



NATO Communications and Information Agency  
Agence OTAN d'information et de communication

**IFB-CO-15038-GMT**

**BOOK II**

**THE PROSPECTIVE CONTRACT**

NATO UNCLASSIFIED

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**GENERAL INDEX**

**BOOK II - THE PROSPECTIVE CONTRACT**

Signature Sheet

Part I: Schedule of Supplies and Services

Part II: Contract Special Provisions

Part III: Contract General Provisions

Part IV: Statement of Work

NCI AGENCY SIGNATURE SHEET	
<b>1. Original Number of</b>	<b>2. Purchase Order No.:</b>
<b>3. Contract Number:</b> CO-15038-GMT	<b>4. Effective date:</b> <i>see block 17</i>
<b>5. Contractor:</b>	<b>6. Purchaser: NCIO represented by:</b> The General Manager NCI Agency Avenue du Bourget 140 B-1110 Bruxelles Tel: +32(0)2 707 8591 Fax: +32(0)2 707 8770
<b>7. CONTRACT SCOPE:</b> <p>This is a Firm Fixed Price Framework Contract for the provision of NATO Wide Global Mobile Telephony for SIM card issuance, in accordance with local regulatory laws concerning mobility services for voice, data and text in accordance with the terms and conditions specified herein.</p> <p>The Contractor shall deliver the items specified in the Schedule of Supplies and Services in the manner and at the time and location specified in the terms of this Contract and the Statement of Work.</p>	
<b>8. TOTAL AMOUNT OF CONTRACT:</b> <p>Firm Fixed Price: [Currency]_____ Delivered Duty Paid (DDP) (Incoterms 2020)</p>	
<b>9. DELIVERY:</b> <p>See Part I – Schedule of Supplies and Services, and Part IV – Statement of Work</p>	<b>10. SHIP TO / MARK FOR:</b> <p>See Part I – Schedule of Supplies and Services, and Part IV – Statement of Work;  Terms of Delivery: DDP to final destination;  Purchaser is exempt from VAT and Customs Duties.</p>
<b>CONTRACT</b> <p>This document (hereinafter referred to as the "Signature Page", and the following named documents, where indicated incorporated by reference, constitute the entire Agreement between the Parties (hereinafter referred to as the "Contract" or the "Agreement"):</p> <ul style="list-style-type: none"> <li>(i) Part I- Schedule of Supplies and Services</li> <li>(ii) Part II- Contract Special Provisions</li> <li>(iii) Part III - Contract General Provisions and Annexes</li> <li>(iv) Part IV- Statement of Work and Annexes</li> </ul>	
<b>11. Signature of Contractor</b>	<b>12. Signature of Purchaser</b>
<b>13. Name and Title of Signatory</b>	<b>14. Name and Title of Signatory</b>
<b>15. Date signed by the Contractor</b>	<b>16. Date signed by the Purchaser</b>



NATO Communications and Information Agency  
Agence OTAN d'information et de communication

**IFB-CO-15038-GMT**

**NATO Wide Global Mobile Telephony**

**Book II, Part I**

**Schedule of Supplies and Services (SSS)**

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CLIN Description	SOW Ref.	Required Completion Date	Delivery Destination	Delivery form	Unit of measure	qty	Base Contract (36 months) - Global Mobile Telephony				Option 1: Year 1 option (12 months) - Evaluated				Option 2: Year 2 option (12 months) - Evaluated				Currency (select from drop-down list)	Comments (optional)
							CLIN	unit firm fixed price (FFP)	months	Total FFP Base Contract	CLIN	unit firm fixed price (FFP)	months	Total FFP Option 1	CLIN	unit firm fixed price (FFP)	months	Total FFP Option 2		
<b>Belgium</b>						877	B-1			-	Op1-1			-	Op2-1			-		
Plan 1 - Basic	2.3.3	after PO issuance	IAW PO	service	monthly subscription	132	B-1.1		36	-	Op1-1.1		12	-	Op2-1.1		12	-		
Plan 2 - Standard	2.3.4					526	B-1.2		36	-	Op1-1.2		12	-	Op2-1.2		12	-		
Plan 3 - Premium	2.3.5					175	B-1.3		36	-	Op1-1.3		12	-	Op2-1.3		12	-		
Plan 4 - Data Plan Hotspot	2.3.6					44	B-1.4		36	-	Op1-1.4		12	-	Op2-1.4		12	-		
<b>Germany</b>						323	B-2			-	Op1-2			-	Op2-2			-		
Plan 1 - Basic	2.3.3	after PO issuance	IAW PO	service	monthly subscription	48	B-2.1		36	-	Op1-2.1		12	-	Op2-2.1		12	-		
Plan 2 - Standard	2.3.4					194	B-2.2		36	-	Op1-2.2		12	-	Op2-2.2		12	-		
Plan 3 - Premium	2.3.5					65	B-2.3		36	-	Op1-2.3		12	-	Op2-2.3		12	-		
Plan 4 - Data Plan Hotspot	2.3.6					16	B-2.4		36	-	Op1-2.4		12	-	Op2-2.4		12	-		
<b>Italy</b>						474	B-3			-	Op1-3			-	Op2-3			-		
Plan 1 - Basic	2.3.3	after PO issuance	IAW PO	service	monthly subscription	71	B-3.1		36	-	Op1-3.1		12	-	Op2-3.1		12	-		
Plan 2 - Standard	2.3.4					284	B-3.2		36	-	Op1-3.2		12	-	Op2-3.2		12	-		
Plan 3 - Premium	2.3.5					95	B-3.3		36	-	Op1-3.3		12	-	Op2-3.3		12	-		
Plan 4 - Data Plan Hotspot	2.3.6					24	B-3.4		36	-	Op1-3.4		12	-	Op2-3.4		12	-		
<b>Netherlands</b>						604	B-4			-	Op1-4			-	Op2-4			-		
Plan 1 - Basic	2.3.3	after PO issuance	IAW PO	service	monthly subscription	91	B-4.1		36	-	Op1-4.1		12	-	Op2-4.1		12	-		
Plan 2 - Standard	2.3.4					362	B-4.2		36	-	Op1-4.2		12	-	Op2-4.2		12	-		
Plan 3 - Premium	2.3.5					121	B-4.3		36	-	Op1-4.3		12	-	Op2-4.3		12	-		
Plan 4 - Data Plan Hotspot	2.3.6					30	B-4.4		36	-	Op1-4.4		12	-	Op2-4.4		12	-		
<b>Norway</b>						111	B-5			-	Op1-5			-	Op2-5			-		
Plan 1 - Basic	2.3.3	after PO issuance	IAW PO	service	monthly subscription	17	B-5.1		36	-	Op1-5.1		12	-	Op2-5.1		12	-		
Plan 2 - Standard	2.3.4					67	B-5.2		36	-	Op1-5.2		12	-	Op2-5.2		12	-		
Plan 3 - Premium	2.3.5					22	B-5.3		36	-	Op1-5.3		12	-	Op2-5.3		12	-		
Plan 4 - Data Plan Hotspot	2.3.6					5	B-5.4		36	-	Op1-5.4		12	-	Op2-5.4		12	-		
<b>Poland</b>						192	B-6			-	Op1-6			-	Op2-6			-		
Plan 1 - Basic	2.3.3	after PO issuance	IAW PO	service	monthly subscription	29	B-6.1		36	-	Op1-6.1		12	-	Op2-6.1		12	-		
Plan 2 - Standard	2.3.4					115	B-6.2		36	-	Op1-6.2		12	-	Op2-6.2		12	-		
Plan 3 - Premium	2.3.5					38	B-6.3		36	-	Op1-6.3		12	-	Op2-6.3		12	-		
Plan 4 - Data Plan Hotspot	2.3.6					10	B-6.4		36	-	Op1-6.4		12	-	Op2-6.4		12	-		
<b>Portugal</b>						150	B-7			-	Op1-7			-	Op2-7			-		
Plan 1 - Basic	2.3.3	after PO issuance	IAW PO	service	monthly subscription	23	B-7.1		36	-	Op1-7.1		12	-	Op2-7.1		12	-		
Plan 2 - Standard	2.3.4					90	B-7.2		36	-	Op1-7.2		12	-	Op2-7.2		12	-		
Plan 3 - Premium	2.3.5					30	B-7.3		36	-	Op1-7.3		12	-	Op2-7.3		12	-		
Plan 4 - Data Plan Hotspot	2.3.6					7	B-7.4		36	-	Op1-7.4		12	-	Op2-7.4		12	-		
<b>Spain</b>						39	B-8			-	Op1-8			-	Op2-8			-		
Plan 1 - Basic	2.3.3	after PO issuance	IAW PO	service	monthly subscription	6	B-8.1		36	-	Op1-8.1		12	-	Op2-8.1		12	-		
Plan 2 - Standard	2.3.4					23	B-8.2		36	-	Op1-8.2		12	-	Op2-8.2		12	-		
Plan 3 - Premium	2.3.5					8	B-8.3		36	-	Op1-8.3		12	-	Op2-8.3		12	-		
Plan 4 - Data Plan Hotspot	2.3.6					2	B-8.4		36	-	Op1-8.4		12	-	Op2-8.4		12	-		
<b>Turkey</b>						283	B-9			-	Op1-9			-	Op2-9			-		
Plan 1 - Basic	2.3.3	after PO issuance	IAW PO	service	monthly subscription	42	B-9.1		36	-	Op1-9.1		12	-	Op2-9.1		12	-		
Plan 2 - Standard	2.3.4					170	B-9.2		36	-	Op1-9.2		12	-	Op2-9.2		12	-		
Plan 3 - Premium	2.3.5					57	B-9.3		36	-	Op1-9.3		12	-	Op2-9.3		12	-		
Plan 4 - Data Plan Hotspot	2.3.6					14	B-9.4		36	-	Op1-9.4		12	-	Op2-9.4		12	-		
<b>United Kingdom</b>						125	B-10			-	Op1-10			-	Op2-10			-		
Plan 1 - Basic	2.3.3	after PO issuance	IAW PO	service	monthly subscription	19	B-10.1		36	-	Op1-10.1		12	-	Op2-10.1		12	-		
Plan 2 - Standard	2.3.4					75	B-10.2		36	-	Op1-10.2		12	-	Op2-10.2		12	-		
Plan 3 - Premium	2.3.5					25	B-10.3		36	-	Op1-10.3		12	-	Op2-10.3		12	-		
Plan 4 - Data Plan Hotspot	2.3.6					6	B-10.4		36	-	Op1-10.4		12	-	Op2-10.4		12	-		
<b>United States</b>						275	B-11			-	Op1-11			-	Op2-11			-		
Plan 1 - Basic	2.3.3	after PO issuance	IAW PO	service	monthly subscription	41	B-11.1		36	-	Op1-11.1		12	-	Op2-11.1		12	-		
Plan 2 - Standard	2.3.4					165	B-11.2		36	-	Op1-11.2		12	-	Op2-11.2		12	-		
Plan 3 - Premium	2.3.5					55	B-11.3		36	-	Op1-11.3		12	-	Op2-11.3		12	-		
Plan 4 - Data Plan Hotspot	2.3.6					14	B-11.4		36	-	Op1-11.4		12	-	Op2-11.4		12	-		
<b>Contractor Service Support (CSS)</b>							B-12			-	Op1-12			-	Op2-12			-		
CSS Manager	7.1	after PO issuance	IAW PO	service	monthly fee	1	B-12.1		36	-	Op1-12.1		12	-	Op2-12.1		12	-		
Reporting activities and meetings	6.1, 7.2, 7.3, 7.4, 7.5					1	B-12.2		36	-	Op1-12.2		12	-	Op2-12.2		12	-		
PHS&T	10.1					1	B-12.3		36	-	Op1-12.3		12	-	Op2-12.3		12	-		

CLIN Description	SOW Ref.	Required Completion Date	Delivery Destination	Delivery form	Unit of measure	qty	Option 3 - Additional subscriptions for Belgium (NATO HQ) during Base Contract (36 months) - Evaluated				Option 4 - Additional subscriptions for Belgium (NATO HQ) during Year 1 option (12 months) - Evaluated				Option 5 - Additional subscriptions for Belgium (NATO HQ) during Year 2 option (12 months) - Evaluated				Currency (select from drop-down list)	Comments (optional)
							CLIN	unit firm fixed price (FFP)	months	Total FFP Option 3	CLIN	unit firm fixed price (FFP)	months	Total FFP Option 4	CLIN	unit firm fixed price (FFP)	months	Total FFP Option 5		
<b>Belgium</b>						<b>1.000</b>	Op3-1			-	Op4-1			-	Op5-1			-		
Plan 1 - Basic	2.3.3	after PO issuance	IAW PO	service	monthly subscription	150	Op3-1.1		36	-	Op4-1.1		12	-	Op5-1.1		12	-		
Plan 2 - Standard	2.3.4					600	Op3-1.2		36	-	Op4-1.2		12	-	Op5-1.2		12	-		
Plan 3 - Premium	2.3.5					200	Op3-1.3		36	-	Op4-1.3		12	-	Op5-1.3		12	-		
Plan 4 - Data Plan Hotspot	2.3.6					50	Op3-1.4		36	-	Op4-1.4		12	-	Op5-1.4		12	-		



CLIN Description	SOW Ref.	Required Completion Date	Delivery Destination	Delivery form	Unit of measure	qty	Option 6: Additional Bundles during Base Contract (36 months) - Evaluated				Option 7: Additional Bundles during Year 1 option (12 months) - Evaluated				Option 8: Additional Bundles during Year 2 option (12 months) - Evaluated				Currency (select from drop-down list)	Comments (optional)
							CLIN	unit firm fixed price (FFP)	years	Total FFP Option 6	CLIN	unit firm fixed price (FFP)	years	Total FFP Option 7	CLIN	unit firm fixed price (FFP)	years	Total FFP Option 8		
Belgium							Op6-1			-	Op7-1			-	Op8-1			-		
Domestic monthly	2.3.3.1	after PO issuance	IAW PO	service	bundles per year	44	Op6-1.1		3	-	Op7-1.1		1	-	Op8-1.1		1	-		
International monthly						44	Op6-1.2		3	-	Op7-1.2		1	-	Op8-1.2		1	-		
NATO Best destination monthly						44	Op6-1.3		3	-	Op7-1.3		1	-	Op8-1.3		1	-		
Rest of The World monthly						44	Op6-1.4		3	-	Op7-1.4		1	-	Op8-1.4		1	-		
Domestic temporary	2.3.3.2					88	Op6-1.5		3	-	Op7-1.5		1	-	Op8-1.5		1	-		
International temporary						88	Op6-1.6		3	-	Op7-1.6		1	-	Op8-1.6		1	-		
NATO Best destination temporary						88	Op6-1.7		3	-	Op7-1.7		1	-	Op8-1.7		1	-		
Rest of The World temporary						88	Op6-1.8		3	-	Op7-1.8		1	-	Op8-1.8		1	-		
Germany							Op6-2			-	Op7-2			-	Op8-2			-		
Domestic monthly	2.3.3.1	after PO issuance	IAW PO	service	bundles per year	16	Op6-2.1		3	-	Op7-2.1		1	-	Op8-2.1		1	-		
International monthly						16	Op6-2.2		3	-	Op7-2.2		1	-	Op8-2.2		1	-		
NATO Best destination monthlly						16	Op6-2.3		3	-	Op7-2.3		1	-	Op8-2.3		1	-		
Rest of The World monthly						16	Op6-2.4		3	-	Op7-2.4		1	-	Op8-2.4		1	-		
Domestic temporary	2.3.3.2					32	Op6-2.5		3	-	Op7-2.5		1	-	Op8-2.5		1	-		
International temporary						32	Op6-2.6		3	-	Op7-2.6		1	-	Op8-2.6		1	-		
NATO Best destination temporary						32	Op6-2.7		3	-	Op7-2.7		1	-	Op8-2.7		1	-		
Rest of The World temporary						32	Op6-2.8		3	-	Op7-2.8		1	-	Op8-2.8		1	-		
Italy							Op6-3			-	Op7-3			-	Op8-3			-		
Domestic monthly	2.3.3.1	after PO issuance	IAW PO	service	bundles per year	24	Op6-3.1		3	-	Op7-3.1		1	-	Op8-3.1		1	-		
International monthly						24	Op6-3.2		3	-	Op7-3.2		1	-	Op8-3.2		1	-		
NATO Best destination monthly						24	Op6-3.3		3	-	Op7-3.3		1	-	Op8-3.3		1	-		
Rest of The World monthly						24	Op6-3.4		3	-	Op7-3.4		1	-	Op8-3.4		1	-		
Domestic temporary	2.3.3.2					48	Op6-3.5		3	-	Op7-3.5		1	-	Op8-3.5		1	-		
International temporary						48	Op6-3.6		3	-	Op7-3.6		1	-	Op8-3.6		1	-		
NATO Best destination temporary						48	Op6-3.7		3	-	Op7-3.7		1	-	Op8-3.7		1	-		
Rest of The World temporary						48	Op6-3.8		3	-	Op7-3.8		1	-	Op8-3.8		1	-		
Netherlands							Op6-4			-	Op7-4			-	Op8-4			-		
Domestic monthly	2.3.3.1	after PO issuance	IAW PO	service	bundles per year	30	Op6-4.1		3	-	Op7-4.1		1	-	Op8-4.1		1	-		
International monthly						30	Op6-4.2		3	-	Op7-4.2		1	-	Op8-4.2		1	-		
NATO Best destination monthly						30	Op6-4.3		3	-	Op7-4.3		1	-	Op8-4.3		1	-		
Rest of The World monthly						30	Op6-4.4		3	-	Op7-4.4		1	-	Op8-4.4		1	-		
Domestic temporary	2.3.3.2					60	Op6-4.5		3	-	Op7-4.5		1	-	Op8-4.5		1	-		
International temporary						60	Op6-4.6		3	-	Op7-4.6		1	-	Op8-4.6		1	-		
NATO Best destination temporary						60	Op6-4.7		3	-	Op7-4.7		1	-	Op8-4.7		1	-		
Rest of The World temporary						60	Op6-4.8		3	-	Op7-4.8		1	-	Op8-4.8		1	-		
Norway							Op6-5			-	Op7-5			-	Op8-5			-		
Domestic monthly	2.3.3.1	after PO issuance	IAW PO	service	bundles per year	6	Op6-5.1		3	-	Op7-5.1		1	-	Op8-5.1		1	-		
International monthly						6	Op6-5.2		3	-	Op7-5.2		1	-	Op8-5.2		1	-		
NATO Best destination monthly						6	Op6-5.3		3	-	Op7-5.3		1	-	Op8-5.3		1	-		
Rest of The World monthly						6	Op6-5.4		3	-	Op7-5.4		1	-	Op8-5.4		1	-		
Domestic temporary	2.3.3.2					12	Op6-5.5		3	-	Op7-5.5		1	-	Op8-5.5		1	-		
International temporary						12	Op6-5.6		3	-	Op7-5.6		1	-	Op8-5.6		1	-		
NATO Best destination temporary						12	Op6-5.7		3	-	Op7-5.7		1	-	Op8-5.7		1	-		
Rest of The World temporary						12	Op6-5.8		3	-	Op7-5.8		1	-	Op8-5.8		1	-		
Poland							Op6-6			-	Op7-6			-	Op8-6			-		
Domestic monthly	2.3.3.1	after PO issuance	IAW PO	service	bundles per year	10	Op6-6.1		3	-	Op7-6.1		1	-	Op8-6.1		1	-		
International monthly						10	Op6-6.2		3	-	Op7-6.2		1	-	Op8-6.2		1	-		
NATO Best destination monthly						10	Op6-6.3		3	-	Op7-6.3		1	-	Op8-6.3		1	-		
Rest of The World monthly						10	Op6-6.4		3	-	Op7-6.4		1	-	Op8-6.4		1	-		
Domestic temporary	2.3.3.2					20	Op6-6.5		3	-	Op7-6.5		1	-	Op8-6.5		1	-		
International temporary						20	Op6-6.6		3	-	Op7-6.6		1	-	Op8-6.6		1	-		
NATO Best destination temporary						20	Op6-6.7		3	-	Op7-6.7		1	-	Op8-6.7		1	-		
Rest of The World temporary						20	Op6-6.8		3	-	Op7-6.8		1	-	Op8-6.8		1	-		

Portugal							Op6-7			-	Op7-7			-	Op8-7			-
Domestic monthly	2.3.3.1	after PO issuance	IAW PO	service	bundles per year	8	Op6-7.1	3	-	Op7-7.1	1	-	Op8-7.1	1	-	-		
International monthly						8	Op6-7.2	3	-	Op7-7.2	1	-	Op8-7.2	1	-	-		
NATO Best destination monthly						8	Op6-7.3	3	-	Op7-7.3	1	-	Op8-7.3	1	-	-		
Rest of The World monthly						8	Op6-7.4	3	-	Op7-7.4	1	-	Op8-7.4	1	-	-		
Domestic temporary	2.3.3.2					16	Op6-7.5	3	-	Op7-7.5	1	-	Op8-7.5	1	-	-		
International temporary						16	Op6-7.6	3	-	Op7-7.6	1	-	Op8-7.6	1	-	-		
NATO Best destination temporary						16	Op6-7.7	3	-	Op7-7.7	1	-	Op8-7.7	1	-	-		
Rest of The World temporary						16	Op6-7.8	3	-	Op7-7.8	1	-	Op8-7.8	1	-	-		
Spain							Op6-8			-	Op7-8			-	Op8-8			-
Domestic monthly	2.3.3.1	after PO issuance	IAW PO	service	bundles per year	2	Op6-8.1	3	-	Op7-8.1	1	-	Op8-8.1	1	-	-		
International monthly						2	Op6-8.2	3	-	Op7-8.2	1	-	Op8-8.2	1	-	-		
NATO Best destination monthly						2	Op6-8.3	3	-	Op7-8.3	1	-	Op8-8.3	1	-	-		
Rest of The World monthly						2	Op6-8.4	3	-	Op7-8.4	1	-	Op8-8.4	1	-	-		
Domestic temporary	2.3.3.2					4	Op6-8.5	3	-	Op7-8.5	1	-	Op8-8.5	1	-	-		
International temporary						4	Op6-8.6	3	-	Op7-8.6	1	-	Op8-8.6	1	-	-		
NATO Best destination temporary						4	Op6-8.7	3	-	Op7-8.7	1	-	Op8-8.7	1	-	-		
Rest of The World temporary						4	Op6-8.8	3	-	Op7-8.8	1	-	Op8-8.8	1	-	-		
Turkey							Op6-9			-	Op7-9			-	Op8-9			-
Domestic monthly	2.3.3.1	after PO issuance	IAW PO	service	bundles per year	14	Op6-9.1	3	-	Op7-9.1	1	-	Op8-9.1	1	-	-		
International monthly						14	Op6-9.2	3	-	Op7-9.2	1	-	Op8-9.2	1	-	-		
NATO Best destination monthly						14	Op6-9.3	3	-	Op7-9.3	1	-	Op8-9.3	1	-	-		
Rest of The World monthly						14	Op6-9.4	3	-	Op7-9.4	1	-	Op8-9.4	1	-	-		
Domestic temporary	2.3.3.2					28	Op6-9.5	3	-	Op7-9.5	1	-	Op8-9.5	1	-	-		
International temporary						28	Op6-9.6	3	-	Op7-9.6	1	-	Op8-9.6	1	-	-		
NATO Best destination temporary						28	Op6-9.7	3	-	Op7-9.7	1	-	Op8-9.7	1	-	-		
Rest of The World temporary						28	Op6-9.8	3	-	Op7-9.8	1	-	Op8-9.8	1	-	-		
United Kingdom							Op6-10			-	Op7-10			-	Op8-10			-
Domestic monthly	2.3.3.1	after PO issuance	IAW PO	service	bundles per year	7	Op6-10.1	3	-	Op7-10.1	1	-	Op8-10.1	1	-	-		
International monthly						7	Op6-10.2	3	-	Op7-10.2	1	-	Op8-10.2	1	-	-		
NATO Best destination monthly						7	Op6-10.3	3	-	Op7-10.3	1	-	Op8-10.3	1	-	-		
Rest of The World monthly						7	Op6-10.4	3	-	Op7-10.4	1	-	Op8-10.4	1	-	-		
Domestic temporary	2.3.3.2					14	Op6-10.5	3	-	Op7-10.5	1	-	Op8-10.5	1	-	-		
International temporary						14	Op6-10.6	3	-	Op7-10.6	1	-	Op8-10.6	1	-	-		
NATO Best destination temporary						14	Op6-10.7	3	-	Op7-10.7	1	-	Op8-10.7	1	-	-		
Rest of The World temporary						14	Op6-10.8	3	-	Op7-10.8	1	-	Op8-10.8	1	-	-		
United States							Op6-11			-	Op7-11			-	Op8-11			-
Domestic monthly	2.3.3.1	after PO issuance	IAW PO	service	bundles per year	14	Op6-11.1	3	-	Op7-11.1	1	-	Op8-11.1	1	-	-		
International monthly						14	Op6-11.2	3	-	Op7-11.2	1	-	Op8-11.2	1	-	-		
NATO Best destination monthly						14	Op6-11.3	3	-	Op7-11.3	1	-	Op8-11.3	1	-	-		
Rest of The World monthly						14	Op6-11.4	3	-	Op7-11.4	1	-	Op8-11.4	1	-	-		
Domestic temporary	2.3.3.2					28	Op6-11.5	3	-	Op7-11.5	1	-	Op8-11.5	1	-	-		
International temporary						28	Op6-11.6	3	-	Op7-11.6	1	-	Op8-11.6	1	-	-		
NATO Best destination temporary						28	Op6-11.7	3	-	Op7-11.7	1	-	Op8-11.7	1	-	-		
Rest of The World temporary						28	Op6-11.8	3	-	Op7-11.8	1	-	Op8-11.8	1	-	-		



NATO Communications and Information Agency  
Agence OTAN d'information et de communication

**IFB-CO-15038-GMT**

**NATO Wide Global Mobile Telephony Contract**

**Part II**

**CONTRACT SPECIAL PROVISIONS**

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BOOK II PART II  
CONTRACT SPECIAL PROVISIONS

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**ARTICLE 1 ALTERATIONS, MODIFICATIONS AND DELETIONS OF THE NCI AGENCY GENERAL PROVISIONS****1.1. Alterations, Modifications, and Deletions of the NCIA Contract General Provisions**

1.1.1. The definition of "Purchaser" for the purposes of this Contract is hereby modified from the definition of Contract General Provisions Clause 2 "Definitions of Terms and Acronyms" to "NATO C&I Organisation, as represented by the General Manager, NCI Agency. The Purchaser is the legal entity who awards and administers the Contract and stands as one of the Contracting Parties. The definition of Purchaser encompasses any legal successor to the NATO C&I Organisation and its designated representative, as may be agreed by the NATO member Nations."

1.1.2. The following Clauses are hereby removed/modified/supplemented:

1.1.2.1. CLAUSE 1 – ORDER OF PRECEDENCE is hereby modified and supplemented by Special Provision Clause 2 to reflect the order of precedence.

1.1.2.2. CLAUSE 8 Performance Guarantee does not apply to this contract.

1.1.2.3. CLAUSE 9 – PARTICIPATING COUNTRIES is hereby modified by Special Provision Clause 4 to reflect that there are thirty (30) Member Nations of the North Atlantic Treaty Organisation.

1.1.2.4. CLAUSE 25 – "INVOICES AND PAYMENT" of the General Contract Provisions is hereby supplemented by Special Provision Clause 20.

1.1.2.5. CLAUSE 30 "INTELLECTUAL PROPERTY" of the General Contract Provisions is hereby supplemented by Special Provision Clause 27.

1.1.2.6. CLAUSE 11 "SECURITY" of the General Contract Provisions is hereby supplemented by Special Provision Clause 24.

## **ARTICLE 2 ORDER OF PRECEDENCE**

2.1 In the event of any inconsistency in this Contract, the inconsistency shall be resolved by giving precedence in the following order:

- a. The Signature sheet
- b. Part I - The Schedule of Supplies and Services
- c. Part II - The Contract Special Provisions
- d. Part III - The Contract General Provisions
- e. Part IV - The Statement of Work and its Annexes

## **ARTICLE 3 COMPREHENSION OF CONTRACT AND SPECIFICATIONS**

3.1 The Contractor warrants that it has read, understood and agreed to each and all terms, clauses, specifications and conditions specified in the Contract and that this signature of the Contract is an acceptance, without reservations, of the said Contract terms within their normal and common meaning.

3.2 The specifications set forth the performance requirements for the Contractor's proposed work as called for under this Contract. Accordingly, notwithstanding any conflict or inconsistency which hereafter may be found between achievement of the aforesaid performance requirements and adherence to the Contractor's proposed design for the work, the Contractor hereby warrants that the work to be delivered will meet or exceed the performance requirements of the said specifications.

3.3 The Contractor hereby acknowledges that it has no right to assert against the Purchaser, its officers, agents or employees, any claims or demands with respect to the aforesaid specifications as are in effect on the date of award of this Contract.

3.4 Based upon impossibility of performance, defective, inaccurate, impracticable, insufficient or invalid specifications, implied warranties of suitability of such specifications, or;

3.5 Otherwise derived from the aforesaid specifications, and hereby waives any claims or demands so based or derived as might otherwise arise.

3.6 Notwithstanding the "Changes" clause or any other clause of the Contract, the Contractor hereby agrees that no changes to the aforesaid specifications which may be necessary to permit achievement of the performance requirements specified herein for the Contractor's proposed work shall entitle the Contractor either to any increase in the firm fixed price as set forth in this Contract or to any extension of the delivery times for the work beyond the period of performance in the Schedule of Supplies and Services.

## **ARTICLE 4 PARTICIPATING COUNTRIES**

4.1 The Contractor may issue subcontracts to firms and purchase from qualified vendors from and within NATO Countries. The Participating NATO Countries are listed below in alphabetical order:

ALBANIA, BELGIUM, BULGARIA, CANADA, CROATIA, CZECH REPUBLIC,  
DENMARK, ESTONIA, FRANCE, GERMANY, GREECE, HUNGARY, ICELAND,



ITALY, LATVIA, LITHUANIA, LUXEMBOURG, MONTENEGRO,  
NETHERLANDS, NORTH MACEDONIA, NORWAY, POLAND, PORTUGAL,  
ROMANIA, SLOVAKIA, SLOVENIA, SPAIN, TURKEY, UNITED KINGDOM,  
UNITED STATES OF AMERICA.

4.2 None of the work, including project design, labour and services, shall be performed other than by firms from and within participating NATO Countries.

4.3 No material or items of equipment down to and including identifiable sub-assemblies shall be manufactured or assembled by a firm other than from and within a participating NATO Country.

4.4 The Intellectual Property Rights for all software and documentation used by the Contractor in the performance of the Contract shall vest with firms from and within participating NATO Countries and no royalties or license fees for such software and documentation shall be paid by the Contractor to any source that does not reside within a NATO Country.

## **ARTICLE 5 SCOPE OF WORK**

5.1 The Contractor shall provide wireless telecommunications services to 11 NATO Member Nations by issuance of SIM cards with subscriptions plans (voice, data, and/or text) as specified in the Schedule of Supplies and Services and in accordance with Part IV, Statement of Work (SoW) for the firm fixed prices stated in this contract.

5.2 In order to fulfil that purpose the Contractor shall deliver, as per the Contract Prices specified in the Schedule of Supplies and Services in the manner and at the time and location specified in the terms of this Contract, and more particularly, in the SOW.

5.3 This Contract does not imply an obligation on either part to extend the Contract beyond the specified scope or terms, nor prohibits the Parties from mutually negotiating modifications thereto.

## **ARTICLE 6 TYPE OF CONTRACT**

6.1 This is a Firm Fixed Price Contract. Firm Fixed Prices are established for the supplies and services defined in Part I - Schedule of Supplies and Services.

6.2 The Purchaser assumes no liability for costs incurred by the Contractor in excess of the stated Firm Fixed Price except as provided under other provisions of this Contract.

6.3 The Total Contract price is inclusive of all expenses related to the performance of the present contract.

6.4 The Total Contract price in this Contract is Delivered Duty Paid (INCOTERMS 2020). It shall be noted, however, that because the Purchaser is exempted from direct taxes and duties as set forth in Clause 26 (Taxes and Duties) of the NCI Agency Contract General Provisions, there is no duty to be paid by the Contractor.

## **ARTICLE 7 TERM OF CONTRACT**

7.1 The term of this Firm Fixed Price framework Contract will be from the Effective Date of Contract for a base period of 36 months with two, twelve-month option periods if/when exercised.

## **ARTICLE 8 PURCHASE ORDERS**

8.1 Purchase orders must be solicited and awarded prior to the expiration of the Contract (including optional ordering periods, if exercised). Purchase orders will be issued on a firm fixed price basis in accordance with the terms and conditions of this contract.

8.2 The Contractor shall begin contract performance upon issuance of each written purchase order and provide all products or services listed on the schedule in accordance with all terms and conditions of this contract. Each purchase order shall have a ceiling amount. The Contractor may not invoice over the ceiling amount stated per order. The Contractor shall notify the Purchaser prior to the ceiling amount being reached.

8.3 The Contractor is advised that it is not possible to determine the precise types or amounts of services that will be ordered during the term of the contract. There is no limit on the number of orders that may be issued.

8.4 The Purchaser may issue orders requiring delivery to multiple destinations by country.

8.5 Throughout the life of the contract, the Purchaser may add locations, new plans or delete plans in accordance with current market trends, technology changes, agency policy changes, and usage changes. Changes shall be issued via amendments.

8.6 Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Purchaser's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; provided, that the Contractor shall not be required to make any deliveries under this contract after the final period of the final purchase order issued.

8.7 After the GMT Contract term expires, the Contract will remain an active contract until the final purchase order is closed-out and shall govern the terms and conditions with respect to active purchase orders to the same extent as if they were completed during the contract term.

## **ARTICLE 9 VARIATIONS IN NUMBER OF USER ACCOUNTS**

9.1 Prices in this contract are predicated on the services to be provided as described in the Statement of Work, for the locations as specified in the Schedule of Supplies and Services. Fluctuations in the numbers of sites serviced over time, as well as the number of Purchaser user accounts, may vary. The Purchaser may request to expand the scope of the contract to any of the "remaining" 19 NATO Member Nations (see Annex A of this SoW). Such expansion will be discussed as and when needed, and subject to a contract amendment.

9.2 There will be no adjustment to Contract if the number of active user accounts is within ( $\pm$ ) 20 Percent of active accounts compared to the number of user accounts stated in the Schedule of Supplies and Services.

9.3 Should the number of active user accounts vary outside the range of “number of contracted active user accounts ( $\pm$ ) 20 Percent”, Article 10 (Options) of the Contract Special Provisions shall apply.

## **ARTICLE 10 OPTIONS**

10.1 CLINs Op1-1.1 to Op8-11.8 of the Contract Schedule of Supplies and Services and all subCLINs thereto represent Contract Options and are available for exercise by the Purchaser at any time and in any combination within 36 months from EDC plus option years if/when exercised. If the Purchaser exercises such options, the Contractor shall deliver such specified quantities of additional or alternative supplies and services at such times and to such destinations as specified in the Contract.

10.2 Prices for all optional line items shall have a validity period that corresponds to the option exercise period cited above.

10.3 The Contractor understands that there is no obligation under this Contract for the Purchaser to exercise any of the optional line items and that the Purchaser bears no liability should he decide not to exercise the options (totally or partially). Further, the Purchaser reserves the right to request another Contractor (or the same), to perform the tasks described in the optional line items of the current Contract through a new Contract with other conditions.

10.4 Any options exercised shall be exercised by written amendment to the Contract.

## **ARTICLE 11 PLACE AND TERMS OF DELIVERY**

11.1 Deliverables under this Contract shall be delivered DDP (Delivered Duty Paid) in accordance with the International Chamber of Commerce INCOTERMS 2020 to the destination(s) and at such times as set forth in the Schedule of Supplies and Services. The Contractor shall note that the Purchaser is exempt from customs duties and VAT. The Purchaser shall not be liable for any storage, damage, accessorial or any other charges involved in such transporting of supplies.

## **ARTICLE 12 DELIVERIES OR PERFORMANCE**

12.1 The Contractor shall provide quarterly reports listing all contracted services by the NATO Member Nation and agreed upon expected reliability detailed in the Section 7.4 of the SoW. The Contractor shall provide reporting services and provision monthly traffic and inventory statistics, ad-hoc reports on demand and yearly service reports. The Contractor shall provide the Purchaser with a summary report of the mobile communications services on a monthly basis. The Contractor shall maintain all reports for the previous month on the secure web-application. The Contractor shall make available the report of the previous month no later than the 15<sup>th</sup> of the current month. Each monthly summary report shall contain at a minimum the values specified in Section 7.4.6 of the SoW with the previous months and the total for the last 12 months. If there is no activity during the reporting period, a “no activity” report shall be submitted. If the date the report is due falls on a non-business day, the report shall become due the following business day. The report shall be sent via email to the Service Delivery Manager.

12.2 All deliverables will be inspected for content, completeness, accuracy, and conformance to purchase order requirements by the Purchaser, or as detailed in individual Purchase Orders.

12.3 The basis for acceptance shall be compliant with the requirements set forth in the Statement of Work, the terms and conditions of the GMT Contract or Purchase Order, as applicable. Deliverable items rejected shall be corrected in accordance with the direction found at the Contract or Purchase Order level.

12.1.4 Reports, documents and narrative type deliverables will be accepted when all discrepancies, errors or other deficiencies identified in writing by the Purchaser have been corrected.

12.1.5 In the event the Contractor anticipates difficulty in complying with any delivery schedule, the Contractor shall immediately provide written notice to the Contracting Officer. Each notification shall give pertinent details, including the date by which the Contractor expects to make delivery; provided that this data shall be informational only in character and that receipt thereof shall not be construed as a waiver by the Purchaser of any delivery schedule, or any rights or remedies provided by law or under the contract.

## **ARTICLE 13 ORDERING PROCEDURES**

13.1.1 All Purchase Orders under the NATO Wide Global Mobile Telephony Contract must:

13.1.1.1 The contractor shall identify a person and/or dedicated email address to receive Purchase Order Requests or Proposal/Quote. This person shall be available during regular business hours and shall designate a backup during periods of extended absence, more than two business days in a row.

13.1.1.2 All costs associated with the preparation, presentation, and discussion of the Contractor's proposal in response to a purchase order solicitation will be at the Contractor's sole and exclusive expense.

## **ARTICLE 14 MERGERS, ACQUISITIONS, NOVATIONS, AND CHANGE-OF-NAME AGREEMENTS**

14.1.1 If a Contractor merges, is acquired, or recognizes a successor in interest to the Purchaser contracts when the Contractor assets are transferred; or, recognizes a change in a Contractor's name; or, executes novation agreements and change-of-name agreements by a Contracting Officer other than the GMT Contract Contracting Officer, the Contractor must notify the GMT Contracting Officer and provide a copy of the novation or other any other agreement that changes the status of the Contractor. Any successor must be in full compliance with all terms and conditions of this contract.

**ARTICLE 15 KEY PERSONNEL**

15.1 The key personnel proposed by the Contractor that satisfy the personnel requirements laid down in the SOW are considered to be key to the performance of this Contract and may not be replaced by the Contractor with substitute personnel without the prior written approval of the Purchaser.

15.2 If any options are exercised, the Key Personnel provisions will apply to the option period from the effective date of the Contract.

15.3 The following personnel are considered to be Key Personnel for successful contract performance and are subject to the provisions of this Article as set forth in the following paragraphs:

<b>Key Personnel</b>	<b>Name</b>	<b>Function within organisation</b>
CSS Manager		

15.4 Under the terms of this Article, Key Personnel may not be voluntarily diverted by the Contractor to perform work outside the Contract. In cases where the Contractor has no control over the individual's non-availability (e.g., resignation, sickness, incapacity, etc.), the Contractor shall notify the Purchaser of a change of key personnel within 5 days of the date of knowledge of the prospective vacancy and offer a substitute with equivalent qualifications with no additional costs for the Purchaser.

15.5 Contractor personnel proposed in substitution of previously employed Contractor Key Personnel shall be interviewed and approved by the Purchaser's Service Line Manager before substitution acceptance is granted in writing by the Purchaser contracting Authority.

15.6 In the event of a substitution of any key personnel listed in paragraph 15.3 above and prior to commencement of performance, the Contractor shall provide a CV for the personnel proposed. The CV shall clearly stipulate:

- Full details of professional and educational background;
- Evidence that the personnel is qualified in pertinent contract related areas per the SOW.

15.7 The Contractor shall take all reasonable steps to avoid changes to Key Personnel assigned to this project except where changes are unavoidable or are of a temporary nature. Any replacement personnel shall be of a similar grade, standard and experience as the individual to be substituted.

15.8 Furthermore, even after acceptance of a Contractor's staff member on the basis of his/her CV and/or interview, the Purchaser reserves the right to reject the Contractor's staff member, if the individual is not meeting the required level of competence. The Purchaser will inform the Contractor, in writing in cases where such a decision is taken and the Contractor shall propose and make another staff member available within ten working days after the written notification. The Purchaser shall have no obligation to justify the grounds of its decision and its acceptance of staff members shall in no way relieve the Contractor of its responsibility to achieve the contractual and technical requirements of this Contract nor imply any responsibility to the Purchaser.

15.9 After acceptance in writing by the Purchaser of a substitution of staff, based on a CV and/or interview, paragraph shall be applicable again, if necessary.

15.10 The Purchaser may at any time require the Contractor immediately to cease to employ the above named Key Personnel under the present Contract if, in the opinion of the Purchaser, his/her

employment is undesirable. The Contractor shall replace any such employee in accordance with paragraph 15.5 and 15.6 above.

15.11 In those cases where, in the judgment of the Purchaser, the inability of the Contractor to provide a suitable replacement in accordance with the terms of this Article may potentially endanger the progress under the Contract, the Purchaser shall have the right to terminate the Contract in accordance with the terms of the General Provisions Clause entitled "Termination for Default".

15.12 Any change of status or reorganization of the Contractor's practice, or any change in the responsibility for the execution of the Contract shall be reported to the Purchaser immediately when the change or reorganization is promulgated.

15.13 The Contractor's Key Personnel required to interface directly with the Purchaser's counterparts, shall have the capability to readily communicate (oral and written fluency) in English and to provide, if requested official documents destined for distribution during the course of the Contract in English.

15.14 The Purchaser may, for just cause, require the Contractor to remove its employee. Notice for removal will be given to the Contractor by the Purchaser in writing and will state the cause justifying the removal. The notice will either demand substitution for the individual involved and/or contain a notice for default and the remedies to be sought by the Purchaser.

## **ARTICLE 16 ADVERTISEMENTS, PUBLICIZING AWARDS, NEWS RELEASES, AND CONFERENCES**

16.1 All press releases or announcements about any contract/purchase order award hereunder shall be approved by the contract/purchase order Contracting Officer prior to release. Under no circumstances shall the Contractor, subcontractor, teaming partner, or anyone acting on behalf of the Contractor, refer to the supplies, services, or equipment furnished pursuant to the provisions of this contract in any publicity news release or commercial advertising without first obtaining explicit written consent to do so from the contract/ purchase order Contracting Officer. The Contractor agrees not to refer to awards in commercial advertising in such a manner as to state or imply that the product or service provided is endorsed or preferred by the Purchaser or is considered by the Purchaser to be superior to other products or services.

## **ARTICLE 17 CONTRACT ADMINISTRATION DATA**

17.1 Formal letters and communications shall be personally delivered, sent by mail, registered mail, courier or other delivery services, to the official points of contact cited in this Contract. Without prejudice to Clause 17.4 below, e-mail may be used to provide an advance copy of a formal letter or notice that shall subsequently be delivered through the formal communications means.

17.2 Informal notices and informal communications may be exchanged by any other communications means including telephone and e-mail, where the classification of the information permits such mean of communication. These communications must be confirmed through the formal means set forth above to be considered to be formal communication.

17.3 Any discussion, negotiation with Contractor representatives shall be recorded in minutes which shall be generated and coordinated by the Contractor, and signed by authorised representatives of both Contractor and Purchaser. All minutes are considered to be a summary record of discussions and specific actions to be undertaken by the parties as a result of meetings. If the contents of these minutes fall within the scope of the Contract or specifications, then no amendment action will be initiated by the Purchaser. If, however, it is considered by either party that certain discussions and decisions have taken place at meetings that fall outside the scope of these documents, then this fact shall be recorded at the time and brought to the immediate attention of the Purchasing Authority for resolution via amendment to the Contract.

17.4 All notices and communications will be effective upon receipt.

Official Points of Contact:

Purchaser	Contractor
NCI Agency ACQ Directorate Building 302 Annex, Room 110 7010 SHAPE Belgium	[To Be Determined]
For contractual matters: Attn: Ms. Eva Benson Title: Contracting Officer Tel: +32 6544-6103 E-mail: <a href="mailto:eva.benson@ncia.nato.int">eva.benson@ncia.nato.int</a>	For contractual matters: [...] Attn: Title: Tel: Fax: E-mail:
For technical/project management matters: Attn: TBD Title: Service Delivery Manager Tel: E-mail:	For technical/project management matters: Attn: Title: Tel: Fax: E-mail:

## **ARTICLE 18 TECHNICAL DIRECTION**

18.1 The Purchaser may assign Technical Representatives who will monitor work in progress and provide Contractor personnel with guidance (within the general scope of work) in performance of their duties and working schedule. The Technical Representatives do not have the authority to change the terms of the Contract, including the Statement of Work, or to increase the overall cost, duration or level of effort of the Contract. The Technical Representatives do have the authority to interpret the Statement of Work and provide direction to the Contractor personnel in performance of their duties.

18.2 In case the Contractor believes that any technical direction received from the Technical Representative constitutes a change to the terms, conditions and/or specifications of the Contract, he shall immediately inform in writing the NCI Agency Contracting Authority, who will either confirm or revoke such direction within two weeks after notification by the Contractor. If such direction is confirmed as a change, this change will be formalised by written amendment to the Contract pursuant to Clause 16, "Changes", of the Contract General Provisions.

18.3 Failure of the Contractor to notify the NCI Agency Contracting Authority of direction constituting change of the Contract, within the timelines specified in Clause 16.9 of the Contract General Provisions, will result in a waiver of any claims pursuant to such change.

## **ARTICLE 19 PRICING OF CHANGES, AMENDMENTS AND CLAIMS**

19.1 This Article supplements Clause 19 (Pricing of Changes, Amendments and Claims) of the Contract General Provisions as follows:

19.2 Except as otherwise provided for in this Contract, Contractor's price quotations for the changes, modifications, etc., shall be provided at no cost to the Purchaser and shall have a minimum validity period of six (6) months from submission.

19.3 The pricing information contained in the cost breakdown sheets submitted with the Bidding sheets, as part of the Contractor's proposal, including the forward labour rates provided, will constitute the basis for any future negotiations related to possible future amendments to this Contract. The Contractor shall be bound by the listed rates for the duration of the Contract.

## **ARTICLE 20 INVOICES AND PAYMENT**

20.1 This Article supplements Clause 25 (Invoices and Payment) of the Contract General Provisions as follows:

20.2 The Contractor shall submit invoices either at the completion and acceptance of all services or in accordance with the payment plan indicated in the Purchase Order.



20.3 Invoices in respect of any service and/or deliverable shall be prepared and submitted as specified hereafter and shall contain:

- a) Contract number CO-15038-GMT
- b) Contract Amendment number (if any),
- c) Purchase Order number PO [...],
- d) The identification of the performance rendered in terms of Contract Line Item Number (CLIN),
- e) Bank account details for international wire transfers (SWIFT, BIC, IBAN).

20.4 The invoice amount shall be exclusive of VAT and exclusive of all Taxes and Duties.

20.5 No payment shall be made with respect to undelivered supplies, works not performed, services not rendered and/or incorrectly submitted invoices.

20.6 No payment shall be made for additional items delivered that are not specified in the contractual document.

20.7 Payments for services and deliverables shall be made in the currency stated by the Contractor for the relevant Contract Line Item.

20.8 The Purchaser is released from paying any interest resulting from any reason whatsoever.

20.9 The invoice shall contain the following certificate:

20.9.1 "I certify that the above invoice is true and correct, that the delivery of the above described items has been duly effected and/or that the above mentioned services have been rendered and the payment therefore has not been received."

20.9.2 The certificate shall be signed by a duly authorised company official on the designated original.

20.10 Invoices referencing "CO-15038-GMT / PO [...]" shall be submitted in electronic format only to:

**accountspayable@ncia.nato.int**

20.11 NCI Agency will make payment within 30 days of receipt by the NCI Agency of a properly prepared and documented invoice.

**ARTICLE 21 SUB-CONTRACTORS**

21.1 The Contractor shall place and be responsible for the administration and performance of all sub-contracts including terms and conditions which it deems necessary to meet the requirements of this Contract in full.

21.2 The Contractor shall not place sub-contracts outside the Participating Countries unless the prior authorization of the Purchaser has been obtained. Such authorization will not be granted when the sub-contract involves the carrying out of classified work.

**ARTICLE 22 LIMITATIONS ON THE USE OR DISCLOSURE OF THIRD- PARTY CONTRACTOR REPORTED CYBER INCIDENT INFORMATION**

22.1 Definitions. As used in this clause:

22.1.1 Compromise means disclosure of information to unauthorized persons, or a violation of the security policy of a system, in which unauthorized intentional or unintentional disclosure, modification, destruction, or loss of an object, or the copying of information to unauthorized media may have occurred.

22.1.2 Controlled technical information means technical information with NATO military application that is subject to controls on the access, use, reproduction, modification, performance, display, release, disclosure, or dissemination. The term does not include information that is lawfully publicly available without restrictions.

22.2 Covered defence information means unclassified controlled technical information and is :

22.2.1 Marked or otherwise identified in the contract, purchase order, or delivery order and provided to the contractor by or on behalf of NCIA in support of the performance of the contract; or,

22.2.2 Collected, developed, received, transmitted, used, or stored by or on behalf of the contractor in support of the performance of the contract.

22.2.3 Cyber incident means actions taken through the use of computer networks that result in a compromise or an actual or potentially adverse effect on an information system and/or the information residing therein.

22.2.4 Information system means a discrete set of information resources organized for the collection, processing, maintenance, use, sharing, dissemination, or disposition of information.

22.2.5 Media means physical devices or writing surfaces including, but is not limited to, magnetic tapes, optical disks, magnetic disks, large-scale integration memory chips, and printouts onto which covered defense information is recorded, stored, or printed within a covered contractor information system.

22.2.6 Technical information means technical data or computer software such as research and engineering data, engineering drawings, and associated lists, specifications, standards, process sheets, manuals, technical reports, technical orders, catalog-item identifications, data sets, studies and analyses and related information, and computer software executable code and source code.

## 22.2.7 Restrictions

22.2.7.1 The Contractor agrees that the following conditions apply to any information it receives or creates in the performance of this contract that is information obtained from a third-party's reporting of a cyber incident:

22.2.7.1.1.1 The Contractor shall access and use the information only for the purpose of furnishing advice or technical assistance directly to the Purchaser in support of the Purchaser's activities, and shall not be used for any other purpose.

22.2.7.1.1.2 The Contractor shall protect the information against unauthorized release or disclosure.

22.2.7.1.1.3 The Contractor shall ensure that its employees are subject to use and non-disclosure obligations consistent with this clause prior to the employees being provided access to or use of the information.

22.2.7.1.1.4 The third-party contractor that reported the cyber incident is a third-party beneficiary of the non-disclosure agreement between the Purchaser and Contractor.

22.2.7.1.1.5 A breach of these obligations or restrictions may subject the Contractor to:

22.2.7.1.1.6 Criminal, civil, administrative, and contractual actions in law and equity for penalties, damages, and other appropriate remedies; and

22.2.7.1.1.7 Civil actions for damages and other appropriate remedies by the third party that reported the cyber incident, as a third party beneficiary of this clause.

## ARTICLE 23 CONFLICT OF INTEREST

23.1 A conflict of interest means that because of other activities or relationships with other persons or entities, a Contractor is unable, or potentially unable to render impartial assistance or advice to the Purchaser, or the Contractor's objectivity in performing the Contract work is, or might be otherwise impaired, or the Contractor has an unfair competitive advantage. Conflict of interest includes situations where the capacity of a Contractor (including the Contractor's executives, directors, consultants, subsidiaries, parent companies or subcontractors) to give impartial, technically sound advice or objective performance is or may be impaired or may otherwise result in a biased work product or performance because of any past, present or planned interest, financial or otherwise in organizations whose interest may substantially affected or be substantially affected by the Contractor's performance under the Contract.

23.2 The Contractor is responsible for maintaining and providing up-to-date conflict of interest information to the Contracting Officer. If, after award of this Contract or Purchase Order herein, the Contractor discovers a conflict of interest with respect to this Contract which could not reasonably have been known prior to award, or if any additional conflicts or potential conflicts arise after award, the Contractor shall give written notice to the Contracting Officer.

23.3 If, after award of this Contract herein, the Purchaser discovers a conflict of interest with respect to this Contract or Purchase Order, which has not been disclosed by the Contractor, the Purchaser may at its sole discretion request additional information to the Contractor, impose mitigation measures or terminate the Contract for default in accordance with Clause 39 (Termination for Default) of the Contract General Provisions.

23.4 The Contractor's notice called for in Article 23.2 above shall describe the actual, apparent, or potential conflict of interest, the action(s) the Contractor has taken or proposes to take to avoid or mitigate any conflict, and shall set forth any other information which the Contractor believes would be helpful to the Contracting Officer in analysing the situation. Any changes to the Contractor's Conflict of Interest Mitigation Plan, if any is incorporated in the contract, should be also detailed.

23.5 The Contractor has the responsibility of formulating and forwarding a proposed mitigation plan to the Contracting Officer, for review and consideration. This responsibility arises when the Contractor first learns of an actual, apparent, or potential conflict of interest.

23.6 If the Contracting Officer in his/her discretion determines that the Contractor's actual, apparent, or potential conflict of interest remains, or the measures proposed are insufficient to avoid or mitigate the conflict, the Contracting Officer will direct a course of action to the Contractor designed to avoid, neutralize, or mitigate the conflict of interest. If the parties fail to reach agreement on a course of action, or if having reached such agreement the Contractor fails to strictly adhere to such agreement during the remaining period of Contract performance, the Contracting Officer has the discretion to terminate

the Contract for Default.

23.7 The Contractor's misrepresentation of facts in connection with a conflict of interest reported or a Contractor's failure to disclose a conflict of interest as required shall be a basis for default termination of this contract.

## **ARTICLE 24 SUPPLEMENTAL AGREEMENT(S), DOCUMENTS AND PERMISSIONS**

24.1 The Contractor has submitted all relevant draft supplemental agreement(s), documents and permissions prior to contract award, the execution of which by the Purchaser is/are required by national law or regulation. If any supplemental agreements, documents and permissions are introduced after contract award, and it is determined that the Contractor failed to disclose the requirement for the execution of such agreement from the Purchaser prior to contract signature, the Purchaser may terminate this Contract for Default, in accordance with Clause 39 "Termination for Default" of the Contract General Provisions.

24.2 Supplemental agreement(s), documents and permissions, the execution of which by the Purchaser is/are required by national law or regulation and that have been identified by the Contractor prior to the signature of this Contract, but have not yet been finalised and issued by the appropriate governmental authority, are subject to review by the Purchaser. If such supplemental agreement(s), documents and permissions are contrary to cardinal conditions of the signed Contract between the Parties, and the Parties and the appropriate governmental authority cannot reach a mutual satisfactory resolution of the contradictions, the Purchaser reserves the right to terminate this Contract and the Parties agree that in such case the Parties mutually release each other from claim for damages and costs of any kind.

24.3 NCIA may sign an agreement with the sub-contractor if imposed by national regulations. The Contractor shall show proof that this is required for the execution of the main contract and must provide valid justification regarding why the Purchaser shall enter into such agreement with the sub-contractor. The Contractor shall provide with its offer the provisional agreement that will have to be signed by the Purchaser for the execution of the contract together with the evidence as to why such agreement needs to be signed. Should such agreement may be deemed not acceptable by the Purchaser. Stand alone contracts with sub-contractors will not take place. Should such agreement be signed by the Purchaser, it will be governed by the terms and conditions of the prospective contract signed between the Purchaser and the Contractor. The Contractor (Prime) shall be responsible to ensure that all term and conditions of the contract are met by the sub-contractor during the life of the contract. However, sub-contractor may invoice directly the Purchaser if so specified in the prospective contract terms and conditions instead of the Prime submitting the invoice for payment

## **ARTICLE 25 PURCHASER RIGHTS IN TECHNICAL DATA AND COMPUTER SOFTWARE**

25.1 Clause 30 "Intellectual Property" of the NCI Agency's Contract General Provisions is replaced as follows:

26.1.1 Subject to the rights of third parties and with due regard to national security regulations, all rights in the results of work undertaken by or on behalf of the Purchaser for the purposes of this contract, including any technical data specifications, report, drawings, computer software data, computer programmes, computer databases, computer software, documentation including software documentation, design data, specifications, instructions, test procedures, training material produced or acquired in the course of such work and, in particular, all rights, including copyright therein, shall vest in and be the sole and exclusive property of the Purchaser.

## **ARTICLE 26 INTELLECTUAL PROPERTY RIGHT INDEMNITIES AND ROYALTIES**

26.1 The Contractor shall assume all liability and indemnify the Purchaser, its officers, agents and employees against liability, including costs for the infringement of any patents or copyright in force in any countries arising out of the manufacture, services performed or delivery of supplies, or out of the use or disposal by or for the account of the Purchaser of such supplies. The Contractor shall be responsible for obtaining any patent or copyright licenses necessary for the performance of this Contract and for making all other arrangements required to indemnify the Purchaser from any liability for patent or copyright infringement in said countries. The Contractor shall exclude from its prices any royalty pertaining to patents which in accordance with agreements reached between NATO countries may be utilized free of charge by member nations of NATO and by NATO organization.

26.2 The Contractor shall report in writing to the Purchaser during the performance of this Contract:

26.2.1 The royalties excluded from its price for patent utilised under the agreements mentioned in the previous paragraph;

26.2.2 The amount of royalties paid or to be paid by the Contractor directly to others in performance of this Contract.

26.3 Any use of Contractor Background IPR (identified at Book I, Annex B to Contract Special Provisions) for the purpose of carrying out the Work pursuant to the Contract shall be free of any charge to Purchaser. The Contractor hereby grants to NATO a non-exclusive, royalty-free and irrevocable licence to use and authorise others to use any Contractor Background IPR for the purpose of exploiting or otherwise using the Foreground IPR. Any use of Contractor Background IPR is not limited to the number of users or the number of licenses required by the Contract for the use of system. The Purchaser reserves the right to use the Contractor Background IPR for any number of users and number of licenses as required, at no additional cost to the Purchaser.

26.4 When placing a Sub-contract which is concerned with or involves the creation of IPR, the Contractor shall ensure that the Sub-contractor enters into the same agreement for the use of the IPR as stipulated in this Contract in such a way that the Purchaser will be entitled to use the IPR as agreed between the Purchaser and the Contractor. The Contractor shall include in the Sub-contract the content of the provisions of this Clause.

Subcontractor Background IPR used for the purpose of carrying out the Work pursuant to the Contract shall be identified at Book I, Annex B to Contract Special Provisions.

## **ARTICLE 27 INDEMNITY**

27.1 The Contractor will indemnify and hold harmless NATO, its servants or agents, against any liability, loss or damage arising out of or in connection of the Deliverables and Services under this Contract, including the provisions set out in Article 27 "Intellectual Property Right Indemnities and Royalties" of the Contract Special Provisions.

27.2 The parties will indemnify each other against claims made against the other by their own personnel, and their sub-Contractors (including their personal representatives) in respect of personal injury or death of such personnel or loss or destruction of or damage to the property of such personnel.

27.3 NATO will give the Contractor immediate notice of the making of any claim or the bringing of any action to which the provisions of this Article may be relevant and will consult with the Contractor over the handling of any such claim and conduct of any such action and will not without prior consultation and without the consent of the Contractor settle or compromise any such claim or action.

27.4 In the event of an accident resulting in loss, damage, injury or death arising from negligence or wilful intent of an agent, officer or employee of NATO for which the risk has been assumed by the Contractor, the cause of the accidents will be investigated jointly by the Parties and the extent to which NATO will be liable to recompense the Contractor will be determined together.

## **ARTICLE 28 INDEPENDENT CONTRACTOR**

28.1 The Personnel provided by the Contractor in response to this Contract are at all times employees of the Contractor and not the Purchaser. In no case shall Contractor personnel act on behalf of or as an agent for NATO or any of its bodies. In no way shall the Contractor personnel claim directly or indirectly to represent NATO in an official capacity or claim themselves to be NATO employees.

## **ARTICLE 29 APPLICABLE REGULATIONS**

29.1 The Contractor shall be responsible for obtaining permits or licenses to comply with national codes, laws and regulations or local rules and practices in the country of performance under this Contract.

29.2 The Contractor shall take any necessary measure to protect the life and health of persons working or visiting the work area occupied by him. These measures include compliance with the country of performance's safety provisions.

29.3 In the performance of all work under this Contract, it shall be the Contractor's responsibility to ascertain and comply with all applicable NATO security regulations as implemented by the local Headquarters' Security Officer.

## **ARTICLE 30 AUDITING AND ACCOUNTING**

30.1 The Contractor's accounting and auditing procedures under this Contract shall be in compliance with the applicable Contractor National standards governing national defense contracts.

30.2 The invoicing and payment procedures for the amount payable to the Contractor shall be in accordance with the prescription of Article 20 "Invoices and Payment" of the Contract Special Provisions.

30.3 In the event of this Contract being terminated in accordance with Clause 40 "Termination for Convenience of the Purchaser" of the Contract General Provisions, the Contractor shall provide within ninety (90) days of the formal date of termination a detailed statement of all costs incurred since the initiation of the programme, together with the statement of all outstanding commitments for which the Contractor is legally liable.



**ANNEX A: NCI AGENCY NON-DISCLOSURE DECLARATION**

We, the undersigned.....(Company) duly represented by .....(hereinafter "Contractor") do hereby certify that we shall ensure that the following conditions be accepted and observed by all (Contractor) employees working under CO-15038-GMT

Date	Full name (in block capitals)	Signature
=====	=====	=====

To be signed by the Contractor's Employees working in the NATO's premises upon commencement of their WORK.

I UNDERSTAND:

That I must preserve the security of all classified /commercial-in-confidence Information which comes to my knowledge as a result of this contract with NATO and that I undertake to comply with all relevant security regulations.

That I must not divulge to any unauthorised person, any classified/commercial-in-confidence information gained by me as a result of my contract with NATO, unless prior permission for such disclosure has been granted by the General Manager of the NCI Agency or by his designated representative.

That I must not, without the approval of the General Manager of the NCI Agency, publish (in any document, article, book, CD, video, film, play, or other form) any classified /commercial- in-confidence information which I have acquired in the course of my work under CO-15038- GMT.

That, at the end of contract and after performance of all required tasks, I must surrender any official document or material made or acquired by me in the course of my work under CO- 15038-GMT save such as I have been duly authorised to retain.

That the provisions of the above Declaration apply not only during the period of work under CO-15038-GMT, but also after my contract has ceased and that I am liable to prosecution if either by intent or negligence I allow classified/commercial-in-confidence information to pass into unauthorised hands.

That by accepting the position of Support Contractor for NATO corresponding to the tasks and duties described in the present Contract, I will be considered as a Key personnel as specified in Contract Special Provision Article 15.

That I commit to fulfil my obligations for the period of performance mentioned in the Schedule of Supplies and Services (including the optional periods) unless major events beyond my reasonable control happen.

That shall I decide for personal interest to leave the position, I will do my best effort to fulfil my obligations until the Company that is currently employing me has provided NATO with an acceptable suitable substitute in accordance with Special Provision – Article 15.

That I solemnly undertake to exercise in all loyalty, discretion and conscience the functions entrusted to me and to discharge these functions with the interests of NATO and the Host Nation only in view. I undertake not to seek or accept instructions in regard to the performance of my duties from any government, company or from any authority other than that of NCI Agency or the Host Nation.

That within the next two weeks I shall acquaint myself with Host Nation security regulations and security operating instructions.

Date

Full name (in block capitals)

Signature

NATO UNCLASSIFIED

# **NATO COMMUNICATIONS AND INFORMATION AGENCY**



## **PART III**

### **CONTRACT GENERAL PROVISIONS**

V 1.0 dated 16 Oct 2014

NATO UNCLASSIFIED  
The Contract General Provisions

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The Contract General Provisions

**1. ORDER OF PRECEDENCE**

In the event of any inconsistency in language, terms or conditions of the various parts of this Contract, precedence will be given in the following order:

- 1.1. The Signature Page;
- 1.2. The Contract Schedules, Part I;
- 1.3. The Contract Contract Special Provisions, Part II;
- 1.4. The Contract General Provisions, Part III;
- 1.5. The Statement of Work, Part IV of the Contract;
- 1.6. The Annexes to the Statement of Work.

**2. DEFINITIONS OF TERMS AND ACRONYMS**

- 2.1 **Assembly-** An item forming a portion of equipment that can be provisioned and replaced as an entity and which normally incorporates replaceable parts or groups of parts.
- 2.2 **Acceptance-** Acceptance is the act by which the Contracting Authority recognises in writing that the delivered Work meets the Contract requirements..
- 2.3 **Claims-** A written demand or written assertion by one of the Parties seeking, as a matter of right, the payment of money in a sum certain, the adjustment or interpretation of Contract terms, or other relief arising under or in relation to this Contract.
- 2.4 **Clause-** A provision of the Special or General Provisions of this Contract.
- 2.5 **Codification Authority-** The National Codification Bureau (NCB) or authorised agency of the country in which the Work is produced.
- 2.6 **Commercial Off-the-Shelf Items (COTS)-** The term “Commercially Off-the-Shelf Item (COTS)” means any item that:is a commercial item, customarily used by the general public, that has been sold, leased, or licensed to the general public or has been offered for sale, lease or license to the general public;
  - a) is sold in substantial quantities in the commercial marketplace; and
  - b) is offered to the Purchaser, under a contract or subcontract at any tier, without modification, in the same form in which it is sold in the commercial marketplace.
- 2.7 **Component-** A part or combination of parts, having a specific function, which can be installed or replaced only as an entity.

## The Contract General Provisions

- 2.8 **Contractor Background IPR-** Any IPR owned by the Contractor and/or any Sub-contractor or licensed by a third party to the Contractor which is not created in relation to or as the result of work undertaken for any purpose contemplated by the Contract and which is needed for the performance of the Contract or for the exploitation of Foreground IPR.
- 2.9 **Correction-** Elimination of a Defect.
- 2.10 **Contract-** The agreement concluded between the Purchaser and Contractor, duly signed by both contracting parties. The Contract includes the documents referred to in Clause 1 (Order of Preference).
- 2.11 **Contracting Authority-** The General Manager of the NCI Agency, the Director of Acquisition, the Chief of Contracts of the NCI Agency or the authorised representatives of the Chief of Contracts of the NCI Agency.
- 2.12 **Contractor-** The person or legal entity from a Participating Country which has signed this Contract and is a Party thereto.
- 2.13 **Day-** A calendar day
- 2.14 **Defect-** Any condition or characteristic in any Work furnished by the Contractor under the Contract that is not in compliance with the requirements of the Contract.
- 2.15 **Deliverable-** Any and all goods (including movable and immovable goods) to be delivered pursuant to the terms of this Contract including, without limitation, building, raw materials, components, intermediate Assemblies, Parts, end products, equipment, documentation, data, software.
- 2.16 **Design Defect-** Defect attributable to incompatibility, unsuitability or erroneous application of theory, drawings or formula.
- 2.17 **Effective Date of Contract (or "EDC")-** The date upon which this Contract is deemed to start. Unless otherwise specified, a Contract enters into force on the date of the last signature of the Contract by the Parties.
- 2.18 **Failed Component-** A part or combination of parts, having a specific function, which can be installed or replaced only as an entity which ceases to perform in a manner consistent with its intended use and specifications of the Contract.
- 2.19 **Foreground IPR -** Any IPR created by the Contractor or any subcontractor of the Contractor in the course of or as the result of work undertaken for any purpose contemplated by the Contract.
- 2.20 **IPR-** Any intellectual property rights of any qualification irrespective of their stage of development or finalisation, including but not limited to patents, trademarks (registered or not), designs and models (registered or not) and applications for the same, copyright (including on computer software), rights in databases, know-how, confidential information and rights in records (whether or not stored on computer) which includes technical and other data and documents.

## The Contract General Provisions

- 2.21 **Manufacturing Defect-** Defect attributable to improper manufacturing processes, testing or quality control procedures.
- 2.22 **NATO-** The North Atlantic Treaty Organisation. For the purpose of this contract, the term NATO includes NATO bodies, the NATO military command structure, agencies and NATO nations.
- 2.23 **NCI AGENCY-** The NATO Communications and Information Agency. The NCI Agency is part of the NCIO. The General Manager of the Agency is authorised to enter into contracts on behalf of the NATO CI Organisation.
- 2.24 **NATO COMMUNICATIONS AND INFORMATION ORGANISATION (NCIO)-** The NATO Communications and Information Organisation. The NCI Organisation constitutes an integral part of the North Atlantic Treaty Organisation (NATO) The NCI Organisation is the legal personality from whence flows the authority of its agent, the NCI Agency, to enter into contracts.
- 2.25 **NATO Purposes-** Activities conducted by or on behalf of NATO to promote the common defence and common interests of NATO, such as, among others, NATO operations, NATO procurement, NATO training and NATO maintenance.
- 2.26 **Part-** An item of an assembly or sub-assembly, which is not normally further broken down.
- 2.27 **Participating Country-** A NATO member country that participates in financing the effort.
- 2.28 **Parties-** The Contracting Parties to this Contract, i.e., the Purchaser and the Contractor.
- 2.29 **Purchaser-** The NCI Organisation, as represented by the General Manager, NCI Agency. The Purchaser is the legal entity who awards and administers the Contract on behalf of NATO and stands as one of the Contracting Parties.
- 2.30 **Purchaser Background IPR-** Any IPR owned by the Purchaser as of the Effective Date of Contract and which has been developed by, assigned to or licensed to the Purchaser prior to the Effective Date of Contract.
- 2.31 **Purchaser Furnished Property-** Any item of equipment, material, document, technical data, information and Software or any other item of property furnished by the Purchaser to the Contractor required or useful for the performance of the Contract. The Purchaser Furnished Property, if any, shall be detailed in the Contract.
- 2.32 **Software (Computer Software)-** A computer program comprising a series of instructions, rules, routines regardless of the media in which it is recorded, that allows or cause a computer to perform a specific operation or a series of operations.
- 2.33 **Software Defect-** Any condition or characteristic of Software that does not conform with the requirements of the Contract.



The Contract General Provisions

- 2.34 **Sub-Assembly-** A portion of an Assembly consisting of two or more parts that can be provisioned and replaced as an entity. The definition purposely excludes Components and/or Parts.
- 2.35 **Sub-contract-** Any agreement made by the Contractor with any third party in order to fulfil any part of the obligations under this Contract. Sub-contracts may be in any legal binding form, e.g., contract, purchase order, etc.
- 2.36 **Sub-contractor-** Any person or legal entity directly or indirectly under Sub-contract to the Contractor in performance of this Contract.
- 2.37 **Third Party IPR-** Any IPR owned by a third party not being the Purchaser or the Contractor or its Subcontractor, which is needed for the performance of the Contract or for the exploitation of Foreground IPR. This includes, for example, third party software, including open source software.
- 2.38 **Work-** Any deliverable, project design, labour or any service or any other activity to be performed by the Contractor under the terms of this Contract.

3. **AUTHORITY**

- 3.1. All binding contractual instruments and changes, including amendments, additions or deletions, as well as interpretation of and instructions issued pursuant to this Contract shall be valid only when issued in writing by the Purchaser and signed by the Contracting Authority only.
- 3.2. No direction which may be received from any person employed by the Purchaser or a third party shall be considered as grounds for deviation from any of the terms, conditions, specifications or requirements of this Contract except as such direction may be contained in an authorised amendment to this Contract or instruction duly issued and executed by the Contracting Authority. Constructive change may not be invoked by the Contractor as a basis for Claims under this Contract.
- 3.3. The entire agreement between the Parties is contained in this Contract and is not affected by any oral understanding or representation, whether made previously to or subsequently to this Contract.
- 3.4. Personal notes, signed minutes of meetings, comments to delivered documentation and letters, e-mails and informal messages from project or other Purchaser staff which may indicate the intent and willingness to make changes to the Contract, do not implement the change to the Contract and shall not be used as a basis for claiming change to the Contract by the Contractor.

**4. APPROVAL AND ACCEPTANCE OF CONTRACT TERMS**

- 4.1. By his signature of the Contract, the Contractor certifies that he has read and unreservedly accepts and approves of all terms and conditions, specifications, plans, drawings and other documents which form part of and/or are relevant to the Contract. The Contractor further agrees that the terms of the Contract take precedence over any proposals or prior commitments made by the Contractor in order to secure the Contract. Contractor also hereby waives any and all rights to invoke any of the Contractor's general and special terms and conditions of sales and/or supply.

**5. LANGUAGE**

- 5.1. All written correspondence, reports, documentation and text of drawings delivered to the Purchaser by the Contractor shall be in the English language.

**6. AUTHORISATION TO PERFORM/CONFORMANCE TO NATIONAL LAWS AND REGULATIONS**

- 6.1. The Contractor warrants that he and his Sub-contractors are duly authorised to operate and do business in the country or countries in which this Contract is to be performed and that he and his Sub-contractors have obtained or will obtain all necessary licences and permits required in connection with the Contract. No claim for additional monies with respect to any costs or delay to obtain the authorisations to perform shall be made by the Contractor.
- 6.2. The Contractor acknowledges that he and his Sub-contractors are responsible during the performance of this Contract for ascertaining and complying with all applicable laws and regulations, including without limitation: labour standards, environmental laws, health and safety regulations and export controls laws and regulations in effect at the time of Contract signature or scheduled to go into effect during Contract performance. Failure to fully ascertain and comply with such laws, regulations or standards shall not be the basis for claims for change to the specifications, terms, conditions or monetary value of this Contract.

**7. FIRM FIXED PRICE CONTRACT**

- 7.1 This is a Firm Fixed Price Contract. The Firm Fixed Price of this Contract is as stated on the signature page of the Contract or any amendments thereto. The Purchaser assumes no liability for costs incurred by the Contractor in excess of the stated Firm Fixed Price except as may be authorised under certain provisions of this Contract.

**8. PERFORMANCE GUARANTEE**

- 8.1. As a guarantee of performance under the Contract, the Contractor shall deposit with the Purchaser within thirty (30) calendar days from the Effective Date of Contract a bank guarantee (the "Performance Guarantee") denominated in the currency of the Contract, to the value of ten per cent (10%) of the total Contract price.
- 8.2. The Performance Guarantee, the negotiability of which shall not elapse before the expiration of the warranty period, or such other period as may be specified in the Contract, shall be made payable to the Purchaser and shall be in the form of certified cheques or a Standby Letter of Credit subject to the agreement of the Purchaser. In the case of a Standby Letter of Credit, payment shall be made to the Purchaser without question and upon first demand by the Purchaser against a certificate from the Purchaser's Contracting Authority that the Contractor has not fulfilled its obligations under the Contract. The Contractor shall have no right to enjoin or delay such payment.
- 8.3. Certified Cheques issued to fulfil the requirements of the Performance Guarantee will be cashed by the Purchaser upon receipt and held in the Purchaser's account until the term of the Performance Guarantee has expired.
- 8.4. The standby letter of credit shall be subject to Belgian Law and shall be issued by (i) a Belgian bank, (ii) the Belgian subsidiary of a foreign bank licensed to provide financial services in Belgium; or (iii) an insurance company licensed to do business in Belgium and belonging to a Belgian banking institution provided the banking institution guarantees explicitly the demand for payment, unless otherwise specified by the Purchaser.
- 8.5. The Contractor shall request in writing relief from the Performance Guarantee upon expiration of the warranty period or such other period as may be specified in the Contract and such relief may be granted by the Purchaser.
- 8.6. The Contractor shall be responsible, as a result of duly authorised adjustments in the total contract price and/or period of performance by the Purchaser, for obtaining a commensurate extension and increase in the Performance Guarantee, the value of which shall not be less than ten per cent (10%) of the total contract price (including all amendments), and for depositing such guarantee with the Purchaser, within thirty (30) calendar days from the effective date of aforesaid duly authorised adjustment.
- 8.7. The failure of the Contractor to deposit and maintain such Performance Guarantee with the Purchaser within the specified time frame, or any extension thereto granted by the Purchaser's Contracting Authority, is a material breach of the Contract terms and conditions subject to the

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provisions of the Contract regarding Termination for Default.

- 8.8. The rights and remedies provided to the Purchaser under the present Clause are in addition to any other rights and remedies provided by law or under this Contract. The certificate described in Clause 8.2 above shall not be regarded as a Termination for Default and this Clause is in addition to and separate from the Clause of the Contract detailing termination for default.
- 8.9. If the Contractor elects to post the Performance Guarantee by Standby Letter of Credit, the form of the document shall be substantially as follows:

**PERFORMANCE GUARANTEE STANDBY LETTER OF CREDIT**

Standby Letter of Credit Number: \_\_\_\_\_

Issue Date: \_\_\_\_\_

Initial Expiry Date: \_\_\_\_\_

Final Expiry Date: \_\_\_\_\_

Beneficiary: NCI Agency, Finance, Accounting & Operations  
Boulevard Leopold III, B-1110, Brussels  
Belgium

1. We hereby establish in your favour our irrevocable standby letter of credit number {number} by order and for the account of (NAME AND ADDRESS OF CONTRACTOR) in the amount of \_\_\_\_\_ We are advised this undertaking represents fulfilment by (NAME OF CONTRACTOR) of certain performance requirements under Contract No. \_\_\_\_\_ dated \_\_\_\_\_ between the NCI Agency ("NCIA and (NAME OF CONTRACTOR).
2. We hereby engage with you that drafts drawn under and in compliance with the terms of this letter of credit will be duly honoured upon presentation of documents to us on or before the expiration date of this letter of credit.
3. Funds under this letter of credit are available to you without question or delay against presentation of a certificate signed by the NCI Agency Contracting Officer which states:

"(NAME OF CONTRACTOR) has not fulfilled its obligations under Contract No. \_\_\_\_\_ dated \_\_\_\_\_ between NCI Agency and (NAME OF CONTRACTOR) (herein called the "Contract"), and the NCI Agency, as beneficiary, hereby draws on the standby letter of credit number \_\_\_\_\_ in the amount denominated in the currency of the Contract, Amount up to the maximum available under the LOC), such funds to be transferred to the account of the Beneficiary

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number \_\_\_\_\_(to be identified when certificate is presented)."

Such certificate shall be accompanied by the original of this letter of credit.

4. This Letter of Credit is effective the date hereof and shall expire at our office located at \_\_\_\_\_(Bank Address)\_\_\_\_\_ on \_\_\_\_\_. All demands for payment must be made prior to the expiry date.
5. It is a condition of this letter of credit that the expiry date will be automatically extended without amendment for a period of one (1) year from the current or any successive expiry date unless at least 90 (ninety) calendar days prior to the then current expiry date we notify you by registered mail and notify (NAME OF CONTRACTOR) that we elect not to extend this letter of credit for such additional period. However, under no circumstances will the expiry date extend beyond \_\_\_\_\_("Final Expiry Date") without amendment.
6. We may terminate this letter of credit at any time upon 90 (ninety) calendar days notice furnished to both (NAME OF CONTRACTOR) and the NCI Agency by registered mail.
7. In the event we (the issuing bank) notify you that we elect not to extend the expiry date in accordance with paragraph 6 above, or, at any time, to terminate the letter of credit, funds under this credit will be available to you without question or delay against presentation of a certificate signed by the NCI Agency Contracting Officer which states:

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

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

8. The Beneficiary may not present the certificate described in paragraph 7 above

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

9. Multiple partial drawings are allowed to the maximum value of the standby letter of credit.
10. This letter of credit sets forth in full the terms of our undertaking, and this undertaking shall not in any way be modified, amended, or amplified by reference to any document, instrument, or agreement referred to herein (except the International Standby Practices (ISP 98) hereinafter defined) or in which this letter of credit is referred to or to which this letter of credit relates, and any such reference shall not be deemed to incorporate herein by reference any document, instrument, or agreement.
11. This Letter of Credit is subject to The International Standby Practices-ISP98 (1998 Publication) International Chamber of Commerce Publication No.590.

**9. PARTICIPATING COUNTRIES**

- 9.1 Unless prior written authorisation of the Purchaser has been obtained, none of the Work, shall be performed other than by firms from and within NATO Participating Countries. Unless otherwise specified in the Contract Special Provisions, the Participating Countries are the twenty-eight (28) Member Nations of the North Atlantic Treaty Organisation.
- 9.2 Unless prior written authorisation of the Purchaser has been obtained, no material or items of equipment down to and including identifiable Sub-Assemblies shall be manufactured or assembled by a firm other than from and within a NATO Participating Country.
- 9.3 The Contractor shall not place any Sub-contracts outside the NATO Participating Countries without the prior written authorisation of the Purchaser.
- 9.4 Unless prior written authorisation of the Purchaser has been obtained, the intellectual property rights for all software and documentation incorporated by the Contractor and/or its Sub-contractors into the Work shall vest with persons or legal entities from and within NATO participating nations and no royalties or licence fees for such software and documentation shall be paid by the Contractor to any source that does not reside within a NATO participating nation.
- 9.5 Any modification in the nationality, ownership and/or change of control of the Contractor and/or its Sub-contractor(s) shall be immediately notified in writing to the Purchaser with all necessary details to allow the Purchaser to determine whether or not the Contractor and/or its Sub-contractors continue

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to comply with the Clauses above. Non-compliance with the Clauses above, by the Contractor and/or its Subcontractor may constitute ground for termination of this Contract under Clause 39 (Termination for Default).

**10. SUB-CONTRACTS**

- 10.1 The Contractor shall place and be responsible for the administration and performance of all Sub-contracts including terms and conditions which he deems necessary to meet the requirements of this Contract in full.
- 10.2 Prior to the Sub-contractors being given access to any classified information, the Contractor shall ensure that any Sub-contractor that has a need to access classified information for the performance of any part of this Contract has been granted the appropriate facility and personnel security clearances by the Sub-contractor's national authorities and that such clearances are still in effect at the time the information is disclosed and remains in effect throughout the performance of the work to be carried out under the Sub-contract concerned.
- 10.3 The Contractor shall seek the approval in writing of the Purchaser prior to the placing of any Sub-contract if:
  - 10.3.1 the Sub-contract was not part of the Contractor's original proposal;
  - and
  - 10.3.2 the value of the Sub-contract is known or estimated to exceed 15 per cent of the total Contract value; or
  - 10.3.3 the Sub-contract is one of a number of Sub-contracts with a single Sub-contractor for the same or related Work under this Contract that in the aggregate are known or expected to exceed 15 per cent of the total Contract value.
- 10.4 The Contractor shall inform the Purchaser of any change in Sub-contractors for Sub-contracts of a value known or estimated to exceed 15 per cent of the total Contract value.
- 10.5 The Contractor shall submit a copy of any such proposed Sub-contract including prices when seeking approval to the Contracting Authority but such approval by the Contracting Authority shall in no way relieve the Contractor of his responsibilities to fully achieve the contractual and technical requirements of this Contract.
- 10.6 The Contractor shall, as far as practicable, select Sub-contractors on a competitive basis consistent with the objectives and requirements of the Contract.

**11. SECURITY**

- 11.1 The Contractor shall comply with all security measures as are prescribed by the Purchaser and the national security authority or designated security agency of each of the NATO countries in which the Contract is being performed. The Contractor shall be responsible for the safeguarding of classified information, documentation, material and equipment entrusted to him or generated by him in connection with the performance of the Contract.
- 11.2 In particular the Contractor undertakes to:
- 11.2.1 appoint an official responsible for supervising and directing security measures in relation to the Contract and communicating details of such measures to the Purchaser on request;
  - 11.2.2 maintain, preferably through the official responsible for security measures, a continuing relationship with the national security authority or designated security agency charged with ensuring that all NATO classified information involved in the Contract is properly safeguarded;
  - 11.2.3 abstain from copying by any means, without the authorisation of the Purchaser, the national security authority or designated security agency, any classified documents, plans, photographs or other classified material entrusted to him;
  - 11.2.4 furnish, on request, information to the national security authority or designated security agency pertaining to all persons who will be required to have access to NATO classified information;
  - 11.2.5 maintain at the work site a current record of his employees at the site who have been cleared for access to NATO classified information. The record should show the date of issue, the date of expiration and the level of clearance;
  - 11.2.6 deny access to NATO classified information to any person other than those persons authorised to have such access by the national security authority or designated security agency;
  - 11.2.7 limit the dissemination of NATO classified information to the smallest number of persons ("need to know basis") as is consistent with the proper execution of the Contract;
  - 11.2.8 comply with any request from the national security authority or designated security agency that persons entrusted with NATO classified information sign a statement undertaking to safeguard that information and signifying their understanding both of their obligations under national legislation affecting the safeguarding of classified information, and of their comparable obligations



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under the laws of the other NATO nations in which they may have access to classified information;

- 11.2.9 report to the national security authority or designated security agency any breaches, suspected breaches of security, suspected sabotage, or other matters of security significance which would include any changes that may occur in the ownership, control or management of the facility or any changes that affect the security arrangements and security status of the facility and to make such other reports as may be required by the national security authority or designated security agency, e.g. reports on the holdings of NATO classified material;
- 11.2.10 apply to the Purchaser for approval before Sub-contracting any part of the work, if the Sub-contract would involve that the Sub-contractor would have access to NATO classified information, and to place the Sub-contractor under appropriate security obligations no less stringent than those applied to his own contract;
- 11.2.11 undertake not to utilise, other than for the specific purpose of the Contract, without the prior written permission of the Purchaser or his authorised representative, any NATO classified information furnished to him, including all reproductions thereof in connection with the Contract, and to return all NATO classified information referred to above as well as that developed in connection with the Contract, unless such information has been destroyed, or its retention has been duly authorised with the approval of the Purchaser. Such NATO classified information will be returned at such time as the Purchaser or his authorised representative may direct;
- 11.2.12 classify any produced document with the highest classification of the NATO classified information disclosed in that document.

**12. RELEASE OF INFORMATION**

- 12.1 Except as otherwise specified elsewhere in the Contract and to the extent that it is demonstratively unavoidable and without prejudice to the Clause 11 (Security), the Contractor and/or his employees shall not, without prior authorisation from the Purchaser, release to third parties any information pertaining to this Contract, its subject matter, performance there under or any other aspect thereof.
- 12.2 The Contractor shall seek the prior written approval of the Purchaser before publishing any press release or disclosing any other information, orally or in writing, in relation to the Contract. The approval of the Purchaser shall be required for both the opportunity and the content of the information.

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- 12.3 This provision shall remain in effect after the termination of the Contract and shall cease to apply to any particular piece of information once that information becomes public knowledge other than through an act, default or omission of the Contractor or its Sub-contractors.

13. **PURCHASER FURNISHED PROPERTY**

- 13.1 The Purchaser shall deliver to the Contractor, for use only in connection with this Contract, the Purchaser Furnished Property at the times and locations stated in the Contract. In the event that Purchaser Furnished Property is not delivered by such time or times stated in the Schedule, or if not so stated, in sufficient time to enable the Contractor to meet such delivery or performance dates the Purchaser shall, upon timely written request made by the Contractor, and if the facts warrant such action, equitably adjust any affected provision of this Contract pursuant to Clause 16 (Changes).
- 13.2 In the event that Purchaser Furnished Property is received by the Contractor in a condition not suitable for its intended use, the Contractor shall immediately notify the Purchaser. The Purchaser shall within a reasonable time of receipt of such notice replace, re-issue, authorise repair or otherwise issue instructions for the disposal of Purchaser Furnished Property agreed to be unsuitable. The Purchaser shall, upon timely written request of the Contractor, equitably adjust any affected provision of this Contract pursuant to Clause 16 (Changes).
- 13.3 Title to Purchaser Furnished Property will remain in the Purchaser. The Contractor shall maintain adequate property control records of Purchaser Furnished Property in accordance with sound industrial practice and security regulations.
- 13.4 Unless otherwise provided in this Contract, the Contractor, upon delivery to him of any Purchaser Furnished Property, assumes the risk of, and shall be responsible for, any loss thereof or damage thereof except for reasonable wear and tear, and except to the extent that Purchaser Furnished Property is consumed in the performance of this Contract.
- 13.5 Upon completion of this Contract, or at such earlier dates as may be specified by the Purchaser, the Contractor shall submit, in a form acceptable to the Purchaser, inventory schedules covering all items of Purchaser Furnished Property.
- 13.6 The inventory shall note whether:
- 13.6.1 The property was consumed or incorporated in fabrication of final deliverable(s);

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- 13.6.2 The property was otherwise destroyed;
- 13.6.3 The property remains in possession of the Contractor;
- 13.6.4 The property was previously returned
- 13.7 The Contractor shall prepare for shipment, deliver DDP at a destination agreed with the Purchaser, or otherwise dispose of Purchaser Furnished Property as may be directed or authorised by the Purchaser. The net proceeds of any such disposal shall be credited to the Contract price or paid to the Purchaser in such other manner as the Purchaser may direct.
- 13.8 The Contractor shall not modify any Purchaser Furnished Property unless specifically authorised by the Purchaser or directed by the terms of the Contract.
- 13.9 The Contractor shall indemnify and hold the Purchaser harmless against claims for injury to persons or damages to property of the Contractor or others arising from the Contractor's possession or use of the Purchaser Furnished Property. The Contractor shall indemnify the Purchaser for damages caused by the Contractor to the Purchaser, its property and staff and arising out of the Contractor's use of the Purchaser Furnished Property.

14. **CONTRACTOR'S PERSONNEL WORKING AT PURCHASER'S FACILITIES**

- 14.1 The term "Purchaser Facilities" as used in this Clause shall be deemed to include sites, property, utilities, ships or vessels and the term "Facility Representative" shall be deemed to refer to the authority designated by the Purchaser responsible for the site, property, utility, ship or vessel.
- 14.2 The Facility Representative shall provide such available administrative and technical facilities for Contractor's personnel working at Purchaser's Facilities for the purpose of the Contract as in the opinion of the Facility Representative may be necessary for the effective and economical discharge of Work. The Facility Representative shall also determine whether these facilities will be provided free of charge to the Contractor or determine what charges are payable. The Contractor shall have no claim against the Purchaser for any such additional cost or delay or any additional cost or delay occasioned by the closure for holidays of said facilities, or other reasons, where this is generally published or made known to the Contractor by the Purchaser or his authorised representatives.
- 14.3 The Contractor shall, except as otherwise provided for in the Contract, make good or, at the option of the Purchaser, pay compensation for all damage occurring to any Purchaser's Facilities occasioned by the Contractor, his servants, agents or Sub-contractors, arising from his or their presence and activities in, and use of, the Purchaser's Facilities; provided that this

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Condition shall not apply to the extent that the Contractor is able to show that any such damage was not caused or contributed to, by his neglect, or default or the neglect or default of his servants, agents or Sub-contractors, or by any circumstances within his or their control.

- 14.4 All property of the Contractor while at a Purchaser Facility shall be at the risk of the Contractor, and the Purchaser shall accept no liability for any loss or damage, except to the extent that any loss or damage is the result of a wilful act or gross negligence on the part of the Purchaser's employees or agents.

**15. HEALTH, SAFETY AND ACCIDENT PREVENTION**

- 15.1 If the Purchaser notifies the Contractor in writing of any non-compliance in the performance of this Contract with safety and health rules and requirements prescribed on the date of this Contract by applicable national or local laws, ordinances and codes, and the Contractor fails to take immediate corrective action, the Purchaser may order the Contractor to stop all or part of the Work until satisfactory corrective action has been taken. Such an order shall not entitle the Contractor to an adjustment of the Contract price or other reimbursement for resulting increased costs, or to an adjustment of the delivery or performance schedule.

**16. CHANGES**

- 16.1 The Purchaser may at any time, by written order of the Contracting Authority designated or indicated to be a change order ("Change Order") make changes within the general scope of this Contract, including, without limitation, in any one or more of the following:
- 16.1.1 Specifications (including drawings and designs);
  - 16.1.2 Method and manner of performance of the work, including engineering standards, quality assurance and configuration management procedures;
  - 16.1.3 Marking and method of shipment and packing;
  - 16.1.4 Place of delivery;
  - 16.1.5 Amount, availability and condition of Purchaser Furnished Property.
- 16.2 The Purchaser shall submit a proposal for Contract amendment describing the change to the Contract.

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- 16.3 If any such Change Order causes an increase in the Contractor's cost of, or the time required for, the performance of any part of the Work under this Contract, whether or not changed by any such order, the Contractor shall submit a written proposal for adjustment to the Purchaser describing the general nature and amount of the proposal for adjustment. The Contractor shall submit this proposal for adjustment within thirty (30) days after receipt of a written Change Order under (a) above unless this period is extended by the Purchaser.
- 16.4 If any such Change Order causes a decrease in the Contractor's cost of, or the time required for, the performance of any part of the Work under this Contract, whether or not changed by any such order, the Purchaser shall submit a proposal for adjustment within thirty (30) days from the issuance of the Change Order by submitting to the Contractor a written statement describing the general nature and amount of the proposal for adjustment.
- 16.5 Where the cost of property made obsolete or in excess as a result of a change is included in the Contractor's claim for adjustment, the Purchaser shall have the right to prescribe the manner of disposition of such property.
- 16.6 The Purchaser reserves the right to reject the introduction of the change, after the evaluation of the change proposal, even if the Purchaser initiated such change.
- 16.7 Failure to agree to any requested adjustment shall be a dispute within the meaning of the Clause 41 (Disputes). However, nothing in this Clause shall excuse the Contractor from proceeding with the Contract as changed.
- 16.8 No proposal for adjustment by the Contractor for an equitable adjustment shall be allowed if asserted after final payment and acceptance under this Contract.
- 16.9 Any other written or oral order (which, as used in this paragraph includes direction, instruction, interpretation, or determination) from the Purchaser that causes a change shall be treated as a Change Order under this Clause, provided, that the Contractor gives the Purchaser a written notice within thirty (30) Days after receipt of such order stating (i) the date, circumstances, and source of the order; (ii) that the Contractor regards the order as a Change Order; and (iii) a detailed cost and time analysis of the impact of the change, and that the Order is accepted in writing by the Purchaser as a Change Order. The timely written notice requirement, as detailed above, remains in force in all cases, even where, for example, the Purchaser has positive knowledge of the relevant facts.
- 16.10 All tasks and activities carried out by the Contractor in relation to the processing of the Change Order or in relation to this Clause shall form part of the Contractor's routine work and cannot be charged as additional work.

**17. STOP WORK ORDER**

- 17.1 The Purchaser may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the Work called for by this Contract for a period of ninety (90) days after the order is delivered to the Contractor, and for any further period to which the Parties may agree.
- 17.2 Any such stop work order shall be specifically identified as a stop work order issued pursuant to this Clause (the "Stop Work Order"). The Stop Work Order may include a description of the Work to be suspended, instructions concerning the Contractor's issuance of further orders for material or services, guidance to the Contractor on actions to be taken on any Sub-contracts and any suggestion to the Contractor for minimizing costs.
- 17.3 Upon receipt of such a Stop Work Order, the Contractor shall forthwith comply with its terms and take all reasonable steps to minimise costs incurred allocable to the Work covered by the Stop Work Order during the period of work stoppage. Within a period of ninety (90) days after a Stop Work Order is delivered to the Contractor, or within any extension of that period to which the Parties shall have agreed, the Purchaser shall either:
- 17.3.1 cancel the Stop Work Order; or
- 17.3.2 terminate the Work covered by such Stop Work Order as provided in Clause 40 (Termination for Convenience of the Purchaser).
- 17.4 If a Stop Work Order issued under this Clause is cancelled or the period of the Stop Work Order or any extension thereof expires, the Contractor shall resume work.
- 17.5 An equitable adjustment shall be made in the delivery schedule or Contract price, or both, and the Contract shall be modified in writing accordingly, if:
- 17.5.1 the Stop Work Order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this Contract, and;
- 17.5.2 the Contractor asserts a Claim for such adjustment within thirty (30) days after the end of the period of work stoppage; provided that, if the Purchaser decides the facts justify such action, he may receive and act upon any such claim asserted at a later date but prior to final payment under this Contract.
- 17.6 If a Stop Work Order is not cancelled and the Work covered by such Stop Work Order is terminated for the convenience of the Purchaser the reasonable costs resulting from the Stop Work Order shall be allowed in

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arriving at the termination settlement.

**18. CLAIMS**

18.1 The Contractor shall specifically identify the Contract Clause(s) under which the Claim(s) is/are based.

18.2 Claims shall be specifically identified as such and submitted:

18.2.1 within the time specified in the Clause under which the Contractor alleges to have a Claim. If no time is specified in the Clause under which the Contractor intends to base his Claim, the time limit shall be sixty (60) days from the date the Contractor has knowledge or should have had knowledge of the facts on which he bases his Claim; and

18.2.2 before final payment, pursuant to and with the exceptions specified in Clause 33 entitled "Release of Claims".

18.2.3 Section 18.2.2 above shall only apply to those Claims for which the Contractor could not have had earlier knowledge and were not foreseeable.

18.3 The Contractor shall be foreclosed from his Claim unless he presents complete documentary evidence, justification and costs for each of his Claims within ninety (90) calendar days from the assertion date of such Claims. Claims shall be supported by specifically identified evidence (including applicable historical and planned cost and production data from the Contractor's books and records). Opinions, conclusions or judgmental assertions not supported by such evidence will be rejected by the Purchaser.

18.4 An individual breakdown of cost is required for each element of Contractor's Claims at the time of claim submission or for any material revision of the Claim.

18.5 The Contractor shall present, at the time of submission of a Claim, an attestation as follows:

I .....the responsible senior company official authorised to commit the ..... with respect to its claims dated ..... being duly sworn, do hereby depose and say that: (i) the facts described in the claim are current, complete and accurate; and (ii) the conclusions in the claim accurately reflect the material damages or contract adjustments for which the Purchaser is allegedly liable.

.....

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.....  
SIGNATURE

Date

- 18.6 Failure to comply with any of the above requirements shall result in automatic foreclosure of the Claim. This foreclosure takes effect in all cases and also where, for example, the Claim is based on additional orders, where the facts are known to the Purchaser, where the Claim is based on defective specifications of the Purchaser or an alleged negligence in the pre-contractual stage.
- 18.7 Claims submitted by the Contractor will be reviewed by the Contracting Authority. The Contracting Authority will respond within sixty (60) days with a preliminary decision, based on an assessment and evaluation of the facts presented by the Parties, as to whether the Contracting Authority considers the Claim to have merit for consideration. If the preliminary decision of the Contracting Authority is that the Claim, as submitted is without merit, the Contractor shall have fourteen (14) days to present a rebuttal to the Contracting Authority and request reconsideration of the Contracting Authority's decision. Within thirty (30) days receipt of the Contractor's request for reconsideration, the Contracting Authority will issue a decision. The time requirements stated herein may be extended by the Contracting Authority in order to accommodate additional preparation efforts and fact finding discussions but the Contracting Authority may not unreasonable extend such a period. A decision that the submitted claim is without merit will be identified as such, will be issued in writing by the Contracting Authority and will be conclusive. A decision may only be challenged by the Contractor through the Disputes provisions described herein.
- 18.8 A decision by the Purchaser that the claim has merit will result in a Contracting Authority request to enter into negotiations with the Contractor to arrive at a mutually agreed fair and equitable settlement. The Contracting Authority's decision will contain a target date for the commencement and conclusion of such operations. If the Parties are unable to arrive at an agreement on a fair and reasonable settlement by the target date for conclusion, or any extension thereto made by the Contracting Authority, the latter may declare that negotiations are at an impasse and issue a preliminary decision as to the fair and reasonable settlement and the reasons supporting this decision. The Contractor shall have a period of thirty (30) days to present a rebuttal to the Contracting Authority and request reconsideration of the Contracting Authority's decision. Within sixty (60) days of receipt of the Contractor's request for reconsideration, the Contracting Authority will issue its decision on the request for reconsideration. This timeframe will be respected unless an authorisation is needed from a NATO or other authority , the schedule for which is beyond the Contracting Authority's control. A



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decision of the Contracting Authority on the reconsideration of the matter will be identified as such, will be issued in writing by the Contracting Authority and will be conclusive. A decision on the reconsideration may only be challenged by the Contractor through the Disputes provisions described herein.

- 18.9 No Claim arising under this Contract may be assigned by the Contractor without prior approval of the Purchaser.
- 18.10 The Contractor shall proceed diligently with performance of this Contract, pending final resolution of any request for relief, claim appeal, or action arising under the Contract, and comply with any decision of the Contracting Authority.

**19. PRICING OF CHANGES, AMENDMENTS AND CLAIMS**

- 19.1 Contractor's pricing proposals for Changes, amendments and Claims shall be priced in accordance with the Purchaser's Pricing Principles (Annex 1 hereto and the sample spreadsheet and its "Instructions to Complete" at Appendix 1) or the national government pricing rules and regulations for the Contractor's own country, where in force. The Contractor shall provide cost information accompanied by appropriate substantiation as required by the Purchaser in accordance with Purchaser's Pricing Principles, or such other format as may be agreed between the Contractor and the Purchaser.
- 19.2 With respect to Clause 19.1 above, when the price or price adjustment is based on adequate price competition, established catalogue or market price of commercial items sold in substantial quantities to the general public, or prices set by law or regulation, the Contractor shall be responsible for substantiation of such cases to the satisfaction of the Purchaser.
- 19.3 For the purposes of verifying that the cost or pricing data submitted in conjunction with Clause 19.1 above are accurate, complete and current, the Purchaser or any Purchaser authorised representative shall have the right of access to the Contractor's facilities to examine, until the expiration of three (3) years from the date of final payment of all sums due under the Contract:
  - 19.3.1 those books, records, documents and other supporting data which will permit adequate evaluation and verification of the cost or pricing data submitted; and/or
  - 19.3.2 the computations and projections which were available to the Contractor as of the date of the Contractor price proposal.
- 19.4 The Contractor, subject to the provisions of this Clause, shall require Sub-contractors to provide to the Purchaser, either directly or indirectly:
  - 19.4.1 cost or pricing data;
  - 19.4.2 access to Sub-contractor's facilities and records for the purposes of verification of such cost or pricing data; and
  - 19.4.3 a Certificate of Current Cost or Pricing Data, when required.

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- 19.5 If any price, including profit, negotiated in connection with this Contract was proposed, taking any of the following into account:
- 19.5.1 the Contractor furnished cost or pricing data which was not complete, accurate and current as certified in the Contractor's Certificate of Current Cost or Pricing Data provided in accordance with Clause 19.6 below;
  - 19.5.2 a Sub-contractor, pursuant to Clause 19.4 above or any Sub-contract clause therein required, furnished cost or pricing data which was not complete, accurate and current as certified in the Sub-contractor's Certificate of Current Cost or Pricing Data;
  - 19.5.3 a Sub-contractor or prospective Sub-contractor furnished cost or pricing data which was required to be complete, accurate and current and to be submitted to support a Sub-contract cost estimate furnished by the Contractor but which was not complete, accurate and current as of the date certified in the Contractor's Certificate of Current Cost or Pricing Data; or
  - 19.5.4 the Contractor or a Sub-contractor or prospective Sub-contractor furnished any data, not within 19.5.1 through 19.5.3 above, which, as submitted, was not complete, accurate and current;
  - 19.5.5 then the price and/or cost shall be adjusted accordingly and the Contract shall be modified in writing as may be necessary to reflect such.
- 19.6 At the time of negotiating any price, including profit, which is based upon the submission of cost or pricing data by the Contractor, the Contractor shall be required to submit a certificate of current cost or pricing data ("Certificate").
- 19.6.1 Such Certificates will certify that, to the best of the Contractor's knowledge and belief, cost or pricing data submitted to the Purchaser in support of any proposal for a price, price adjustment or claim, are accurate, complete and current, as per the completion of the negotiations or, in the case of a claim, as per the submission date of the claim.
  - 19.6.2 All such Certificates shall be in the format shown below and shall be dated and signed by a responsible officer of the company:

CERTIFICATE OF CURRENT COST OR PRICING DATA

This is to certify that cost or pricing data as submitted, either actually or by specific identification in writing to the Purchaser or his representative in support of.....(*Claim, Amendment, ECP#, etc.*) are accurate, complete and current as of .....(*Date*).

By submitting the price proposal, the Contractor/sub-Contractor or prospective sub-Contractor grant the Purchaser or his authorized representative(s) the right to examine those records, data and supporting information, used as a basis for the pricing submitted.

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*Name of Company*

---

*Signature*

---

*Printed Name of Signatory*

---

*Title of Signatory*

---

*Date of Signature*

19.6.3 The Contractor shall insert the substance of this Clause 19.7 in each Sub-contract.

19.7 For all additional or follow-up agreements which are made for Work which are furnished to the Purchaser without competition, the Contractor shall offer prices on a "Preferred Customer" basis, that is offer prices which are as favourable as those extended to any Government, Agency, Company, Organisation or individual purchasing or handling like quantities of

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equipment and/or Parts covered by the Contract under similar conditions. In the event that prior to completing delivery under this Contract the Contractor offers any of such items in substantially similar quantities to any customer at prices lower than those set forth herein, the Contractor shall so notify the Purchaser and the prices of such items shall be correspondingly reduced by a supplement to this Contract. Price in this sense means "Base Price" prior to applying any bonus, export tax reduction, turn-over tax exemptions and other reductions based on National Policies.

**20. NOTICE OF SHIPMENT AND DELIVERY**

- 20.1 Except as may be specified in the Contract Special Provisions, delivery of all items under this Contract shall be made by the Contractor on the basis of "Delivery Duty Paid" (DDP) as defined by the INCOTERMS 2000 (International Chamber of Commerce Publication No. 560). It shall be noted, however, that because the Purchaser is exempted from direct taxes and duty as set forth in Clause 26 (Taxes and Duties), there is no duty to be paid by the Contractor.
- 20.2 "Delivery" of required Work by the Contractor does not constitute "Acceptance" by the Purchaser for purposes of meeting the requirements of the Contract Schedule where Purchaser acceptance is the stated payment or schedule milestone.
- 20.3 Thirty (30) Days, or such other period as specified in the Contract, prior to the delivery of any shipment of Work, the Contractor shall give prepaid notice of shipment to the Purchaser. The Notice of Shipment shall contain, as appropriate, the request for customs form 302, or equivalent document, which shall enable any carrier to conduct duty free import/export clearance through customs for the Purchaser on behalf of NATO.
- 20.4 The customs form 302 is an official customs clearance declaration issued in advance of shipment by the Purchaser to provide certified information as to the duty free import, export, or transit of NATO consignments between NATO countries.
- 20.5 The Notice of Shipment and request for Form 302 or equivalent document shall contain the following information:
  - 20.5.1 Purchaser's Contract number;
  - 20.5.2 Contract item number, designation and quantities;
  - 20.5.3 destination;
  - 20.5.4 number and description of the packages (gross and net weight);
  - 20.5.5 description of the goods and their value (for custom purpose only, not commercial value)

- 20.5.6 consignor's name and address;
  - 20.5.7 consignee's name and address;
  - 20.5.8 method of shipment (i.e. road, rail, sea, air, etc.);
  - 20.5.9 name and address of freight forwarder.
- 20.6 Forwarding Agents, Carriers or other responsible organisations shall be informed by the Contractor of the availability of Form 302 or equivalent document and how the form shall be utilised to avoid the payment of custom duties. Form 302 or equivalent document shall be incorporated in all shipping documents provided to the carrier.
- 20.7 Upon receipt of the Notice of Shipment from the Contractor, the Purchaser may require the Contractor to send copies of the Notice of Shipment to the receiving parties and the Contractor shall comply with this requirement.

## **21. INSPECTION AND ACCEPTANCE OF WORK**

- 21.1 For the purposes of this Clause, Work does not include documentation which is addressed in Clause 22 (Inspection and Acceptance of Documentation) hereafter.
- 21.2 Unless otherwise specifically provided for in the Contract, all Work and all Parts and equipment incorporated in the Work are to be new and of the most suitable grade of their respective kinds for the purpose, notwithstanding the requirements for testing, inspection and performance as required under this Contract. All workmanship shall be as specified under the Contract or, if no workmanship standards are specified, best commercial or "state of the art" complying with relevant (National and International) standards.
- 21.3 All Work may be subject to inspection and test by the Purchaser or his authorised representative(s) to the extent practicable at all times and places prior to Acceptance, including the period of manufacture, or after delivery or as otherwise specified in the Contract. For the purposes of inspection and testing the Purchaser may delegate as his representative the authorised National Quality Assurance Representative (NQAR) in accordance with STANAG 4107.
- 21.4 No representative or NQAR appointed by the Purchaser for the purpose of determining the Contractor's compliance with the technical requirements of the Contract shall have the authority to change any of the specifications. Such changes may only be made by the Contracting Authority in writing in accordance with Clause 16 (Changes).
- 21.5 The presence or absence of an NQAR or other Purchaser representative shall not relieve the Contractor from conforming to the requirements of this Contract.
- 21.6 Acceptance or rejection of the Work shall be made as promptly as practicable after delivery, except as otherwise provided in the Contract. Failure to timely

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accept or reject the Work shall neither relieve the Contractor from responsibility for such Work nor impose liability on the Purchaser.

- 21.7 In the event that any Work, or lots thereof, or services are defective in design, material, workmanship or manufacturing quality, or as a result of undue wear and tear or otherwise not in conformity with the requirements of this Contract, including any characteristic or condition which is or becomes at variance to the performance specifications, to the intended function of the Work or the function to which it could reasonably be expected that the Work would perform, the Purchaser shall have the right either to reject them (with or without instructions as to their disposition) or to require their correction or replacement. Work which has been rejected or required to be corrected or replaced shall, at the expense of the Contractor, be removed, or, if permitted or required by the Contracting Authority, corrected in place by the Contractor promptly after notice, and shall not thereafter be tendered for acceptance by the Contractor unless the former rejection or requirement of correction or replacement is withdrawn. If the Contractor fails promptly to remove, replace or correct such Work the Purchaser may either:
- 21.7.1 by contract or otherwise return, replace or correct such Work or services and charge to the Contractor the cost incurred by the Purchaser; and/or
  - 21.7.2 terminate this Contract for default as provided in Clause 39 (Termination for Default).
- 21.8 When NQAR is not applicable based on the scale of the project, the Purchaser reserves the right to perform inspections through his own staff in accordance with the latest ISO standard at the time of inspection.
- 21.9 Unless the Contractor corrects or replaces such Work within the delivery schedule, the Purchaser may require the delivery of such Work at a reduction in price which is equitable under the circumstances. Failure to agree to such reduction of price shall be a dispute within the meaning of Clause 41 (Disputes).
- 21.10 If any inspection or test is made by the Purchaser's representatives on the premises of the Contractor or Sub-contractor, the Contractor, without additional charge, shall provide all reasonable facilities and assistance for the safety and convenience of the Purchaser's representatives in the performance of their duties. The NQAR or other Purchaser representatives shall have the right of access to any area of the Contractor's or his Sub-contractor's premises where any part of the contractual work is being performed.
- 21.11 If Purchaser inspection or test is made at a point other than the premises of the Contractor or Sub-contractor, it shall be at the expense of the Purchaser except as otherwise provided in this Contract; provided, that in case of rejection the Purchaser shall not be liable for any reduction in value of samples used in connection with such inspection or test.
- 21.12 All inspections and tests by the Purchaser shall be performed in such a

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manner as not to unduly delay the Work.

- 21.13 The Purchaser reserves the right to charge to the Contractor any additional cost of Purchaser inspection and test when Work is not ready at the time such inspection and test is requested by the Contractor or when re-inspection or retest is necessitated by prior rejection.
- 21.14 Acceptance or rejection of the Work shall be made as promptly as practicable after delivery, except as otherwise provided in this Contract, but failure to inspect and accept or reject Work shall neither relieve the Contractor from responsibility for such Work as are not in accordance with the Contract requirements nor impose liability on the Purchaser thereof.
- 21.15 The inspection and test by the Purchaser of any Work or lots thereof, or services, does not relieve the Contractor from any responsibility regarding defects or other failures to meet the Contract requirements which may be discovered prior to acceptance.
- 21.16 Acceptance of Work shall take place when the Contracting Authority confirms acceptance in writing of the Work in accordance with the procedure specified in the Contract, or if none is so specified then the Contracting Authority shall be deemed to have accepted the Work without prejudice to any other remedies, when and as soon as any of the following events have occurred:
  - 21.16.1 the Purchaser has taken the Work into use, except as specifically provided by Clause 23 (Use and Possession Prior to Acceptance);
  - 21.16.2 the Purchaser has not exercised its right of rejection of the Work within any period specified for that purpose in the Contract;
  - 21.16.3 there being no period for exercising the right of rejection specified in the Contract, a reasonable time, all the circumstances having been taken into account, has elapsed since inspection of the Work was effected in accordance with the Contract.
- 21.17 Except as otherwise provided in this Contract, acceptance shall be conclusive except as regards latent defects, fraud, or such gross mistakes as amount to fraud.
- 21.18 Unless otherwise specified in this Contract, the Contractor shall have or establish, implement and maintain an effective and economical quality control system necessary to satisfy the Contract requirement. The system shall provide for the early and prompt detection of deficiencies, trends and conditions which could result in unsatisfactory quality and for timely and effective corrective action. Objective evidence that the system is effective shall be readily available to the Purchaser and its authorised representatives. Records of all inspection and testing work by the Contractor shall be kept complete and available to the Purchaser's representatives during the performance of this Contract and for such longer periods as may be specified elsewhere in this Contract.

**22. INSPECTION AND ACCEPTANCE OF DOCUMENTATION**

- 22.1 The Contractor shall provide to the Purchaser a draft version of the required documentation as provided by the Contract Schedule and the Statement of Work. Review of draft documentation under this Contract will be made by the Purchaser upon the delivery of these items by the Contractor. The review will be conducted by the Purchaser through duly authorised representatives.
- 22.2 Upon delivery of the draft documentation, the Purchaser will have a period of review as provided by the Statement of Work. At the end of the review period or before if deemed practical by the Purchaser, the Purchaser's comments will be presented to the Contractor in writing. The substance of such comments will pertain to items of error, non-conformity, omission and guidance in relation to the requirements of the Statement of Work.
- 22.3 Purchaser Review of the delivered items will emphasise the conformity with the requirements of the Statement of Work, thoroughness of analysis, logical bases of conclusions and models and coherence and completeness of presentation. The review process will also examine editorial and grammatical correctness and the suitability and accuracy of graphics supporting the text.
- 22.4 The Contractor shall, after receipt of Purchaser comments, incorporate changes, revisions and corrections required by the Purchaser and present the revised documentation in final form to the Purchaser for inspection in accordance with the delivery date specified in the Schedule.
- 22.5 During the review process the Contractor is not required to halt efforts on further tasks as identified in the Statement of Work. The Purchaser, however, shall not be held liable for any work carried out by the Contractor which is based on draft documentation yet to be reviewed.
- 22.6 Upon receipt of the items in final form, the Purchaser will inspect the items for a period not exceeding two weeks (or as otherwise stated in the Statement of Work). At the end of the inspection, the Purchaser will notify the Contractor that:
- 22.6.1 the items have been accepted;
  - 22.6.2 the acceptance of the items is deferred pending further revision;
  - or
  - 22.6.3 The items are rejected and significantly fail to meet Contract requirements.
- 22.7 In the case of Clause 22.6.2 above, the Contractor shall only be responsible for those revisions and corrections requested by the Purchaser and the



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Purchaser may not request additional revisions during inspection after required revisions have been made. However, if the Purchaser determines that a directed revision has not been made or if such directed revision was cause for revision of other portions of content which were not made by the Contractor, the Purchaser may withhold acceptance until such revisions are made by the Contractor.

- 22.8 The Contractor shall provide to the Purchaser on request supporting technical data, computer software, databases and background analyses in order to validate findings contained in the delivered items.
- 22.9 Purchaser acceptance shall be made in writing by the Contracting Authority.

**23. USE AND POSSESSION PRIOR TO ACCEPTANCE**

- 23.1 Except as otherwise provided in the Contract Special Provisions, the Purchaser shall have the right to take possession of, or use, any completed or partially completed Work under the Contract at any time, when notified by the Contracting Authority, however such possession or use shall not constitute Acceptance by the Purchaser, as defined in the Contract.
- 23.2 While the Purchaser has such use or is in such possession, the Contractor shall be relieved of the responsibility for loss or damage to the Work concerned other than that resulting from the Contractor's fault, negligence or defect to the Work.
- 23.3 If such prior possession or use by the Purchaser delays the progress of the Work or causes additional expense to the Contractor, an equitable adjustment in the Contract price or the time of delivery will be made, in accordance with the Clause 16 (Changes), and the Contract shall be modified in writing accordingly.

**24. OWNERSHIP AND TITLE**

- 24.1 Except as may be otherwise stated in the Contract Special Provisions and Clause 23 (Use and Possession prior to Acceptance), ownership and title to all Work will pass to the Purchaser only upon Acceptance by the Contracting Authority in writing. Where the Contract provides for Provisional Acceptance and Final Acceptance, ownership and title will pass to the Purchaser upon written notification of Final Acceptance.

**25. INVOICES AND PAYMENT**

- 25.1 Unless otherwise specified in the Contract Special Provisions, invoices shall only be submitted after delivery and Acceptance of the Work and for the total prices and currency(ies) as set out under the Schedule of Work.
- 25.2 Invoices in respect of any Work or services shall be prepared and submitted

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to the Purchaser and shall contain all of the elements listed below:

- 25.2.1 Contract number;
  - 25.2.2 Purchaser's Purchase Order number ;
  - 25.2.3 accounting codes (as specified in this Contract);
  - 25.2.4 item number (as defined in the Contract);
  - 25.2.5 Contract description of Work or services, sizes, quantities, unit prices, and extended totals (exclusive of taxes and duties for which relief is available); and
  - 25.2.6 extended totals. Details of Bills of Lading or Freight Warrant numbers and weight of shipment shall be identified on each invoice as appropriate.
- 25.3 In addition, documentary evidence of Acceptance including copies of certificates of conformity shall be submitted together with each invoice. Invoices shall not be submitted to the Purchaser without Acceptance having been previously made by the Purchaser.
- 25.4 Each copy of the invoice shall contain the following certificate which shall be signed by a duly authorised company official on the designated original invoice:

*"I certify that the above invoice is true and correct, that the delivery of the above described items has been duly carried out and the payment thereof has not been received.*

*Order placed for official use. Exemption from VAT Article 42, §3&3\* of VAT Code for Belgium or Article 151, §1b of the Council Directive 2006/112/EC dd. 28 November 2006 on intra-community purchases and/or services."*

- 25.5 All invoices shall be addressed to the NCI Agency - Financial Management

Either at the following addresses:

NCI Agency \* If used for NCI Agency Brussels

NATO Communications and Information Agency  
Finance, Accounting & Operations  
Batiment Z  
Av du Bourget 140  
B-1140 Belgium

**OR**

shall be addressed to Financial Management at the following electronic address:

["NCIA-CAPDEV-FMU-BEL\\_E-INVOICES@NCIA.NATO.INT"](mailto:NCIA-CAPDEV-FMU-BEL_E-INVOICES@NCIA.NATO.INT) (note there is an underscore between BEL and E-INVOICES)

Note: When used for NCI Agency The Hague or Mons the addresses shall be dictated in the Contract Special Provisions

Once the manner of forwarding the invoice is chosen, the contractor shall keep this manner throughout the contract.

- 25.6 All invoices submitted shall include the address of the bank to which payment shall be made, together with **either** pertinent information concerning the International Bank Account Number (IBAN) and BIC/SWIFT address **or** pertinent information concerning transit number/sort code, account number and SWIFT address. The Purchaser makes payment only by wire transfer and therefore wire transfer particulars shall be included on the invoice.
- 25.7 Invoices will be settled by the Purchaser within sixty (60) days of receipt of a properly prepared and submitted invoice.
- 25.8 The Contractor shall mention on the invoice the payment conditions in line with the Contract.

**26. TAXES AND DUTIES**

- 26.1 The Purchaser, by virtue of his status under the terms of Article IX and X of the Ottawa Agreement, is exempt from all direct taxes (incl. VAT) and all customs duties on merchandise imported or exported. The Contractor, therefore, certifies that the prices stipulated in this Contract do not include amounts to cover such direct taxes or customs duties.
- 26.2 The Contractor shall be responsible for ensuring that his respective Sub-contractors are aware that the Purchaser is exempt from taxes and customs duties. The Contractor (and his respective Sub-contractors) shall be responsible for complying with all applicable national and local legal and administrative procedures to ensure that authorities do not attempt to assess taxes and customs duties on goods and property imported or exported through NATO member nation frontiers under this Contract nor assess direct taxation (VAT) on goods sold to the NCI Agency under this Contract.
- 26.3 The Purchaser shall give reasonable assistance in providing evidence/documents which might be required by the Contractor to ensure that NCI Agency receives tax exemption by virtue of its status under the Ottawa Agreement.
- 26.4 If, after complying with all national and local legal and administrative

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procedures, the authorities persist in attempting to impose taxes or duties on goods provided under this Contract, the Contractor shall inform the Contracting Authority providing the particulars of the situation, the procedures which have been followed and the point of contact at the national authority which is attempting to impose taxation or duty. The Contracting Authority will examine the situation and attempt to clarify the legal and administrative basis of the difficulty. If the Contracting Authority so directs, the Contractor shall pay the required taxes and duties and file for reimbursement or rebate from the national authorities in accordance with national legislative and administrative procedures.

- 26.5 In the event that the petition for reimbursement or rebate is denied by the national authorities concerned and providing that the Contractor and/or his Sub-contractor have complied with the national legislative and administrative procedures, the Purchaser shall reimburse the full amount of the payment(s) upon receipt of the Contractor's invoice indicating such tax or duty as a separate item of cost and fully identified by reference to any governmental law, regulation and/or instruction pursuant to which such tax or duty is enforced. The Contractor shall offer assistance and execute any such document that may be useful or required to ensure that Purchaser obtains the reimbursement of any tax or duty retained by a national authority.
- 26.6 In the event of the Contractor and/or Sub-contractor not complying with national legislative or administrative procedures, taxes and duties paid by the Contractor and/or Sub-contractors shall not be reimbursed by the Purchaser.
- 26.7 Following payment by the Purchaser of the taxes and/or duties pursuant to Clause 26.4 above, should the Contractor subsequently receive a rebate of any amount paid by the Purchaser, the Contractor shall immediately notify the Purchaser and the amount of such rebate shall be credited or reimbursed to the Purchaser, as directed. The Contractor shall be responsible for taking any and all action that could reasonably be required in order to obtain such rebate.
- 26.8 The Contractor shall be liable for all other taxes, assessments, fees, licences, administrative charges or other Government assessments or charges which are applicable to the performance of this Contract. It is the Contractor's responsibility to inform himself of his liability in each country where such liability may arise.

**27. WARRANTY OF WORK (Exclusive of Software)**

- 27.1 For the purpose of this Clause:

27.1.1 "Acceptance" shall mean the act of an authorised representative of the Purchaser by which the Purchaser

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assumes title and ownership of delivered Work rendered as partial or complete performance of the Contract. "Acceptance" in this regard, unless specifically provided otherwise in the Contract Contract Special Provisions, means final Acceptance where the Contract provides for Provisional or Partial Acceptance;

- 27.1.2 "Correction" shall mean the elimination of a defect;
- 27.1.3 "Work" shall not include software.
- 27.2 The Contractor shall not be responsible under this Clause for the Correction of Defects in Purchaser Furnished Property, except for Defects in Contractor performed installation, unless the Contractor performs, or is obligated to perform, any modifications or other work on Purchaser Furnished Property. In that event, the Contractor shall be responsible for Correction of Defects that result from the modifications or other Work.
- 27.3 Unless another period of time is indicated in the Contract Contract Special Provisions, the duration of the warranty provided by the Contractor and its Subcontractors shall be twelve (12) months from the date of Acceptance under this Contract as notified in writing by the Contracting Authority.
- 27.4 Any Work or parts thereof corrected or furnished in replacement and any services re-performed shall also be subject to the conditions of this Clause 27 to the same extent as Work initially accepted. The warranty, with respect to these Work, or parts thereof shall be equal in duration to that set forth in Clause 27.3, and shall run from the date of delivery of the corrected or replaced Work.
- 27.5 If the Contractor becomes aware at any time before Acceptance by the Purchaser (whether before or after tender to the Purchaser) or at a later time, that a Defect exists in any Work, the Contractor shall either promptly correct the Defect or promptly notify the Purchaser, in writing, of the Defect, using the same procedures prescribed in Clause 27.8.
- 27.6 The Purchaser will notify in writing the Contractor of the existence of a Failed Component and return to the Contractor the Failed Component within thirty (30) Days of the discovery of such failure. The transport of the Failed Component shall be at the expense of the Purchaser. The notification of the failure will include as much information as practicable about the circumstances and operating environment at the time of the failure. Upon receipt of such notification by the Purchaser (which may precede receipt of the Failed Component), the Contractor shall ship to the location of the Failed Component an identical component for installation by Purchaser personnel. The Contractor shall ship such replacement component(s) Delivery Duty Paid. Such transportation and replenishment charges are included in the cost of line item of the Contract identified as the warranty.
- 27.7 In such rare cases where the Failed Component is either too large to be

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easily transported or the Failed Component cannot be readily identified and isolated within the larger entity, the Contractor shall be notified by the Purchaser of the failure immediately by telephone, fax or e-mail. The Contractor shall provide technical support to the Purchaser personnel in identifying the Failed Component so as to afford the Purchaser the opportunity to return the Failed Component. In such a case where the Failed Component cannot be identified or is not cost effective or practical to ship to the Contractor's facility, the Contractor may elect to send field service personnel to the site of the failure and repair such equipment on location. In this event, such field service personnel shall be dispatched to the site of the failure within forty-eight (48) hours of initial notification. The expense of the technical support and field service shall be borne by the Contractor.

- 27.8 The Contractor shall conduct analysis of all Failed Components which are returned to him by the Purchaser or repaired in the field by Contractor field service personnel to determine the cause of the failure. The Contractor shall issue a report to the Purchaser within thirty (30) days of receipt of a returned item or field repair which contains the results of the analysis. The report shall contain the conclusion of the Contractor as to whether the cause of the failure was due to a Manufacturing Defect or a Design Defect and declare what course of remedial action the Contractor shall implement to prevent further failures of a similar nature. Repetitive failures of the same component may be grounds for a de facto determination by the Purchaser that a Design Defect exists.
- 27.9 If the Purchaser determines that a Design Defect exists in any of the Work accepted by the Purchaser under this Contract, the Purchaser shall promptly notify the Contractor of the Defect, in writing, within ninety (90) days after discovery of the Defect. Upon timely notification of the existence of a Defect, or if the Contractor independently discovers a Design Defect or Manufacturing Defect in accepted Work, the Contractor shall submit to the Purchaser, in writing within thirty (30) days, a recommendation for corrective actions, together with supporting information in sufficient detail for the Purchaser to determine what corrective action, if any, shall be undertaken.
- 27.10 The Contractor shall also prepare and furnish to the Purchaser data and reports applicable to any Correction required under this Clause (including revision and updating of all other affected data and already accepted documentation called for under this Contract) at no increase in the Contract price.
- 27.11 In the event of timely notice of a decision not to correct or only to partially correct, the Contractor shall submit a technical and cost proposal within forty-five (45) days to amend the Contract to permit Acceptance of the affected Work in accordance with the revised requirement, and an equitable reduction in the Contract price shall promptly be negotiated by the Parties and be reflected in a supplemental agreement to this Contract.
- 27.12 Within thirty (30) days after receipt of the Contractor's recommendations for corrective action and adequate supporting information in accordance with

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Clause 27.9, the Purchaser using sole discretion, shall give the Contractor written notice not to correct any Defect, or to correct or partially correct any Defect within a reasonable time.

- 27.13 The Contractor shall promptly comply with any timely written direction from the Purchaser to correct or partially correct a manufacturing or Design Defect, at no increase in the Contract price.
- 27.14 The Purchaser shall give the Contractor a written notice specifying any failure or refusal of the Contractor to:
  - 27.14.1 conduct analyses of Failed components and implement a course of remedial action as required by Clauses 27.7 and 27.8;
  - 27.14.2 provide replacement components, technical support or on-location field repair service in accordance with Clauses 27.6 and 27.7; or
  - 27.14.3 prepare and furnish data and reports as required by Clause 27.10.
- 27.15 The notice referred to in Clause 27.14 shall specify a period of time following receipt of the notice by the Contractor in which the Contractor must remedy the failure or refusal specified in the notice.
- 27.16 If the Contractor does not comply with the Purchaser's written notice in Clause 27.14, the Purchaser may by Contract or otherwise:
  - 27.16.1 Obtain detailed recommendations for corrective action from its own resources or third parties and either:
  - 27.16.2 correct the Work;
  - 27.16.3 replace the Work, and if the Contractor fails to furnish timely disposition instructions, the Purchaser may dispose of the non-confirming Work for the Purchaser's account in a reasonable manner, in which case the Purchaser is entitled to reimbursement from the Contractor, or from the proceeds, for the reasonable expenses of care and disposition, as well as for excess costs incurred or to be incurred;
    - 27.16.3.1 obtain applicable data and reports; and/or
    - 27.16.3.2 charge the Contractor for the costs incurred by the Purchaser.
- 27.17 In no event shall the Purchaser be responsible for any extension or delays in the scheduled deliveries or periods of performance under this Contract as a result of the Contractor's obligations to correct Defects, nor shall there be any adjustment of the delivery schedule or period of performance as a result of the Correction of Defects unless provided by a supplemental agreement with adequate consideration.

27.18 The rights and remedies of the Purchaser provided in this Clause shall not be affected in any way by any terms or conditions of this Contract concerning the conclusiveness of inspection and Acceptance and are in addition to, and do not limit, any rights afforded to the Purchaser by any other Clause of this Contract or applicable law.

**28. RIGHT OF ACCESS, EXAMINATION OF RECORDS**

28.1 The Contractor shall give to the Purchaser and/or his representative(s) full and free access to his premises as and when required for the purpose of this Contract and shall ensure the same right of access to the premises of his Sub-contractors, by the inclusion in any such Sub-contracts of a provision substantially as set forth in this Clause.

28.2 The Purchaser and/or his representative(s) shall continue to have such right of access and examination of records as set forth in Clause 28.1 above until final payment under the Contract or the end of the warranty provisions under the Contract, whichever occurs later.

28.3 The expiration of the Purchaser's rights as set forth in Clause 28.2 is further subject to the provisions of Clause 19 (Pricing of Changes, Amendments and Claims), where a three (3) year right is established following the agreement of contractual amendments or the settlement of claims based upon the submission of cost and pricing data.

28.4 The period of access and examination described in Clause 28.1 above for records not related to cost aspects of a dispute or claim but which relate to issues of fact arising under either proceedings under Clause 41 (Disputes) or Clause 42 (Arbitration), or the settlement of claims made by either Party pursuant to the performance of this Contract, shall continue until such appeals, litigation or claims have been disposed of.

**29. PATENT AND COPYRIGHT INDEMNITY**

29.1 The Contractor shall assume all liability against any and all third party claims that the services, Work and/or parts thereof, in whole or in part, infringe(s) an IPR in force in any countries, arising out of the manufacture, import, export, performance of the services or delivery of Work and/or out of the use or disposal by, or for the account of, the Purchaser of such Services and/or Work. The Contractor shall reimburse and/or indemnify the Purchaser, its officers, agents, employees and/or consultants: (i) for all costs, fees, damages, awards, settlement amounts and any other expenses awarded to the third party right holder against Purchaser and/or the final beneficiaries of the Work in relation to said third party claim; and (ii) for the costs and expenses incurred by the Purchaser in relation to said third party claims, including attorney fees. The Contractor shall be responsible for obtaining any licences necessary for the performance of this Contract and for making all other arrangements required to indemnify



the Purchaser from any liability for IPR infringement in said countries.

29.2 Each Party shall immediately notify the other of any intellectual property infringement claims of which he has knowledge and which pertain to the Work under this Contract.

29.3 This indemnity shall not apply under the following circumstances:

29.3.1 Patents or copyright which may be withheld from issue by order of the applicable government whether due to security regulations or otherwise;

29.3.2 An infringement resulting from specific written instructions from the Purchaser under this Contract;

29.3.3 An infringement resulting from changes made to the Work by the Purchaser without the Contractor prior written consent;

29.3.4 An infringement resulting from changes or additions to the Work subsequent to final delivery and Acceptance under this Contract.

### **30. INTELLECTUAL PROPERTY**

#### **30.1 *Purchaser Background IPR***

30.1.1 The Contractor is licensed to use, non-exclusively and royalty-free any Purchaser Background IPR that is or will be made available for the sole purpose of carrying out the Work.

30.1.2 The Contractor shall not use any Purchaser Background IPR other than for the purpose of carrying out the Work without the prior written agreement of the Purchaser. Any such agreement shall include the terms relating to such use.

30.1.3 The Purchaser gives no warranty as to the validity of any Purchaser Background IPR. The Contractor shall not do anything or act in any way which is inconsistent with or prejudicial to the ownership by the Purchaser of any Purchaser Background IPR.

#### **30.2 *Contractor Background IPR***

30.2.1 Any use of Contractor Background IPR for the purpose of carrying out the Work pursuant to the Contract shall be free of any charge to Purchaser. The Contractor hereby grants to NATO a non-exclusive, royalty-free and irrevocable licence to use and authorise others to use any Contractor Background IPR for the purpose of exploiting or otherwise using the Foreground IPR.

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- 30.2.2 Any use of Contractor Background IPR is not limited to the number of users or the number of licenses required by the Contract for the use of system. The Purchaser reserves the right to use the Contractor Background IPR for any number of users and number of licenses as required, at no additional cost to the Purchaser.

30.3 ***Foreground IPR***

- 30.3.1 All Foreground IPR is the property of the Purchaser on behalf of NATO. Consequently, no statement shall be made restricting the rights of the Purchaser in the Foreground IPR.
- 30.3.2 The Contractor shall ensure that suitable arrangements are in place between its employees, agents, consultants and itself regarding Foreground IPR generated by said employees, agents, Subcontractors and consultants to allow the Contractor to fulfil its obligations under Clause 30.3.1 above.
- 30.3.3 The Contractor shall be entitled to use Foreground IPR on a non-exclusive, royalty free basis solely for the purpose of carrying out the Work.
- 30.3.4 The Contractor shall not use any Foreground IPR other than for the purpose of carrying out the Work without the Purchaser's prior written agreement. Any such agreement shall include terms relating to such use.
- 30.3.5 The Contractor shall provide the Purchaser, at the latest upon delivery of the Work and thereafter for the duration of the warranty and any purchased CLS agreement period, with full documented records of information in relation to the Work, including but not limited to, all drawings, specifications and other data that is necessary or useful to further develop, maintain and operate the Work.
- 30.3.6 The Contractor shall:
- 30.3.6.1 do all things necessary and sign all necessary or useful documents to enable the Purchaser to obtain the registration of the Foreground IPR as the Purchaser may require and select; and
  - 30.3.6.2 to execute any formal assignment or other documents as may be necessary or useful to vest title to any Foreground IPR in the Purchaser.

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30.3.7 The Contractor undertakes:

- 30.3.7.1 to notify the Purchaser promptly of any invention or improvement to an invention or any design conceived or made by the Contractor; and
- 30.3.7.2 to provide the Purchaser with such information as the Purchaser may reasonably request in order to:
  - (i) determine the patentability of such invention or improvement; (ii) assess the need for registering such invention or improvement; and (iii) evaluate the potential value to the Purchaser of such a patent or registration if issued.

30.3.8 If the Purchaser determines that it wishes to apply for one or more patents for the disclosed invention or improvement or for a registration for the disclosed design, it will prosecute such application(s) at its own expense. The Contractor undertakes to provide the Purchaser, at the Purchaser's expense, with such information and assistance as the Purchaser shall reasonably require to prosecute such application(s).

30.4 ***Third Party IPR***

- 30.4.1 Any use of Third Party IPR for the purpose of carrying out the Work pursuant to the Contract shall be free of any charge to the Purchaser. The Contractor hereby grants to NATO a non-exclusive, royalty-free and irrevocable licence to use and authorise others to use any Third Party IPR for the purpose of exploiting or otherwise using the Foreground IPR.
- 30.4.2 With the exception of COTS items, any use of Third Party IPR is not limited to the number of users or the number of licenses required by the Contract for the use of system. With the exception of COTS items, the Purchaser reserves the right to use the Third Party IPR for any number of users and number of licenses as required, at no additional cost to the Purchaser.
- 30.4.3 For COTS items, the Contractor shall be responsible for obtaining licences from the Third Party in line with the requirements of the Statement of Work (including numbers and locations of licences).
- 30.4.4 Where Third Party IPR is the subject of a licence or other agreement between the third party and the Purchaser or the Contractor, the Contractor shall not use any Third Party IPR for the purposes of carrying out work pursuant to the Contract

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without the prior written approval of the Purchaser. Contractor shall inform Purchaser in advance of any restrictions on the Purchaser's use.

- 30.4.5 If, after the award of the Contract, the Contractor becomes aware of the existence of any Third Party IPR which the Contractor is using or believes is needed for the performance of the Contract, the Contractor shall immediately give the Purchaser a written report identifying such IPR and if they are compliant with the other provisions in the contract. Any Third Party IPR under this clause is subject to the prior written approval by the Purchaser.
- 30.4.6 The Purchaser may consider open source solutions alongside proprietary ones in developments provided that such solutions are fully compliant with the requirements of this Contract. Contractor shall disclose in advance the open source license associated with the contemplated open source solution. The Purchaser reserves the right to refuse the incorporation of open source solutions that are deemed inadequate for incorporation in a NATO application (e.g. post-back obligations).

### **30.5 Subcontractor IPR**

- 30.5.1 When placing a Sub-contract which is concerned with or involves the creation of IPR, the Contractor shall ensure that the Sub-contractor enters into the same agreement for the use of the IPR as stipulated in this Contract in such a way that the Purchaser will be entitled to use the IPR as agreed between the Purchaser and the Contractor. The Contractor shall include in the Sub-contract the content of the provisions of this Clause.

## **31. SOFTWARE WARRANTY**

### **31.1 Statement of the Warranties**

- 31.1.1 The Contractor warrants that each Software delivered under this Contract will conform to all requirements specified in the Contract. This will also include Software design specifications, including software configuration.
- 31.1.2 Regardless of the Purchaser initiation of or participation in developing Software design or specifications, each Software delivered under this Contract will conform to the essential Performance requirements set forth in this Contract, as those essential Performance requirements measured,

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tested, and verified by tests and procedures set forth in this Contract.

**31.2 Notification Requirement**

- 31.2.1 The Contractor agrees to notify the Purchaser in writing immediately after he first discovers that a defect(s) may exist in Software delivered under this Contract, unless the Purchaser has first notified the Contractor, in writing, of the same defect(s).
- 31.2.2 The Purchaser shall notify the Contractor upon discovery that a defect(s) may exist in any Software accepted by the Purchaser under this Contract, unless the Contractor has first notified the Purchaser, in writing of the same defect(s).

**31.3 Duration of the Warranty**

- 31.3.1 For each Software delivered under this Contract, the Contractor Warranties stated in paragraph 31.1 above shall extend to all defects discovered within 12 months from the date of acceptance of the Software by the Purchaser.

**31.4 Purchaser Remedies for Breach**

- 31.4.1 The rights and remedies of the Purchaser under this Software Warranty:
- 31.4.2 Are in addition to any rights and remedies of the Purchaser under any other provision of this Contract, including, but not limited to, the Purchaser's rights in relation to latent defects, fraud, or gross mistakes that amount to fraud; and
- 31.4.3 Shall apply notwithstanding inspection, acceptance, or any other clauses or terms of this Contract;
- 31.4.4 In the event of any defect as defined herein with respect to a Software delivered under this Contract, the Purchaser, in its sole discretion may:
  - 31.4.4.1 Require the Contractor to take such action as may be necessary to eliminate the defect, at no additional cost to the Purchaser for materials, labour, transportation, or otherwise;
  - 31.4.4.2 Require the Contractor to supply, at no additional cost to the Purchaser, all materials and instructions necessary for the Purchaser to eliminate the defect and to pay costs reasonably incurred by the Purchaser in taking such action as

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may be necessary to eliminate the defect, or;

31.4.4.3 Equitably reduce the contract price

31.4.5 The Purchaser may elect the remedies provided in paragraph 31.4.4.1 or 31.4.4.2 above notwithstanding any dispute respecting the existence of or responsibility for any alleged defect as defined herein with respect to any Software delivered under this contract, provided that the Contractor will not be required to pay costs incurred by the Purchaser under paragraph 31.4.4.2 until final determination of the defect. In the event that the alleged defect is subsequently determined not to be a defect subject to this warranty but the Contractor has incurred costs under paragraph 31.4.4.1 and 31.4.4.2 as required by the Contract by virtue of this paragraph 31.4.3, the contract price under this contract shall be equitably adjusted.

31.4.6 Election by the Purchaser of the remedy provided under paragraph 31.4.4.1 and 31.4.4.2 above shall not preclude subsequent election of a different remedy under paragraph 31.4.4 if the defect is not successfully eliminated under the prior election with one month of the notification under paragraph 31.4.2 above.

**31.5 Limitations and Exclusions from Warranty Coverage**

31.5.1 This Software Warranty shall not apply to alleged defects that the Contractor demonstrates to be in or otherwise attributable to the Purchaser furnished property as determined, tested, and verified by the tests and procedures set forth in this Contract. Notwithstanding this paragraph , a defect is not attributable to Purchaser furnished property if it is the result of installation or modification of Purchaser furnished property by the Contractor or of the integration of Purchaser furnished property into any Software delivered under this Contract.

31.5.2 Any Purchaser Furnished Property needs to be checked and approved by the Contractor. Approval is implied once the Contractor starts using the Purchaser Furnished Property.

**31.6 Markings**

31.6.1 All Deliverables under this Contract will identify the owner of the Deliverable and if applicable, will prominently include notice of the existence of its warranty, its substance, its duration, and instructions to notify the Purchaser promptly if the Software is found to be defective. The markings should also be included in

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the operating and/or maintenance manuals or instructions accompanying such Software.

- 31.6.2 All Deliverables regardless of the media they are delivered onto and which are subject to export control restrictions shall be clearly marked indicating the type and nature of restriction as well as the national law imposing such restrictions. Nothing in this provision is intended to invalidate, void, or otherwise limit the rights of the Purchaser under this Contract.

**32. NATO CODIFICATION**

- 32.1 For the purposes of this Clause "Technical Data" means the drawings, specifications and technical documentation of those items designated by the Purchaser to support the equipment covered by the Contract, and required to fully identify the items and, if applicable, draft item identifications to the extent and in the form to be agreed between the Codification Authority and the Contractor.
- 32.2 In order to ensure the orderly identification of equipment, the Contractor shall furnish at the request of the Codification Authority the Technical Data required for the identification of the items of supply to the NATO codification system in the time scale stated in this Contract.
- 32.3 A recommended spare parts list or a similar data carrier prepared in accordance with instructions provided by the Purchaser as the basis for codification shall be supplied by the Contractor by the date established in this Contract.
- 32.4 The Contractor shall supply or require his Sub-contractor(s)/supplier(s) to supply on request for the period of time specified in the Contract the relevant Technical Data for all items and sub-contracted items to the Codification Authority and the Purchaser. The Contractor shall require that each Sub-contractor/supplier shall include identical conditions in any subsequent order which he may place.
- 32.5 The drawings, specifications, related documentation and, if applicable, draft item identifications, prepared when possible by the true manufacturer of the item, shall be supplied by the Contractor or his Sub-contractor(s)/supplier(s) direct to the Codification Authority and, if required, to the Purchaser as and when they become available or, at the latest within the time limits specified in the Contract. The Contractor shall inform the Codification Authority and Purchaser within 21 Days of receipt of the request if the required Technical Data are not immediately available, and shall impose a similar obligation upon his Sub-contractor(s)/supplier(s).

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- 32.6 Except as hereinafter provided, the Contractor shall require the Sub-contractor(s)/supplier(s) to furnish on request the information direct to the Codification Authority in the Sub-contractor(s)/supplier(s)' country, but the Contractor shall remain responsible for ensuring that the information is so furnished. In the event of a Sub-contract order being placed with a manufacturer in a non-NATO country, the Contractor shall be responsible for obtaining Technical Data from the Sub-contractor/supplier and furnishing it to the Purchaser.
- 32.7 Technical Data relating to any Sub-contractor's/supplier's items shall include but not be limited to the name and address of the true manufacturer(s), his/their true reference number(s), drawing or item Part number(s) and applicable data in addition to any Part or reference number(s) allocated by the Contractor, plus draft item identification(s) if required by the Codification Authority.
- 32.8 The Contractor shall provide the Technical Data required for codification of those items ordered with this Contract and also for the pertaining support items ordered with future contracts, including updating information regarding all agreed modifications, design or drawing changes made to the equipment or detailed Parts.
- 32.9 If the Contractor has previously supplied Technical Data (for the purpose stated in Clause 31.2), the Contractor is to state this fact and indicate to whom they were supplied and the Contractor shall not under normal circumstances be required to make a further supply of the Technical Data already provided. The Technical Data furnished by the Contractor and Sub-contractor(s)/supplier(s) are to be presented in accordance with the requirements for the preparation of item identification(s) as outlined in the Guide for Industry provided by the Codification Authority.
- 32.10 The Contractor should contact the Codification Authority for any information concerning the NATO codification system. This information is to be found at: ["http://www.nato.int/structur/ac/135/ncs\\_guide/e\\_guide.htm"](http://www.nato.int/structur/ac/135/ncs_guide/e_guide.htm)

**32.11 Markings**

- 32.11.1 All Deliverables under this Contract will identify the owner of the Deliverable and, if applicable, will prominently include notice of the existence of its warranty, its substance, its duration, and instructions to notify the Purchaser promptly if the Software is found to be defective. The markings should also be included in the operating and/or maintenance manuals or instructions accompanying such Software.
- 32.11.2 All Deliverables regardless of the media they are delivered onto



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and which are subject to export control restrictions shall be clearly marked indicating the type and nature of restriction as well as the national law imposing such restrictions. Nothing in this provision is intended to invalidate, void, or otherwise limit the rights of the Purchaser under this Contract.

**33. RELEASE FROM CLAIMS**

33.1 Prior to final payment under this Contract, the Contractor and each assignee under this Contract shall execute and deliver a release discharging the Purchaser, its officers, agents and employees from all liabilities, obligations and claims arising out of or under this Contract subject only to the following exceptions:

33.1.1 specified claims in stated amounts or in estimated amounts where the amounts are not susceptible to exact statement by the Contractor;

33.1.2 claims for reimbursement of costs (other than expenses of the Contractor by reason of his indemnification of the Purchaser against patent liability) including reasonable expenses incidental thereto, incurred by the Contractor under the provisions of this Contract relating to patents.

33.1.3 a patent infringement resulting from specific written instructions from the Purchaser under this Contract.

33.1.4 a patent infringement resulting from changes or additions to the goods and services subsequent to final delivery and acceptance under this Contract.

**34. ASSIGNMENT OF CONTRACT**

34.1 The Purchaser reserves the right to assign this Contract, in whole or in part, to another NATO body, agency or representative within NATO or NATO Nations. In such a case, the Purchaser shall notify the Contractor accordingly in writing.

34.2 NATO shall remain responsible for its obligations under the Contract and for the actions of the body, agency or representative to which this Contract may be assigned.

**35. TRANSFER AND SUB-LETTING**

35.1 The Contractor shall not give, bargain, sell, assign, sub-let or otherwise dispose of the Contract or any part thereof or the benefit or advantage of the

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Contract or any part thereof without the prior written consent of the Purchaser.

**36. PURCHASER DELAY OF WORK**

- 36.1 If the performance of all or any part of the Work is delayed or interrupted by an act of the Purchaser in the administration of this Contract, which act is not expressly or implicitly authorised by this Contract, or by the Purchaser's failure to act within the time specified in this Contract (or within a reasonable time if no time is specified), an adjustment shall be made for any increase in the cost of performance of this Contract caused by such delay or interruption and the Contract modified in writing accordingly.
- 36.2 Adjustment shall be made also in the delivery or performance dates and any other contractual provision affected by such delay or interruption. However, no adjustment shall be made under this Clause for any delay or interruption:
- 36.2.1 to the extent that performance would have been delayed or interrupted by any other cause, including the fault or negligence of the Contractor; or
  - 36.2.2 for which an adjustment is provided or excluded under any other provision of this Contract.
- 36.3 No claim under this Clause shall be allowed:
- 36.3.1 if the Contractor has failed to notify the Purchaser in writing of the act or failure to act, indicating that this act or failure to act will result in a delay or increased costs;
  - 36.3.2 for any costs incurred more than twenty (20) Days before the Contractor shall have notified the Purchaser in writing of the act or failure to act involved; and
  - 36.3.3 unless the monetary claim, in an amount stated, is asserted in writing as soon as practicable after the termination of such delay or interruption, but not later than the date of final payment under the Contract.

**37. CONTRACTOR NOTICE OF DELAY**

- 37.1 In the event that the Contractor encounters difficulty in complying with the Contract schedule date(s) for whatever reason, including actual or potential labour disputes, the Contractor shall immediately notify the Contracting Authority in writing, giving pertinent details. This data shall be deemed to be informational in character and shall not be construed as a waiver by the Purchaser of any schedule or date, or of any rights or remedies provided by law or under this Contract.

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- 37.2 Notwithstanding the above the Contractor shall be deemed to be in delay without notice from the Purchaser and only by simple expiry of the due date.

**38. LIQUIDATED DAMAGES**

- 38.1 If the Contractor:

38.1.1 fails to meet the delivery schedule of the Work or any performance milestones specified in the Schedule of Work to this Contract, or any extension thereof, or

38.1.2 fails to obtain acceptance of the delivered Work as specified in the Contract, or, if no time for acceptance is specified in the contract within a reasonable time after work is delivered.

the actual damage to the Purchaser for the delay will be difficult or impossible to determine. Therefore, in lieu of actual damages the Contractor shall pay to the Purchaser, for each day of delinquency in achieving the deadline or milestone, fixed and agreed liquidated damages of .1% (one tenth of per cent) per day of the associated payment set forth in the Schedule of Payments provided in the Contract Special Provisions. If no Schedule of Payments is specifically set forth in the Contract Special Provisions, the liquidated damages will be assessed against the price of the applicable contract line item (CLIN) of the Schedule of Supplies, Services and Prices.

- 38.2 In addition to the liquidated damages referred to above, the Purchaser shall have the possibility of terminating this Contract in whole or in part, as provided in Clause 39 (Termination for Default). In the event of such termination, the Contractor shall be liable to pay the excess costs provided in Clause 38.5.
- 38.3 The Contractor shall not be charged with liquidated damages when the delay arises out of causes beyond the control and without the fault or negligence of the Contractor as defined in Clause 39.6 (Termination for Default). In such event, subject to the provisions of Clause 41 (Disputes), the Purchaser shall ascertain the facts and extent of the delay and shall extend the time for performance of the Contract when in his judgement the findings of the fact justify an extension.
- 38.4 Liquidated damages shall be payable to the Purchaser from the first day of delinquency and shall accrue at the rate specified in Clause 38.1 to 20% of the value of each line item individually not to exceed 15% of the value of the total Contract. These liquidated damages shall accrue automatically and without any further notice being required.
- 38.5 The rights and remedies of the Purchaser under this clause are in addition to any other rights and remedies provided by law or under this Contract.

**39. TERMINATION FOR DEFAULT**

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- 39.1 The Purchaser may, subject to Clause 39.6 below, by written notice of default to the Contractor, terminate the whole or any part of this Contract if the Contractor, inclusive but not limited to:
- 39.1.1 fails to make delivery of all or part of the Work within the time specified in the contract or any agreed extension thereof;
  - 39.1.2 fails to make progress as to endanger performance of this Contract in accordance with its terms;
  - 39.1.3 fails to meet the technical requirements or the Specifications of the Contract;
  - 39.1.4 fails to comply with Clause 11 (Security);
  - 39.1.5 transfer this Contract without the Purchaser's prior written consent;
  - 39.1.6 breaches any provision of this Contract; or
- 39.2 In the case of any of the circumstances set forth in Clause 39.1 above, the Purchaser shall issue a letter to the Contractor stating that an actual or potential default exists and requiring a response from the Contractor within ten (10) Days that identifies:
- 39.2.1 in the case of late delivery of Work, when the Contractor shall deliver the Work and what circumstances exist which may be considered excusable delays under Clause 39.6.
  - 39.2.2 in the case of the other circumstances identified in Clause 39.1 above, what steps the Contractor is taking to cure such failure(s) within a period of ten Days (or such longer period as the Purchaser may authorise in writing) after receipt of notice in writing from the Purchaser specifying such failure and identifying any circumstances which exist which may be considered excusable under Clause 39.6.
- 39.3 The Purchaser shall evaluate the response provided by the Contractor or, in the absence of a reply within the time period mentioned in Clause 39.2, all relevant elements of the case, and make a written determination within a reasonable period of time that:
- 39.3.1 sufficient grounds exist to terminate the Contract in whole or in part in accordance with this Clause and that the Contract is so terminated;

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- 39.3.2 there are mitigating circumstances and the Contract should be amended accordingly; or
  - 39.3.3 the Purchaser will enter a period of forbearance in which the Contractor must show progress, make deliveries, or comply with the Contract provisions as specified by the Purchaser. The Purchaser may apply other remedial actions as provided by this Contract during such period of forbearance. This period of forbearance shall in no event constitute a waiver of Purchaser's rights to terminate the Contract for default.
- 39.4 At the end of the period of forbearance, which may be extended at the Purchaser's discretion, the Purchaser may terminate this Contract in whole or in part as provided in Clause 39.1 if the Contractor has not made adequate progress, deliveries or compliance with the Contract provisions which were the terms of the period of forbearance.
- 39.5 In the event the Purchaser terminates this Contract in whole or in part, as provided in Clause 39.1, the Purchaser may procure, upon such terms and in such manner as the Purchaser may deem appropriate, Work similar to those so terminated, and the Contractor shall be liable to the Purchaser for any excess costs for such similar Work; however, the Contractor shall continue the performance of this Contract to the extent not terminated under the provisions of this clause.
- 39.6 Except with respect to the default of Sub-contractors, the Contractor shall not be held liable for a termination of the Contract for default if the failure to perform the Contract arises out of causes beyond the control and without the fault or negligence of the Contractor.
- 39.6.1 Such causes may include, but are not restricted to, acts of God, acts of the public enemy, acts of the Purchaser in its contractual capacity, acts of sovereign governments which the Contractor could not reasonably have anticipated, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; but in every case the failure to perform must be beyond the control and without the fault or negligence of the Contractor.
  - 39.6.2 If the failure to perform is caused by the default of a Sub-contractor, and if such default arises out of causes beyond the control of both the Contractor and Sub-contractor, without the fault or negligence of either of them, the Contractor shall not be held liable for a termination for default for failure to perform unless the Work to be furnished by the Sub-contractor were obtainable from other sources in sufficient time to permit

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the Contractor to meet the required delivery schedule.

39.7 If this Contract is terminated as provided in Clause 39.1, the Purchaser, in addition to any other rights provided in this Clause and the Contract, may require the Contractor to transfer title and deliver to the Purchaser, in the manner and to the extent directed by the Purchaser:

39.7.1 any completed Work with associated rights ;

39.7.2 such partially completed Work, materials, Parts, tools, dies, jigs, fixtures, plans, drawings, information, and Contract rights (hereinafter called "Manufacturing materials") with associated rights as the Contractor has specifically produced or specifically acquired for the performance of such part of this Contract as has been terminated;

39.8 In addition to Clause 39.7, the Contractor shall, upon direction of the Purchaser, protect and preserve property in the possession of the Contractor in which the Purchaser has an interest.

39.9 Payment for completed Work delivered to and accepted by the Purchaser shall be at the Contract price.

39.10 Payment for manufacturing materials delivered to and accepted by the Purchaser and for the protection and preservation of property shall be in an amount agreed upon by the Contractor and Purchaser, failure to agree to such amount shall be a dispute within the meaning of Clause 41 (Disputes).

39.11 The Purchaser may withhold from amounts otherwise due to the Contractor for such completed Work or manufacturing materials such sum as the Purchaser determines to be necessary to protect the Purchaser against loss because of outstanding liens or claims of former lien holders.

39.12 If, after notice of termination of this Contract under the provisions of this Clause, it is determined for any reason that the Contractor was not in default under the provisions of this Clause, or that the default was excusable under the provisions of this Clause, the rights and obligations of the Parties shall be the same as if the notice of termination had been issued pursuant to Clause 40 (Termination for the Convenience of the Purchaser).

39.13 If after such notice of termination of this Contract under the provisions of this Clause, it is determined for any reason that the Contractor was not in default under the provisions of this Clause and that the Parties agree that the Contract should be continued, the Contract shall be equitably adjusted to compensate for such termination and the Contract modified accordingly. Failure to agree to any such adjustment shall be a dispute within the meaning of Clause 41 (Disputes).

39.14 The rights and remedies of the Purchaser provided in this Clause shall not be

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exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

**40. TERMINATION FOR THE CONVENIENCE OF THE PURCHASER**

- 40.1 The performance of Work under this Contract may be terminated by the Purchaser in accordance with this Clause in whole, or from time to time in part, whenever the Purchaser shall determine that such termination is in the best interest of the Purchaser.
- 40.2 Any such termination shall be effected by delivery to the Contractor of a written notice of termination, signed by the Contracting Authority, specifying the extent to which performance of Work under the Contract is terminated, and the date upon which such termination becomes effective.
- 40.3 After receipt of a Notice of Termination and except as otherwise directed by the Contracting Authority, the Contractor shall:
- 40.3.1 stop the Work on the date and to the extent specified in the notice of termination;
  - 40.3.2 place no further orders or Sub-contracts for Work, Parts, materials, services or facilities, except as may be necessary for completion of such portion of the Work under the Contract as is not terminated;
  - 40.3.3 terminate all orders and Sub-contracts to the extent that they relate to the performance of Work terminated by the Notice of Termination;
  - 40.3.4 assign to the Purchaser, in the manner, at the times and to the extent directed by the Purchaser, all of the right, title and interest of the Contractor under the orders and Sub-contracts so terminated, in which case the Purchaser shall have the right, in its discretion, to settle or pay any or all claims arising out of the termination of such orders and Sub-contracts;
  - 40.3.5 settle all outstanding liabilities and all claims arising out of such termination of orders and Sub-contracts, with the approval or ratification of the Purchaser to the extent he may require, which approval or ratification shall be final for all the purposes of this Clause;
  - 40.3.6 transfer title and deliver to the Purchaser in the manner, at the times, and to the extent, if any, directed by the Contracting Authority of:

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- 40.3.6.1 the fabricated parts, work in process, completed work, Work, and other material produced as a part of, or acquired in connection with the performance of the Work terminated by the notice of termination, and
    - 40.3.6.2 the completed or partially completed plans, drawings, information, and other property which, if the Contract had been completed, would have been required to be furnished to the Purchaser;
  - 40.3.7 use his best efforts to sell, in the manner, at the times, to the extent, and at the price or prices directed or authorised by the Contracting Authority, any property of the types referred to in Clause 40.3.6 above. However, the Contractor:
    - 40.3.7.1 shall not be required to extend credit to any Buyer; and
    - 40.3.7.2 may acquire any such property under the conditions prescribed by and at a price or prices approved by the Purchaser; and provided further that the proceeds of any such transfer or disposition shall be applied in reduction of any payments to be made by the Purchaser to the Contractor under this Contract or shall otherwise be credited to the price or cost of the Work or paid in such manner as the Contracting Authority may direct;
  - 40.3.8 complete performance of such part of the Work as shall not have been terminated by the Notice of Termination; and
  - 40.3.9 take such action as may be necessary, or as the Purchaser may direct, for the protection and preservation of the property related to this Contract which is in the possession of the Contractor and in which the Purchaser has or may acquire an interest.
- 40.4 The Contractor may submit to the Purchaser a list, certified as to quantity and quality, of any or all items of termination inventory not previously disposed of, exclusive of items the disposition of which has been directed or authorised by the Purchaser, and may request the Purchaser to remove such items or enter into a storage agreement covering the same; provided that the list submitted



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shall be subject to verification by the Purchaser upon removal of the items, or if the items are stored, within forty-five (45) Days from the date of submission of the list, and any necessary adjustment to correct the list as submitted shall be made prior to final settlement.

- 40.5 After receipt of a notice of termination, the Contractor shall submit to the Purchaser his termination Claim for the Work covered by the notice of termination, in the form and with certification prescribed by the Purchaser. Such claim shall be submitted promptly but in no event later than six (6) months from the effective date of termination, unless one or more extensions are granted in writing by the Purchaser, upon request of the Contractor made in writing within such six-month period or authorised extension thereof. However, if the Purchaser determines that the facts justify such action, the Purchaser may receive and act upon any such termination claim at any time after such six-month period or any extension thereof. Upon failure of the Contractor to submit his termination claim within the time allowed, the Purchaser may determine on the basis of information available to him, the amount, if any, due to the Contractor by reason of the termination and shall thereupon pay to the Contractor the amount so determined.
- 40.6 Subject to the provisions of Clause 40.5, the Contractor and the Purchaser may agree upon the whole or any part of the amount or amounts to be paid to the Contractor by reason of the total or partial termination of Work pursuant to this Clause, which amount or amounts may include a reasonable allowance for profit on work done; provided that such agreed amount or amounts exclusive of settlement costs shall not exceed total Contract price as reduced by the amount of payments otherwise made and as further reduced by the Contract price of the Work not terminated. The Contract shall be amended accordingly and the Contractor shall be paid the amount agreed.
- 40.7 In the event of the failure of the Contractor and the Purchaser to agree as provided in Clause 40.6 upon the whole amount to be paid to the Contractor by reason of the termination of Work pursuant to Clause 40, the Purchaser shall pay to the Contractor the amounts determined by the Purchaser as follows, but without duplication of any amounts agreed upon in accordance with Clause 40.6 the total of:
- 40.7.1 for completed Work accepted by the Purchaser (or sold or acquired as provided in Clause 40.3 above) and not therefore paid for, a sum equivalent to the aggregate price for such Work computed in accordance with the price or prices specified in the Contract, appropriately adjusted for any saving of freight or other charges;
  - 40.7.2 the costs incurred in the performance of the Work terminated including initial costs and preparatory expense allocable thereto, but exclusive of any costs attributable

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to Work paid or to be paid for under Clause 40.7.1;

- 40.7.3 the cost of settling and paying claims arising out of the termination of work under Sub-contracts or orders, as provided in Clause 40.3.5, which are properly chargeable to the terminated portion of the Contract, exclusive of amounts paid or payable on account of Work or materials delivered or services furnished by Sub-contractors or vendors prior to the effective date of the notice of termination, which amounts shall be included in the costs payable under Clause 40.7.2; and
- 40.7.4 a sum, as profit on Clause 40.7.1 above, determined by the Purchaser to be fair and reasonable; provided, however, that if it appears that the Contractor would have sustained a loss on the entire Contract, had it been completed, no profit shall be included or allowed and an appropriate adjustment shall be made reducing the amount of the settlement to reflect the indicated rate of loss; and
- 40.7.5 the reasonable costs of settlement, including accounting, legal, clerical and other expenses reasonably necessary for the preparation of settlement claims and supporting data with respect to the terminated portion of the Contract and for the termination and settlement of Sub-contracts there under, together with reasonable storage, transportation, and other costs incurred in connection with the protection, or disposition of property allocable to this Contract.

- 40.8 The total sum to be paid to the Contractor under Clause 40.7 shall not exceed the total Contract price as reduced by the amount of payments otherwise made and as further reduced by the Contract price of Work not terminated.
- 40.9 Except for normal spoilage, and except to the extent that the Purchaser shall have otherwise expressly assumed the risk of loss, there shall be excluded from the amounts payable to the Contractor, as provided in Clause 40.7 above, the fair value, as determined by the Purchaser, of property which is destroyed, lost, stolen, or damaged so as to become undeliverable to the Purchaser, or to a buyer pursuant to Clause 40.3.7 above.
- 40.10 The Contractor shall have the right to dispute, under the Clause 41 (Disputes), any determination made by the Purchaser under Clauses 40.5 and 40.7, except that if the Contractor has failed to submit his claim within the time provided in Clause 40.5 and has failed to request extension of such time, the Contractor shall be foreclosed from his right to dispute said determination. In

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any case where the Purchaser has made a determination of the amount due under Clauses 40.5 and 40.7, the Purchaser shall pay the Contractor the following:

- 40.10.1 if there is no right of appeal hereunder or if no timely appeal has been taken, the amount so determined by the Purchaser, or
  - 40.10.2 if an appeal has been taken, the amount finally determined on such appeal.
- 40.11 In arriving at the amount due to the Contractor under this Clause there shall be deducted:
- 40.11.1 all unliquidated advance or other payments on account theretofore made to the Contractor, applicable to the terminated portion of this Contract;
  - 40.11.2 any claim which the Purchaser may have against the Contractor in connection with this Contract; and
  - 40.11.3 the agreed price for, or the proceeds of the sale of, any materials, Work, or other things acquired by the Contractor or sold, pursuant to the provisions of this Clause, and not otherwise recovered by or credited to the Purchaser.
- 40.12 If the termination hereunder is partial, prior to the settlement of the terminated portion of this Contract, the Contractor may file with the Purchaser, in accordance with Clause 16 (Changes), a request in writing for an equitable adjustment of the price or prices relating to the continued portion of the Contract (the portion not terminated by the notice of termination), and such equitable adjustment as may be agreed upon shall be made in such price or prices.
- 40.13 The Purchaser may from time to time, under such terms and conditions as it may prescribe, make partial payments and payments on account against costs incurred by the Contractor in connection with the terminated portion of this Contract whenever in the opinion of the Purchaser the aggregate of such payments shall be within the amount to which the Contractor will be entitled hereunder. If the total of such payment is in excess of the amount finally agreed or determined to be due under this Clause, such excess shall be payable by the Contractor to the Purchaser upon demand, together with interest calculated using the average of the official base rate(s) per annum of the deposit facility rate as notified by the European Central Bank or such other official source as may be determined by the Purchaser, for the period from the date the excess is received by the Contractor to the date such excess is repaid to the Purchaser, provided, however, that no interest shall be charged with respect to any such excess payment attributed to a reduction in the

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Contractor's claim by reason of retention or other disposition of termination inventory until ten days after the date of such retention or disposition or such later date as determined by the Purchaser by reason of the circumstances.

- 40.14 Unless otherwise provided for in this Contract, the Contractor, from the effective date of termination and for a period of three years after final settlement under this Contract, shall preserve and make available to the Purchaser at all reasonable times at the office of the Contractor, but without direct charge to the Purchaser, all his books, records, documents, computer files and other evidence bearing on the costs and expenses of the Contractor under this Contract and relating to the work terminated hereunder, or, to the extent approved by the Purchaser, photographs, micro-photographs, or other authentic reproductions thereof.

**41. DISPUTES**

- 41.1 Except to the extent to which special provision is made elsewhere in the Contract, all disputes, differences or questions which are not disposed of by agreement between the Parties to the Contract with respect to any matter arising out of or relating to the Contract, other than a matter as to which the decision of the Contracting Authority under the Contract is said to be final and conclusive, shall be decided by the Contracting Authority. The Contracting Authority shall reduce his decision to writing and mail or otherwise furnish a copy thereof to the Contractor.
- 41.2 The Contracting Authority shall not proceed with the evaluation and decision in respect of any claim until and unless the Contractor has submitted the attestation as foreseen in Clause 18 (Claims), as well as the complete proof and evidence of the claim (either by submission or by identification of the relevant documentation).
- 41.3 The Contracting Authority's decision shall be final and conclusive unless, within 30 Days from the date of receipt of such copy, the Contractor mails or otherwise furnishes to the Contracting Authority his decision to open arbitration proceedings in accordance with the Clause 42 (Arbitration). The burden of proof for both receipt and delivery of such documentation shall be by signed and dated registered mail receipt or by hand receipt as acknowledged and signed by the Contracting Authority.
- 41.4 Pending final decision of a dispute, the Contractor shall proceed diligently with the performance of the Contract, unless otherwise instructed by the Contracting Authority.

**42. ARBITRATION**

- 42.1 Within a period of thirty days from the date of receipt of the notification referred to in Clause 41.3 above, the Parties shall jointly appoint an arbitrator. In the event of failure to appoint an arbitrator, the dispute or disputes shall be

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submitted to an Arbitration Tribunal consisting of three arbitrators, one being appointed by the Purchaser, another by the other contracting party and the third, who shall act as President of the Tribunal, by these two arbitrators. Should one of the Parties fail to appoint an arbitrator during the fifteen days following the expiration of the first period of thirty days, or should the two arbitrators be unable to agree on the choice of the third member of the Arbitration Tribunal within thirty days following the expiration of the said first period, the appointment shall be made, within twenty-one days, at the request of the Party instituting the proceedings, by the Secretary General of the Permanent Court of Arbitration at The Hague.

- 42.2 Regardless of the procedure concerning the appointment of this Arbitration Tribunal, the third arbitrator will have to be of a nationality different from the nationality of the other two members of the Tribunal.
- 42.3 Any arbitrator must be of the nationality of any one of the member states of NATO and shall be bound by the rules of security in force within NATO.
- 42.4 Any person appearing before the Arbitration Tribunal in the capacity of an expert witness shall, if he is of the nationality of one of the member states of NATO, be bound by the rules of security in force within NATO. If he is of another nationality, no NATO classified documents or information shall be communicated to him.
- 42.5 An arbitrator, who, for any reason whatsoever, ceases to act as an arbitrator, shall be replaced under the procedure laid down in Clause 42.1 above.
- 42.6 The Contractor agrees to submit to the Arbitration Tribunal only such issues, facts, evidence and proof which the Contractor had beforehand identified and submitted to the Contracting Authority for decision in accordance with Clause 41 (Disputes). The jurisdictional authority of the Arbitration Tribunal shall be restricted to consider only those identical issues, facts, evidence and proof so identified and submitted to the Contracting Authority.
- 42.7 The Purchaser likewise agrees to restrict its submissions only to the information on which the Contracting Authority based its decision and not to introduce new information and arguments which cannot reasonably be deduced or inferred from the written decision of the Contracting Authority in response to the original dispute.
- 42.8 The Arbitration Tribunal will take its decisions by a majority vote. It shall decide where it will meet and, unless it decides otherwise, shall follow the arbitration procedures of the International Chamber of Commerce in force at the date of signature of the present Contract.
- 42.9 The awards of the arbitrator or of the Arbitration Tribunal shall be final and there shall be no right of appeal or recourse of any kind. These awards shall

determine the apportionment of the arbitration expenses.

- 42.10 Pending final decision of a dispute, the Contractor shall proceed diligently with the performance of the Contract, unless otherwise instructed by the Contracting Authority.

**43. SEVERABILITY**

- 43.1 If one or more of the provisions of this Contract is declared to be invalid, illegal or unenforceable in any respect under any applicable law, the validity, legality and enforceability of the remaining provisions shall not be affected. Each of the Parties shall use its best efforts to immediately and in good faith negotiate a legally valid replacement provision.

**44. APPLICABLE LAW**

- 44.1 This Contract shall be governed, interpreted and construed in accordance with the private contract law of the Kingdom of Belgium.

\* \*

**ANNEX 1 TO GENERAL PROVISIONS: PURCHASER'S PRICING PRINCIPLES****A. General**

1. With regard to all actions included in Clause 19," Pricing of Changes, Amendments and Claims", the Parties agree that the Purchaser's Pricing Principles contained herein shall govern.
2. As may be requested by the Purchaser, the Contractor shall provide documentation. that the standards or principles employed in the submission of cost or pricing data are in conformance with governing national policies and regulation. The Contractor, when submitting a price proposal based upon national standards and regulations, shall provide a point of contact within the national body governing such standards and regulations in order to allow Purchaser verification and audit.
3. Where such conformance cannot be demonstrated to the satisfaction of the Purchaser, the Purchaser's Pricing Principles will govern.
4. The Contractor shall clearly state whether national standards and rules or the Purchaser's Pricing Principles and formats are the basis for the price proposal.
5. Whether national standards or Purchaser pricing principles are applied, all cost and pricing data shall be verifiable, factual and include information reasonably required to explain the estimating process.
6. The Contractor shall also incorporate provisions corresponding to those mentioned herein in all sub-contracts, and shall require price and cost analysis provisions be included therein.

**B. Purchaser's Pricing Principles****1. Allowable cost**

A cost is allowable for consideration by the Purchaser if the following conditions are fulfilled:

- (a) it is incurred specifically for the Contract or benefits both the Contract and other work or is necessary to the overall operation of the business although a direct relationship to any particular product or service cannot be established and is allocated to them in respective proportion according to the benefit received;

- i. Direct Costs

A direct cost is any cost which can be identified specifically with a particular cost objective as generally accepted. Direct costs are not limited to items which are incorporated in the end product as material or labour.

- ii. Indirect Costs

An indirect cost is one which is not readily subject to treatment as a direct cost. When presented these costs shall be accumulated in logical cost groupings in accordance with sound accounting principles and the Contractor's established practices. An indirect cost may be allocated to more than one final cost objective. An indirect cost shall not be allocated to a final cost objective if other costs incurred for the same purpose, in like circumstances, have been included as a direct cost of that or any other final cost objective. Such costs shall be presented as overhead rates and be applied to each related direct cost grouping.

- (b) The Contractor shall specify the allocation of costs to either of the cost groupings. The method by which costs are accumulated and distributed as part of direct or indirect costs cannot be modified during the duration of the Contract.
- (c) it is reasonable and expedient in its nature and amount and does not exceed that which would be incurred by an ordinary prudent person in the conduct of competitive business;
- (d) it is not liable to any limitations or exclusion as to types or amounts of cost items as set forth herein.
- (e) The Purchaser will review other costs presented against the contract and will determine if they would be allowable.

## 2. Unallowable Costs

In general all costs which cannot be shown by the contractor to be directly or indirectly of benefit to the Contract are totally unallowable. =Examples of such costs are, among others:

- (a) Advertising costs
- (b) Costs of remuneration, having the nature of profit sharing.
- (c) Costs of maintaining, repairing and housing idle and excess facilities.
- (d) Fines and penalties as well as legal and administrative expenses resulting from a violation of laws and regulations.
- (e) Losses on other contracts or on expected follow-on contracts
- (f) Costs incurred for the creation of reserves for general contingencies or other reserves (e.g. for bad debts, including losses).
- (g) Losses on bad debts, including legal expenses and collection costs in connection with bad debts.



- (h) Costs incurred to raise capital.
- (i) Gains and losses of any nature arising from the sale or exchange of capital assets other than depreciable property.
- (j) Taxes on profits.
- (k) Contractual penalties incurred.
- (l) Commissions and gratuities.
- (m) Interest on borrowings.

### 3. Rates and Factors

- (a) The Contractor shall inform the Purchaser of his rates and factors the basis upon which they were computed.
- (b) If the Contractor's rates and factors for similar contracts placed with national or international public services have not been established or approved by a government agency or an agency accepted by his government, the Contractor shall provide the necessary data to support the proposed rates.
- (c) The term "provisional " used in the title of a rate or factor means a tentative rate established for interim billing purposes pending negotiation and agreement to the final rate or factor.
- (d) A rate or factor is pre-determined if it is fixed before or during a certain period and based on (estimated) costs to be incurred during this period. An rate or factor is post-determined if it is fixed after a certain period and based on costs actually incurred during this period. Pre-determined rates or factors shall be agreed upon as final rates whenever possible; otherwise the provisions of paragraph 3c above shall apply pending agreement to post-determined rates or factors.
- (e) Such rates or factors shall be determined on the basis of Contractor's properly supported actual cost experience.
- (f) If the rates or factors of the Contractor for similar contracts placed by national or international public services have been established or approved by a government agency or an agency accepted by his government and the Contractor proposes the application of these rates, he shall state the name and address of the agency which has accepted or approved the rates and the period for which they were established. If he proposes rates which vary from the rates mentioned above, he shall furthermore provide a justification for the difference.

4. Profit/Benefit

- (a) Over the entire life cycle of a given acquisition, Profit and/or Benefit may be subject to negotiation.
- (b) Subcontracting profit/benefit amounts are dependent upon the size, nature and oversight needs of the subcontract(s) the prime contractor will use for work performance period.
- (c) Profit/benefit is considered by the Purchaser to be directly related to the anticipated risk of the Contractor during the performance of the Contract.

# **NATO COMMUNICATIONS AND INFORMATION AGENCY**



## **NATO WIDE GLOBAL MOBILE TELEPHONY IFB-CO-15038-GMT**

### **PART IV STATEMENT OF WORK**

Revision Number: Amendment 9

20 May 2020

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## **1. INTRODUCTION**

### **1.1. Purpose**

- 1.1.1. The purpose of this Statement of Work (SoW) is to define the requirement for the NATO Global Mobile Telephony requirement.
- 1.1.2. The intent of the contract is to simplify procurement and consolidate the purchasing mobile services, available in multiple countries, to include support of service delivery.
- 1.1.3. As part of the Base Contract, the Contractor shall provide wireless telecommunications services to 11 NATO Member Nations listed in Annex A of this SoW.
- 1.1.4. As option, the Contractor shall provide wireless telecommunications services to NATO HQ (NHQ), accounting for 1000+ users.
- 1.1.5. The Purchaser may request to expand the scope of the contract to any of the “remaining” 19 NATO Member Nations (see Annex A of this SoW). Such expansion will be discussed as and when needed, and subject to a contract amendment.
- 1.1.6. The Contractor shall solely be responsible to coordinate and assure local agreements, as required, to cover SIM card issuance and service provision, in accordance with local regulatory laws concerning mobility services provisioning (voice, data and text) to be used by NATO staff in performing their duties.

### **1.2. Scope**

- 1.2.1. The Statement of Work defines the requirement to provide Global Mobile Telephony (GMT) services, with associated subscriptions (voice, text and/ or data), within the 11 NATO Member Nations (see also Annex A).
- 1.2.2. The Contractor shall provide services as described in this SoW. In particular:
  - 1.2.2.1. The Contractor shall manage the issuance of the necessary SIM cards to Service Distribution Points, at no cost to the Purchaser (see sections 4.2 and 4.3 for details).
  - 1.2.2.2. The Contractor shall provide a Contractor Service Support (CSS) (see section 7).
  - 1.2.2.3. The Contractor shall propose a solution that shall be able to support the NATO hierarchical organizational structure, and support multiple configurations.
- 1.2.3. The Purchaser currently estimates that the approximate number of subscriptions (and associated SIM cards) to be issued will be around 4500 (including NHQ as option). See the Schedule of Supplies and Services (SSS) for details.

- 1.2.4. The Contractor shall issue SIM cards in a staged approach, starting from the effective date of contract.
- 1.2.5. The Contractor shall ensure all documentation delivered under this contract is in English.
- 1.2.6. The Contractor shall ensure that all correspondence between the Purchaser and the Contractor, as well as between the call centre and the users, is in English.
- 1.2.7. The Purchaser does not demand the Contractor to deliver the requested services on its own. In particular:
  - 1.2.7.1. The Contractor shall provide documentation, if requested by the Purchaser, demonstrating that an agreement is in place with any necessary Third-Party to replace the existing fleet in the 11 NATO Member Nations as per Annex A (Base contract), and for the duration of the Base contract.
  - 1.2.7.2. When a strategic partnership is utilised where the prime Contractor has no in-country owned carrier services in their portfolio, the prime Contractor shall have a strategic agreement in place for the duration of the contract, with current active customers.
- 1.2.8. In the event of a change in technology during the contractual period, the Contractor shall guarantee at least the same level of service for contracted services.

## **2. SUBSCRIPTION PLANS**

### **2.1. Introduction**

- 2.1.1. It shall be the Contractor's sole responsibility to establish local agreements (i.e. sub-contracts with companies) for each NATO Member Nation as required, and manage these agreements to include central reporting and billing.
- 2.1.2. Any local provider (i.e. sub-contractor) can invoice NATO directly as long as the established local agreements are in place and respected, under the umbrella of the contract between NATO and the main Contractor (Prime vs Sub).

### **2.2. Zoning**

- 2.2.1. For simplicity and standardisation, the following are definitions of the zoning object of Voice, SMS and Data Plan:

Domestic Zone	GSM traffic originated and terminated in the Home Country shall be considered domestic. (i.e. Country where Subscription reside)
International Zone	Traffic from local GSM to landline and cellular destinations in the vicinity Nations (i.e. Belgium to EU Countries, US Virginia to USA states, etc.)

NATO Best Destination	Traffic originated domestic country with destination to foreign number (Mobile and Land Lines) located in a NATO country, when not already in EU.
World (Rest of the world)	Based on Provider Offer Differentiated by groups of Countries (ie. Asia , Australia, North America, South America etc) and defined as zoned tariffs

## 2.3. Subscription plans and charging

2.3.1. The contractor shall provide fixed monthly rates for each of the plans offered. When the user has met the maximum plan allowance the service shall be disabled until the following month or the phone plan is modified to another plan. NATO shall not incur overage charges. All data plans, shall be allowed to tether at no additional costs. Voice, SMS, and data Plans shall be available for domestic/national, international and European roaming, and worldwide roaming as per following definition:

2.3.1.1. **Roaming.** Roaming refers to the mobile phone being used outside the range of its home network and connects to another available cell network.

2.3.1.2. **International Roaming.** International roaming is defined as the ability for a customer to automatically make and receive voice calls, send and receive data, or access other mobile services when travelling outside the geographical coverage area of its home network by means of using the infrastructure of a "visited" network.

2.3.1.2.1. The Contractor shall only charge for international roaming when voice, SMS, or data are used within the roaming zones.

2.3.1.2.2. The Contractor shall disable International roaming data when the allotted data has been consumed.

2.3.1.2.3. The Contractor shall apply International Roaming fees based on zoned tariff schedules as defined in section 2.2.

2.3.1.3. **European (EU) Roaming.** Based on the "roaming" or "roam like at home", all calls (to mobile and fixed phones), SMS, and data services are charged at domestic rates, i.e. the same price as calls, texts and data within the users' home country, when travelling in the EU. The rules applies to all European countries, including, the UK.

2.3.1.4. **Worldwide Roaming.** Worldwide roaming is above international roaming (e.g. European terminal roaming in Afghanistan) and could be required as top up on case by case, when users are anticipated to travel into the contractor-defined roaming zones.

2.3.1.4.1. The contractor shall only charge for roaming services when voice, SMS, or data are used within the roaming zones.



2.3.1.4.2. The Contractor shall disable Worldwide roaming data when the allotted data has been consumed.

2.3.1.4.3. The Contractor shall apply Worldwide Roaming fees based on zoned tariff schedules as defined in section 2.2.

2.3.2. The individual subscription plans (or Profile plans) detailed below shall provide the following volume of traffic on a monthly firm fixed price basis for base subscription plus additional communication charges at the current cost as defined in the SSS.

2.3.2.1. Profile plan 1 – Basic

	<b>Included traffic Volume</b>
<b>DOMESTIC</b>	Unlimited call minutes Land Line Unlimited call minutes same operator Minimum 300 call minutes other operators Unlimited SMS/MMS
<b>INTERNATIONAL</b>	500 call minutes Minimum 500 call minutes (roaming in / out) 500 SMS/mms
<b>NATO BEST DESTINATION</b>	Not Applicable
<b>WORLD DESTINATIONS</b>	Not Applicable.

2.3.2.2. Profile Plan 2 – Standard

	<b>Included traffic Volume</b>
<b>DOMESTIC</b>	Unlimited call minutes Land Line Unlimited call minutes same operator Minimum 300 call minutes other operators 3 GB Data Unlimited SMS/MMS
<b>INTERNATIONAL</b>	500 call minutes Minimum 500 call minutes (roaming in / out) 500 SMS/mms
<b>NATO BEST DESTINATION</b>	Market Price (as per SSS) capped at Euro 100.00
<b>WORLD DESTINATIONS</b>	Market Price (as per SSS).capped at Euro 100.00

2.3.2.3. Profile Plan 3 - Premium

	<b>Included traffic Volume</b>
<b>DOMESTIC</b>	Unlimited call minutes Land Line Unlimited call minutes same operator Unlimited minutes other operators Minimum 5 GB Data Unlimited SMS/MMS
<b>INTERNATIONAL</b>	Minimum 300 call minutes Minimum 300 call minutes (roaming in / out) Minimum 500 MB in zone international

	Minimum 300 SMS/mms
<b>NATO BEST DESTINATION</b>	Market Price (as per SSS) capped at Euro 100.00
<b>WORLD DESTINATIONS</b>	Market Price (as per SSS).capped at Euro 100.00

2.3.2.4. Profile Plan 4 - Data Plan Hotspot to provide data services to phones, mobile tablets, and air cards.

	<b>Included traffic Volume</b>
<b>DOMESTIC</b>	10 GB Data same operator

2.3.3. The contractor shall provide the possibility to activate additional bundles to integrate services on top of the active subscriptions. The Purchaser will activate those bundles based on specific operational requirement via the provided secured Web Interface application at a predefined cost and duration as per tables below:

2.3.3.1. Voice SMS/MMS Data Bundles Monthly

	<b>Included calls, SMS and data volume</b>
<b>DOMESTIC</b>	Minimum 2GB of data
<b>INTERNATIONAL</b>	Minimum 500 International call minutes Minimum 500 call minutes (roaming in / out) Minimum 1.000 MB / 500 SMS
<b>NATO DESTINATION</b>	Minimum 300 International call minutes Minimum 300 call minutes (roaming in / out) 500 MB / 500 SMS
<b>REST OF THE WORLD</b>	Minimum 120 call minutes or SMS in REST of the World 250 MB in Rest of the World

2.3.3.2. Voice SMS/MMS Data Temporary Bundles

	<b>Included calls, SMS and data volume</b>
<b>DOMESTIC</b>	Minimum 2GB of data
<b>INTERNATIONAL</b>	Minimum 500 call minutes Minimum 500 call minutes (roaming in / out) Minimum 1.000 MB / 500 SMS
<b>NATO DESTINATION</b>	Minimum 300 call minutes Minimum 300 call minutes (roaming in / out) Minimum 500 MB in zone in NATO best destinations Minimum 500 SMS
<b>REST OF THE WORLD</b>	Minimum 120 call minutes or SMS in REST of the World Minimum 250 MB in Rest of the World

2.3.4. The Contractor shall ensure, in all circumstances, that any monthly bill (including potential additional charges for roaming voice and data communication services) **shall not exceed €500 per user, unless explicitly authorized by**

**the Purchaser in exception circumstances.**

- 2.3.5. When roaming, a preferred network may be selected by default but the User shall have the possibility to select another operator if needed.
- 2.3.6. When roaming, the Contractor shall ensure that the tariffs are independent of the roamed mobile network.
- 2.3.7. The Contractor shall ensure not to send any unsolicited messages towards the mobile devices, including advertising information, tariff-info messages, unless such messages have been mandated by EU Regulation or national law.

**2.4. Mobile application**

- 2.4.1. The Contractor shall provide a mobile Application (App) to be used on Smartphones and tablets, and a SMS function for GSM phones to monitor the monthly consumptions (e.g. plan allowances, real time data usage).
- 2.4.2. The User shall have access to a mobile App to monitor monthly usage/consumption of allocated bundle (data). Retrospective reporting on voice and SMS shall also be available to users to allow early visibility of excessive usage.
- 2.4.3. The Mobile App shall enable the Purchaser to set limits based on conditions in order to automatically block voice or data traffic per user and/or per group, for both domestic and roaming.
- 2.4.4. The Mobile App shall enable the Purchaser to grant top-ups (Bundles) to standard voice or data volumes.

**3. TECHNICAL REQUIREMENTS**

**3.1. Mobile Communication Services and Support**

- 3.1.1. The Contractor shall provide mobile data communications from a NATO mobile number (SIM card) located anywhere in the world.
- 3.1.2. The Contractor shall provide mobile data and roaming usage alerting to warn the users in case of communication volume exceeding pre-determined thresholds (by default: 80% of voice and data allocations).
- 3.1.3. The Contractor shall ensure that a SIM card can be geographically located (on request and in compliance with all legal obligations).

**3.2. Enterprise Integrated Billing and Reporting Solution; via Web-based application**

- 3.2.1. The Contractor (or subs) shall provide a secure web-based application for any NATO administrator to manage subscriptions in the various nations, access to Operator Networks in NATO Member Nations featuring billing, Invoicing and reporting.

- 3.2.2. The secure web-based application will be used by designated NATO support staff to manage the fleet.
- 3.2.3. The secure web-based application shall be able to manage the subscriptions of the distributed SIM cards with the following functionalities:
  - 3.2.3.1. Allowing to group together users with similar communication patterns; for example, office-based activities or working on the move and allocate each of them a profile that best fits their needs;
  - 3.2.3.2. Ability of the Purchaser to request to turn on/off roaming and long distance services that are not covered by the contract;
  - 3.2.3.3. Move employees from one profiles to another depending on business needs;
  - 3.2.3.4. Single bill and price for multiple pools;
  - 3.2.3.5. Expenditure organized per Country/Business Centre;
  - 3.2.3.6. Monitor usage and costs of each Subscription;
  - 3.2.3.7. Harmonise profiles across NATO footprint to make it easier to manage tariffs centrally.
- 3.2.4. The Contractor (or the subs) shall provide a secure web-based application for tracking active SIMs and mobile usage patterns in the various Nations.
- 3.2.5. The secure web-based application shall be able to:
  - 3.2.5.1. Generate graphs for key data, for a deeper analysis and customized searches;
  - 3.2.5.2. Allow to upload all local telecom invoices and local contracts centrally to perform monthly invoice check;
  - 3.2.5.3. Monitor mobile spend by geographical region, NATO entity, and organization (such as cost centres);
  - 3.2.5.4. Export reports in different formats and integrate them into your corporate resource planning system;
  - 3.2.5.5. Improve cost management and reinforcement international and corporate policies;
  - 3.2.5.6. Maximize flexibility and security in managing the system through multiple access users;
  - 3.2.5.7. Add multiple users with different levels of access permission;
- 3.2.6. The Contractor shall provide stand-alone reporting solutions, with comparable features for any countries not covered by the solution explained above.

### **3.3. Country Coverage Maps**

- 3.3.1. The Contractor shall provide detailed maps of the respective countries showing the coverage of wireless network.
- 3.3.2. The map shall show existing coverage and planned coverage, but distinguish between the two.
- 3.3.3. The maps shall not include any coverage that stems from the ability to roam on other service providers' wireless networks. Accordingly, the map shall only focus on the Contractor's and subs' owned mobile networks.
- 3.3.4. Separate maps should be provided for Contractor's voice and data networks, for all networks 2G/3G/4G.

### **3.4. Country Coverage Statistics**

- 3.4.1. The Contractor shall state the percentage of the country population that resides in areas where their wireless network has coverage distinguishing between the available coverage for voice versus data services if the coverage varies.
- 3.4.2. The Contractor shall detail its coverage in specific NATO Command Locations (please see Annex B) and whereas coverage (direct or via Strategic partner) is not available, detail what will be the condition of usage in that location.

## **4. SERVICES**

### **4.1. Introduction**

- 4.1.1. The Contractor shall provide complete mobile telephones services for the NATO Member Nations defined in Annex A, of which 11 Nations are part of the Base Contract while others are options.
- 4.1.2. The Contractor shall provide Customer Support and Contractor Service Support (CSS) Services.

### **4.2. Service Distribution Points**

- 4.2.1. The Purchaser will define a number of Service Distribution Points located in the various NATO Nations, on NATO premises, manned by NATO personnel.
- 4.2.2. The Purchaser personnel at Service Delivery Points will manage services for the local Commands via the secure Web-based application to be delivered by the Contractor.
- 4.2.3. The secure Web-based application shall be able to:
  - 4.2.3.1. Active / deactivate a subscription
  - 4.2.3.2. Add additional bundle/feature
  - 4.2.3.3. Remove additional bundle/feature

4.2.3.4. Reset PUK

4.2.3.5. Manage SIM cards provisioning

4.2.3.6. Any other services relevant to the Subscription operation

#### **4.3. SIM cards management**

4.3.1. The Contractor shall be able to provide either pre-provisioned or dynamic provisioning-able SIM cards.

4.3.2. The Contractor shall provide, at each Service Distribution Point, a number of SIM cards commensurate with the number of subscriptions managed by each Service Distribution Point in order to ensure adequate service reactivity, at no additional cost to the Purchaser.

4.3.3. The Contractor shall deliver additional SIM cards to Service Distribution Points, with 5 working days, as and when requested by the Purchaser, and at no additional cost to the Purchaser.

4.3.4. The Contractor shall provide a description of process to dispatch SIM card stocks at the distribution point.

4.3.5. During operations (i.e. after the initial transition phase), the Purchaser will take care of the distribution and activation of SIM cards to local users.

#### **4.4. Basic Services**

4.4.1. The Contractor shall offer the following services with no additional monthly recurring charges (although usage charges may apply not exceeding the threshold stipulated under section 3.3.7):

4.4.1.1. Call Services (International and within NATO Member Nations);

4.4.1.2. International roaming

4.4.1.3. Voicemail;

4.4.1.4. Call Waiting;

4.4.1.5. Call Forwarding;

4.4.1.6. Call Transfer;

4.4.1.7. Conference calling;

4.4.1.8. Multi-SIM functionality;

4.4.1.9. SMS and MMS services;

4.4.1.10. 2G/3G/4G data services;

4.4.1.11. VoLTE;

4.4.1.12. WiFi Hotspot;

4.4.1.13. Monthly Detailed Billing Data Services (3G, 4G and upgraded where and when available with adaptation)

#### **4.5. Call Restriction Capability**

4.5.1. The Contractor shall provide the following call restriction capabilities at no additional cost to the Purchaser:

4.5.1.1. Barring of all calls except to a specific number;

4.5.1.2. Barring of all calls except inbound calls;

4.5.1.3. Barring of all international long distance usage;

4.5.1.4. Barring of international roaming;

4.5.1.5. Calls up to a pre-determined Euro limit;

4.5.1.6. Barring of all calls to premium rate/e-commerce services (for example, ring-tone or screen saver downloads, video clips, secure purchasing);

4.5.1.7. Barring of all calls to call services (e.g. directory assistance, traffic information);

4.5.1.8. Barring of messaging;

4.5.1.9. Barring data services;

4.5.1.10. Any combinations of the above.

4.5.2. The above-mentioned call-restriction capabilities shall be made available to the Purchaser as part of the secure web-application.

#### **4.6. Voicemail Charging Structure**

4.6.1. The Contractor shall ensure that Purchaser will not pay any usage charges while:

4.6.1.1. Callers are leaving messages;

4.6.1.2. User are being notified that a voicemail has been left;

4.6.1.3. Users call their voicemail when using the same handset/device in a domestic location;

4.6.2. The Contractor shall detail any pricing schemes that provide preferential rates or free calls for users to retrieve their voicemail messages.

## **4.7. Messaging**

### **4.7.1. Messaging Spam**

4.7.1.1. The Contractor shall restrict sending any unsolicited messaging to NATO individual users i.e. sport update SMS.

### **4.7.2. Call waiting**

4.7.2.1. The Contractor shall provide call waiting at no additional charge.

### **4.7.3. Call Forwarding capability**

4.7.3.1. Call forwarding usage (i.e. the automatic forwarding of all inbound calls to any other telephone number) shall be provided at no additional recurring charges, in which call forwarding usage charges will be part of any inclusive minute allowance (i.e. no additional charges would apply if unused inclusive minutes are available).

4.7.3.2. Call Forwarding Options shall include:

4.7.3.2.1. Forward all calls;

4.7.3.2.2. Forward calls when busy tone is received;

4.7.3.2.3. Forward calls when unavailable (i.e. wireless device switched off, no network is available to the wireless device or the wireless device rings but is not answered or the call is rejected);

4.7.3.3. Cost of call forwarding

4.7.3.3.1. The only usage charges that shall apply for call forwarding are the charges applicable to the destination to which a call is being forwarded.

### **4.7.4. Conference Calling**

4.7.4.1. The Contractor shall provide conference calling up to five participants.

4.7.4.2. The Contractor shall not apply additional recurring charges for this capability.

### **4.7.5. Multi-SIM**

4.7.5.1. The Contractor shall provide Multi-SIM functionality (i.e. each SIM card shall be able to host two phone numbers), at no additional cost to the Purchaser.

## **4.8. Wireless Data Services**

4.8.1. The Contractor shall follow the general data requirements applying equally to wireless data services and data connectivity including tethering, by means of wireless data peripheral devices (e.g. handsets, PC cards, laptop connect



cards, wireless routers, cell phones, tablets, smart phones, Wi-Fi or hotspot devices), unless the requirement refers specifically to one wireless data peripheral or another.

#### **4.9. Connectivity**

- 4.9.1. The Contractor shall ensure that the connection through its network is of the highest quality possible according to Telco Industry standards.
- 4.9.2. The Contractor shall remedy network problems in accordance with the Contractor's standard Operational procedure.
- 4.9.3. The Contractor shall inform the Purchaser immediately of any problems and their resolution.
- 4.9.4. The Contractor shall provide details regarding its technology roadmap, including a description of the wireless network technology over which the wireless data solution will operate. Descriptions shall focus on the latest 4G data standards supported and anticipated plans for deploying upcoming technologies and services during the term of the contract (for example 5G).

#### **4.10. Network Availability & Coverage**

- 4.10.1. The Contractor shall ensure that the GSM Network (3G or higher) is available at all NATO premises covered under this contract at minimum 50% signal strength (excluding basements and bunkers).
- 4.10.2. The Contractor shall ensure that the GSM Network is not overloaded at NATO premises due to density of active users.
- 4.10.3. The Contractor shall ensure that all GSM Services (including Voice and Data Services) shall be available at 99% of the time for every active International Mobile Equipment Identity (IMEI).

#### **4.11. Survivability and Recovery**

- 4.11.1. The Contractor shall have a working system of survivability of the network in case of emergency and serious disaster when all networks may be jammed or when parts of the network are destroyed.
- 4.11.2. The Contractor shall provide, if required by the Purchaser, a disaster recovery plan that shall deal with such occurrences, to maintain the appropriate recovery capability within the organizations and sustain a minimum number of business functions in case of crisis (i.e Voice calls only).

#### **4.12. Wireless Internet / Capability**

- 4.12.1. The Contractor (or subs) shall include Wireless Internet access as part of the base service offering provided as part of all voice and data rate plans, including the use of, GPRS and 3G/4G/broadband technologies if available. For example, usage charges may apply for data usage on a 'pay-as-you-go' basis, but

additional recurring charges would only apply where users are subscribing to an additional data feature (e.g. EURO X per month for 1GB data usage per month).

## **5. CUSTOMER SUPPORT**

### **5.1. Helpdesk and Hotline Availability**

- 5.1.1. The Contractor shall provide a customer support service (Call Centre) in all NATO Member Nations, available to any User.
- 5.1.2. The Call Centre service shall be provided in English in all NATO Nations.
- 5.1.3. The Call Centre shall:
  - 5.1.3.1. Be available 24/7/365 in line with market practice at no cost to the caller;
  - 5.1.3.2. Ensure that waiting time to respond to any enquiry is maximum 10 minutes;

## **6. NUMBER PORTABILITY AND MIGRATION PROCEDURES**

### **6.1. Transition plan**

- 6.1.1. The Contractor shall provide a transition plan for the migration of 'old to new', giving activities and timelines in the format of Microsoft Project 30 days after contract award.
- 6.1.2. The Contractor shall transition from 'old to new' as soon as possible. The full transition shall not take more than 3 months from contract award, unless specifically agreed by the Purchaser.
- 6.1.3. The transition plan shall state the methodology and process to be employed. The description shall include at least the following aspects:
  - 6.1.3.1. Dates of activities;
  - 6.1.3.2. Porting the mobile numbers;
  - 6.1.3.3. Implementation of infrastructure and services needed for the mobile communications if needed;
  - 6.1.3.4. Porting the NATO mobile numbers to the Contractor's or Sub-Contractors' network;
  - 6.1.3.5. Continuity of the services provided to NATO end-users with respect to the distribution of new SIM cards (with related security codes), migration of data stored in SIM card to the new SIM card procedures, provision of information on functionalities (e.g. voice mail usage).
- 6.1.4. The Contractor shall collaborate with the operator(s) holding the current contract(s) and with the Purchaser on the service of the migration from the current situation, with respect to the aspects listed above in order to avoid any impact on services.

- 6.1.5. The Purchaser will provide a listing of existing telephone numbers to the Contractor at the time of award.
- 6.1.6. Within 30 days after contract award, the Contractor shall provide a schedule for the migration of numbers from the current service provider at no additional cost.
- 6.1.7. The Purchaser will coordinate the migration schedule and will provide the following information at contract award:
  - 6.1.7.1. Current service provider;
  - 6.1.7.2. Mobile equipment description;
  - 6.1.7.3. Mobile numbers;
  - 6.1.7.4. Date available for migration.
- 6.1.8. The Contractor shall provide the following services to Purchaser:
  - 6.1.8.1. Administration
    - 6.1.8.1.1. Ability to maintain and manage inventory associated to the Purchaser's accounts across mobile;
    - 6.1.8.1.2. Cost Centre reporting hierarchy up to five (5) levels deep with chargeback reporting capability;
    - 6.1.8.1.3. Reference Data capability with ability to create a customized view by site/department;
    - 6.1.8.1.4. Accounts – Manage Billing Account Numbers associated to the billing provided;
    - 6.1.8.1.5. Ability to bulk load non-billing data (Services, Accounts, Cost Centres, Exchange Rates) into the system.
  - 6.1.8.2. Configuration
    - 6.1.8.2.1. Users – Manage the set-up of user, roles/permissions along with data slicing (what accounts the user has visibility into) rules;
    - 6.1.8.2.2. Configuration – settings unique to each customer which provides an added level of customization by selecting a setting.
  - 6.1.8.3. Analysis capabilities
    - 6.1.8.3.1. Provide a set of pre-defined Category drill downs to the user to analyse their billing data with the following categories:
    - 6.1.8.3.2. Location – provide a drill-down into Regions, Countries, States, Service Owner and Service Number;

- 6.1.8.3.3. Organization – provide a drill-down into the customers Cost Centres down to a Service Owner and Service Number;
- 6.1.8.3.4. Top Spenders – drill-down into Service Owner and Service Numbers;
- 6.1.8.3.5. Expense Type – drill-down into NATO hierarchy of expenses down to a Carrier, Account, Service Owner and Service Number;
- 6.1.8.3.6. Carrier – drill-down into Carrier, Accounts, NATO Code hierarchy, Service Owner and Service Numbers;
- 6.1.8.3.7. Inventory – drill-down into classifications from Services by Region, Country, Service Owner and Service Numbers.

## **7. CONTRACTOR SERVICE SUPPORT (CSS) MANAGEMENT**

### **7.1. CSS Manager**

- 7.1.1. The Contractor shall designate a CSS Manager at the beginning of the transition who owns the complete end-to-end contractual execution and performs daily leadership of the service capability.
- 7.1.2. In particular, the CSS Manager shall:
  - 7.1.2.1. Act as the Primary Point of Contact for the Purchaser and will take the accountability for all aspects of service delivery and assurance;
  - 7.1.2.2. Have appropriate skills to address and manage all issues related to the contracted services;
  - 7.1.2.3. Be available via telephone and email during working hours (Mon - Thu 08:30 -17:30 and Fri 08:30-15:30 CET), and shall respond to any Purchaser queries with appropriate response time and within maximum 5 days;
  - 7.1.2.4. Be replaced by a delegate in case of any absence (e.g. leave);
  - 7.1.2.5. Communicate any planned absence to the Purchaser at least 5 working days in advance;
  - 7.1.2.6. Ensure all users have access to a Call Centre / Hotline available 24/7/365;
  - 7.1.2.7. Ensure that the Call Centre responds to Purchaser's emails within 1 business day for any technical questions;
  - 7.1.2.8. Ensure that the Call Centre follows up with emails within 1 business days after the Purchaser has placed a call;
  - 7.1.2.9. Ensure the effective management and delivery of SIM cards to the Service Delivery Points, as required;
  - 7.1.2.10. Ensure Service Performance and Continuous Service Improvement;

- 7.1.2.11. Manage Service Performance Reporting and Reviews;
- 7.1.2.12. Ensure preparation and delivery of all documentation required under this SoW;
- 7.1.2.13. Ensure that phase-out requirements are delivered;
- 7.1.2.14. Be overall responsible to ensure that the service meets the requirements of this SoW.

## **7.2. Monthly reviews**

- 7.2.1. The Contractor shall conduct monthly services reviews in coordination with the Purchaser.

## **7.3. Documentation**

- 7.3.1. The Contractor shall deliver and maintain a complete description documentation covering all service elements and including:
  - 7.3.1.1. A service description;
  - 7.3.1.2. A technical implementation Plan;
  - 7.3.1.3. A description of key service procedures including: Incident Management, Change Management, escalation, crisis management and contingency operation procedures; as well as, how business continuity/disaster recovery will be addressed to be revised yearly;
  - 7.3.1.4. A risk identification and analysis (impact/likelihood) with focus on the worst case outages and associated high level recovery plans, communication with the Purchaser in case of crisis;
  - 7.3.1.5. Recommendations and possible improvements;

## **7.4. Continuous Service improvement and reporting**

- 7.4.1. The Contractor shall continuously improve the service in collaboration with the Purchaser.
- 7.4.2. The Contractor shall provide quarterly reports listing all contracted services by NATO Member Nation and agreed-upon expected reliability detailed in this SoW.
- 7.4.3. The Contractor shall provide reporting services and provision monthly traffic and inventory statistics, ad-hoc reports on demand, and yearly service report.
- 7.4.4. The Contractor shall provide the Purchaser with a summary report of the mobile communications services on a monthly basis.
- 7.4.5. The Contractor shall maintain all reports for the previous month on the secure web-application. In particular, the Contractor shall make available the report of

the previous month no later than the 15<sup>th</sup> of the current month.

7.4.6. Each monthly summary report shall contain at minimum the following values for the previous month and the total for the last 12 months:

7.4.6.1. High/Top spending employees;

7.4.6.2. Zero usage employees;

7.4.6.3. Issue/problem status;

7.4.6.4. Issue/problem resolution stats.

7.4.6.5. The Contractor shall provide a quarterly subscription Inventory Report with the following values:

7.4.6.6. Inventory date;

7.4.6.7. Country;

7.4.6.8. Delivery Date;

7.4.6.9. Card Type;

7.4.6.10. IMSI/MSISDN;

7.4.6.11. Assigned profile;

7.4.6.12. Deactivated (empty if active);

7.4.6.13. Status (Active, in stock, blocked, terminated);

7.4.6.14. Phone number;

7.4.6.15. IMEI number.

## **7.5. CSS Services and Process**

7.5.1. The Contractor shall report any incident within 24 hours. The incident report shall include in particular a root cause analysis, the current status of the incident, the impacted users, the impacted services, and a plan to fix the issue.

7.5.2. The Contractor shall provide monthly AP (Account Payable) file and billing analysis tools.

## **7.6. Phase-out**

7.6.1. At the end of this contract, the Contractor shall ensure an appropriate handover at no cost to the Purchaser to the successor while ensuring no impact on ongoing services.

7.6.2. The Contractor shall provide handover services for a duration of up to 60 days.

7.6.3. The Contractor shall hand over any relevant information to the future service provider, in order to ensure a smooth transition and business continuity with respect to the following aspects:

7.6.3.1. Call Centre activities;

7.6.3.2. Migration of all mobile numbers without service interruption.

## **8. PERSONNEL SPECIFIC REQUIREMENTS**

### **8.1. Nationality**

8.1.1. All Contractor (and subs) personnel assigned to support the service shall be from one of NATO's 30 Member Nations.

### **8.2. Language**

8.2.1. All Contractor (and subs) personnel shall be at a minimum of STANAG 6001, Ed.5, level 2 English proficiency, a.

## **9. SECURITY REQUIREMENTS**

### **9.1. Principles**

9.1.1. The Contractor shall ensure and provide the best possible security for wireless communications, including voice calls, SMS/MMS messages, email transmissions and wireless data/Internet access.

### **9.2. Security requirements**

9.2.1. The Contractor shall adhere to the following security requirements:

9.2.1.1. Directive On The Security Of Information AC/35-D/2002-REV4 (NU);

9.2.1.2. Directive on Personnel Security AC/35-D/2000-Rev7 (NU).

9.2.2. The Contractor shall demonstrate their commitment to information security for the following domains:

9.2.2.1. Security of the information transported over the network;

9.2.2.2. The Contractor shall not disclose any data or information issued by the Purchaser and transferred through their networks during the execution of the current contract, actively or passively, intentionally or negligently, to any authorities, legal or natural persons, with the sole exception of relevant formal requests submitted by NATO Member states judicial authorities for the purpose of criminal investigations. If disclosure is imposed by any other authority, the Contractor shall inform the Purchaser concerned before providing the requested information.

### **9.3. Information Systems Security**

- 9.3.1. The Contractor shall implement cybersecurity measures by safeguarding information for all reporting, billing and/or monitoring of data that is stored on their information systems. The Purchaser shall be granted access to the Contractor's information system. Information Security Management system shall be in place and maintained guaranteeing the availability, confidentiality, integrity and authentication of the information stored and interchanged.

## **10. PACKAGING, HANDLING, STORAGE, AND TRANSPORTATION (PHS&T)**

### **10.1. Requirements**

- 10.1.1. Regarding PHS&T, the Contractor shall interact with the Purchaser Point of Contract below through the e-mail Warranty instructions, shipment instructions and Requests for Forms 302.

[heinz.mueller-nordmann@ncia.nato.int](mailto:heinz.mueller-nordmann@ncia.nato.int)

- 10.1.2. The Contractor shall be responsible for transportation of procured/ replacement equipment from its site in a NATO nation to the Purchaser's designated final destination in a NATO nation. The Contractor shall be responsible for any packaging, handling, storage, customs clearance and insurance covering these shipments.
- 10.1.3. The Contractor shall, for the purpose of transportation, package, crate, or otherwise prepare items in accordance with the best commercial practices for the types of equipment involved, giving due consideration to shipping and other hazards associated with the transportation of consignments overseas.
- 10.1.4. The packages, in which equipment are shipped to the Purchaser, in addition to normal mercantile marking, shall show on a separate nameplate the designation:
- 10.1.4.1. "NATO Installation Name" "Building"
  - 10.1.4.2. "Street" "Place" "Country"
  - 10.1.4.3. "Contract number"
- 10.1.5. A Packing lists shall accompany each shipment. Each packing list shall include:
- 10.1.5.1. The Purchaser's Contract number;
  - 10.1.5.2. Names and addresses of the Contractor and the Purchaser;
  - 10.1.5.3. Names and addresses of the Carrier, Consignor and Consignee (if applicable and different from Contractor or Purchaser);
  - 10.1.5.4. PoC details and address of final destination (to be provided by the Purchaser);
  - 10.1.5.5. For each item shipped: nomenclature; part number and serial number;



- 10.1.5.6. Number of boxes in total, for each box, ; weight; dimensions.
- 10.1.5.7. Two copies of the packing lists shall be fastened in a weather-proof, sealed envelope on the outside of each box, , and one packing list shall be put inside each box.
- 10.1.6. The Contractor shall provide the Purchaser with a Notice of Shipment 10 working days in advance of each shipment to the Purchaser. For urgent deliveries e.g. of replacement devices a shorter Notice of Shipment will be acceptable. One copy of the packing list shall be attached to this notice. All shipments shall be carried out in close co-ordination with the Purchaser's PoC at final destination and site specific Security regulations shall be taken into account.
- 10.1.7. All shipments received by the Purchaser at final destination will be inspected visually to ensure that no damage has occurred during transport and that all packages, boxes and containers detailed in the packing list have been accounted for. The Purchaser will inform the Contractor immediately if any visual damage is encountered or if the shipment is incomplete. In such case, the Purchaser will not accept the shipment and await further instruction from the Contractor.
- 10.1.8. The Contractor shall be responsible for customs clearance of all shipments to the Purchaser. It is the Contractor's responsibility to take into account delays at customs. 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 Customs Form 302.
- 10.1.9. Prior to a shipment by the Contractor, the Purchaser will upon request issue a Customs form 302, which in some cases supports the duty free import/export of goods. The Contractor shall be responsible for requesting the issue of a form 302 at least ten (10) working days prior to shipment. The request is normally processed by the Purchaser within three (5) working days. The requested 302 forms will be sent by courier. The original 302 forms shall accompany the shipment and therefore no fax or electronic copy will be used, nor provided to the Contractor.
- 10.1.10. If a country refuses to accept the Form 302 and requires the payment of customs duties, 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.

## 11. LIST OF ACRONYMS

AP	Account Payable
CLS	Contractor Logistic Support
EDC	Effective Date of Contract
IMEI	International Mobile Equipment Identity
PHST	Packing Handling Storage and Transportation
SOW	Statement of Work
SPOC	Single Point of Contact
SW	Software

## 12. ANNEX A – NATO MEMBER NATIONS

Nation	Base Contract (Yes/No)	Option (Yes/No)
Albania	No	
Belgium	Yes (except NHQ)	Yes (NHQ)
Bulgaria	No	
Canada	No	
Croatia	No	
Czech Republic	No	
Denmark	No	
Estonia	No	
France	No	
Germany	Yes	
Greece	No	
Hungary	No	
Iceland	No	
Italy	Yes	
Latvia	No	
Lithuania	No	
Luxembourg	No	
Montenegro	No	
Netherlands	Yes	
North Macedonia	No	
Norway	Yes	
Poland	Yes	
Portugal	Yes	
Romania	No	
Slovakia	No	
Slovenia	No	
Spain	Yes	
Turkey	Yes	
United Kingdom	Yes	
United States	Yes	

## **13. ANNEX B – NATO COMMANDS LOCATION**

### **13.1. BELGIUM**

#### **13.1.1. Brussels (B)**

##### **13.1.1.1. NATO HQ**

Boulevard Léopold III  
1110 Bruxelles Belgium

##### **13.1.1.2. NCIA HQ**

Boulevard Léopold III  
1110 Bruxelles Belgium

#### **13.1.2. Mons (B)**

##### **13.1.2.1. NCI Agency**

Rue Grande - N6  
SHAPE, Building 302  
7010 MONS  
Belgium

##### **13.1.2.2. NCISG Communications Information Systems Group Rue Grande - N6**

SHAPE, Building 117  
7010 MONS  
Belgium

##### **13.1.2.3. SHAPE HQ**

Rue Grande - N6  
SHAPE  
7010 MONS  
Belgium

### **13.2. GERMANY**

#### **13.2.1. Ramstein**

##### **13.2.1.1. ACC HQ**

ACC (Air Component Command)  
AIRCOM HQ (Allied Air Command Headquarters)  
Ramstein Air Base,  
66877 Ramstein-Miesenbach Germany

##### **13.2.1.2. CSU Ramstein**

Ramstein Air Base,  
66877 Ramstein-Miesenbach  
Germany

### **13.3. ITALY**

### 13.3.1. Naples

#### 13.3.1.1. JFC Naples Headquarters

Via Madonna del Pantano, SNC  
Main Complex  
80014 Lago Patria - Giugliano (NA)  
Italy

#### 13.3.1.2. NATO CIS Group 2 NSB

Via Aeroporto 1  
81046 Grazzanise (CE)

#### 13.3.1.3. NCIA NATO CSU NP Logistics

Via Madonna del Pantano, SNC  
80014 Lago Patria - Giugliano (NA)  
Italy

### 13.3.2. La Spezia

#### 13.3.2.1. CMRE La Spezia

Viale S. Bartolomeo, 400  
19126 La Spezia SP  
Italy

#### 13.3.2.2. CSE La Spezia

Viale S. Bartolomeo, 400  
19126 La Spezia SP  
Italy

### 13.3.3. Poggio Renatico

#### 13.3.3.1. CSU Poggio

NCI agency CSU Poggio Renatico  
Via Ponte Rosso 1  
44028 Poggio Renatico (FE)  
Italy

#### 13.3.3.2. NATO DACCC,

Via Ponte Rosso 1,  
44028 Poggio Renatico (FE)  
Italy

### 13.3.4. Sigonella

#### 13.3.4.1. CSU Sigonella

Aeroporto Militare Sigonella (NAS 2)  
Building 177  
Contrada Sigonella SP 69/II  
96016 Lentini  
Italy

#### 13.3.4.2. NAGSFC HQ

Aeroporto Militare Sigonella (NAS 2) Contrada Sigonella SP 69/II  
96016 Lentini  
Italy

### 13.4. NETHERLANDS

#### 13.4.1. Brunssum

##### 13.4.1.1. CSU Brunssum (+ CSSC)

JFC Headquarters NATO/OTAN  
Rimburgerweg 30  
6445PA Brunssum  
Netherlands

##### 13.4.1.2. JFC BS

JFC Headquarters NATO/OTAN  
Rimburgerweg 30  
6445PA Brunssum  
Netherlands

#### 13.4.2. The Hague

##### 13.4.2.1. NCI Agency HQ

Oude Waalsdorperweg 61  
2597 AK  
The Hague  
Netherlands

### 13.5. NORWAY

#### 13.5.1. Stavanger

##### 13.5.1.1. CSU Stavanger NCIA CSU Stavanger

JWC Joint Warfare Centre  
Eikesetveien 29  
4032 Stavanger  
Norway

##### 13.5.1.2. JWC Stavanger

JWC Joint Warfare Centre  
Eikesetveien 29  
4032 Stavanger  
Norway

### 13.6. POLAND

#### 13.6.1. Bydgoszcz

##### 13.6.1.1. CSU Bydgoszcz

JFTC - Joint Force Training Centre - NATO/OTAN  
Szubinska 2  
85-915 Bydgoszcz  
Poland

13.6.1.2. 3rd NSB

3rd Signal Battalion  
JFTC - Joint Force Training Centre - NATO/OTAN  
Szubinska 2  
85-915 Bydgoszcz  
Poland

## **13.7. PORTUGAL**

13.7.1. Lisbon

13.7.1.1. NCIA Academy NATO

Reduto Gomes Freire  
Estrada da Medrosa  
2780-070 Oeiras  
Portugal

13.7.1.2. SFN HQ

STRIKFORNATO HQ NATO  
Reduto Gomes Freire  
Estrada da Medrosa  
2780-070 Oeiras  
Portugal

13.7.1.3. ACT/JALLC

Avenida Tenente Martins  
1500-589 Monsanto  
Portugal

## **13.8. TURKEY**

13.8.1. Izmir

13.8.1.1. CSU Izmir

NATO LANDCOM - MEBS Bölge Komutanligi  
448/1 Sk. Building 48  
35148 Sirinyer, Izmir  
Turkey

13.8.1.2. LCC HQ

HQ LANDCOM (LC)  
NATO LANDCOM - MEBS Bölge Komutanligi  
448/1 Sk. Building 48  
35148 Sirinyer, Izmir

## **13.9. UNITED KINGDOM**

### **13.9.1. Northwood**

#### **13.9.1.1. NCIA CSU Northwood**

Northwood Headquarters, Watford Road, Northwood, Middlesex HA6 3HP  
United Kingdom

#### **13.9.1.2. Allied Maritime Command**

Northwood Headquarters, Northwood, Middlesex HA6 3HP  
United Kingdom

### **13.9.2. Yeovilton**

#### **13.9.2.1. NCIA CSE Yeovilton**

NATO JEWCS  
RNAS Yeovilton  
Somerset, UK  
BA22 8HT

## **13.10. UNITED STATES**

### **13.10.1. Norfolk (US)**

#### **13.10.1.1. ACT HQ Allied Command Transformation Headquarters**

NATO ACT HQ  
7857 Blandy Road, Suite 100  
Norfolk, VA 23551-2490  
USA

#### **13.10.1.2. CSU Norfolk**

CSU NCIA  
NATO Allied Command Transformation  
7857 Blandy Road, Suite 100,  
Norfolk VA 23551-2490  
USA

#### **13.10.1.3. JFC NF HQ**

BLDG NH-19, Ingram Street  
Norfolk VA 23551-2490  
USA