifications

Sections which are for information only are:

Section 3 Scope
Section 7 Sample Purchase Orders
Section 8 Client Devices by Site
Section 10 Terminology and Definitions

3 Scope

3.1 Work Packages

This SOW addresses only WP2.

3.2 Sites

The scope of the WP2 Contract covers all the sites listed in Annex B (section 8).

3.3 Requirements

The scope of requirements covers delivery of technically compliant client equipment and accessories and the management of deliveries as described in section 4, adherence to technical requirements and specifications as described in sections 5 and 9 and the performance of Integrated Logistics Support as described in section 6.

4 Delivery

4.1 End User Service Product Catalogue

[001] The Contractor shall establish and maintain an End User Service Product Catalogue for all client equipment and accessories described in this SOW (section 5 and Annex C (section 9)).

This catalogue will be used by the Purchaser in order to procure client equipment and accessories from the WP2 Contractor for delivery to sites.

4.2 Delivery to Sites.

[002] The Contractor shall deliver client equipment and accessories to the Purchaser at any of the sites listed in Annex B (or other sites in Europe, Turkey or North America) according to Purchase Orders issued by the Purchaser.

Delivery will be organised in batches consisting of one or more pallets as defined in section 6.2.3 below. The allocation of equipment quantities ordered to pallets will be the responsibility of the Contractor.

A sample Purchase Order is attached at Annex A to this SOW.

The Purchaser will coordinate all interactions between work packages under the ITM Project and will issue Purchase Orders to ensure that client equipment and accessories are delivered to sites according to the overall project schedule produced under WP1.

[003] The WP2 Contractor shall deliver client equipment and accessories in types and quantities demanded in Purchase Orders to sites specified and within timeframes specified in the same Purchase Orders.

Delivery will be to the Purchaser who will accept the equipment from the WP2 Contractor and then provide it as Purchaser Furnished Equipment to the WP1 Contractor who will integrate the client equipment and accessories into the overall ITM capability.

The current requirement for client devices are described on a site by site basis in Annex B to this document. These numbers provide an indication of the total scope but are subject to confirmation via Purchase Orders on a site by site basis. Client devices are broken down in section 5 into individual items of client equipment and accessories which comprise the End User Service Catalogue called for in para 4.1 above. The precise relationship of individual items of client equipment and accessories to the client devices described in Annex B will be defined when the WP1 design is approved.

4.3 Delivery Management

4.3.1 Introduction

Management of the overall Project will be undertaken by the Purchaser according to PRINCE 2 and Managing Successful Programmes (MSP) methodologies. For this purpose the Purchaser has established an IT Modernisation Project Team led by the Purchaser Project Manager (PPM). The Purchaser also acts as the overall Architecture Authority.

[004] The Contractor shall assume direct responsibility for the management of deliveries ordered under the Contract.

4.3.2 Contractor Qualifications and Experience

[005] The Contractor shall be an active supplier of IT client equipment and accessories with at least five years experience of supply and delivery to locations in Europe and North America.

4.3.3 Key Personnel

4.3.3.1 Contractor Delivery Manager

- [006] The Contractor shall designate a Delivery Manager (DM), who shall direct and co-ordinate the activities of the Contractor's project team.
- [007] The Contractor's DM shall be the Contractor's primary interface to the Purchaser's Project Manager.
- [008] The Contractor's DM shall attend progress meetings according to the provisions of this SOW section 4.3.4.
- [009] The Contractor's DM shall attend Technology Confirmation Point Reviews when invited by the Purchaser PM as required in section 5.2.2 of this SOW.
- [010] The Contractor's DM shall be responsible for all deliveries to sites according to Purchase Orders issued under the contract.
- [011] The Contractor Delivery Manager shall be responsible for all aspects of the day-to-day coordination of equipment deliveries (orders, customs, notifications, transport, shipment, receipt, hand-over to local stock, accounting, asset labelling).
- [012] The Contractor Delivery Manager shall maintain the delivery manifest on the Purchaser provided portal as described in section 4.3.5.1.
- [013] The Contractor Delivery Manager shall have:
- [014] demonstrated practical and management experience in ICT deliveries;
- [015] demonstrated practical and hands-on knowledge of current form factors and technologies used in ICT client equipment;
- [016] demonstrated practical and management experience in applying ITIL release and deployment process activities supported by project references, point of contact, and description of role/responsibilities/activities;
- [017] demonstrated practical knowledge and experience in using the MS Office suite, MS Project and SharePoint sites;
- [018] demonstrated spoken and written fluency in English, as defined in STANAG 6001 at a minimum level of 4343.

4.3.3.2 Contractor Technical Lead

- [019] The Contractor shall designate a Technical Lead (TL) who will exercise the technical obligations of the Contractor under the Contract including:
- [020] Advice on the technical qualities and characteristics of all equipment and accessories provided under the Contract;
- [021] Support to the testing of equipment and accessories as required under section 5.4 of this SOW.
- [022] Attendance at Purchaser Technology Confirmation Point reviews when invited by the Purchaser PM as required in section 5.2.2 of this SOW.
- [023] The Contractor's Technical Lead shall have complete technical knowledge of all equipment and accessories provided under the Contract and at least 3 years of experience in the implementation of IT client equipment and accessories.
- [024] The Contractor's Technical Lead shall have knowledge and experience of QA standards (either AQAP or ISO).
- [025] The Contractor's Technical Lead shall have a demonstrated spoken and written fluency in English, at a minimum level of 4343 as defined in STANAG 6001.

The Contractor may combine the roles of Delivery Manager and Technical Lead into one person providing that the individual proposed has the qualifications and experience to undertake both roles and the projected workload can be managed by one person.

4.3.4 Quarterly Progress Meetings

- [026] The Contractor's Delivery Manager and Contractor's Technical Lead shall attend all ITM WP2 Project Progress Meetings which will be held quarterly in the Brussels or Mons area of Belgium. Attendance will be covered by a Purchase Order.
- [027] At the Project Progress Meeting the Contractor's DM or TL shall:
- [028] Respond to any technical questions raised about client equipment or accessories to be delivered under the Contract;
- [029] Report on the current schedule of deliveries according to Purchase Orders already received including dates, places and quantities of equipment to be delivered by type;
- [030] Seek clarification where needed related to any delivery currently foreseen;

[031] Advise the Purchaser PM of any difficulty or problem foreseen with deliveries already ordered or with potential future deliveries based on the overall project scope as described in section 3 above;

[032] Advise the Purchaser PM of any technical or schedule risk which the Contractor foresees in the execution of the overall ITM Project.

Time, place and venue of the Project Progress Meetings will be notified to the Contractor by the Purchaser at least 3 weeks before the event. A Quarterly Project Progress Meeting may be expected to last no longer than one day.

4.3.5 Delivery Documentation

4.3.5.1 Manifest

[033] The Contractor shall create and maintain a manifest of all deliveries ordered under the Contract including future deliveries and those already completed.

[034] The manifest shall comprise a copy of all Purchase Orders supplemented by delivery status information, delivery schedule, problem alerts (if any) and cost.

[035] The manifest shall be made available to the Purchaser via the Purchaser furnished portal or in written form by demand of the Purchaser within 5 working days.

The portal will be based on a SharePoint team collaboration template. Further details will be provided at the contract award.

4.3.6 Schedule and Planning

4.3.6.1 Delivery Schedule

[036] The Contractor shall deliver all client equipment and accessories ordered in Purchase Orders within the time frames for delivery specified in the Schedule of Supplies and Services.

4.3.6.2 Kick Off Meeting

Shortly after Contract award the Purchaser will convene a kick off meeting with the WP2 Contractor in order to ensure that the method of working together is understood by both parties. This meeting will take place in either Brussels or Mons. Attendance of Contractor Delivery Manager and Technical Lead will be subject to a Purchase Order issued for the purpose.

[037] The Contractor shall plan to participate in the Kick-off meeting within 2 weeks from the Effective Date of Contract.

4.3.6.3 Project Implementation Plan

The Purchaser will provide to the Contractor an extract from the Project Implementation Plan from WP1 as a basis for forward planning.

[038] The Contractor shall peruse the Project Implementation Plan and advise the Purchaser of any aspect of the Plan which may cause a problem in the execution of WP2.

The Project Implementation Plan should not, however, be taken as a basis for independent action by the WP2 Contractor. All requirements for deliveries under the WP2 Contract will be subject to purchase orders issued by the Purchaser.

4.3.7 Purchase Orders

The Purchaser will issue a Purchase Order for each of the sites.

Each Purchase Order will specify the types and numbers of client equipment and accessories to be procured for the site, the number of batches to be delivered to the site and an initial delivery schedule consisting of batches of client equipment and accessories for delivery with quantities and dates.

The progress of the whole ITM project execution will rely on the timely deliveries of the WP2 Contractor to the target sites according to the Purchase Orders issued under this contract.

[039] The Contractor shall size its delivery capacity for shipments to up to 7 sites in parallel with the expected maximum throughput of 10,000 devices per month.

The delivery schedule dates may be subject to change in accordance with the ILS procedures described in section 6 below. Any subsequent change to quantities or number of batches would, however, be supported by an amendment to the Purchase Order.

Purchase Orders will also be used to procure technical advice, management effort, attendance at meetings and provision of documentation according to the terms of the Contract.

5 Technical Requirements

5.1 Introduction

Technical requirements fall into the following areas:

- *Technical Expertise required to support ITM Design and Technology Confirmation Point Reviews (TCPR);*
- *Technical Documentation;*
- *Technical Support to Testing and Acceptance;*
- *Technical Requirements for Client Equipment and Accessories to be procured under the Contract;*
- *Software Licences;*
- *Change Management;*
- *Quality Assurance.*

5.2 Technical Support to ITM Design and TCPR

5.2.1 Technical Support to the ITM Design

The ITM WP1 Contractor will develop an overall solution design for the Client and Application Provisioning Service in scope of the ITM project employing the required client equipment products listed in the End User Service Product Catalogue.

[040] The WP2 Contractor shall support the Client and Application Provisioning Service design process by responding to Purchaser's technical queries about the characteristics of the offered products. Purchaser technical queries will be expressed via Purchase Orders specifying an agreed level of Contractor effort.

Any changes to the End User Service Product Catalogue which become necessary as a result of the ITM design produced under WP1 will be subject to formal Contract changes to WP2 using Request for Change (RFC) procedures as described in section 5.7. Once the ITM solution design is approved by the Purchaser, the project will enter the implementation phase when client equipment deliveries will be required to the target sites.

5.2.2 Technology Confirmation Point Reviews

Technology Confirmation Point Reviews (TCPRs) will be held twice per year during the period of performance of this Contract under the direction of the Purchaser Project Manager for the whole of ITM (all work packages) at which the currently contracted technical baseline will be examined to determine whether any changes to the Product Service Catalogue and/or prices are deemed necessary. Changes may

be proposed by the Purchaser or by any ITM Contractor but will only be enacted on the specific direction of the Purchaser. Changes to the Product Service Catalogue and/or prices will be subject to the Change Management procedures in para 5.7 of this SOW and subsequent Contract amendment as appropriate.

- [041] The WP2 Contractor shall attend TCPRs when invited by the Purchaser Project Manager according to Purchase Orders issued for the purpose.
- [042] At the TCPR the WP2 Contractor shall evaluate and comment on any changes to the Product Service Catalogue proposed by the Purchaser.
- [043] When changes to the Product Service Catalogue are directed by the Purchaser, the WP2 Contractor shall provide a Request for Change as described in para 5.7 of this SOW.
- [044] The WP2 Contractor shall track the technology roadmaps and identify potential efficiency gains for the ITM Project in terms of avoiding obsolescence, or reducing Total Cost of Ownership and bring to the TCPR any appropriate recommendation for change to the client equipment and accessories in the then current version of the End User Service Product Catalogue produced and maintained under this Contract.
- [045] The WP2 Contractor shall assess changes proposed by the Purchaser to the back end infrastructure and determine whether, as a result of such changes, consequential changes need to be made to the end user catalogue.
- [046] If changes to the end user catalogue are deemed to be necessary the WP2 Contractor shall so advise the Purchaser PM.
- [047] The WP2 Contractor shall make a presentation at each TCPR to which he is invited on the updates to client equipment and accessories which the Contractor recommends. This shall cover:
- [048] What has changed in the market over the last 6 months?
- [049] What benefits can be gained by changing to newer clients (e.g. work efficiency gains, reduced power, more user friendly etc.)?
- [050] What impact would it have on the current ITM backend, including SMC (e.g. obsolete protocols or new interfaces)?
- [051] What impact would it have on the support activities?
- [052] What was the actual failure rate of devices delivered?

5.3 Technical Documentation

5.3.1 Technical specifications (datasheets)

- [053] The Contractor shall produce technical specifications of all equipment to be furnished under the Contract.
- [054] The technical specifications shall be provided in tabular form in Excel Workbook files, one for each type of equipment and shall state at minimum all characteristics listed in the Annex C for the given type (in its original form or as amended following the TCPR process).
- [055] The Contractor shall post all technical specifications provided to the Purchaser provided portal

5.3.2 COTS Manuals

- [056] Before any equipment is delivered the Contractor shall provide an electronic copy of all COTS manuals published to the portal in support of each type of equipment or accessory to be provided under the Contract. However the products described in SOW sections 9.11, 9.12, 9.14, 9.16, 9.19, 9.20, 9.21, 9.22, 9.23 and 9.24 do not require COTS manuals.
- [057] Upon a change of a product model or a software upgrade the Contractor shall re-submit an updated COTS documentation package.
- [058] When COTS manuals are updated, the Contractor shall provide the relevant update for each manual delivered under the Contract.

5.3.3 Quick Start Guides

The quick start guides will be required for users receiveing new devices to enable them to connect them, power them up, engage with the operating system, maintain (e.g. keep the keyboard, screen clean) and re-charge.

- [059] The Contractor shall provide a quick start guide in hard copy for each piece of equipment delivered explaining how to handle the equipment (basic introduction to the physical characteristics of the device). However the products described in SOW sections 9.11, 9.12, 9.14, 9.16, 9.19, 9.20, 9.21, 9.22, 9.23 and 9.24 do not require quick start guides.

5.4 Technical Support to Testing and Acceptance

- [060] Immediately following Contract award and prior to any delivery to sites the Contractor shall provide to the Purchaser one instance of each type of

client equipment and accessory to be furnished under the Contract so that testing may be carried out to ensure that all the technical requirements have been met. A Purchase Order will be issued by the Purchaser for this purpose.

[061] The Contractor shall attend testing sessions (at Mons, BEL) and provide such assistance as is necessary to demonstrate that client equipment and accessories perform according to the technical specifications included in this Contract. Attendance of the Contractor Technical Lead at testing sessions will be subject to a Purchase Order issued for the purpose.

There will be several types of test and verification activities undertaken by the Purchaser in scope of this Contract execution:

- 1) *Once the Contractor delivers one instance of each type of client equipment and accessory to the Purchaser testing lab, the Purchaser will verify that:*
 - a) *the provided samples comply with the provided technical specifications;*
 - b) *the provided certificates and compliance markings meet the Contract requirements;*
 - c) *the provided samples perform to the level defined in the Contract.*
- 2) *Once the Contractor executes delivery of a batch under a Purchase Order to a site, the Purchaser will:*
 - a) *receive it at a local warehouse;*
 - b) *verify the quantity, model, make, configuration of goods against the Purchase Order and technical datasheets;*
 - c) *perform a “power-up” test to confirm that the subject device is not “dead-on-arrival”;*
 - d) *account for the subject device by marking it uniquely and importing the Contractor-provided inventory of the shipment in the Purchaser’s asset management system;*
 - e) *gradually release the equipment and accessories arranged in bundles for installation at the user workplace;*
 - f) *test the functionality of each client equipment and accessory equipment at a user workplace as a step in user data migration.*

The Purchaser plans to delegate some of the verification tasks to one or more Contractors. The Purchaser will inform WP2 Contractor about the scope of delegated tasks at the time of issuing the Purchase Orders.

Note that the acceptance activities to be undertaken at the delivery sites are described in section 6.

As a part of the verification step the Purchaser will check if the provided equipment is certified against:

- a) SDIP 27 appropriate level (applicable to TEMPEST equipment);*

The verification will review a written certificate issued for a device or a series of the given type of a device along by the relevant NATO member national certification authority with seals status check-up.

- b) OS compatibility (applicable to computers only);*

The verification will review a written statement of the equipment manufacturer confirming the achievement of the compatibility qualification from the operating system provider (e.g. Windows 10 compatible qualification by Microsoft).

- c) Benchmarking tool (applicable to computers only).*

At the time of bidding the Bidders will provide the Full Disclosure Report generated from the BAPCO SysMark and MobileMark tools.

After the Contract award the Purchaser will verify the performance of each provided sample computer in the reference environment.

- [062] In case the Purchaser verification proves that the equipment provided under this Contract does not meet the required certification the Contractor shall replace it with a certified one at no additional cost to the Purchaser.

5.5 Technical Requirements for Equipment and Accessories

5.5.1 Introduction

This section describes the technical requirements for client equipment and accessories along with the technical specifications in Annex C (section 9). It also provides additional information on the planned use of the client equipment and accessories as context to assist the Contractor in proposing a suitable portfolio of devices.

- [063] The specifications detailed in Annex C (section 9) shall be the authoritative reference point for any client equipment or accessory specification and take precedence over technical specifications outlined anywhere else within this document.

- [064] The Contractor shall deliver the client equipment and accessories that comply with the generic technology requirements in this section and the technical specifications listed in Annex C.

Any changes to Annex C as a result of decisions taken during Technology Confirmation Point Reviews (see section 5.2.2) will be by mutual consent between the Purchaser and the Contractor and will constitute changes to the Contract subject to RFC procedures as described in section 5.7.

5.5.2 Categorisation of Equipment

Client Equipment and Accessories are broken down as follows:

- 1) *Client Equipment*
 - a) *Business Laptop*
 - b) *Workstation*
 - c) *Tablet / Two-in-one*
 - d) *Diskless Computer¹*
 - e) *Thin Client¹*
 - f) *Zero-client Computer¹*
- 2) *Accessory Equipment*
 - a) *Touchscreen Monitor*
 - b) *Desktop Monitor*
 - c) *Keyboard*
 - d) *Mouse*
 - e) *KVM*
 - f) *Webcam*
 - g) *Smartcard reader*
 - h) *Headset*
 - i) *USB conference kit*
 - j) *Docking station*
 - k) *Universal Power Supply Filter*
 - l) *PIV Smartcard*
 - m) *Mobile Device Protection Sleeve*
 - n) *Security anti-theft locking cable*
 - o) *Patch-cords*

¹ *Only one of the three types of Diskless Computer, Thin Client or Zero-client Computer equipments will be procured.*

5.5.3 Generic Technology Requirements

Generic technology requirements in this section apply to all client equipment and accessories.

5.5.3.1 Environmental and Green IT

- [065] All devices used in the ITM environment shall be optimized for energy efficiency. The products should carry the Energy Star 5.0 qualification to confirm sufficient energy efficiency.
- [066] All equipment shall meet the RoHS EU directives: 2002/95/EC, 2011/65/EU and 2015/863.

5.5.3.2 Standards

- [067] All client equipment and accessories shall conform to CE and / or FCC standards.
- [068] Equipment shall not emit continuous noise exceeding LpAm = 35 dBA.
- [069] All primary power cables shall have a minimum length of 3 meters (plug to device). 1.8m shield AC power cords are acceptable for TEMPEST Level A and B systems.

5.5.3.3 Standardisation and Interoperability

- [070] Commercial Off-The-Shelf (COTS) products shall be used for all client equipment and accessories. The only exception will be for equipment requiring modification in order to meet TEMPEST standards.
- [071] The components in the Contractor’s solution that perform the same functions shall be of the same brand and model. Respectively all products should be single type and uniform for each CLIN.
- [072] All physical interfaces shall be based on open industry standards.
- [073] Any proprietary systems shall include fully compatible open standard interfaces with the exception of the Smart Card Reader (section 9.15).

5.5.3.4 Reliability

- [074] All equipment shall have a Mean Time between Failure (MTBF) that exceeds the life span articulated below:

Service component	Life expectancy
Diskless Computers / Thin Clients / Zero-client Computers	6 Years

Workstations	5 Years
Laptop/Tablet	3 Years
Software	10 Years

The Purchaser plans to replace equipment once the life span has expired.

5.5.3.5 Client Devices with enhanced security (TEMPEST)

[075] SDIP27 Level A and B devices shall have only fibre optic 1000Base-SX interface; no WiFi interface. SDIP27 Level A and B devices shall not exceed dimensions and weight listed in Requirement [182] by more than 100%. For each of the following client device equipment the Contractor shall offer variants as COTS and SDIP27 Level A, B and C-compliant devices (four variants in total):

- [076] Thin Client²
- [077] Zero-client Computer²
- [078] Diskless Computer²
- [079] Workstation
- [080] Keyboard
- [081] Mouse
- [082] Headset
- [083] Monitor
- [084] Touchscreen Monitor
- [085] Smartcard reader
- [086] Webcam

The devices for SDIP 27 Level A and B shall be based on the same product.

5.5.3.6 Client Device Performance Measurements

[087] The Contractor shall use a standard approach to measuring overall real world compute to set a universally applicable benchmark on to systems that may vary in component architecture.

It should be noted that the key aim in benchmark scores is to ensure comparison in performance from differing manufacturing models.

² Only one of the three types of Diskless Computer, Thin Client or Zero-client Computer equipments will be procured.

Annex C uses references to benchmark solutions with minimum required result for different client equipment component using BAPCO MobileMark / SysMark 2014 ver 1.5 benchmarking tool.

5.5.3.7 Operating System Compatibility

[088] The Contractor shall ensure that devices delivered under the Contract are “Windows 10 Compatible”.

[089] The Contractor shall ensure that all of the components used in the devices which interact with the operating system are listed in the Microsoft Windows Compatible Products List (<http://sysdev.microsoft.com/en-GB/hardware/lpl/>) as “Certified for Microsoft Windows 10 Client family x86 / x64”.

Should the Contractor decide to offer a device using components not listed in the above CPL, the Contractor himself will carry the risk of incompatibility of subject component with the operating system.

[090] In the event of any device failing or performing below the specified level due to lack of sufficient compatibility with the operating system the Contractor shall replace that device with another one meeting that requirement at no additional cost.

5.5.3.8 Local connectors

[091] The Contractor shall provide connection cables fit for use at each of local sites – by default: CEE 7/7 for power supply, with the exception of:

No.	Site	Power plug
1	ACT (Norfolk, USA)	NEMA 5-15
2	MARCOM (Northwood, GBR)	BS 1363 (Type G, with a fuse)

5.5.3.9 Local keyboard layouts

[092] By default the Contractor shall provide devices equipped with keyboards using US layout.

Should there be a need for an alternative keyboard layout, the Purchaser will request it in the respective Purchase Order.

[093] The Contractor shall provide devices with the requested alternative keyboard layout at no additional cost if requested.

The Purchaser will limit its requirement to alternative layouts used by the NATO member nations only.

5.6 Software Licences

[094] The Contractor shall ship the devices with the software required for them to operate along with required software licences at no additional cost.

In some cases there is a requirement for workstations, laptops and tablets to be shipped with an OEM Microsoft Windows 10 Pro 64-bit license (no media). The Purchaser will describe such a requirement in detail in the relevant Purchase Order.

5.7 Change Management

5.7.1 General

The Purchaser intends to manage changes to this Contract using the change management procedure described below.

- [095] The Contractor shall maintain a change register in the form of a SharePoint list at the Purchaser furnished portal (see section 4.3.5.1).

5.7.2 Change Management procedure

Request For Change (RFC) is a proposal for changes relevant to tasks, deliverables, technical requirements, processes, schedules or any other term of the Contract which are submitted in written form by the Contractor upon request from the Purchaser or independently when such changes are necessary in light of varied facts or circumstances which prevent the execution of the Contract in its form.

- [096] Any RFC submitted by the Contractor to the Purchaser in a format compatible with any Contractor's internal change management methodology standards or forms, shall, in any case contain as a minimum the following elements:
- [097] An RFC identification number;
- [098] A rationale for the changes being proposed;
- [099] An Illustration of any relevant impact to the performance being rendered including but not limited to those relevant to schedules, technical solutions, requirements and delivery time;
- [100] A list of Contract documents affected by the changes being proposed;
- [101] A revised copy of the Contract documents in native electronic format edited to incorporate the changes being proposed in a way that changes are immediately identifiable.
- [102] Total Firm Fixed Price of the RFC or Unit Price and illustration of cost impacts with respect to the total Contract Firm Fixed Price and the single CLINs affected;

[103] A detailed price breakdown of all costs to identify single elements of cost contributing to the total. The cost reduction associated with the RFC (if any) shall take into account the Contractor's allowable implementation cost;

[104] All labour costs and material quoted as part of any RFC shall be consistent with those stipulated in the Contract.

[105] A revised version of the Contract Schedule of Supplies and Services.

The Purchaser will assess the RFC being proposed by the Contractor and, subject to its sole judgment and without recourse by the Contractor, approve or reject the RFC by the mean of written communication to be dispatched solely by the Purchaser's Contracting Authority.

[106] In case of RFC rejection, the Contractor shall proceed with the performance in accordance with the Contract.

[107] Formally approved RFCs shall be treated as interim authorization to proceed with the changes proposed strictly and limited to the scope, content and price as specified in the approved RFC.

The Purchaser shall not be liable for any cost incurred by the Contractor for performance rendered, regardless of the nature or time, associated to RFCs not formally approved by the Purchaser's Contracting Authority. All formally approved RFCs will be incorporated in the Contract via the issuance of a formal Contract Amendment at the earliest practical time after their issuance.

[108] The production of any RFC regardless of its final approval or rejection shall be at no cost for the Purchaser.

5.8 Quality Assurance

[109] The Contractor shall establish and maintain an effective QA programme to ensure all supplies and services furnished under this Contract are provided at the level of quality specified below. The Contractor's QA programme shall comply with ISO 9001 or equivalent standard.

[110] The Contractor shall ensure that the goods meet the following level of quality:

[111] 100% of delivered types of client equipment and accessory equipment is compliant with the approved technical specifications;

[112] 100% of delivered goods are of the requested type and quantity;

[113] 99.9% of delivered goods is not defective.

[114] The Contractor shall undertake quality control of each batch of equipment prior to shipment and present the report of the checks in a written form together with the shipment of goods.

6 INTEGRATED LOGISTICS SUPPORT

This section addresses the ILS requirements of the project. The purpose of this section is to ensure that the Contractor uses high quality logistics to deliver supplies to the Purchaser on time, at the right location, undamaged, ready to be inserted into the NATO supply chain.

6.1 Supply Support

6.1.1 Inventory

[115] The Contractor shall provide the Purchaser with an Inventory list in electronic Microsoft Excel format at least ten (10) working days before each shipment.

The Purchaser will use this data to startup the Purchaser's supply chain, asset management, and property accounting functions.

[116] The inventory shall identify items to be delivered down to the replaceable item level, i.e. listing separately each:

[117] client equipment and accessories (e.g. thin client, thick client, laptop, tablet);

[118] replaceable item inside a device (such as a memory card or battery);

[119] spare part (i.e. spare, repair part, and consumable);

[120] accessory or ancillary item.

An inventory template together with a full content description for each data element will be provided to the Contractor at Contract Award.

[121] The Contractor shall ensure that all data elements requested in the template are completed and accurate for each item.

The Purchaser will not accept a delivery without complete and accurate inventory data.

6.1.2 Codification

On the basis that a unique numbering of items is in place, NATO codification (as described in the General Provisions) is not required. In all other cases, NATO codification may be required.

[122] If requested the Contractor shall support the NATO codification process in accordance with the Allied Codification Publication 1 (ACoDP-1) and the STANAGs included in ACoDP-1.

6.1.3 Labelling and marking

- [123] Labelling and marking shall be compliant with STANAG 4281 “NATO Standard Marking for Shipment and Storage” unless specified differently in the requirements of this Contract.
- [124] The Contractor shall produce labels and label all items furnished under the Contract with the true manufacturer's name (CAGE code), part number and serial number to ensure proper and quick identification of delivered items.
- [125] All labels shall also contain a machine readable code (e.g. barcode) compliant with STANAG 4329 “Standard bar code symbologies” and in accordance with the Purchaser’s coding schema.

A coding schema will be provided by the Purchaser at Contract Award. In any case, The Purchaser reserves the right to determine at any time what will be printed on a label.

The Purchaser reserves the right to affix its own labels to any item delivered.

- [126] If instead the Purchaser provides its labels to the Contractor, the Contractor shall affix these labels on the items designated by the Purchaser.
- [127] The Contractor shall affix Purchaser provided labels at the Contractor’s facility, just prior to shipment of items.
- [128] The Contractor shall allow the Purchaser to supervise the labelling, if so desired by the Purchaser.

6.2 Packaging, Handling, Storage and Transportation (PHS&T)

6.2.1 Packaging

- [129] The Contractor shall, for the purpose of packaging, handling, storage and transportation, prepare and package items in accordance with STANAG 4280 “NATO Levels of Packaging”, NATO packaging level 4.
- [130] Packaging and any packaging materials and containers (boxes, pallets, shipping containers or otherwise) required for the shipment of items shall be the responsibility of the Contractor at no extra cost to the Purchaser.
- [131] The containers in which items are transported shall, in addition to normal mercantile marking, show on a separate nameplate the name of this project, Contract number and shipping address.
- [132] Packing lists shall accompany each container, which shall as a minimum include the following:
- [133] the Purchaser’s Contract number;

- [134] the NATO project number;
- [135] name and address of the Contractor and the Purchaser;
- [136] name and address of the Carrier, Consignor and Consignee (if different from Contractor or Purchaser name and address);
- [137] final destination address and POC;
- [138] method of shipment;
- [139] for each item shipped: CLIN number as per the Schedule of Supplies and Services (SSS), line item number as per the Purchase Order, nomenclature, part number, serial number (), and quantity;
- [140] for each container: container ID number, number of packages contained, weight, and dimensions;
- [141] Two copies of the packing lists shall be fastened in a weather-proof, sealed envelope on the outside of each container, and one packing list shall be put inside each container.
- [142] In the case of hazardous/dangerous goods and goods requiring export licenses, the Contractor shall ensure that all required forms and certificates are provided and that all applicable regulations for such goods are followed.

6.2.2 Handling and storage

- [143] The Contractor shall be responsible for all handling and storage of packages and containers until the delivery is accepted by the Purchaser.
- [144] The Contractor shall organise and operate any handling equipment and storage facilities required.
- [145] The Contractor shall arrange all that is necessary to access the sites where equipment is handled or stored.

6.2.3 Transportation

- [146] The Contractor shall arrange transport of all items furnished under this Contract from its site in a NATO nation to final destination, and as indicated in Purchase Orders.
- [147] The Contractor shall provide insurance covering these shipments.
- [148] Transportation of items ordered through a Purchase Order shall be shipped according to the delivery schedule and shipment composition specified in the Purchase Order.
- [149] A delivery schedule shall consist of one or more shipments, spaced out in time, to allow the Purchaser time to process the quantities shipped.

- [150] A shipment shall be composed of one batch of one or more pallets. A pallet shall be defined as the standard Euro-pallet (EUR/EPAL; 1200mm x 800mm), packed to a height as close as practicable to a total maximum height of 1800mm, and not exceeding a total weight of 1000 Kg.
- [151] The Contractor shall provide the Purchaser with a Notice of Shipment at least two (2) weeks in advance of each shipment. One additional copy of the packing list shall be attached to this notice.
- [152] All shipments shall be executed in close co-ordination with the Purchaser's PoC for logistics and the Purchaser's PoC for delivery acceptance at final destination.
- [153] The Purchaser will specify all required site points of contact in the respective Purchase Order.
- [154] The Contractor shall ensure that at any time, the status of a shipment is available near real time, indicating the location of the shipment and its estimated time of arrival at final destination.

6.2.4 Delivery acceptance

All packages and containers will be inspected by the Purchaser's PoC or nominated representative at final destination to ensure that:

- a) all items requested in the Purchase Order have been accounted for;*
- b) all packages and containers specified in the packing lists have been accounted for;*
- c) no damage has occurred during transport.*

[155] The Contractor shall witness the inspection and take back any items not ordered as per Purchase Order, or not as specified in the packing list, or visually damaged, and subsequently designated by the Purchaser as not accepted.

[156] The Contractor shall provide a concise Delivery Confirmation statement within two (2) weeks after each shipment has arrived at final destination. The statement shall include:

[157] a list of items delivered;

[158] a list of items not accepted by the Purchaser and subsequently not delivered by the Contractor (when applicable);

[159] date of arrival at final destination;

[160] and a proof of delivery acceptance by the Purchaser's PoC or nominated representative at final destination (i.e. the signature of the Purchaser's PoC or nominated representative accepting the delivery).

6.2.5 Customs

[161] The Contractor shall be responsible for customs clearance of all shipments into the destination countries. It is the Contractors responsibility to take into account delays at customs.

[162] He shall therefore consider eventual delays and arrange for shipment in time. Under no circumstances can the Purchaser be held responsible for delays incurred, even when utilising Purchaser provided Custom Forms 302.

Prior to a shipment by the Contractor, the Purchaser will upon request issue a custom form 302, which in some cases is required for the duty free import/export of goods.

[163] The Contractor shall be responsible for requesting the issue of a form 302 ten (10) working days prior to shipment.

[164] The request for a form 302 shall be accompanied by one (1) additional packing list. The request is normally processed by the Purchaser within three (3) working days. The requested 302 forms will be sent by courier.

- [165] Original 302 forms shall accompany the shipment and therefore no fax or electronic copy shall be used, nor provided to the Contractor.
- [166] If a country refuses to accept the Form 302 and requires the payment of customs duties, the Contractor shall pay these customs duties and the Purchaser shall reimburse the Contractor at actual cost against presentation of pertinent supporting documents.
- [167] Should such an event occur, the Contractor shall immediately inform the Purchaser by the fastest means available and before paying, obtain from the Customs Officer a written statement establishing that his Country refuses to accept the Form 302.

6.3 Supply chain security

- [168] The Contractor shall warrant that all supplies furnished under this Contract are genuine and free of malicious components, firmware and software.
- [169] The Contractor shall confirm in the inventory provided under section 6.1.1 that all products to be delivered have been checked for technical integrity and protected from malicious tampering.
- [170] The Contractor shall also identify in the inventory provided under section 6.1.1 the identity of the supplier of all equipment to be delivered and the identities of suppliers of major components thereof.
- [171] The Contractor shall ensure that all equipment and major components thereof are marked or labelled to identify the supplier as required in section 6.1.3 above.
- [172] The Contractor shall ensure that all equipment to be delivered are protected from malicious tampering during storage and transportation up to the point of delivery.
- [173] The Contractor shall allow and support ad-hoc spot checks and audits by the Purchaser of any of his supply chain security measures at any of the Contractor's locations and facilities used in the Contractor's supply chain relevant to this Contract.

The Purchaser reserves the right to reject any equipment delivered which does not conform to the description provided in the inventory or shows evidence of tampering.

- [174] The Contractor shall replace such goods at no cost to the Purchaser.

6.4 Warranty

[175] The Contractor shall warrant that all supplies furnished under this Contract conform to the requirements and are free of any defect in material, code or workmanship.

[176] The Contractor shall provide his best available offer for the warranty of all supplies delivered under this Contract. However, the minimum shall be six (6) months of standard Original Equipment Manufacturer warranty, starting from the day of acceptance of delivery at the Purchaser's facility.

[177] Copies of the Original Equipment Manufacturer's warranty conditions and warranty return instructions shall be provided to the Purchaser together with each item delivered.

[178] Shipment of failed equipment under warranty and the return of repaired or replacement items under warranty to the place of origin shall be the responsibility of the Contractor.

Defect magnetic, solid state and electronic media storage devices (e.g. CD-ROM's, DVD's, USB sticks, solid state storage drives, hard drives) will not be returned to the Contractor for warranty repair or replacement.

[179] The Contractor shall replace under warranty any such defect storage devices with new storage devices at no additional cost to the Purchaser.

In case the storage media cannot be separated from the device, the Purchaser will secure-wipe the media and return the device without the originally provided software.

7 ANNEX A: SAMPLE PURCHASE ORDER - EQUIPMENT

Contract CO-xxxxx-xxxx ITM Work Package 2

Purchase Order No: xxxxxxxx

Delivery Location: xxxxxxxxx

Batches for delivery: Batch #1, Batch #2, Batch # xxx.

Batch #1:

Delivery date: xx xx xxxx

Delivery price: xxxx

Total Batch price: xxxxx

Delivery items, quantities and price:

<u>Item</u>	<u>Qty</u>	<u>Unit price</u>	<u>Total Price</u>
Xxxx (catalogue ref xxx)	xx	xxx	xxx
Xxxx (catalogue ref xxx)	xx	xxx	xxxx
Etc			
Total			xxxxx

Batch #2

Delivery date: xx xx xxxx

Delivery price: xxxx

Total Batch price: xxxxx

Delivery items, quantities and price:

<u>Item</u>	<u>Qty</u>	<u>Unit price</u>	<u>Total Price</u>
Xxxx (catalogue ref xxx)	xx	xxx	xxx
Xxxx (catalogue ref xxx)	xx	xxx	xxxx
Etc			
Total			xxxxx

Batch #xxx

Delivery date: xx xx xxxx

Delivery price: xxxx

Total Batch price: xxxxx

Delivery items, quantities and price:

<u>Item</u>	<u>Qty</u>	<u>Unit price</u>	<u>Total Price</u>
Xxxx (catalogue ref xxx)	xx	xxx	xxx
Xxxx (catalogue ref xxx)	xx	xxx	xxxx
Etc			
Total			xxxxx

SAMPLE PURCHASE ORDER - LABOUR

Contract CO-xxxxx-xxxx

ITM Work Package 2

Purchase Order No: xxxxxxxx

Delivery Location: xxxxxxxx

Attendance at ITM Project Progress Meeting.

Delivery Manager: One man day

Technical Lead: One man day:

Delivery date: xx xx xxxx

Delivery price: xxxx consisting of:

 Delivery Manager price xxxx

 Technical Lead price xxxx

 Travel xxxx

8 ANNEX B: CLIENT DEVICES BY SITE

8.1 Initial Authorised Scope

The initial authorised scope of the ITM WP2 is for wave 1 only and comprises an estimated scope of 10,598 client workplaces broken down as follows:

Wave 1

No.	Site	Workstation	Thin Client	Laptop or tablet
1	SHAPE (Shape, Belgium)	92	1,685	2,003
2	JFC Naples (Lago Patria, Italy)	57	1,003	750
3	ACT (Norfolk, USA)	50	876	839
4	MARCOM (Northwood, GBR)	33	543	410
5	LANDCOM (Izmir, Turkey)	39	663	360
6	Alliance Ground Surveillance AGS (Sigonella, Italy)	31	516	648
		302	5,286	5,010
			TOTAL	10,598

8.2 Potential Total Scope

The total potential scope of ITM WP2 is for 33,004 client workplaces. Subject to funding authorisation, the potential scope beyond wave 1 broken down by site is as follows:

Wave 2

No.	Site	Workstation	Thin Client	Laptop or tablet
8	JFC (Brunssum, The Netherlands)	75	1,389	660
9	AIRCOM (Ramstein, Germany)	62	1,160	620
10	JWC (Stavanger, Norway)	76	1,400	500
11	JFTC (Bydgoszcz, Poland)	37	677	487
12	JALLC (Lisbon, Portugal)	5	80	65
13	CAOC (Uedem, Germany)	11	206	104
14	CAOC (Torrejon, Spain)	11	200	75
15	DACCC (Poggio Renatico, Italy)	12	231	70

No.	Site	Work station	Thin Client	Laptop or tablet
		289	5,343	2,581
				8,213

Note: numbers include eligible NCIA clients at each site

Wave 3

No.	Site	Workstations	Thin Client	Laptop or Tablet
16	NATO HQ (Brussels)	103	1965	2304
17	NATO Signal Battalion + 3 DCMs (Wesel, Germany)	6	114	90
18	NATO Signal Battalion + 4 DCMs (Grazzanise, Italy)	7	136	107
19	NATO Signal Battalion + 1 DCM (Bydgoszcz, Poland)	4	72	58
20	Deployable CIS Module (Blandford/Stafford, GBR)	1	21	16
21	Deployable CIS Module (Haderslev, Denmark)	1	21	16
22	Deployable CIS Module (Pleso, Croatia)	1	21	16
23	Deployable CIS Module (Bucharest, Romania)	1	21	16
24	Deployable CIS Module (Gorna Malina, Bulgaria)	1	21	16
25	Deployable CIS Module (Lipnik nad Becvou, Czech Rep)	1	21	16
26	Deployable CIS Module (Ruzomberok, Slovakia)	1	21	16
27	Deployable CIS Module (Izmir, Turkey)	1	21	16
28	Deployable CIS Module (Szekesfehervar, Hungary)	1	21	16
29	Deployable CIS Module (Vilnius, Lithuania)	1	21	16
30	NSPA (Luxembourg)	2	23	1717
31	NSPA (Taranto, Italy)	0	1	43
32	NSPA (Papa, Hungary)	0	3	108
33	NSPA (Paris, France)	0	1	43
34	NCI Agency Benelux	155	889	1283
35	NCISS (Oeiras, Portugal)			
		287	3,414	5,913
				9,614

Wave 4

No.	Site	Workstations	Thin Clients	Laptop or Tablet
36	NAEW&C (Geilenkirchen, Germany)	10	190	2634
37	NAEW&C (Konya, Turkey)	2	18	25
38	NAEW&C (Trapani, Italy)	2	18	25
39	NAEW&C (Aktion, Greece)	2	18	25
40	NAEW&C (Oerland, Norway)	2	18	25
41	NSTO (Paris, France)	1	23	49
42	NSTO–CMRE (La Spezia, Italy)	4	74	207
43	NDC (Rome, Italy)	1	14	341
44	NSO (Oberammergau, Germany)	9	182	660
		33	555	3,991
				4,579

8.3 Summary Total by Wave

Wave	Quantity
Wave 1	10,598
Wave 2	8,213
Wave 3	9,614
Wave 4	4,579
Total	33,004

9 ANNEX C: TECHNICAL SPECIFICATIONS

9.1 Introduction

The following section details the minimum technical requirements for client equipment and accessories.

[180] The Contractor shall furnish client equipment and accessories which conform to the technical specifications described in the whole of section 9.

9.2 General Dimensions and weight

[181] The dimensions and weight of the equipment listed below shall not exceed the following:

Device type	Height [cm]	Width [cm]	Depth [cm]	Weight [kg]
Workstation	45	20	40	10
Diskless Computer	15	30	40	7
Thin client	30	7	25	2.2
Zero-client Computer	10	25	25	2.2
Business Laptop	24	34	2.4	1.8
Tablet / Two-in-One	22	31	1.8 ³	1.3 ³

9.3 Business Laptop

Item	Minimum Requirements
Performance	BAPCo MobileMark 2014, Office Productivity of 1540 BAPCo MobileMark 2014; Battery life of 480
Processor	Processing Cores: 2 or more Including: 64bit OS support (CMPXCHG16b, PrefetchW and LAHF/SAHF)
Security	Trusted Platform Module (TPM) 2.0 chip on the motherboard AES New Instructions (AES-NI), SecureKey, BIOS Guard, OS Guard or equivalent PnP and BIOS setup/boot password/system configuration protection
Power management	Support for Windows InstantGo / Connected Standby, Speed Shift Technology
Remote management	UEFI v2.3.1 or higher, Active Management Technology
Memory	8GB, expandable to 16GB
Local storage	Solid State capacity: 240 GB, performance: 450MB/sec sequential read and 250MB/sec sequential write, durability: 72TBW, supported functions: TCG Opal, IEEE-1667, FDE AES-256, HIPM+DIPM and

³ equipped as requested, including keyboard, disk, battery

Item	Minimum Requirements
	DevSleep
GPU	Performance: at least 850 @ 1024x600 in ComputeMark v2.1; Triple Display Capable (1920x1200@60Hz on each display minimum); Compatible with DirectX 12 (Feature Level 12.0) and OpenGL 4.4 ; Hardware-accelerated decoding of media using HEVC, H264, VP9; (mini)Display Port or HDMI 1.4 video output for external display; Wireless Display / Miracast support for up to 1080p30.
Screen Form Factor	13.3" to 14" diagonal size; 1920 x 1080 Full HD; 10-point multi-touch screen; Contrast 700:1; Brightness 300 nits (auto adjustable); sRGB coverage of >=70%.
Docking Station	Laptop should be able to use the docking station described below.
Keyboard	US International QWERTY keyboard, backlit
Touchpad	Touch pad with multi-touch support
NIC	1000Base-T Gigabit Ethernet (IEEE 802.3-2015) RJ45; Supports PXE
Ports	3x USB 3.x ports
Wi-Fi	IEEE 802.11 n/ac Wave 1
Mobile Data Transmission (Optional)	3GPP Release 10-compatible modem supporting: <ul style="list-style-type: none"> GSM (GPRS, EDGE) - 850/900/1800/1900 MHz, UMTS (HSPA+, DC-HSPA) - 850/900/1700/1900/2100 MHz, LTE-A (Cat. 4) - FDD Band 1-5/7/8/17/20
Additional Features	Integrated Webcam Integrated Microphone Array (dual microphone with noise cancellation) Bluetooth 4.x Integrated Smartcard reader (PIV compliant) TRRS 3.5mm mini-jack connector Integrated physical switch for radios (e.g., WIFI, Bluetooth)
Appearance	Neutral colour (black, carbon, silver, gray, beige)
Case	1x Notebook sleeve
Power	2x Power adapter and cord (auto sensing 110/230V)
Power consumption	Up to 90W
Lock	Kensington lock socket

9.4 Workstation

Item	Minimum Requirements
Performance	BAPCo SysMark 2014, Office Productivity of 1700
Processor	Processing Cores: 4 or more Threads: 8 or more Including: 64bit OS support (CMPXCHG16b, PrefetchW and LAHF/SAHF)
Security	Trusted Platform Module (TPM) 2.0 (or later) chip on the motherboard AES New Instructions (AES-NI), SecureKey, BIOS Guard, OS Guard or

Item	Minimum Requirements
	equivalent PnP and BIOS setup/boot password/system configuration protection
Remote management	UEFI v2.3.1 or higher, Active Management Technology
Memory	16GB expandable to at least 64GB
Local storage	Solid State capacity: 240 GB, performance: 450MB/sec sequential read and 250MB/sec sequential write, durability: 180TBW, supported functions: TCG Opal, IEEE-1667, FDE AES-256 All drives in removable cages with a key lock
GPU	GPU compliant to DirectX 12 Feature Level 12_0/ OpenGL 4.4, Floating-point performance: 2.3 TFlops/sec for single precision Triple Display Capable (1920x1080 Full HD at 60Hz on each display) DVI and DisplayPort 1.2 / HDMI video outputs sRGB coverage of >=70% Performance of 40 in CompuBench 1.5 Face Detection
Optical drive	6x BlueRay writer with BDXL support
NIC	1000Base-T Ethernet 1000Base-SX Both with PXE support
Wireless LAN	802.11n/ac Wave 1
External bays	Case with an externally accessible bay (removable storage)
Appearance	Neutral colour (black, carbon, silver, gray, beige)
Sound	Integrated full duplex sound card
Power supply and cords	1x Power adapter and cord (according to local requirements)
Ports	2x front and 4x back USB 3.x ports
Lock	Kensington lock socket

9.5 Tablet / two-in-ones

Item	Minimum Requirements
Performance	BAPCo MobileMark 2014, Office Productivity of 1150 BAPCo MobileMark 2014; Battery life of 480
Processor	Processing Cores: 2 or more Including: 64bit OS support (CMPXCHG16b, PrefetchW and LAHF/SAHF)
Security	Trusted Platform Module (TPM) 2.0, AES New Instructions (AES-NI) , SecureKey, BIOS Guard, OS Guard or equivalent PnP and BIOS setup/boot password/system configuration protection
Power management	Support for InstantGo / Connected Standby, Speed Shift Technology
	UEFI v2.3.1 or higher
Memory	8GB
Local storage	Solid State capacity: 240 GB, performance: 300MB/sec sequential read and 150MB/sec sequential write, durability: 72TBW, supported functions: TCG Opal, IEEE-1667, FDE AES-256
GPU	1920 x 1080 Full HD Compatible with DirectX 12 (Feature Level 12.0) and OpenGL 4.4; Hardware-accelerated decoding of media using HEVC, H264, VP9;

Item	Minimum Requirements
	(mini)Display Port and/or HDMI 2.0 video output for external display; Wireless Display / Miracast support for up to 1080p30
Screen	11" to 13" diagonal size 1920 x 1080 Full HD 10-point multi-touch screen Contrast 700:1 Brightness 330 nits (auto adjustable) sRGB coverage of >=70%
Keyboard	Fully detachable keyboard and trackpad
Battery	6 hours running time battery (web browsing at 200nits brightness using WIFI)
Ports / USB	1x free USB 3.x port minimum
Wi-Fi	802.11n/ac Wave 1
Mobile Data Transmission (Optional)	3GPP Release 10-compatible modem supporting: <ul style="list-style-type: none"> • GSM (GPRS, EDGE) - 850/900/1800/1900 MHz; • UMTS (HSPA+, DC-HSPA) - 850/900/1700/1900/2100 MHz ; • LTE-A (Cat. 4) - FDD Band 1-5/7/8/17/20
Privacy	Detachable Black Privacy Filter with screen attachments
Additional Features	Integrated Webcam Integrated Microphone Array (dual microphone with noise cancellation) Bluetooth v4 TRRS 3.5mm mini-jack connector Integrated Smartcard reader (PIV compliant) Integrated physical switch for radios (e.g., WIFI, Bluetooth)
Appearance	Neutral colour (black, carbon, silver, gray, beige)
Case	Tablet sleeve
Power and cord	2x Power adapter and cord (auto sensing 110/230V)
Docking Station or Port Replicator	Must adhere to requirements listed below.

9.6 Diskless Computer

Item	Minimum Requirements
Processor	Processing Cores: 2 or more Including: 64bit OS support (CMPXCHG16b, PrefetchW and LAHF/SAHF)
Security	Trusted Platform Module (TPM) 2.0 (or later) chip on the motherboard AES New Instructions (AES-NI) PnP and BIOS setup/boot password/system configuration protection
Remote management	UEFI v2.3.1 or higher
Memory	8GB expandable to at least 16GB
GPU, Display output	Compatible with DirectX 12 (Feature Level 12_0) and OpenGL 4.4 Dual Display Capable (1920x1200@60Hz minimum) video outputs: DisplayPort 1.2 and adapters to HDMI and DVI
NIC	1000Base-SX

Item	Minimum Requirements
	Supports PXE
Sound	Integrated full duplex Intel High Definition Audio-compliant plus speaker (if not integrated in monitor) with a TRRS 3.5mm mini-jack connector
Appearance	Neutral colour (black, carbon, silver, gray, beige)
Power supply and cords	1x Power adapter and cord (auto sensing 110/230V)
Ports	2x front and 2x back USB 3.x ports
Manageability	Supported remote wake-on-LAN, monitoring, control and patching All identified components installed/integrated into the system
Lock	Kensington lock socket

9.7 Thin-client

Item	Minimum Requirements
Memory	8GB
Client capabilities	Fully supporting operations using: Microsoft RDP/RemoteFX Citrix iCA/HDX VMware Horizon View (RDP and PCoIP)
Remote management	Remote management with firmware update
Display output	Two DisplayPort 1.2 outputs Up to 1920x1200 Full HD@60Hz 32 bit colour in dual display
Security	TLS 1.1, Setup/boot password/system configuration protection
NIC	1000Base-SX through a replaceable module with ability to support 1000Base-T
Sound	Audio input and output using 3.5mm jack (TRRS)
Noise emission	Silent (fan-less)
Appearance	Neutral colour (black, carbon, silver, gray, beige)
Power supply and cords	1x Power adapter and cord (according to local requirements)
Ports	2x USB ports available, excluding Keyboard and Mouse connection
Case	VESA Mount compatible
Manageability	Supported remote wake-on-LAN, monitoring, control and patching All identified components installed/integrated into the system
Lock	Kensington lock socket

9.8 Zero-client

Item	Minimum Requirements
Client capabilities	Fully supporting operations using PCoIP
Display output	Two DisplayPort 1.2 outputs Up to 1920x1200 Full HD@60Hz 32 bit colour in dual display
Security	Setup/boot password/system configuration protection
NIC	1000Base-SX through a replaceable module with ability to support 1000Base-T
Sound	Audio input and output using 3.5mm jack (TRRS)

Item	Minimum Requirements
Noise emission	Silent (fan-less)
Appearance	Neutral colour (black, carbon, silver, gray, beige)
Power supply and cords	1x Power adapter and cord (according to local requirements)
Ports	2x USB ports available, excluding Keyboard and Mouse connection
Case	VESA Mount compatible
Manageability	Supported remote wake-on-LAN, monitoring, control and patching All identified components installed/integrated into the system
Lock	Kensington lock socket

9.9 Touch Screen Desktop Monitor

Item	Minimum Requirements
Size – diagonal	23" screen
Contrast	1000:1
Brightness	220nits
Standards	TCO 05
Connections	Dual digital input (using DP 1.2, HDMI or DVI with adapters to the ones not present on the device) ⁴
Touch	10 Point Multi-touch
Native refresh rate	60Hz
Horizontal/vertical viewing angle	120 degrees horizontally and vertically
Native resolution	1920x1080 (Full HD minimum) sRGB coverage of >=70% HDCP
Speakers	1W integrated or attached speakers
Tilt and Swivel	Tilt: +20deg/-5deg minimum
Appearance	Neutral colour (black, carbon, silver, gray, beige)
Power supply and cords	1x Power adapter and cord (according to local requirements)
Cabling	1x signal cable to DisplayPort (cable length 1.5m)
Lock	Kensington lock socket
Webcam	Compliant with 9.14 and preferably ⁵ integrated in to the Monitor including a physical shutter

9.10 Desktop Monitor

Item	Minimum Requirements
Size – diagonal	23" screen, thin bezel

⁴ E.g. If the monitor has one HDMI port and one DVI port, it should come with an adapter from HDMI to DisplayPort.

⁵ The webcam may be bundled with the monitor as an attachable accessory.

Item	Minimum Requirements
Contrast	1000:1
Brightness	250 nits
Standards	TCO 05
Connections	Dual digital input (using DP 1.2, HDMI or DVI with adapters to the ones not present on the device) ⁶
Native refresh rate	60Hz
Horizontal/vertical viewing angle	120 degrees horizontally and vertically
Native resolution	1920x1080 (Full HD minimum) sRGB coverage of >=70% HDCP
Speakers	1W integrated or attached speakers
Tilt and Swivel	Tilt: +20deg/-5deg minimum Swivel: 90deg minimum
Appearance	Neutral colour (black, carbon, silver, gray, beige)
Power supply and cords	1x Power adapter and cord (according to local requirements)
Cabling	1x signal cable to DisplayPort (cable length 1.5m)
Lock	Kensington lock socket

9.11 Keyboard

Item	Minimum Requirements
Device	US QWERTY keyboard
Compatibility	Microsoft Windows 10 Enterprise
Connectors	USB
Additional Features	Low profile keys
Cabling	Length: 1.5m

9.12 Mouse

Item	Minimum Requirements
Device	Optical/laser scroll mouse (5 button minimum)
Connectors	USB
Cabling	Length: 1.5m

9.13 KVM

Item	Minimum Requirements
Device	Device shall be listed in the NATO Information Assurance Product Catalogue under KVM category. Device shall not contain any non-volatile memory.

⁶ E.g. If the monitor has one HDMI port and one DVI port, it should come with an adapter from HDMI to DisplayPort.

Item	Minimum Requirements
	Switching sources shall be manually operated, not through “hot keys” via keyboard. No automatic switching between sources shall be allowed.
Connectors	2xUSB, 1xDVI with adapters to: DSUB, DisplayPort, HDMI Ports for 2 computers
Dimensions (not to exceed)	6 cm x 20 cm x 35 cm
Cabling	Cablings for two computers and one monitor as specified in 9.9 and 9.10.

9.14 Webcam

Item	Minimum Requirements
Device	Camera
Video	720p30 Hardware compression to H.264 with SVC
Audio	Embedded microphone with noise cancelling Frequency response: 200Hz – 7KHz Sensitivity: -25dB
Compatibility	UVC 1.5, Skype for Business
Connectors	USB (Type A)
Security	Physical screen shutter
Mounting	Monitor mounts and freestanding
Cabling	1m

9.15 Smartcard Reader

Item	Minimum Requirements
Device	Smartcard reader compatible with SafeNet SC650, PIV, PIV-I, Common Access Card types of smartcards following ISO/IEC 7816-2, ISO/IEC 7816-3, and ISO/IEC 7816-4 specifications
Dimensions (not to exceed)	7 cm x 10 cm x 1.8 cm
Connector	USB
Power	Bus

9.16 Headset

Item	Minimum Requirements
Device	Dual Headset Headphone/Microphone
Headphone Frequency Response	20 – 20000 Hz
Microphone Frequency Response	100 – 10000 Hz
Weight	200g

Item	Minimum Requirements
Type	On-the-ear
Connectors	USB
Cable Length	1.8m
Additional Features	Noise cancelling microphone Mute button

9.17 USB conference kit

Item	Minimum Requirements
Device	Full HD camera and audio array USB conference kit
Compatibility	Skype for Business UVC 1.5
Video	720p30 90deg Field of View Autofocus Hardware compression to H.264 with SVC
Microphone	Omni-directional microphone array Frequency response: 200Hz – 7KHz Sensitivity: -25dB
Speakers	Frequency response: 120Hz – 10KHz
Connection	USB (Type A), 6m cable
Power	Independently powered Power system voltage and Power adapter and cord according to local requirements
Additional Features	Remote control Wall mounting kit

9.18 Docking Station

Item	Minimum Requirements
Device	Docking station for business laptop (see 9.3) and tablet (9.5)
Interface to Client Device	USB 3.0 (Type A) or USB 3.1 (Type A/C) or Thunderbolt
Display Interfaces	2x Display outputs (DisplayPort 1.2 or HDMI 1.4)
Other Interfaces	1x TRRS 3.5mm mini-jack connector 1x RJ45 port 3x additional USB 3.x ports 1x USB
Weight	1.5 Kg without power supply
Dimensions	30cm x 8cm x 30cm
Power	1x Power adapter and cord (according to local requirements – see section 5.5.3.8)

9.19 Universal Power Supply Filter

Item	Minimum Requirements
Device	Universal Power Supply Filter fully compatible with equipment in this catalogue for use in ~ 110V and ~ 230V with any external COTS PSU
Power	1x Power connector and cord (according to local requirements)
Security	Electricity filtering in accordance with SDIP-27

9.20 Smartcard

Item	Minimum Requirements
Device	An ID-1 format (ISO/IEC 7810) smartcard compliant with the National Institute of Science and Technology (NIST) FIPS 201-2 (Federal Information Processing Standard 201-2) and Certified by a National CIS Security Authority of a NATO member nation for use up to and including NR.
Algorithms support	AES 128 and 256 RSA 2048 key generation SHA 256 and 384 bit hashing SHA 1 validation RSA 4096 bit Root CA ECDSA 256 and 384 ECDH 256 and 384 Drivers / middleware (Read and write to card)
Labelling	Blank, leaving possibility to print on it

9.21 Mobile Device Protection

Item	Minimum Requirements
Device	1x Nylon carrying case able to hold one Business Laptop or one Tablet / Two-in-one and in addition: Mouse, Smartcard Reader,

Item	Minimum Requirements
	Headset, External Optical Drive and Powerbank
Security	Main compartment must be lockable
Additional Features	Optional: Backpack variant

9.22 Anti-theft cable

Item	Minimum Requirements
Device	Kensington anti-theft cable
Length	Not less 1.7m

9.23 Fibre optic patch-cords

Item	Minimum Requirements
Cable type	Fibre-optic, flexible Options: <ol style="list-style-type: none"> OM1 62,5/125μ OM2 50/125μ
Colour	Cables should be available at least in the following colours: <ul style="list-style-type: none"> - Gray - Orange - Red - Blue - Yellow
Length	Options: <ol style="list-style-type: none"> 2m 5m 10m
Client device-side connector	As offered with the workstation, Diskless Computer, Thin Client and Zero-client Computer
Wall outlet-side connector	Options: <ol style="list-style-type: none"> LC ST MTRJ SC

9.24 Copper patch-cords

Item	Minimum Requirements
Cable type	Copper, UTP, flexible, Cat6e
Colour	Cables should be available at least in the following colours: <ul style="list-style-type: none"> - Gray - Orange

Item	Minimum Requirements
	<ul style="list-style-type: none"> - Red - Blue - Yellow
Length	Options: <ol style="list-style-type: none"> 1. 2m 2. 5m 3. 10m
Client device-side connector	As offered with the workstation, Diskless Computer, Thin Client and Zero-client Computer
Wall outlet-side connector	RJ45

10 ANNEX D: Terminology and Definitions

10.1 Introduction

10.1.1 Terminology

Terminology used to describe equipment and documents elsewhere in this SOW is expanded in this section to provide additional descriptive information in the form of definitions. These definitions are provided only for the sake of clarity and do not represent requirements over and above those included in other sections of the SOW.

10.1.2 Definitions

Term	Definition
Device	Any Client Equipment and Accessory Equipment.
Desktop Computer	Dedicated Computer stand-alone equipped with standard set of features including operating systems, a GUI, inputs and outputs capabilities for peripheral (e.g. display, keyboard, mouse), a standard office environment, and additional basic features (e.g. anti-virus protection).
Workstation	Special class of Desktop Computer typically for Users requiring leading-edge performance. <ul style="list-style-type: none"> Note: Workstation can support the broadest range peripheral media devices ranging from Optical drives to specialist GPUs and or accessories requiring specific on board device drivers, i.e., special display screen and direct connection to other Operational Technology (OT).
Busines Laptop Computer	A portable computer that combines the components and capabilities of a desktop computer, including the display screen, speakers, a keyboard, and pointing devices.
Tablet	Fully detachable touchscreen display Laptop Computer. <ul style="list-style-type: none"> Note: Laptop Computer with fully detachable touchscreen displays shall be regarded as TWO-IN-ONE computers and must adhere to the relevant requirements.
Two-in-One (Computer)	See Tablet
Thin Client	Lightweight computer purposely built for remoting into a server. (typically a virtual desktop resource) for lower cost, longer life, better manageability and security, and less power consumption. Thin client software consists of a GUI and streaming capabilities for multi-protocol client-server communication (e.g. RDP, ICA, PCoIP), it contains an embedded operating system. <ul style="list-style-type: none"> Note : All applications are stored and executed remotely and all data are stored remotely.
Zero-client Computer	Thin Client purposely made of a lowest lightweight firmware that merely initializes network communication into a server through a basic

Term	Definition
	GUI using PCoIP protocol. Thin client software consists of a GUI and streaming capabilities. The operating system is streamed from the server. <ul style="list-style-type: none"> • Note: All applications are stored remotely, are executed remotely and all data are stored remotely.
Diskless Computer	Desktop Computer that provides no local hard disk storage. <ul style="list-style-type: none"> • Note: All applications are stored remotely but can be executed locally, and all data are stored remotely.
End User Service Product Catalogue	A document which lists all the client equipment and accessories to be provided under the Contract with associated technical description and unit price. The Purchaser will place orders for client equipment and accessories using Purchase Orders.
Manifest	A document which records all deliveries ordered under the Contract including future deliveries and those already completed. The manifest references Purchase Orders and includes status, schedule and cost information. The manifest is maintained by the Contractor on the Purchaser portal or may be provided in hard copy on request.
Inventory	A document which records details of a particular delivery ordered under the Contract and accompanies the batch of equipment and accessories to the physical location of delivery.