



NATO UNCLASSIFIED

Acquisition Directorate
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NCIA/ACQ/2016/1396

19 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 5 and CR Release Number 7.**

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
- O. NCIA/ACQ/2016/1324 dated 29 June 2016
- P. NCIA/ACQ/2016/1370 dated 08 July 2016

Dear Sir/Madam,

Further to Reference P, please find enclosed responses to Clarification Requests (release number 7) and Amendment number 5 to the IFB, which provides updated versions of Bidding Sheets and Statement of Work (Book II, Section IV), with track changes and comments marked, as well as the unmarked version of Statement of Work.



NATO Communications
and Information Agency
Agence OTAN d'information
et de communication
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1140 Brussels, Belgium
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Further to reference O, 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 03 August 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 7
2. Updated version of Bidding Sheets
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 HUHNS, ACO/DCOS CIS & Cyber Defence

Lieutenant General Jeffery Lofgren, ACT/DCOS Capability Development

NCI Agency – Internal Distribution

ACQ Director of Acquisition (Mr Peter Scaruppe)

ACQ Deputy Director of Acquisition (Mrs Agata Szydelko)

Chief of Contracts (Mr L.T. Herway)

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

ACQ Principal Contracting Officer (Mr Giacomo Piliago)

ACQ Senior Contracting Officer (Mr Graham Hindle)

ACQ Contracting Assistant (Mr Umberto Amato)

NLO (Mr Craig Ulsh and Mr Dan Harman)

Director Infrastructure Services (Dr Gregory Edwards)

DIS Implementation Office (Mr Frank Mikla)

CES SL Chief (Mr Pierre Pradier)

CES Project Manager (Mr Lukasz Sokolowski)

Legal Office (Mrs Simona Rocchi)

Service Strategy (Mr Detlef Janezic)

Registry

All NCI Agency – NATEXs

CLIN Bidding Sheets Instructions

INTRODUCTION
All bidders are required to submit pricing details to demonstrate the Purchaser's Pricing Principles are being applied as part of their bids (in the absence of a pre-approved National Format). All data completed in these sheets shall be

FORM INPUTS

PRICING SUMMARY ASSUMPTIONS	
Currency:	Select currency of input values from drop down list.
Calendar Year:	Enter Year of Contract Work
Quantity	Enter quantities of proposed item(s) in the time profiling inputs to the right.
Unit Cost	Enter the unit cost of the proposed item(s) for each year.
Total Estimated Cost	This is a calculated value (Quantity x Unit Price) and should not be altered.

CATEGORY	DESCRIPTION	APPLICATION
MATERIAL	Purchased Material - Items purchased as part of the proposed solution. Please provide vendor quotes and/or invoices along with quantity and prices.	<ol style="list-style-type: none"> 1. Insert the Material Item Name(s). 2. Provide unit prices against each equipment item. 3. Insert comments/descriptions/references to the ITEM Design/explanation of calculation method under the 'Notes' column
DIRECT LABOUR	Direct labour is all effort directly expended by the bidder for the proposed solution	<ol style="list-style-type: none"> 1. Insert the direct labour title(s). 2. Provide hourly rates against each labour title. 3. Insert comments/descriptions/references/explanation of calculation method under the 'Notes' column.
SUBCONTRACT LABOUR	Indirect labour is all effort expended by the sub-contractor for the proposed solution.	<ol style="list-style-type: none"> 1. Insert the subcontract labour title(s). 2. Provide hourly rates against each labour title. 3. Insert comments/descriptions/references/explanation of calculation method under the 'Notes' column
TRAVEL	Includes all travel associated with the procurement and delivery of the proposed solution.	<ol style="list-style-type: none"> 1. Insert the Trip Name(s). 2. Provide number of trips being made. 3. Provide number of people travelling. 4. Provide number of days per trip. 5. Provide cost of round trip flight. 6. Provide daily per diem rate. 7. Insert comments/descriptions/references/explanation of calculation method under the 'Notes' column including the location & reference to SOW.
OTHER DIRECT COSTS	Additional direct costs directly expended by the bidder for the proposed solution that do not fit in any of the above categories.	<ol style="list-style-type: none"> 1. Insert the Other Direct Cost title(s). 2. Provide unit costs against each title. 3. Insert comments/descriptions/references/explanation of calculation method under the 'Notes' column.
TOTAL FEE / PROFIT %	Provide all FEE/PROFIT percentage applied to costs in accordance with your approved national accounting standards.	Provide calculation used in application of FEE/PROFIT into the price.
OTHER FACTORS	Provide any OTHER FACTOR percentage applied to costs in accordance with your approved national accounting standards. Insert comments/descriptions/references/explanation of calculation method under the 'Notes' column.	Provide calculation used in application of FACTORS into the price.
GRAND TOTAL	The total shall feed into the SSS.	Total Price including direct cost, indirect cost, rates and factors as applied above. Please do not forget to amend the title to reflect the appropriate CLIN number.

OFFER SUMMARY

CLIN DESCRIPTION	PRICE
FIRM FIXED PRICE REQUIREMENTS	
<i>TOTAL CLIN 1- Project Management</i>	
<i>TOTAL CLIN 2- Client Equipment</i>	
<i>TOTAL CLIN 3 - Accessory Equipment</i>	
<i>TOTAL CLIN 4- Integrated Logistic Support</i>	
GRAND TOTAL Evaluated Price	0.00
<i>TOTAL CLIN 5- Option 1 Microsoft Licences</i>	
UNEVALUATED OPTION	0.00

CLIN Summary

CLIN	Description	Delivery place	Reference	Unit Description	QTY	Unit Price	Total Price	Delivery
	Grand Total							
1	Project Management	NCIA (BEL)						
1.1	Technical Lead		4.3.3.2	Man Day Rate	40		-	N/A
1.2	Delivery Manager		4.3.3.1	Man Day Rate	685		-	N/A
1.3	Delivery Documentation	NCIA (BEL)	4.3.5	N/A				N/A
1.3.1	Manifest		4.3.5.1	Unit Price	1		-	N/A
1.4	Travel for Mons or Brussels			N/A				N/A
1.4.1	One Day Travel			Price Per Travel	20		-	N/A
1.4.2	Two Day Travel			Price Per Travel	20		-	N/A
1.4.3	Five Day Travel			Price Per Travel	20		-	N/A
2	Client Equipment							
2.1	Business laptop - COTS		9.3	Unit Price	7,343		-	PO + 6 weeks
2.2	Business laptop - Mobile Data Transmission		9.3	Unit Price	816		-	PO + 6 weeks
2.3	Tablet / 2-in-1 - COTS		9.5	Unit Price	7,343		-	PO + 6 weeks
2.4	Tablet / 2-in-1 - Mobile Data Transmission		9.5	Unit Price	816		-	PO + 6 weeks
2.5	Workstation - COTS		9.4	Unit Price	359		-	PO + 6 weeks
2.6	Workstation - Level C		9.4 & 5.5.3.5	Unit Price	359		-	PO + 8 weeks
2.7	Workstation - Level B		9.4 & 5.5.3.5	Unit Price	22		-	PO + 8 weeks
2.8	Workstation - Level A		9.4 & 5.5.3.5	Unit Price	7		-	PO + 12 weeks
2.9	Diskless PC - COTS		9.6	Unit Price	719		-	PO + 6 weeks
2.10	Diskless PC - Level C		9.6 & 5.5.3.5	Unit Price	719		-	PO + 8 weeks
2.11	Diskless PC - Level B		9.6 & 5.5.3.5	Unit Price	44		-	PO + 8 weeks
2.12	Diskless PC - Level A		9.6 & 5.5.3.5	Unit Price	14		-	PO + 12 weeks
2.13	Thin Client - COTS		9.7	Unit Price	5,754		-	PO + 6 weeks
2.14	Thin Client - Level C		9.7 & 5.5.3.5	Unit Price	5,754		-	PO + 8 weeks
2.15	Thin Client - Level B		9.7 & 5.5.3.5	Unit Price	359		-	PO + 8 weeks
2.16	Thin Client - Level A		9.7 & 5.5.3.5	Unit Price	119		-	PO + 12 weeks
2.17	Zero Client - COTS		9.8	Unit Price	719		-	PO + 6 weeks
2.18	Zero Client - Level C		9.8 & 5.5.3.5	Unit Price	719		-	PO + 8 weeks
2.19	Zero Client - Level B		9.8 & 5.5.3.5	Unit Price	44		-	PO + 8 weeks
2.20	Zero Client - Level A		9.8 & 5.5.3.5	Unit Price	14		-	PO + 12 weeks
3	Accessory Equipment							
3.1	Touch Screen Desktop Monitor - COTS		9.9	Unit Price	7,513		-	PO + 6 weeks
3.2	Touch Screen Desktop Monitor - Level C		9.9 & 5.5.3.5	Unit Price	7,513		-	PO + 8 weeks
3.6	Desktop Monitor - COTS		9.10 & 5.5.3.5	Unit Price	7,513		-	PO + 6 weeks
3.7	Desktop Monitor - Level C		9.10 & 5.5.3.5	Unit Price	7,513		-	PO + 8 weeks
3.8	Desktop Monitor - Level B		9.10 & 5.5.3.5	Unit Price	940		-	PO + 8 weeks
3.9	Desktop Monitor - Level A		9.10 & 5.5.3.5	Unit Price	314		-	PO + 12 weeks
3.11	Keyboard - COTS		9.11	Unit Price	15,026		-	PO + 6 weeks
3.12	Keyboard - Level C		9.11 & 5.5.3.5	Unit Price	15,026		-	PO + 8 weeks
3.13	Keyboard - Level B		9.11 & 5.5.3.5	Unit Price	939		-	PO + 8 weeks
3.14	Keyboard - Level A		9.11 & 5.5.3.5	Unit Price	313		-	PO + 12 weeks
3.15	Mouse - COTS		9.12	Unit Price	15,026		-	PO + 6 weeks
3.16	Mouse - Level C		9.12 & 5.5.3.5	Unit Price	15,026		-	PO + 8 weeks
3.17	Mouse - Level B		9.12 & 5.5.3.5	Unit Price	939		-	PO + 8 weeks
3.18	Mouse - Level A		9.12 & 5.5.3.5	Unit Price	313		-	PO + 12 weeks
3.19	KVM (TEMPEST)		9.13	Unit Price	1,498		-	PO + 8 weeks
3.20	Webcam - COTS		9.14	Unit Price	7,192		-	PO + 6 weeks
3.21	Webcam - Level C		9.14 & 5.5.3.5	Unit Price	7,192		-	PO + 8 weeks
3.22	Webcam - Level B		9.14 & 5.5.3.5	Unit Price	449		-	PO + 8 weeks
3.23	Webcam - Level A		9.14 & 5.5.3.5	Unit Price	149		-	PO + 12 weeks
3.24	Smartcard Reader - COTS		9.15	Unit Price	15,026		-	PO + 8 weeks
3.25	Smartcard Reader - Level C		9.15 & 5.5.3.5	Unit Price	15,026		-	PO + 8 weeks
3.26	Smartcard Reader - Level B		9.15 & 5.5.3.5	Unit Price	939		-	PO + 8 weeks
3.27	Smartcard Reader - Level A		9.15 & 5.5.3.5	Unit Price	313		-	PO + 8 weeks
3.29	Headset - COTS		9.16	Unit Price	7,192		-	PO + 6 weeks
3.30	Headset - Level C		9.16 & 5.5.3.5	Unit Price	7,192		-	PO + 8 weeks
3.31	Headset - Level B		9.16 & 5.5.3.5	Unit Price	449		-	PO + 8 weeks
3.32	Headset - Level A		9.16 & 5.5.3.5	Unit Price	149		-	PO + 12 weeks
3.33	USB conference kit		9.17	Unit Price	160		-	PO + 6 weeks
3.34	Docking Station		9.18	Unit Price	16,319		-	PO + 6 weeks
3.35	Power supply filter		9.19	Unit Price	14,985		-	PO + 6 weeks
3.36	Smartcard		9.20	Unit Price	16,319		-	PO + 8 weeks
3.37	Protection Sleeve		9.21	Unit Price	16,319		-	PO + 4 weeks
3.38	Kensington lock security cable		9.22	Unit Price	16,319		-	PO + 4 weeks
3.39	Fibre optic patch-cord OM1 LC/ST/MTRJ/SC 2m		9.23	Unit Price	3,746		-	PO + 4 weeks
3.40	Fibre optic patch-cord OM1 LC/ST/MTRJ/SC 5m		9.23	Unit Price	3,746		-	PO + 4 weeks
3.41	Fibre optic patch-cord OM1 LC/ST/MTRJ/SC 10m		9.23	Unit Price	300		-	PO + 4 weeks
3.42	Fibre optic patch-cord OM2 LC/ST/MTRJ/SC 2m		9.23	Unit Price	3,746		-	PO + 4 weeks
3.43	Fibre optic patch-cord OM2 LC/ST/MTRJ/SC 5m		9.23	Unit Price	3,746		-	PO + 4 weeks
3.44	Fibre optic patch-cord OM2 LC/ST/MTRJ/SC 10m		9.23	Unit Price	300		-	PO + 4 weeks
3.45	Copper patch-cord Cat6e RJ45 2m		9.24	Unit Price	326		-	PO + 4 weeks
3.46	Copper patch-cord Cat6e RJ45 5m		9.24	Unit Price	326		-	PO + 4 weeks
3.47	Copper patch-cord Cat6e RJ45 10m		9.24	Unit Price	163		-	PO + 4 weeks
4	Integrated Logistic Support							
4.1	Supply Support		6.1	Unit Price	1		-	N/A
4.2	Logistic Supply Support							N/A
4.2.1	PHS&T to NATO Sites in Europe		6.2	Price Per Pallet	1,000		-	N/A
4.2.2	PHS&T to NATO Sites in North America		6.2	Price Per Pallet	63		-	N/A
4.2.3	PHS&T to NATO Sites in Turkey		6.2	Price Per Pallet	22		-	N/A
	Total Evaluated Price (CLINs 1,2,3,4)							
	Unevaluated Option							
5	Microsoft Licences							
5.1	MS Windows 10 Pro OEM 64bit no-media		9	Licence Unit Price	6,609		-	PO + 4 weeks

CLIN Price Breakdown Project Management

NOTES

Currency ² (please select from drop down list)	Euro (EUR)	
Calendar Year (Year 1): (please select from drop down list)	2016	

	Quantity	Unit Cost	TOTAL COST	NOTES
1. MATERIALS				
A. PURCHASED EQUIPMENT				Please provide the sub-CLIN associated with each cost.
Purchased Equipment Item Name (Item 1)			0.00	
Purchased Equipment Item Name			0.00	
B. SUBCONTRACTED EQUIPMENT/MATERIALS				
Subcontracted Equipment/Material Name			0.00	
Subcontracted Equipment/Material Name			0.00	
1. TOTAL DIRECT MATERIAL	0		0.00	

	OH RATE (%)	TOTAL COST	NOTES
2. MATERIAL OVERHEAD (OH)			
A. OH Rate (%) X TOTAL Material			
B. [Expand as needed]			
2. Total MATERIAL OVERHEAD (OH)		0.00	

	Man Day	Unit Cost	TOTAL COST	NOTES
3. LABOUR				Please provide the sub-CLIN associated with each cost.
3.1 Technical Lead				
Technical Lead			0.00	
3.2 Delivery Manager				
Delivery Manager			0.00	
3.3 Project Management Documentation				
Labour Category Name			0.00	
Labour Category Name			0.00	
Labour Category Name			0.00	
3. TOTAL DIRECT LABOUR	0.00		0.00	

	OH RATE (%)	TOTAL COST	NOTES
4. LABOUR OVERHEAD			
A. OH Rate (%) X TOTAL LABOUR			
B. [Expand as needed]			
4. Total LABOUR OVERHEAD		0.00	

	Man Day Quantity	Unit Cost	TOTAL COST	NOTES
5. SUBCONTRACT LABOUR				Please provide the sub-CLIN associated with each cost.
5.1 Technical Lead				
Technical Lead			0.00	
5.2 Delivery Manager				
Delivery Manager			0.00	
5.3 Project Management Documentation				
Labour Category Name			0.00	
Labour Category Name			0.00	
Labour Category Name			0.00	
5. TOTAL SUBCONTRACT LABOUR	0.00		0.00	

	OH RATE (%)	TOTAL COST	NOTES
6. SUBCONTRACT LABOUR O/H			
A. OH Rate (%) X TOTAL SUBCONTRACT LABOUR			
B. [Expand as needed]			
6. Total SUBCONTRACT LABOUR O/H		0.00	

	Unit Cost	Unit Cost	TOTAL COST	NOTES
7. TRAVEL UNIT TRIP COST				Please Describe the reason for the trip
	Number of trips	Number of people	Number of Days per trip	Cost per roundtrip of Travel
One Day Travel		3		Per Diem
Two Day Travel		3		
Five Day Travel		3		
7. TOTAL TRAVEL			0.00	

	OH RATE (%)	TOTAL COST	NOTES
8. TRAVEL OVERHEAD			
A. OH Rate (%) X TOTAL TRAVEL			
B. [Expand as needed]			
8. TRAVEL OVERHEAD		0.00	

	Quantity	Unit Cost	TOTAL COST	NOTES
9. OTHER DIRECT COSTS				
Other Direct Cost			0.00	
Other Direct Cost			0.00	
9. TOTAL OTHER DIRECT COST			0.00	

	OH RATE (%)	TOTAL COST	NOTES
10. OTHER DIRECT COSTS O/H			
A. OH Rate (%) X TOTAL ODCs			
B. [Expand as needed]			
10. OTHER DIRECT COST O/H		0.00	

	RATE %	TOTAL COST	NOTES
11. General & Administrative (G&A)			
A. G&A (<i>Insert Business Application</i>)			
B. [Expand as needed]			
11. Total G&A		0.00	

	RATE (%)	TOTAL COST	NOTES
12. Total Fee/Profit %			Please provide a description of to which elements fee is being applied. Ensure a correct and working formula.
A. [Expand as needed]			Insert Fee Formula Here
12. Total Fee Cost		0.00	

	RATE (%)	TOTAL COST	NOTES
13. OTHER FACTORS			Please provide a description of to which elements "Other factors" rate is being applied. Ensure a correct and working formula.
A. [Expand as needed]			Insert Other Factors Formula Here
GRAND TOTAL		0.00	

CLIN Price Breakdown Client Equipment

NOTES

Currency <small>(please select from drop down list)</small>	Euro (EUR)	
Calendar Year (Year 1): <small>(please select from drop down list)</small>	2016	

	Quantity	Unit Cost	TOTAL COST	NOTES
1. MATERIALS				
A. PURCHASED EQUIPMENT				Please indicate any discount that is being offered
Business laptop - COTS			0.00	
Business laptop - Mobile Data Transmission			0.00	
Tablet / 2-in-1 - COTS			0.00	
Tablet / 2-in-1 - Mobile Data Transmission			0.00	
Workstation - COTS			0.00	
Workstation - Level C			0.00	
Workstation - Level B			0.00	
Workstation - Level A			0.00	
Diskless PC - COTS			0.00	
Diskless PC - Level C			0.00	
Diskless PC - Level B			0.00	
Diskless PC - Level A			0.00	
Thin Client - COTS			0.00	
Thin Client - Level C			0.00	
Thin Client - Level B			0.00	
Thin Client - Level A			0.00	
Zero Client - COTS			0.00	
Zero Client - Level C			0.00	
Zero Client - Level B			0.00	
Zero Client - Level A			0.00	
B. SUBCONTRACTED EQUIPMENT/MATERIALS				
Business laptop - COTS			0.00	
Business laptop - Mobile Data Transmission			0.00	
Tablet / 2-in-1 - COTS			0.00	
Tablet / 2-in-1 - Mobile Data Transmission			0.00	
Workstation - COTS			0.00	
Workstation - Level C			0.00	
Workstation - Level B			0.00	
Workstation - Level A			0.00	
Diskless PC - COTS			0.00	
Diskless PC - Level C			0.00	
Diskless PC - Level B			0.00	
Diskless PC - Level A			0.00	
Thin Client - COTS			0.00	
Thin Client - Level C			0.00	
Thin Client - Level B			0.00	
Thin Client - Level A			0.00	
Zero Client - COTS			0.00	
Zero Client - Level C			0.00	
Zero Client - Level B			0.00	
Zero Client - Level A			0.00	
1. TOTAL DIRECT MATERIAL	0		0.00	

	OH RATE (%)	TOTAL COST	NOTES
2. MATERIAL OVERHEAD (OH)			
A. OH Rate (%) X TOTAL Material			
B. [Expand as needed]			
2. Total MATERIAL OVERHEAD (OH)		0.00	

	OH RATE (%)	TOTAL COST	NOTES
4. LABOUR OVERHEAD			
A. OH Rate (%) X TOTAL LABOUR			
B. [Expand as needed]			
4. Total LABOUR OVERHEAD		0.00	

	OH RATE (%)	TOTAL COST	NOTES
6. SUBCONTRACT LABOUR O/H			
A. OH Rate (%) X TOTAL SUBCONTRACT LABOUR			
B. [Expand as needed]			
6. Total SUBCONTRACT LABOUR O/H		0.00	

	Quantity	Unit Cost	TOTAL COST	NOTES
9. OTHER DIRECT COSTS				
Other Direct Cost			0.00	
Other Direct Cost			0.00	
9. TOTAL OTHER DIRECT COST			0.00	

	OH RATE (%)	TOTAL COST	NOTES
10. OTHER DIRECT COSTS O/H			
A. OH Rate (%) X TOTAL ODCs			
B. [Expand as needed]			
10. OTHER DIRECT COST O/H		0.00	

	RATE %	TOTAL COST	NOTES
11. General & Administrative (G&A)			
A. G&A (<i>Insert Business Application</i>)			
B. [Expand as needed]			
11. Total G&A		0.00	

	RATE (%)	TOTAL COST	NOTES
12. Total Fee/Profit %			Please provide a description of to which elements fee is being applied. Ensure a correct and working formula.
A. [Expand as needed]			Insert Fee Formula Here
12. Total Fee Cost		0.00	

	RATE (%)	TOTAL COST	NOTES
13. OTHER FACTORS			Please provide a description of to which elements "Other factors" rate is being applied. Ensure a correct and working formula.
A. [Expand as needed]			Insert Other Factors Formula Here
GRAND TOTAL		0.00	

CLIN Price Breakdown Client Equipment

NOTES

Currency ¹ (please select from drop down list)	Euro (EUR)	
Calendar Year (Year 1): (please select from drop down list)	2016	

	Quantity	Unit Cost	TOTAL COST	NOTES
1. MATERIALS				
A. PURCHASED EQUIPMENT				Please indicate any discount that is being offered
Touch Screen Desktop Monitor - COTS			0.00	
Touch Screen Desktop Monitor - Level C			0.00	
Desktop Monitor - COTS			0.00	
Desktop Monitor - Level C			0.00	
Desktop Monitor - Level B			0.00	
Desktop Monitor - Level A			0.00	
Keyboard - COTS			0.00	
Keyboard - Level C			0.00	
Keyboard - Level B			0.00	
Keyboard - Level A			0.00	
Mouse - COTS			0.00	
Mouse - Level C			0.00	
Mouse - Level B			0.00	
Mouse - Level A			0.00	
KVM (TEMPEST)			0.00	
Webcam - COTS			0.00	
Webcam - Level C			0.00	
Webcam - Level B			0.00	
Webcam - Level A			0.00	
Smartcard Reader - COTS			0.00	
Smartcard Reader - Level C			0.00	
Smartcard Reader - Level B			0.00	
Smartcard Reader - Level A			0.00	
Headset - COTS			0.00	
Headset - Level C			0.00	
Headset - Level B			0.00	
Headset - Level A			0.00	
USB conference kit			0.00	
Docking Station - Universal			0.00	
Power supply filter			0.00	
PIV Smartcard			0.00	
Protection Sleeve			0.00	
Kensigton lock security cable			0.00	
Fibre optic patch-cord OM1 LC/ST/MTRJ/SC 2m			0.00	
Fibre optic patch-cord OM1 LC/ST/MTRJ/SC 5m			0.00	
Fibre optic patch-cord OM1 LC/ST/MTRJ/SC 10m			0.00	
Fibre optic patch-cord OM2 LC/ST/MTRJ/SC 2m			0.00	
Fibre optic patch-cord OM2 LC/ST/MTRJ/SC 5m			0.00	
Fibre optic patch-cord OM2 LC/ST/MTRJ/SC 10m			0.00	
Copper patch-cord Cat6e RJ45 2m			0.00	
Copper patch-cord Cat6e RJ45 5m			0.00	
Copper patch-cord Cat6e RJ45 10m			0.00	
B. SUBCONTRACTED EQUIPMENT/MATERIALS				
Touch Screen Desktop Monitor - COTS			0.00	
Touch Screen Desktop Monitor - Level C			0.00	
Desktop Monitor - COTS			0.00	
Desktop Monitor - Level C			0.00	
Desktop Monitor - Level B			0.00	
Desktop Monitor - Level A			0.00	
Keyboard - COTS			0.00	
Keyboard - Level C			0.00	
Keyboard - Level B			0.00	
Keyboard - Level A			0.00	
Mouse - COTS			0.00	
Mouse - Level C			0.00	
Mouse - Level B			0.00	
Mouse - Level A			0.00	
KVM (TEMPEST)			0.00	
Webcam - COTS			0.00	

Webcam - Level C			0.00	
Webcam - Level B			0.00	
Webcam - Level A			0.00	
ON Smartcard Reader			0.00	
Smartcard Reader - COTS			0.00	
Smartcard Reader - Level C			0.00	
Smartcard Reader - Level B			0.00	
Smartcard Reader - Level A			0.00	
Headset - Level C			0.00	
Headset - Level B			0.00	
Headset - Level A			0.00	
USB conference kit			0.00	
Docking Station - Universal			0.00	
Power supply filter			0.00	
PIV Smartcard			0.00	
Protection Sleeve			0.00	
Kensigton lock security cable			0.00	
Fibre optic patch-cord OM1 LC/ST/MTRJ/SC 2m			0.00	
Fibre optic patch-cord OM1 LC/ST/MTRJ/SC 5m			0.00	
Fibre optic patch-cord OM1 LC/ST/MTRJ/SC 10m			0.00	
Fibre optic patch-cord OM2 LC/ST/MTRJ/SC 2m			0.00	
Fibre optic patch-cord OM2 LC/ST/MTRJ/SC 5m			0.00	
Fibre optic patch-cord OM2 LC/ST/MTRJ/SC 10m			0.00	
Copper patch-cord Cat6e RJ45 2m			0.00	
Copper patch-cord Cat6e RJ45 5m			0.00	
Copper patch-cord Cat6e RJ45 10m			0.00	
1. TOTAL DIRECT MATERIAL	0		0.00	

		OH RATE (%)	TOTAL COST	NOTES
2. MATERIAL OVERHEAD (OH)				
A. OH Rate (%) X TOTAL Material				
B. [Expand as needed]				
2. Total MATERIAL OVERHEAD (OH)			0.00	

		OH RATE (%)	TOTAL COST	NOTES
3. LABOUR OVERHEAD				
A. OH Rate (%) X TOTAL LABOUR				
B. [Expand as needed]				
3. Total LABOUR OVERHEAD			0.00	

		OH RATE (%)	TOTAL COST	NOTES
4. SUBCONTRACT LABOUR O/H				
A. OH Rate (%) X TOTAL SUBCONTRACT LABOUR				
B. [Expand as needed]				
4. Total SUBCONTRACT LABOUR O/H			0.00	

		Quantity	Unit Cost	TOTAL COST	NOTES
5. OTHER DIRECT COSTS					
Other Direct Cost				0.00	
Other Direct Cost				0.00	
5. TOTAL OTHER DIRECT COST				0.00	

		OH RATE (%)	TOTAL COST	NOTES
6. OTHER DIRECT COSTS O/H				
A. OH Rate (%) X TOTAL ODCs				
B. [Expand as needed]				
6. OTHER DIRECT COST O/H			0.00	

		RATE %	TOTAL COST
7. General & Administrative (G&A)			

A. G&A <i>(Insert Business Application)</i>				
B. [Expand as needed]				
7. Total G&A			0.00	
		RATE (%)	TOTAL COST	NOTES
8. Total Fee/Profit %				Please provide a description of to which elements fee is being applied. Ensure a correct and working formula.
A. [Expand as needed]				Insert Fee Formula Here
8. Total Fee Cost			0.00	
		RATE (%)	TOTAL COST	NOTES
9. OTHER FACTORS				Please provide a description of to which elements "Other factors" rate is being applied. Ensure a correct and working formula.
A. [Expand as needed]				Insert Other Factors Formula Here
GRAND TOTAL			0.00	

CLIN Price Breakdown Documentantation Integrated Logistic Support

NOTES

Currency ² (please select from drop down list)	Euro (EUR)	
Calendar Year (Year 1): (please select from drop down list)	2016	

	Quantity	Unit Cost	TOTAL COST	NOTES
1. MATERIALS				
A. PURCHASED EQUIPMENT				Please provide the sub-CLIN associated with each cost.
Purchased Equipment Item Name (Item 1)			0.00	
Purchased Equipment Item Name			0.00	
B. SUBCONTRACTED EQUIPMENT/MATERIALS				
Subcontracted Equipment/Material Name			0.00	
Subcontracted Equipment/Material Name			0.00	
1. TOTAL DIRECT MATERIAL	0		0.00	

	OH RATE (%)	TOTAL COST	NOTES
2. MATERIAL OVERHEAD (OH)			
A. OH Rate (%) X TOTAL Material			
B. [Expand as needed]			
2. Total MATERIAL OVERHEAD (OH)		0.00	

	Man Day	Unit Cost	TOTAL COST	NOTES
3. LABOUR				Please provide the sub-CLIN associated with each cost.
3.1 Supply Support				
Labour Category Name			0.00	
Labour Category Name			0.00	
Labour Category Name			0.00	
3. TOTAL DIRECT LABOUR	0.00		0.00	

	OH RATE (%)	TOTAL COST	NOTES
4. LABOUR OVERHEAD			
A. OH Rate (%) X TOTAL LABOUR			
B. [Expand as needed]			
4. Total LABOUR OVERHEAD		0.00	

	Man Day Quantity	Unit Cost	TOTAL COST	NOTES
5. SUBCONTRACT LABOUR				Please provide the sub-CLIN associated with each cost.
5.1 Supply Support				
Labour Category Name			0.00	
Labour Category Name			0.00	
Labour Category Name			0.00	
5. TOTAL SUBCONTRACT LABOUR	0.00		0.00	

	OH RATE (%)	TOTAL COST	NOTES
6. SUBCONTRACT LABOUR O/H			
A. OH Rate (%) X TOTAL SUBCONTRACT LABOUR			
B. [Expand as needed]			
6. Total SUBCONTRACT LABOUR O/H		0.00	

	Unit Cost	Unit Cost	TOTAL COST	NOTES
7. TRAVEL UNIT TRIP COST				Please Describe the reason for the trip
	Number of trips	Number of people	Number of Days per trip	Cost per roundtrip of Travel
				Per Diem
			0.00	
			0.00	
7. TOTAL TRAVEL			0.00	

	OH RATE (%)	TOTAL COST	NOTES
8. TRAVEL OVERHEAD			
A. OH Rate (%) X TOTAL TRAVEL			
B. [Expand as needed]			
8. TRAVEL OVERHEAD		0.00	

Quantity	Unit Cost	TOTAL COST	NOTES
----------	-----------	------------	-------

9. OTHER DIRECT COSTS				
PHS&T to NATO Sites in Europe			0.00	
PHS&T to NATO Sites in North America			0.00	
PHS&T to NATO Sites in Turkey			0.00	
9. TOTAL OTHER DIRECT COST			0.00	

		OH RATE (%)	TOTAL COST	NOTES
10. OTHER DIRECT COSTS O/H				
A. OH Rate (%) X TOTAL ODCs				
B. [Expand as needed]				
10. OTHER DIRECT COST O/H			0.00	

		RATE %	TOTAL COST
11. General & Administrative (G&A)			
A. G&A (Insert Business Application)			
B. [Expand as needed]			
11. Total G&A			0.00

		RATE (%)	TOTAL COST	NOTES
12. Total Fee/Profit %				Please provide a description of to which elements fee is being applied. Ensure a correct and working formula.
A. [Expand as needed]				Insert Fee Formula Here
12. Total Fee Cost			0.00	

		RATE (%)	TOTAL COST	NOTES
13. OTHER FACTORS				Please provide a description of to which elements "Other factors" rate is being applied. Ensure a correct and working formula.
A. [Expand as needed]				Insert Other Factors Formula Here
GRAND TOTAL			0.00	



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

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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 (COTS and SDIP Level C compliant only)
- [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 1.4 video output for external display; Wireless Display / Miracast support for up to 1080p30
Screen	10.5" to 12.5" diagonal size 1920 x 1080 Full HD 10-point multi-touch screen Contrast 700:1 Brightness 300 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) ⁴ 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

⁴ The smartcard reader may be external if it can be mounted on the device without compromising the ergonomcy of using it in the tablet mode (e.g. nested in the provided cover or sleeve).

Item	Minimum Requirements
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 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

Item	Minimum Requirements
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)
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) ⁵
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 ⁶ integrated in to the Monitor including a physical shutter

⁵ E.g. If the monitor has one HDMI port and one DVI port, it should come with an adapter from HDMI to DisplayPort.

⁶ The webcam may be bundled with the monitor as an attachable accessory.

9.10 Desktop Monitor

Item	Minimum Requirements
Size – diagonal	23" screen, thin bezel
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) ⁷
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

⁷ E.g. If the monitor has one HDMI port and one DVI port, it should come with an adapter from HDMI to DisplayPort.

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. 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	20 – 20000 Hz

Item	Minimum Requirements
Response	
Microphone Frequency Response	100 – 10000 Hz
Weight	200g
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"> 1. OM1 62,5/125µ 2. 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"> 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	Options: <ol style="list-style-type: none"> 1. LC 2. ST 3. MTRJ 4. 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.

Index no. NCI Agency	IFB Paragraph Reference	Questions	Answers
1	Section II, 2.3.1	<p>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?</p>	<p>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.</p>
2	Section III, 3.2.2.3 & 3.3.3	<p>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..."</p>	<p>The information at Book 1, Section 3, paragraph 3.2.2.3 I correct i.e. 1 Hard Copy and 2 Soft Copies.</p>
3	Contract Special Provisions, Section 14 Contract General Provisions, Section 38	<p>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</p>	<p>Liquidated Damages will be applied when the agreed Delivery Schedules are breached and it will be based on the Purchase Order schedule of delivery.</p>
4	Contract General Provisions Section 8	<p>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?</p>	<p>The Performance Guarantee will be limited to 300.000EUR.</p>
5	Section 5.7.2	<p>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?</p>	<p>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".</p>
6	Annex C Technical Specifications	<p>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?</p>	<p>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%.</p>

Index no. NCI Agency	IFB Paragraph Reference	Questions	Answers
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.

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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 tempered 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	The requested quantities in the bidding sheets seem to deviate from the forecasted quantities in the waves described in the Bidding Instructions. a) Can you please confirm that under the present tender equipment with and without temper modification shall be purchased and that the provided figures for COTS and Tempest Level C are correct? b) Can you confirm that Laptops and Tablets will be purchased without the option of enhanced security (TEMPEST)?	a) The figures are correct estimations. b) Confirmed.
18		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)	See response to CR12.
19	Bidding Sheets	Item 3.19 is requesting a “KVM (TEMPEST)” kvm switch, can you please clarify the requested SDIP level?	See response to CR14.
20	Bidding Sheets 3.25 3.26 3.27 3.28	Can you clarify the requested quantity for headsets in the various SDIP levels?	See response to CR13.
21		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.	See response to CR9.
22	SOW 9.9	What are the minimum technical requirements for the embedded Webcam of the touchscreen monitor?	It needs to meet the technical requirements defined for Webcam in section 9.14.
23	9 Annex C - 9.3	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?	The proposed computer configuration shall meet all hardware prerequisites to enable Intel AMT tools to manage the computer remotely, including vPRO features.
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.

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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 prerequisites 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.

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34	9 Annex C - 9.5	Within the requirements 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.

Index no. NCI Agency	IFB Paragraph Reference	Questions	Answers
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.

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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 weigth 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".

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58	6.2.3	<p>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?</p>	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	<p>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?</p>	Yes.
60	6.2.4	<p>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?</p>	No.
61	6.4	<p>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?</p>	No.
62	5.6 and 5.1 CLIN Summary	<p>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?</p>	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	<p>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?</p>	The OEM licence is priced separately. Weather it should be shipped will be indicated on the Purchase Order.
64	CLIN 1-4 (Bidding Sheet)	<p>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?</p>	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	<p>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)</p>	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.

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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	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..."	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.

Index no. NCI Agency	IFB Paragraph Reference	Questions	Answers
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>	<p>No</p>
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>	<p>The minimum Frequency response range for the Headset (9.16) shall be: Headphone: 20 - 20000Hz, Microphone: 100 - 10000Hz.</p>

Index no. NCI Agency	IFB Paragraph Reference	Questions	Answers
80	9.3	<p>Screen Form Factor / Contrast</p> <p>With response No. 25 (Clarification Requests # 1) you state very clearly that the requirement for screen contrast (700:1) shall remain unchanged.</p> <p>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).</p> <p>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</p> <p>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.</p> <p>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</p> <p>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</p> <p>The specification asks for 250nits.</p> <p>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)?</p> <p>Further please clarify if this requirement is applicable for sub-components such as PC-Mouse, Webcam, Protection Sleeve or patch cables?</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.
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>	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.

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86	Annex C Section 9.3	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.	Annex C Section 9.3 does not state a requirement of 1000:1.
87	Annex C Section 9.3	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	Annex C, Section 9.3 requests Active Management Technology - See CR 23. The Wireless interface requirement is amended to: 802.11n/ac Wave 1.
88	Annex C Section 9.4	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	Annex C, Section 9.4 requests Active Management Technology - See CR 28. The Wireless interface requirement is amended to: 802.11n/ac Wave 1.
89	Annex C Section 9.4	NATO ask for 'Triple Display Capable'. Would DisplayPort daisy-chaining up to 4 monitors be acceptable?	Yes
90	Annex C Section 9.5	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	The Wireless interface requirement is amended to: 802.11n/ac Wave 1.
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.

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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	<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.	The inventory list will require providing the following information: 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	<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?	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.

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102	SOW 6.1.3	<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?	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.
103	SOW 6.2.3	<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?	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.
104	SOW 6.2.4	<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?	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).
105	Excel Sheet	<u>Failure Message Excel</u> : 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	<u>Currency and Sub-Contractors</u> : 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.

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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

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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 provide separate details in the Price Breakdown sheet for the duration of travel days indicated in the CLIN Summary sheet.
121	All	Could 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 therefore 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 requirements are satisfied.

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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.

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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.

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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
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.
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 tempered 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 ti change the maximum depth to 2.5cm.	No, the requirement remains.

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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 ABrands 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.

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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.

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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.

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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? <input type="checkbox"/>	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 1.8cm and weight of 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.

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191	9 Annex C - 9.3	The 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 achieve 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 tempered (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.
197		The Performance Guarantee, the negotiability of which shall not elapse before the expiration of the warranty period... From which point in time until what date the contractor has to allocate the requested performance guarantee?	The Performance Guarantee shall cover the whole contract period with options plus the warranty period.

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198	9 Annex C - 9.9	For the Touch Monitor you demand TCO 05 as a minimum. Our market consultation came to the result that almost no touch monitor is TCO certified or is already End-Of-Life. We therefore ask you to delete this requirement.	Bidders shall propose monitors meeting the ergonomics, emissions, energy and ecology requirements as defined by TCO'05 for flat panel displays. The actual certification of the product from TCO Development is not required.
199	9 Annex C - 9.9	Could you please clarify the number of units ordered for Wave 1 with regards to SDIP 27 Level A, B, C ? Please also clarify with which accessories the devices will be ordered, in particular we are interested in the number of Power Supply Filters. Please also clarify the number of accessories ordered with SDIP 27 Level A, B, C.	No, the batches will be indicated in the Purchase Orders and the Contractor shall comply to the products, quantities and delivery dates listed.
200	SOW 9.5	We have a model which is compliant to all the minimum requirements except for the screen size. The model is advertised as an 11" device but in reality the screen size is 10.8". Would you be so kind to lower your specifications slightly.	No, the requirement remains.
201	SOW 9.4	The max. dimensions for the workstation are 45x20x40, which results in a max volume of 36000 cm ³ . Our device has a volume of 27400 cm ³ , almost 25% smaller than the max volume but the depth is 43.5 cm vs the required 40 cm. Would you be so kind to allow a depth of 43.5.	The physical dimensions of the workstation may exceed the defined values for up to 10% if the overall device volume remains lower than the one defined by the maximum dimensions.
202	CLIN 3	In the CLIN Price Breakdown Client Equipment sheet tab "CLIN 3" there is no Anti Theft cable indicated in A or B segment. For an equal comparison we would like to receive an updated bidding sheet.	Bidders shall insert rows in the "CLIN 3" Price Breakdown Sheets in rows 43 & 84 and to label the rows "Kensington lock security cable".
203	CLIN 3	The Price Breakdown sheet requires to select a calendar year, though the quantities have not been defined per year for all equipment (accessoires). Please clarify how you expect to have this filled out.	Bidders shall select the calendar year in which the contract is to be awarded.
204	9.17	USB conference kit indicates a connection of USB (type A) 6m cable, USB supports length of 5 meter without active amplification. Can this requirement be lowered to 5 meters?	Yes, if at least 1m extension cable is provided with the device.
205	9.2	Business laptop current dimensions are 24 x 34 x 2.4 / 1.8 may we raise it to 24 x 34 x 2.6 / 1.8? The added 2mm thickness will allow us to make an offer for a compliant model without compromise to user experience.	No, the requirement remains.
206	9.3	Business laptop if the 9.2 Business laptops remain unchanged, may we lower the number of USB 3.0 ports from 3 to 2? The offered docking station will provide the number of USB 3.0 ports when stationary. When traveling two ports should be enough.	No, the requirement remains.
207	9 Annex C	With your answer to question 129 you state that HDMI 2.0 should be read by the tenderer as HDMI 1.4. We assume, as HDMI 2.0 is available in 2017 for the business devices, that HDMI counts for all devices where you did mention it. This would also concern the Tablet where you still demand HDMI 2.0. Is our understanding correct that also an HDMI 1.4 will fulfil the requirement?	Yes, see the response to CR129.
208	9 Annex C - 9.9	Since there were many changes in the technical specifications we kindly ask you to provide an updated version of the SOW.	Yes, included in SOW Amendment 5.
209	9 Annex C - 9.9	With respect to your answers to different questions we understand that you allow adapters to fulfill the minimum requirements for the requested video interfaces on all devices. Could you please provide an overview for all devices and the needed video interfaces that have to be offered with or without adapters?	The adaptor function shall be provided as an integrated item to fulfil the 'Cabling' requirement of SOW 9.9 and SOW 9.10.

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210	9 Annex C - 9.9	"In SOW 5.4 you state: 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. We understand that you expect the successful tenderer to deliver one item per offered equipment. Does this mean we need to deliver for devices that are subject to Tempest one unit per Tempest level (A, B & C) or only one device per category (eg. Workstation)?"	We will issue a Purchase Order specifying the exact list of products to be provided for this testing. For the bidding purposes Bidders shall assume that one unit per tempest level will be required and that this testing will begin with the COTS and Level C devices first.
211	9 Annex C - 9.9	With respect to your answer to question 198 we kindly ask you to delete the TCO requirement for the Touch Screen Monitor. Due to hygiene and cleaning most vendors use glass plates in their touch screens. However glass screens prevent monitors from gaining TCO certificates.	Yes, the requirement for Level A and B Touch Screen Monitor is removed.
212	6.2.3	Could you please specify what information is expected in the stated Notice of shipment in [151] – apart from the attached Packing List?	Apart from the packing list, the notice needs to state estimated time of arrival and contact details relevant to the shipment.
213	6.1.1	Inventory Can we assume that S/N for Inventory Data is only required for those equipment with separate power supply?	No, you may not assume this. S/N are required for all serialised items in scope of the System inventory as specified in SOW 6.1.1.
214	6.2.5	In 6.2.5 you describe the process for customs. Is our understanding correct that when using Form 302 no customs apply? If no, please explain in detail how customs have to be handled.	As stated in SOW 6.2.5, the Contractor is responsible for customs clearance. The Purchaser will only assist with this responsibility by issuing a form 302 that is intended to facilitate duty free import/export of goods between NATO countries. The purpose of the form is to provide the Contractor with officially certified information as to the import, export, or transit of NATO equipment through and to all NATO countries concerned, and by whom the form 302 has been accepted as the official customs document to cover and release NATO consignments free of all duties, taxes and excise charges. the purpose of the form is also to provide customs authorities with adequate information in the form of a customs declaration to enable such authorities to permit the import or export of NATO consignments free of duties, taxes and excise charges, as well as from external trade and exchange limitations. The form only assists in effecting duty free clearance through customs and to facilitate release of shipments that may arrive at destinations under customs bond, or which are to be released from a customs bonded warehouse. Upon issuing of the form 302 to the Contractor, the Purchaser will provide more detailed guidance on the distribution of the numbered copies that make up the Form 302.
215	3.5.7	In several countries special charges like for example RECUEPEL apply. Is NATO exempt from those duties? If no. please explain in detail how this is handled.	Please refer to Bidding Instructions section 3.5, and especially paragraphs 3.5.7 and onwards.

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217	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.
221	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 tempered products can, due to modifications to the original COTS system, be bigger and/or heavier. Can you confirm if our assumption is right?	Yes, see the response to CR6 and CR 15.
222	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.	The bidding sheets have been ammended to include lines for Smartcard readers Level A, B & C.
223	9 Annex C - 9.4	The Workstation shall have a maximum weight of 10kg. Taking into consideration that the SSD has to be accessible via a caddy/carrier we kindly ask you to lift the max. weight to 13kg.	No, the requirement remains.
224	9 Annex C - 9.5	We currently supply a 10,8” security tablet to different NATO programs & national MOD’s . From an interoperability & synergy perspective, we believe it makes sense to allow this same 10.8” device to the WP2 competition. Can we have your approval to offer a device with a 10.8” screen?	The SOW 9.5 Screen requirement shall be between 10.5” to 12.5” diagonal size and brightness no less than 300 nits.
225	1.2 CSP	Schedule of Supplies and Services The Order of Precedence refers to ‘Part I – The Schedule of Supplies and Services’. Currently this document has been provided with a cover page that is followed by “to be inserted.” Please advise when the bidders will receive the completed Schedule of Supplies and Services and the format that this will take?	The schedule of supplies and services will be the winning bidders Bidding sheets and therefore will not be avaiable unill the contract is placed. The insertion will be made when the contract is placed .
226	3.1 CSP	Contract Type Does this clause over-ride Clause 7 of the Contract General Provisions?	Yes, the CSP is highter in the order of precedence
227	3.1 CSP	Orders This clause references both Purchase Orders and Orders. Do these terms have the same or different meanings?	It is confirmed that both references have the same meaning
228	3.2 CSP	Statement of Work This clause states “Each Purchase Order will have a monetary obligation and a detailed Statement of Work for the Contractor...” Is the intention that the Statement of Work set out in Book II Part IV will be the Statement of Work referred to in the clause, i.e. will there be additional/different Statement of Works associated with Purchase Orders?	Yes, but a specific statement for the individual task order will be provided dealing with such things as schedule and delivery of
229	6.6 CSP	Firm Fixed Price Please explain the use of the term “firm fixed price” in the clause?	The term firm fixed with respect to price is a price which will nto change and is not subject to variation

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230	9.7	is it acceptable to propose a device with both 1000BaseT and 1000BaseSX interfaces, offering the liberty to choose one or another ?	Yes.
231	9.8	is it acceptable to propose a device with both 1000BaseT and 1000BaseSX interfaces, offering the liberty to choose one or another ?	Yes.
232	9.3	how should we indicate the price of such an option ? The Excel bidding sheet does not seem to have any field for this option.	The bidder is expected to put the price of SOW item 9.3 in the CLIN summary sheet at sub-CLIN 2.1 and 2.2. The bidder is also expected to provide the BOE for those sub-CLINs in the price breakdown sheets.
233	9.5	how should we indicate the price of such an option ? The Excel bidding sheet does not seem to have any field for this option.	The bidder is expected to put the price of SOW item 9.3 in the CLIN summary sheet at sub-CLIN 2.3 and 2.4. The bidder is also expected to provide the BOE for those sub-CLINs in the price breakdown sheets.
234	9.21	how should we indicate the price of such an option ? The Excel bidding sheet does not seem to have any field for this option.	The bidder is expected to put the price of SOW item 9.3 in the CLIN summary sheet at sub-CLIN 3.37. The bidder is also expected to provide the BOE for those sub-CLINs in the price breakdown sheets.
235	9.5	Is the smartcard reader in the detachable keyboard acceptable.	Yes.
236	9 Annex C - 9.3	Within the technical requirements of the business laptop you demand a computemark score of 850. Our tests do show that mobile devices with mcore CPUs from Intel do not reach that score. We therefore kindly ask you to lower the requirement to 630 points.	No, the requirement remains.
237	9 Annex C - 9.3	For the business laptop and tablet you demand a compability to GSM (GPRS, EDGE) - 850/900/1800/1900 MHz. Our leading vendor within the NATO states is building in the latest Sierra 7455 chips which do not cover GSM anymore. If you leave the requirement in this vendor wouldn't be in the position to offer. We therefore kindly ask you to delete the requirement for GSM for the tablet and notebook.	No, the requirement remains.