

Attachment A – Answers to Clarification Requests

Administrative					
Serial #	RFQ Book	RFQ Section Ref.	Question:	Answer:	Published by Amendment #
A.1.	Book II, Part IV, SOW	Section 2, CD 1	We cannot locate the Schedule of Supplies and Services (SSS) referenced in the Statement of Work.	The SSS will be derived from the Bidding Sheets submitted by the successful Bidder. Title of Book II, Part I, SSS in the Prospective Contract is updated accordingly.	1
A.2.	Book II Book I	SOW - Part IV- section 1.4 Bidding Instructions section 3.4	Can the Purchaser confirm that the technical bid deliverables are limited to the ones listed in Bidding Instructions section 3.4 and that no other technical documentation is required i.e. no process description and plans should be delivered in the bid phase ?	Yes, this is confirmed.	3
A.3	Book II Part III Book II	Section 7.1 SOW - Part IV- ILS-46	In the BOA the warranty Period is two years from installation but in the SOW, requirement ILS-46, the HW and SW warranty is one year from FSA or acceptance. Can the Purchaser clarify the definition of the warranty period for HW?	The warranty period is 1 (one) year as stated in the Article 15 Warranty of Prospective Contract, Special Provisions and the SOW Book II, The Prospective Contract, ARTICLE 2: ORDER OF PRECEDENCE states The Contract Special Provisions have precedence on BOA General Terms and Conditions.	3

A.4	Book II	SOW, Part IV ILS-30 and ILS-13	Requirement ILS-30 states that it takes 3 days to process a Customs Form 302 application. The Contractor is to submit a Notice of Shipment 10 days prior to dispatch according to requirement ILS-13. Can the Purchaser specify, if the 302 application process takes longer than 3 days, how the Contractor can be held responsible for the delays in receiving this form and the consequences this might have on the shipment?	If the performance of the work is delayed or interrupted by failure of Purchaser to act within the time specified in the Order, an adjustment shall be made in the delivery or performance dates and in any other contractual provision affected by such delay or interruption. Please refer to Book II, Part III, BOA General Terms and Conditions, Article 13 PURCHASER DELAY OF WORK.	3
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Technical					
Serial #	RFQ Book	RFQ Section Ref.	Question:	Answer:	Published by Amendment #
T.1.	Book II, Part IV, SOW	Section 4.7	Can you please clarify the TEMPEST requirement for the power filters?	The power filters shall comply with TEMPEST Level C. The Bidding Sheets are updated accordingly.	1
T.2.	Book I, Annex A-1	Bidding Sheets, CLIN2	In CLIN2 MASE Backup Server specification, there is no processor and chassis specified. Should we assume that these would be the same as the ones specified for the MASE Server?	Yes, these will be the same as the ones specified for the MASE Server. The Bidding Sheets are updated accordingly.	1
T.3.	Book I, Annex A-1 Amendment 1	Bidding Sheets, CLIN2.11	Is the power consumption or connector type required?	Power consumption and connector type shall be in line with the connectors of each equipment specified in the bidding sheets (e.g. for the network switches: Europe AC Type A)	2

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T.4.	Book I, Annex A-1 Amendment 1	Bidding Sheets, CLIN2.11	How will the power filters be installed? Are they to be free-standing?	External power filters will be accepted	2
T.5.	Book I, Annex A-1 Amendment 1	Bidding Sheets, Power filters CLINs: 1,2,3,4,5,6, 8,9,15,16	Do the power filters need to be installed permanently and hard wired to the installation or should be portable TEMPEST pluggable filters?	Tempest certified portable / pluggable power filters will be accepted	3
T.6.	Book I, Annex A-1 Amendment 1	Bidding Sheets, Power filters CLINs: 1,2,3,4,5,6, 8,9,15,16	Do these power filters need to be connected directly to the device or should be connected first the power cable and after to connect the power filter?	There is no requirement to connect the power filters directly to the device	3
T.7.	Book I, Annex A-1 Amendment 1	Bidding Sheets, Power filters CLINs: 1,2,3,4,5,6, 8,9,15,16	As for the MASE Servers that have two power supplies, can we offer one power filter with two outputs?	Single points of failure should be avoided therefore please provide one power filter for each power supply	3
T.8.	Book I, Annex A-1 Amendment 1	Bidding Sheets, ZARGES Foam CLIN 10.2	What are the drawings or dimensions of the foam?	The Bidding Sheets have been completed with the part number	3
T.9.	Book I, Annex A-1 Amendment 1	Bidding Sheets, ZARGES Foam CLIN 10.2	What are the devices that NATO would like to carry in the box except the UDP data diode? Please can you specify dimensions, weight and other details?	The Bidding Sheets have been completed with the part number	3
T.10.	Book I, Annex A-1 Amendment 1	Bidding Sheets, ZARGES Foam CLIN 10.2	Will cables or remote controls be included in the Transport Box?	The Bidding Sheets have been completed with the part number	3

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T.11.	Book I, Annex A-1 Amendment 1	Bidding Sheets, ZARGES Foam CLIN 10.2	Regarding the water protection, please can you confirm if IP 65 needed for the case?	Bidding Sheets have been completed with the part number. Please note also that 1 year warranty is added at CLIN item 10.5.	3
T.12.	Book I, Annex A-1 Amendment 1	Bidding Sheets	Can you please clarify that ex. MASE Server etc. must be tempested?"	There is no requirement for TEMPEST certification of the equipment to be delivered, except for the power filters	3
T.13.	Book I, Annex A-1 Amendment 1	Bidding Sheets, CLIN 9	The printer specified, HP LaserJet Enterprise 600 M604n, is phased out and no longer in production, and is replaced by its newer version, HP LaserJet Enterprise 600 M611dn. Can we quote the newer version of the printer in the Bidding Sheets, instead?	The newer version of the printer will be accepted (M607n would be the preferred option over M611dn).	3
T.14.	Book II, Part III BOA General Terms and Conditions	Article 27	Is support personnel is expected to hold NATO clearance as no level was specified in Book II in General Terms and Conditions?	Support personnel shall hold NATO S*cr*t (NS) security clearances. Prospective Contract is supplemented with Article 18 "SECURITY" and ARTICLE 19 "PERSONNEL SECURITY."	3

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T.15.	Book II, Part IV, SOW	Section 4.8	In the SOW it states that configuration management is the responsibility of the contractor until the end of warranty. Even so there seems to be no line included in the SSS to provide costs for this. Therefore our questions is, is configuration management really the responsibility of the contractor, and if yes, what is expected exactly? For example, onsite or remote, advice or execution?	Configuration management will be executed off-site and it is the responsibility of the Contractor: the Contractor is the master of any data that shall be used in any deliveries (e.g.: system inventory); the Contractor shall maintain and update this data until the end of warranty (if any changes). It is understood that in the unit price of the equipment it is included the price for the project management task, and the configuration management.	3
T.16.	Book I, Annex A-1 Amendment 1	Bidding Sheets, CLIN 13.1.	Support with the part number HG925A1 is not available for these servers. Will the alternative be accepted	The Bidding sheets are updated. HPE 3Y Foundation Care NBD wDMR SVC is requested for each server (new CLIN items 1.11 and 2.11) and CLIN items 13 and 14 are removed.	3
T.17.	Attachment A. Amdt 1- Book I - Book II	Bidding Sheets- CLIN summary- required completion date Statement of Work - Part IV- ILS-52	The delivery time stated in the bidding sheets/CLIN Summary is the following: " EDC + 8 weeks". The Contractor refers to SoW requirement ILS-52 "the Contractor shall be responsible for re-tempesting and re-testing of the equipment". Based on market standard TEMPEST certification takes about 8 weeks, can the Purchaser extend the completion date /delivery time for equipment with TEMPEST certification accordingly i.e. EDC + 12 weeks?	TEMPEST certification (level C, Black Line Conduction) is required only for the power filters. If the proposal is to extend the delivery timelines of the power filters only (sub-CLIN items 1.11, 2.11, 3.6, 4.4, 5.6, 6.4, 8.13, 9.2 and optional sub-CLIN items 15.6, 16.4) until EDC+12 weeks, this will be accepted.	3

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Serial #	RFQ Book	RFQ Section Ref.	Question:	Answer:	Published by Amendment #
T.18.	Book II	SOW - Part IV- ILS-11	"The Contractor shall deliver equipment pre-configured". What additional labor is expected regarding pre-configuration?	No labor from the Contractor is expected here other than to ensure that the equipment is delivered in accordance with OEM standards and guidelines and there is no issue (e.g. void warranty, default settings missing) when the equipment is unpacked, installed and configured at the site in accordance with the technical manuals. The SOW requirement ILS-11 is revised accordingly.	3
T.19.	Attachment A. Amdt 1- Book I	Bidding Sheets - CLIN Summary	The equipment detailed in CLIN 10 and 11 are to be shipped to the Hague, can the Purchaser confirm the address to be used?	CLIN items 7, 10 and 11, and optional CLIN item 21 shall be delivered at NCI Agency The Hague. The address is NCI Agency, Oude Waalsdorperweg 61, 2597 AK Den Haag, The Netherlands	3
T.20.	Attachment A. Amdt 1- Book I	Bidding Sheets	Considering that No Cisco Support Services (SMARTnet - SNTC) has been identified in CLIN 8 (Base-Evaluated), can the Purchaser confirm if the terms of Cisco Enhanced Limited Lifetime Hardware Warranty is in accordance with NATO standards and regulations and fulfils the Warranty requirements for CLIN 8 ?	The Bidding Sheets are updated	3
T.21.	Attachment A. Amdt 1- Book I	Bidding Sheets	Could the purchaser please confirm that No Cisco Services (SMARTnet - SNTC) needs to be offered as part of CLIN 8 (Base- Evaluated) and that 1Y and 3Y SNTC should only be offered as part of CLIN 17 and 18 (OPTION - Evaluated)?	The Bidding Sheets are updated. Please see the response to question T.35	3

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Serial #	RFQ Book	RFQ Section Ref.	Question:	Answer:	Published by Amendment #
T.22.	Attachment A. Amdt 1- Book I	Bidding Sheets	Could the purchaser please confirm that TEMPEST level C for Radiated and Conducted Emissions according to SDIP-27/2 is required for all Tempested equipment as specified in the SSS?	TEMPEST certification (level C, Black Line Conduction) is required only for the power filters.	3
T.23.	Attachment A. Amdt 1- Book I	Bidding Sheets	Could the purchaser please confirm if CLIN 11 (BASE-EVALUATED)- VOIP phone device, should also be Tempested?	There is no requirement to provide TEMPEST certification for the VOIP phone devices at CLIN item 11	3
T.24.	Attachment A. Amdt 1- Book I	Bidding Sheets	Considering that component "C9300 DNA Advantage" specified in CLIN 17.3 can only be delivered with minimum of 3 Year Subscription, could the purchaser please remove CLIN 17.3 from the SSS, since there is no option to offer C9300 DNA Advantage with 1 Year Subscription?	The Bidding Sheets are updated. Please see the response to question T.35	3
T.25.	Attachment A. Amdt 1- Book I	Bidding Sheets	Considering that the item "C9300 DNA Advantage" specified as CLIN 18.2 can only be ordered as part of the base system (C9300 specified as CLIN 8), could the purchaser please remove CLIN 18.2 from the SSS, since this item is not available for ordering as an option and it must be ordered together with CLIN 8.10 which are integral part of "C9300-24S-A"?	The Bidding Sheets are updated. Please see the response to question T.35	3
T.26.	Attachment A. Amdt 1- Book I	Bidding Sheets	CLIN 11.2 specifies "Standard 1 year warranty". Could the purchaser please confirm if 1 Year SMARTnet (SNTC-8X5XNBD Cisco UC Phone 8841) is meant with this one year warranty or if SMARTnet should also be included as part of CLIN 11 ?	The minimum requirement is one year warranty as specified in the SOW. There is no requirement for any other support service	3

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T.27.	Attachment A. Amdt 1- Book I	Bidding Sheets	As this is relevant for TEMPEST certification, could the purchaser please provide more details about what is the purpose of the CLIN 5.4 and if this Media Converter is planned to be used as part of the Workstations (CLIN 5) or as part of the Printer (CLIN 9)?	Bidding sheets are updated. There is no media converter required for the Gateway workstation. CLIN items 5.3 and 5.4 are removed and subsequent CLIN items are renumbered accordingly. However the specifications of the Gateway workstation at CLIN item 5 is changed completely: HP Z4 with an external network card instead of HP Z2; and no Vesa Sleeve is required for the HP Z4 workstation). TEMPEST certification (Level C Black Line Conduction) is applicable only for the power filters.	3
T.28.	Attachment A. Amdt 1- Book I	Bidding Sheets	Could the purchaser please confirm if any Media Converter needs to be offered as part of CLIN 9 (Printer)?	The Bidding Sheets are updated. Yes a Media Converter is required for the Printer: CLIN items 9.2 and 9.3 are added and subsequent CLIN items are renumbered accordingly.	3
T.29.	Attachment A. Amdt 1- Book I	Bidding Sheets	Considering that the CLIN 9 specified Printer model (HP LaserJet Enterprise 600 M604n) is not available for ordering, could the Purchaser please confirm if the replacement model (HP LaserJet Enterprise M607n - p/n: K0Q14A) can be offered? Please refer to the technical datasheet: https://www8.hp.com/h20195/v2/GetDocument.aspx?docname=4aa6-9783enuc	The newer version of the printer will be accepted (M607n would be the preferred option over M611dn as it is expected to be a simpler and cheaper model).	3

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Serial #	RFQ Book	RFQ Section Ref.	Question:	Answer:	Published by Amendment #
T.30.	Attachment A. Amdt 1- Book I	Bidding Sheets	Considering that the required Printer model series (HP LaserJet Enterprise 600) are delivered with 1 Year Standard Warranty included and "HP support on site Next Business Day 1 year" is not available for these models, could the purchaser please remove CLIN 19 ?	The Bidding Sheets are updated. The minimum requirement is 1 year warranty (CLIN item 9.5). CLIN item 19 is removed. Please note also that 1 year warranty is also required for the Sunhillo Ventnor serial interface, hence CLIN item 7.2 is added.	3
T.31.	Attachment A. Amdt 1- Book I	Bidding Sheets	SOW Reference (ILS-27) has been specified for the item "Standard 1 Year Warranty" as part of the following CLINs (1, 2, 3,4,5,6, 9 and 11). Since SOW Reference (ILS-27) is not related to the Warranty, could the purchaser please update/ remove the SSS reference accordingly?	The Bidding Sheets are updated. Warranty is addressed at SOW paragraph 4.7, Licences are addressed at SOW requirement ILS-35 and Support is addressed at SOW requirement ILS-50.	3
T.32.	Attachment A. Amdt 1- Book I	Bidding Sheets	Could the purchaser please update / remove the SSS reference ILS- 45 (specified as part of CLIN 13 and 14), since ILS-45 is not related to Warranty and Support?	The Bidding Sheets are updated. Warranty is addressed at SOW paragraph 4.7, Licences are addressed at SOW requirement ILS-35 and Support is addressed at SOW requirement ILS-50.	3
T.33.	Attachment A. Amdt 1- Book I	Bidding Sheets	Could the purchaser please confirm if CLIN 10.3 and 10.4 should have the same part number as 21.1 and 21.2 accordingly?	The Bidding Sheets have been completed with the part number. Yes the part numbers for CLIN items 10.3 and 10.4 are the same as for CLIN items 21.1 and 21.2 respectively. Please note that the delivery location and timelines for CLIN items 21.1 and 21.2 are changed in the Bidding Sheets and 1 year warranty is added also at CLIN items 10.5 and 21.3.	3

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T.34.	Attachment A. Amdt 1- Book I	Bidding Sheets	Considering that the required Server model series (HPE ProLiant DL380 Gen10 8SFF) are delivered with minimum 3 Year Standard Warranty included and "HPE 1Y Hardware NBD wDMR Support SVC" is not available for these models, could the purchaser please remove CLIN 13?	The Bidding Sheets are updated. HPE 3Y Foundation Care NBD wDMR SVC is requested for each server: CLIN items 1.11 and 2.11 are added, subsequent CLIN items are renumbered accordingly and CLIN items 13 and 14 are removed.	3
T.35.	Attachment A. Amdt 1- Book I	Bidding Sheets	Considering that the item "PI Dev Lic" specified as CLIN 18.2 can only be ordered as part of the base system (C9300 specified as CLIN 8), could the purchaser please remove CLIN 17.4 and 18.3 from the SSS, since this item is not available for ordering as an option and it must be ordered together with CLIN 8.11 which are integral part of "C9300-24S-A"?	The Bidding Sheets are updated. CLIN items 17 and 18 are completely removed. CLIN items 8.11, 8.13, 8.18 and 8.19 are added and subsequent CLIN items are renumbered accordingly. Please note that copper and fiber optics transceiver modules are added to the configuration of each network switch at CLIN item 8: hence CLIN items 8.15 and 8.16 are added and subsequent CLIN items are renumbered accordingly. As a result, the licences and support required for these Cisco switches are covered under CLIN items 8.2, 8.3, 8.10, 8.11, 8.12, 8.13, 8.18 and 8.19. CLIN item 22 is also added with another two network switches: the configuration of the two network switches at CLIN item 22 is different from the configuration of the two network switches at CLIN item 8.	3

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<u>T.36.</u>	<u>Book I-Amdt 3</u>	<u>- Bidding Sheets</u>	<u>Are the Switches in CLIN 22 are with IP Base feature set or IP Services feature set, and whether SmartNet service (SNTC-24X7X4) is needed as with the previous switches?</u>	<u>For the two network switches at CLIN item 22: the network switches shall be with IP Base feature set and provided with SNTC-8x5xNBD support. The specifications for these switches were complemented accordingly and further specifications are added in the Bidding sheets at CLIN item 22.</u>	<u>4</u>