

## ANNEX E – Clarification Request Forms

DATE : 22 June 2020

ADMINISTRATION of CONTRACTING					
Serial Nr	RFQ Book	RFQ Section Ref.	QUESTION	ANSWER	Status
A.1	Book I	Section III 3.4.2	Can the Purchaser please allow the Arial font in size 10 to be used for normal text?	NCIA agrees font in size 10 or 12 may be used.	Closed Amendment 4
A.2	Book I	Section III 3.4.4.4	Paragraph numbering seems to indicate missing information. Purchaser requested to confirm if this is a numbering mismatch or information is missing.	Number should be 3.4.5.4.	Closed Amendment 4
A.3	Book I	Section II 2.4	Can the Purchaser please allow for an extension of the Bid Closing Date from June 29 2020 until July 17 2020?	NCIA agrees to extend the Bid Closing Date to 17 July 2020 at 1300 Brussels Local Time.	Closed Amendment 4

Date: 22 June 2020

<b>PRICE</b>					
<b>Serial Nr</b>	<b>RFQ Book</b>	<b>RFQ Section Ref.</b>	<b>QUESTION</b>	<b>ANSWER</b>	<b>Status</b>
<b>P.1</b>	Book I	Section III 3.3.1 and Section IV 4.3.3	Can the Purchaser please clarify whether the Bidding Sheets are to be provided only in Excel (mentioned in 3.3.1), or also as a PDF copy?(mentioned in 4.3.3.1.1)	Bidding sheets should be provided in Excel and copy of Bidding sheets should be provided in PDF.	Closed
<b>P.2</b>	Book I	Annex A Bidding Sheets and Appendix A SRS A7.9.3	The SOW Reference numbers in the Bidding Sheets related to Ancillaries (SOW Appendix A.7.9) are not matching the actual SRS chapters. Can the Purchaser correct this?	NCIA has made the correction.	Closed Amendment 4
<b>P.3</b>	Book I	Annex A Bidding Sheets and Appendix A SRS A.7.9.3	Item A.7.9.3 Main power socket adapter in the SOW Appendix A SRS is missing in the Bidding Sheets. Can the Purchaser please correct this?	NCIA has made the correction.	Closed Amendment 4

Date: 22 June 2020

<b>TECHNICAL</b>					
<b>Serial Nr</b>	<b>RFQ Book</b>	<b>RFQ Section Ref.</b>	<b>QUESTION</b>	<b>ANSWER</b>	<b>Status</b>
<b>T.1</b>	Book II Part I	SSS	Is an ILSP to be delivered as a document as it not detailed in the SSS?	NCIA confirms that the ILSP shall be delivered and added to the SSS.	Closed Amendment 4
<b>T.2</b>	Book II Part II	CSP Article 16	As part of the Warranty the Bidder will be required to manage the CMDB. As the NCI Agency will manage the CMDB once the equipment is issued to Brunssum (NL) through REMEDY; how will the Bidder be notified of changes to the configuration completed by the NCI Agency?	Up to the end of warranty CM remains with the design authority that shall maintain the master CMDB. Any change during the warranty to Cis shall be agreed between NCIA and the Contractor via standard ECP process. Any approved change will be reflected both in the master (Contractor) CMDB and in REMEDY. All changes shall be made via amendment to the contract.	Closed
<b>T.3</b>	Book II Part II	CSP Article 16.11	Can the Purchaser please clarify how it foresees that the Bidder will be able to dispatch a service/field engineer to site, when the ship the SEMARCIS kit is installed on is at sea or in a port anywhere in the world?	NCIA clarifies that upon occurrence of a failure on the SEMARCIS equipment, this equipment will be shipped to the Contractor for repair. The repaired SEMARCIS equipment shall be shipped to the purchaser back in 15 days. If the SEMARCIS equipment will be not repaired and back in 15 days, the Contractor shall provide a new SEMARCIS equipment to replace the one under repair	Closed

<b>T.4</b>	Book II Part II	CSP Article 16.11	Taking the above (on-site location not known) into account, can the Purchaser please indicate how compliancy with Article 16.11 regarding the required period for resolving defects and dispatch of repaired/replaced goods can be reached by the Bidder?	Please see the response for T.3.	Closed
<b>T.5</b>	Book II Part II	CSP Article 33.3	Can the Purchaser please clarify the mentioned final destination? Is this Brunssum, the ship/base, or somewhere else?	NCIA confirms as stated in Article 33.3 the location is Brunssum.	Closed
<b>T.6</b>	Book II Part IV	SOW 1.3.3	Can the Purchaser please confirm if any onsite activities are requested from the Bidder in the static, on land location.	NCIA confirms that the installation of equipment on board of the ships is not in the scope of the Contract. In accordance with SSS CLIN 8, all testing activities will be executed in CSSC Brunssum.	Closed
<b>T.7</b>	Book II Part IV	SOW 2.4.3.2	Purchaser is requested to clarify what is meant by "cost considerations". Are these changes captured as specified under CM with change proposals, or will the purchaser allow another mechanisms of contract price adjustment, through the submission of these cost considerations.	NCIA refers to any changes to the PMS (2.3.5.3 SOW) with cost impact.	Closed
<b>T.8</b>	Book II Part IV	SOW 3.3.2.2	Purchaser to confirm that at FSA it accepts the laptops without OS and configuration on them.	NCIA confirms.	Closed
<b>T.9</b>	Book II Part IV	SOW 3.3.4.1	Purchaser requested to confirm it will integrate the firewall directly into their Enterprise Support Agreement	NCIA Confirms only the firewall license and software support are PFS.	Closed

<b>T.10</b>	Book II Part IV	SOW 3.3.4.1	Purchaser to confirm that warranty for this item is handled under the purchasers enterprise agreement	NCIA assumes this question relates to the firewall at T.9 in which only the firewall license and software support are PFS. Warranty for the firewall hardware shall be provided by the Contractor as per the SoW Section 4.10.3.	Closed
<b>T.11</b>	Book II Part IV	SOW 3.4.1	Purchaser to confirm it expects the documentation to include full step by step instructions to install and configure the laptops and all related applications as accepted during the FAST, as the bidder is not able to install these laptops including the egypt drives	NCIA Confirms.	Closed
<b>T.12</b>	Book II Part IV	SOW 3.4.2	Purchaser to confirm if it will supply the IP plan for the system or expects the bidder to assign the IP addresses in the design phase.	The Purchaser confirms to provide the IP addresses.	Closed
<b>T.13</b>	Book II Part IV	SOW 4.1.4	Will all the ILS reference documentation be readily available for bidders prior to the preparation of the ILSP?	NCIA Confirms that ILS reference documentation is provided. ISO and IEC standards cannot be provided to Prospective Bidders.	Closed Amendment 4
<b>T.14</b>	Book II Part IV	SOW 4.3&4.4	Purchaser to confirm it wants a full LORA and MTA in accordance with the stated requirements and standards, as this seems overkill for a system consisting of COTS only.	NCIA confirms MTA and LORA shall identify MSI (HW and SW), define maintenance tasks (scheduled and unscheduled), address HW MSI as repairable or not.	Closed
<b>T.15</b>	Book II Part IV	SOW 4.3 .2	Does the NCI Agency require the following FMECA's (in accordance with MIL-STD-1629A) to be conducted and the output submitted, as they are not detailed in the SSS?  Hardware.  Software.	NCIA confirms details are stated in the SSS, CLIN 4.2 and the referenced SoW section.	Closed

			Logistic.		
<b>T.16</b>	Book II Part IV	SOW 4.3.2-3) a	Reference is made to mission critical failures, can the Purchaser please indicate the SEMARCIS mission profile in UNCLASSIFIED terms (i.e. length, proposed time on task etc)?	Critical failure is any failure that shall cause SEMARCIS not to perform its functions.	Closed
<b>T.17</b>	Book II Part IV	SOW 4.3.2-3)	Can the Purchaser please confirm the system reliability and availability requirements?	The availability and reliability requirements need to be verified in terms of Maintainability and Supportability requirements as stated in SRS, A.4.1 and A.4.2.	Closed
<b>T.18</b>	Book II Part IV	SOW 4.4 and Appendix C	It is the Bidders understanding after reviewing the Maintenance Concept at Appendix C and SOW 4.4 that LORA is to be conducted. Can the Purchaser please confirm that it really will require this level of supportability for essentially a COTS solution?	NCIA confirms that LORA shall identify with a rationale what parts can be considered as repairable, the level and the average cost. This shall be applied to COTS as well.	Closed
<b>T.19</b>	Book II Part IV	SOW 4.9.1	Section 4 details the respective standards to be followed for the different required item, but these are not provided for the Training item. Can the Purchaser please confirm what Training Standard is to be used by the Bidder?	NCIA confirms commercial internal standard as far as the set of training documentation is coherent with the relevant Technical Publications and Maintenance Task Analysis.	Closed
<b>T.20</b>	Book II Part IV	SOW 4.9.1	Will access be granted to potential NATO candidates to conduct a TNA?	NCIA will identify a trainer to be the POC for TNA after contract award.	Closed

<b>T.21</b>	Book II Part IV	SOW 4.9.1	Can the Purchaser identify the training candidates and their background? Will the training be sufficient to train the following? 8 x Ships 1 Static Site CSU Northwood NCIA Agency Service Desk	The Contractor shall provide a detailed job description and detail the desirable entrance criteria for training	Closed
<b>T.22</b>	Book II Part IV	SOW 4.9.1	Can the Purchaser please clarify whether the training is intended for Users, CSSU or other types of roles?	NCIA clarifies that training is intended as described in SoW 4.9.2-4.9.7 Training is for trainers that shall form operators and maintainers up to the HL3/SL3 included	Closed
<b>T.23</b>	Book II Part IV	SOW 4.9.2	What will the competency of Operational and Technical personnel on similar systems be, prior to attending the SEMARCIS training package?	Please see the response for T.22.	Closed
<b>T.24</b>	Book II Part IV	SOW 4.10.4	It is the Bidders understanding the L1 - L3 maintenance will be conducted by the Purchaser. Requirement 4.10.4 implies that the Bidder shall conduct Hardware and Software Maintenance at all Levels of Repair during the warranty period, not just Level 4. Can the Purchaser please clarify whether this is correct?	NCIA confirms this is correct.	Closed
<b>T.25</b>	Book II Part IV	SOW 4.10.6	This paragraph details the TAT of thirty (30) days. Can the Purchaser please clarify whether these are calendar or working days?	NCIA confirms these are calendar days.	Closed
<b>T.26</b>	Book II Part II and Part IV	CSP Article 16 and SOW 4.10.6	The TAT detailed in SOW section 4.10.6 is different to Book II Part II section 16.5, can the TAT be clarified?	NCIA clarifies that the SoW states the maximum TAT is 30 days and Book II, Part II section 16.5 states steps of	Closed

				achieving TAT is 30 days.	
<b>T.27</b>	Book II Part IV	SOW 5.1.9	Will the CM Reference Documents be made available to the Bidders prior to the submission of bid?	Please see the response for T.13.	Closed Amendment 4
<b>T.28</b>	Book II Part IV	SOW 5.3.3	Can the Purchaser please clarify what is meant with SRR?	NCIA clarifies that SRR is the System Requirements Review. FBL shall be delivered with the Project Implementation Plan (PIP) delivery	Closed
<b>T.29</b>	Book II Part IV	SOW 5.3.4	Can the Purchaser please clarify why FDR is mentioned while this review is not planned nor foreseen in the PIP requirements?	NCIA clarifies that the Project Review Meeting 1 included in relevant Project Progress Reports (PPR).	Closed
<b>T.30</b>	Book II Part IV	SOW 5.3.6	Can the Purchaser please clarify why CDR is mentioned while this review is not planned nor foreseen in the PIP requirements?	NCIA clarifies that the Project Review Meeting 2 is included in the relevant Project Progress Reports (PPR).	Closed
<b>T.31</b>	Book II Part IV	SOW 5.4.4	Can the Purchaser please clarify item 3) in 5.4.4	NCIA clarifies that Item 3) in 5.4.4 refers to CSCIs that are files with a set of instructions used to configure an item.	Closed
<b>T.32</b>	Book II Part IV	SOW 5.10.3	Can the Purchaser please clarify what is meant with 'each location'?	NCIA clarifies that each location is to be delivered in CSSC Brunssum.	Closed
<b>T.33</b>	Book II Part IV	SOW 5.10.6	Can the Purchaser please clarify what SAT refers to?	NCIA clarifies that SAT refers to System Acceptance Test , SSS CLIN 8.3	Closed
<b>T.34</b>	Book II Part IV	SOW 5.10.6	Can the Purchaser please clarify where the SAT will be conducted?	NCIA clarifies the SAT shall be conducted in CSSC Brunssum.	Closed
<b>T.35</b>	Book II Part IV	SOW 5.10.6	Can the Purchaser please clarify what is meant with 'each configuration type'?	NCIA clarifies that the configuration type refers to different configuration of the same object under delivery (if	Closed

				any)	
<b>T.36</b>	Book II Part IV	SOW 7.2 and Appendix A SRS	Are there any Performance Requirements defined? In SOW sub-section 7.2, "FAST", they are requested to be proven (7.2.1.2), but are not included in the SRS list.	NCIA confirms the performance requirements are provided analytically as described in the SOW Section 7.2.	Closed
<b>T.37</b>	Book II Part IV	SOW 7.2.3	Can the Purchaser please confirm that the static land location and designated HW are fully excluded from testing scope.	NCIA confirms that testing shall be performed between any two SEMARCIS units.	Closed
<b>T.38</b>	Book II Part IV	SOWs	Can the Purchaser please clarify the required security classification of the completed templates that the bidder is expected to fill in.	NCIA clarifies up to NATO SECRET.	Closed
<b>T.39</b>	Book II Part IV	SOWs	Can the Purchaser please indicate the required transmission method of completed security accreditation documents?	In order to develop the NR documentation, the Contractor needs to have NR CIS. The documents are to be transmitted via officially approved channels for NATO classified documents (this case up to NR)	Closed
<b>T.40</b>	Book II Part IV	SOW 8.3.8	Can the Purchaser please specify the maximum number of meetings/workshops and locations	NCIA confirms Five (5) meetings shall be held in NCIA Mons.	Closed
<b>T.41</b>	Book II Part IV	SOW 8.3.8	Can the Purchaser please specify the locations as travel costs need to be aligned?	NCIA Mons, one (1) working day per meeting is required. Please note that given the COVID 19 situation, meetings may be held via VTC and/or teleconference if necessary.	Closed
<b>T.42</b>	Book II Part IV	SOW 8.3.16	Please confirm the Bidders understanding that AfT is not required for FAST & PSA testing and that testing can be conducted independent of accreditation status due to the fact that no crypto	NCIA does not agree with the statement, it may be required.	Closed

			is used and no connection to any NATO network is foreseen during the testing.		
<b>T.43</b>	Book II Part IV	SOW 8.4.6.5	Can the Purchaser please confirm the location where the Bidder is expected to support the Purchaser in completing the SRA	Please view the SoW, Section 8.4.6.8.	Closed
<b>T.44</b>	Book II Part IV	SOW 8.4.6.5	Can the Purchaser please confirm if the specific "NATO Profile" will be released to the Bidder to be used in its own version of Pilar?	The Contractor shall purchase the PILAR tool with "NATO Profile". This could be directly requested to the author of the PILAR tool. NATO will support this requirement.	Closed
<b>T.45</b>	Book II Part IV	SOW 8.4.7.3 & 8.4.7.4 & 8.4.7.5	Can the Purchaser please confirm that it will supply the Bidders with the NATO specific information from 8.4.7.4 that needs to go in the template mentioned in 8.4.7.3?	Please view the SOW, Section 8.5.3 table 1.	Closed
<b>T.46</b>	Book II Part IV	Appendix A SRS A.2.1	If PFS unclassified bearers are available, are these to be used as a supplement or as a replacement to the PFS SATCOM service as described in section A 2.1.3 ?	If at a ship PFS unclassified bearers are available, these will be used instead of the PFS SATCOM services.	Closed
<b>T.47</b>	Book II Part IV	Appendix A SRS A.2.1.3.8	If there is PFS unclassified bearer available as per A.2.1.4.1 and it is run as a supplementary service to the PFS satcom so PSTN is available as described in A.2.2.1, is it then still the Purchasers intention to use PFS Commercial Satcom service duration based transfer for VoIP as described in A.2.1.3.8 ?	N/A, please refer to T.46.  Please note that it is not required to provide PSTN over the PFS unclassified bearer.	Closed
<b>T.48</b>	Book II Part IV	Appendix A SRS A.3.1.1	Should there still be room for VPN and crypto in CIS transport case #1 if these units are transported in CIS transport case #2?	NCIA confirms that there shall be room for the VPN device and the NATO IP crypto in the main CIS transport case, also when a 2 <sup>nd</sup> CIS transport case is provided.	Closed

<b>T.49</b>	Book II Part IV	Appendix A SRS A.3.1.2	Is the secondary CIS transport case supposed to hold only the VPN device and the crypto, or is it used to offload necessary weight from the primary CIS case so it confirms with A.3.3, containing at least VPN and crypto devices?	The 2 <sup>nd</sup> CIS transport case shall only hold the VPN device and the NATO IP crypto. When using this 2 <sup>nd</sup> case the Bidder shall demonstrate in the draft System Design Specification that a single CIS transport case solution is not possible within the weight constraints of the SRS, even when using weight optimized COTS.	Closed Amendment 4
<b>T.50</b>	Book II Part IV	Appendix A SRS A.5.1.2	Can the Purchaser please clarify if the whole SEMARCIS kit needs to be powered from one single TEMPESTED PSU with power filter or whether each device can be powered from its own power supply, taken into account that the device will be TEMPESTED *with* its own power supply?	NCIA clarifies that each device can be powered from its own power supply.	Closed
<b>T.51</b>	Book II Part IV	Appendix A SRS A.5.1.2	Can the Purchaser please clarify if the TEMPEST B laptops mean TEMPEST B laptops, PSUs and power filter?	NCIA clarifies that the laptops shall be TEMPEST compliant including their PSUs. Please refer to T.57.	Closed
<b>T.52</b>	Book II Part IV	Appendix A SRS A.7.3.1	Based on the market research and availability of printer models, can the Purchaser please confirm that a printer with dimensions 37x20x10 cm is acceptable, instead of the requested printer with dimensions 35x20x10 cm?	NCIA confirms that a printer with dimensions 37x20x10 cm is acceptable.	Closed Amendment 4
<b>T.53</b>	Book II Part IV	Appendix A SRS A.7.9.5.1	The bidder is not able to handle egypt drives in its facility, these can only be distributed through NSA logistics. Can the Purchaser please clarify if it is expected that the bidder integrates the drive into the laptops and at which locations this needs to happen?	NCIA clarifies that no Eclipt drive integration is applicable. The drives specified at A.7.9.5 are external drives that don't require integration into the laptops. Drives for integration into the laptops are specified at A 7.1.1 (Solid State Drive (SSD) of minimum 240 GB capacity).	Closed

<b>T.54</b>	Book II Part IV	Appendix A SRS A.7.9.5.1	Can the Purchaser please confirm that it is expected that the bidder will use its own internal drives for the laptops during the FAST test?	NCIA confirms that the drives shall be provided as part of the laptops, as per A 7.1.1 (Solid State Drive (SSD) of minimum 240 GB capacity).	Closed
<b>T.55</b>	Book II Part IV	Appendix C C.3	It is understood reviewing the Maintenance and Support Concept at Appendix C for MTA to be conducted, but is this level of supportability required for essentially a COTS solution?	NCIA confirms this level of supportability is required. As per Appendix C specifies the maintenance and support concept.	Closed
<b>T.56</b>	Book II Part IV	Appendix C C.3	Can the Purchaser please clarify how the Bidder will interface with the NCI Agency Service Desk as Remedy is hosted on NS?	Please view Book II, Part II, Article 21.4.	Closed
<b>T.57</b>	SRS	A.5.1.2	According A.5.1.2 the laptops shall be certified to TEMPEST level B. Can you confirm if certification for Radiated Emission (ER) is sufficient or that certification for Conducted Emission (BLC) is required.	NCIA confirms that All SECRET level devices shall be TEMPEST compliant for both Radiated and Conducted Emissions.	Closed Amendment 4
<b>T.58</b>	SRS		Is the printer considered to be at SECRET level?	NCIA confirms that the printer operates at SECRET level.	Closed