



Acquisition Directorate

Boulevard Léopold III
B-1110 Brussels, Belgium

NCIA/ACQ/2022/07175
23 September 2022

To : See Distribution List

Subject : **AMENDMENT 3 TO INVITATION FOR BID – IFB-CO-115712-VTC
Provision of VTC Maintenance Support Services**

Reference(s) : A. C-M(2015)0025 – NATO Financial Regulations
B. AC/337-D(2016)0014 – NCIO Financial Rules and Procedures
C. BC-D(2018)0004 FINAL – Budget Procurement Guidance
D. NCI Agency Notification of Intent (NOI), NCIA/ACQ/2022/06848, dd. 25 May 2022
E. NCI Agency Invitation for Bid (IFB), NCIA/ACQ/2022/07105, dd. 26 August 2022
F. NCI Agency Invitation for Bid (IFB) AMD 1, NCIA/ACQ/2022/07112, dd. 31 August 2022
G. NCI Agency Invitation for Bid (IFB) AMD 2, NCIA/ACQ/2022/07159, dd. 16 September 2022

Dear Sir/Madam

1. The purpose of this Amendment 3 is to include responses to the Clarification Requests (CRs A1-A3 and T1-T4) and to amend the respective IFB documents as a result thereof.
2. **THE CLOSING TIME FOR SUBMISSION OF BIDS IN RESPONSE TO THIS INVITATION REMAINS UNALTERED AND IS FRIDAY, SEPTEMBER 30, 2022 at 14:00 Hours Central European Time (CET).**
3. As a direct or indirect result of the above, Book I: Bidding Instructions and the Statement of Work (SOW) as part of Book II, are amended and re-issued in their entirety.
4. With the exception of the aforementioned changes, all other IFB documents remain unchanged from their current version as issued on 26 August 2022, 31 August 2022 and 16 September 2022 respectively.
5. The reference for the Invitation for Bid is **IFB-CO-115712-VTC** and all correspondence concerning the IFB should reference this number.

NATO Communications and Information Agency
Boulevard Leopold III
1110 Brussels
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6. In accordance with the NATO Management of Non-Classified NATO Information policy (C-M(2002)60), this IFB and any Amendment thereto is the property of the NCI Agency and shall therefore **NOT** be published on the internet.
7. The overall security classification of this IFB is "NATO UNCLASSIFIED". This IFB and any Amendment thereto remains the property of the NCI Agency and shall be protected in accordance with the applicable national security regulations.
8. The successful Bidder will be required to handle and store classified information up to the level of "NATO RESTRICTED". In addition, Contractor personnel working on NATO sites will be required to hold individual security clearances of "NATO SECRET or NATO COSMIC TOP SECRET". Only companies maintaining such cleared facilities and the appropriate personnel clearances will be able to perform the resulting contract.
9. Bidders are requested to complete and return the enclosed acknowledgement of receipt within five (5) days of receipt of this IFB Amendment 3, informing the NCI Agency of their intention to bid/not to bid. Firms are not bound by their initial decision, and if a firm decides to reverse their stated intention at a later date, it is requested to advise the NCI Agency via e-mail.
10. This Amendment 3 to the Invitation for Bid does not constitute either a financial or contractual commitment at this stage. Prospective Bidders are advised that the NCI Agency reserves the right to cancel this IFB at any time in its entirety and bears no liability for bid preparation costs incurred by firms or any other collateral costs if bid cancellation occurs.
11. The NCI Agency point of contact for all information concerning this IFB is:
 - NATO Communications and Information Agency
 - Boulevard Leopold III
 - 1110 Brussels, Belgium
 - Attn: Sarah Hazebroek, Senior Contracting Officer
 - E-mail: IFBCO115712VTC@ncia.nato.int

On behalf of the Chief of Acquisition:

[Original signed by]
Alain Courtois
Principal Contracting Officer

Enclosure: Attachment A: Acknowledgement of Receipt
Attachment B: Answers to Clarification Requests

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ATTACHMENT A

ACKNOWLEDGEMENT OF RECEIPT OF INVITATION FOR BID – AMENDMENT 3

IFB-CO-115712-VTC

Please complete and return within 5 days after receipt of the IFB
(via e-mail to IFBCO115712VTC@ncia.nato.int):

We hereby advise that we have received Invitation for Bid **IFB-CO-115712-VTC - AMD 3** on _____, together with all enclosures listed in the Table of Contents.

CHECK ONE

- As of this date and without commitment on our part, we do intend to submit a bid.
- We do not intend to submit a bid.
- We are reviewing the requirements of the IFB and will notify you of our decision as soon as possible.

Signature: _____

Printed Name: _____

Title: _____

Company: _____

Address: _____

Distribution List for IFB-CO-115712-VTC

Prospective Bidders (sent separately in electronic version)

All NATO Delegations

Embassies in Brussels (Attn: Commercial Attaché)

All NATEXs

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Attachment B to NCIA/ACQ/2022/07175

IFB-CO-115712-VTC-AMD 3

**IFB-CO-115712-VTC
AMENDMENT 3**

RESPONSES TO CLARIFICATION REQUESTS

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ADMINISTRATION or CONTRACTING			
Serial NR	IFB REF	QUESTION	ANSWER
A.1	Book I, Section 1, Introduction	Is this a new requirement or a re-compete? If it is a re-compete, may I ask who is the incumbent and the winning bid price?	The IFB scope contains different requirements, some of which are being provisioned at the moment.
A.2	Book I, Paragraph 2.5	As mentioned in Book I page 9, we would appreciate to have an extra delay on the bid closing date (23/9-14h).	Yes, the Bid Closing Date is extended to 30 September, 14h CET. (see IFB Amendment 2)
A.3	3. IFB-CO-115712-VTC - AMD 1 - Book I - Bidding Instructions - Bidding Sheets.xlsx	Can the bidder invoice NCIA upfront and in one shot, for the complete Base Period of 36 month (2023-2025)?	No, the invoicing schedule in the Contract Special Provisions remains unaltered.

TECHNICAL			
Serial NR	IFB REF	QUESTION	ANSWER
T.1	Book II, Prospective Contract, SOW	Our [Bidder] company holds a Top-Secret Facility Clearance and employs cleared personal. Does this qualify as a NATO Secret Security Clearance? If not, what is the process to obtain a NATO clearance?	No. The Company has to raise a request to their National Security Agency specifying that they need to have one or more individuals cleared up to NATO Secret.
T.2	Annex E - Technical Evaluation documents E-2 - PAST PERFORMANCE QUESTIONNAIR E	Annex E - Technical Evaluation documents E-2 - PAST PERFORMANCE QUESTIONNAIRE. The questionnaire provided in Book I Bidding Instructions - E2-PAST PERFORMANCE QUESTIONNAIRE is an embedded picture and can therefore not be filled out. Is it possible to send an editable version of this questionnaire, preferably in excel or word format?	Bidders are informed they can either open the document with "PDF edit" while using the function "add text" or to print, complete and scan a copy.
T.3	Book I Bidding Instructions E1-Cross reference table,line ITEM 18	The content of the question in line item 18 in the cross-reference table – Req. 108 <i>"The Bidder has provided proof that the Ad-hoc on-site Technical support has the necessary certifications, qualifications and required security clearances in accordance with the SOW"</i> does not match the description of the same SOW Ref Requirement 108 in the Book II prospective contract – Please clarify?	Line item 18 in the cross-reference table must be corrected to – Req. 112 <i>"The Bidder has provided proof that the Ad-hoc on-site Technical support has the necessary certifications, qualifications and required security clearances in accordance with the SOW"</i> . The Bidding Instructions have been amended accordingly and are herewith re-issued.

TECHNICAL			
Serial NR	IFB REF	QUESTION	ANSWER
T.4	Book II, SOW, Section 5	<p>The IFB states that the requirement for the maintenance of the Poly VTC equipment needs to be the Poly Elite service. This allows NATO to be in direct contact with Poly for raising service requests.</p> <p>However, into this service offering of Poly Elite, it seems difficult to meet the SLA requirements stipulated in the IFB-CO-115712-VTC and consequently the penalties. In case the SLA's must be met an increase of the total contract value is to be expected, this to foresee an additional service for close follow-up on top of the Poly Elite cost to bear any penalties. Therefore, [the prospective bidder] proposes the following possible alternatives:</p> <ul style="list-style-type: none"> - Change the Poly Elite requirement into a Poly partner service requirement. - Review the SLA requirements 	<p>The following changes have been made in SOW requirement 83:</p> <ul style="list-style-type: none"> • Penalties do not apply on hardware equipment which has reached EoSL (End of Service/Support Life). • The delivery times have been extended with one day on both Core infrastructure hardware - and End device hardware replacement. • The arrival time on site of the Resident Technical Service Engineer has been extended with 24 hours. • The maximum penalty cost shall not exceed the quarterly Elite cost of the impacted asset. <p>The IFB SOW is amended under Section 5.1 and re-issued herewith in its entirety.</p>

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IFB-CO-115712-VTC-AMD 3
Book I – Bidding Instructions



AMD 3 to IFB-CO-115712-VTC

BOOK I

BIDDING INSTRUCTIONS

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SECTION 1 INTRODUCTION

1.1. Purpose and Scope

- 1.1.1. The purpose of this solicitation is to invite Bids and to establish a Contract for the provision of VTC Maintenance support services, including hardware, software and technical support for the VTC/VCC/AV for a set of equipment plus optional additional equipment and on-site manpower support.
- 1.1.2. The VTC Maintenance Support consists of a) Hardware replacement, Software updates and bug fixes and b) Technical Support. The support services will be mostly delivered remotely.

1.2. Overview of the Prospective Contract

- 1.2.1. The prospective Contract (Book II) requires the selected Contractor to deliver the VTC Maintenance support services. The Contractor shall perform all activities required in Book II Part IV (Statement of Work – SOW) and shall deliver the associated deliverables listed in Book II Part I (Schedule of Supplies and Services – SSS).
- 1.2.2. The Contract will be governed by Book II, Part II (Contract Special Provisions), and Part III (Contract General Provisions).

1.3. Governing Rules, Eligibility, and Exclusion Provisions

- 1.3.1. This solicitation is an International Invitation for Bid and is governed by the NATO Financial Rules and Procedures, unless otherwise noted.
- 1.3.2. Pursuant to these procedures, Bidding is restricted to companies from participating NATO member nations for which a Declaration of Eligibility has been issued by their respective government authorities.
- 1.3.3. This IFB will not be subject of a public bid opening.
- 1.3.4. The evaluation method to be used in the selection of the successful Bidder under this solicitation will follow the Lowest Compliant Bid Competition.
- 1.3.5. The Bid evaluation criteria and the detailed evaluation procedures are described in SECTION 4
- 1.3.6. In the event any information contained in this IFB conflicts with other information in this IFB, the bidder shall refer to the Purchaser all queries for resolution in accordance with the procedures set forth in paragraph 2.7 "Request for IFB Clarifications".

1.4. Security

- 1.4.1. This Invitation for Bid has been classified as NATO UNCLASSIFIED.
- 1.4.2. However, Contractor and if applicable, Subcontractor personnel will be required to possess a security clearance at least to the level "NATO SECRET" (NS) level for the performance of the Contract and or as specified in the prospective Contract.
- 1.4.3. All NATO CLASSIFIED material entrusted to the Contractor shall be handled and safeguarded in accordance with applicable security regulations. The Contractor shall be able to handle and store material of "NATO RESTRICTED" classification in his facility in the conduct of work under this Contract.
- 1.4.4. The Contractor shall have the appropriate facility and personnel clearances at the date of Contract Signature. Should the Contractor be unable to perform the Contract due to the fact that the facility and personnel security clearances have not been provided by their respective national security agency, this lack of clearance cannot be the basis for a claim of adjustment or an extension of schedule, nor the lack of clearance be considered a mitigating circumstance in the case of an assessment of Liquidated Damages or a determination of Termination For Default by the Purchaser.
- 1.4.5. Contractor personnel working at any NATO site without such a clearance confirmed by the appropriate national security authority and transmitted to the cognisant NATO or National security officer, will be denied access to the site. Denial of such access by the Purchaser may not be used by the Contractor as the basis for a claim of adjustment or an extension of schedule nor can the denial of access be considered a mitigating circumstance in the case of an assessment of Liquidated Damages, Penalties or a determination of Termination for Default by the Purchaser.
- 1.4.6. Bidders are advised that Contract signature will not be delayed in order to allow the processing of security clearances for personnel or facilities and, should the otherwise successful Bidder not be in a position to accept the offered Contract within a reasonable period of time, due to the fact that its personnel or facilities do not possess the appropriate security clearance(s), the Purchaser may determine the Bidder's Offer to be non-compliant and offer the Contract to the next ranking Bidder. In such a case, the Bidder who would not sign the Contract shall be liable for forfeiture of the Bid Guarantee.

1.5. Bidders Conference

- 1.5.1. There will be no Bidders Conference held for this procurement.

1.6. Documentation

- 1.6.1. All documentation, including the IFB itself, all applicable documents and any reference documents provided by the Purchaser are solely to be used for the purpose of preparing a response to this IFB. They are to be safeguarded at the appropriate level according to their classification and reference documents are provided “as is”, without any warranty as to quality or accuracy.

SECTION 2 GENERAL BIDDING INFORMATION

2.1. Definitions

- 2.1.1. In addition to the definitions and acronyms set forth in the Contract Special Provisions (Part II) and Contract General Provisions (Part III) of the prospective Contract, the following terms and acronyms, as used in this Invitation for Bid shall have the meanings specified below:
- 2.1.1.1. "Bidder": a firm, consortium, or joint venture which submits an offer in response to this solicitation. Bidders are at liberty to constitute themselves into any form of Contractual arrangements or legal entity they desire, bearing in mind that in consortium-type arrangements a single judicial personality shall be established to represent that legal entity. A legal entity, such as an individual, Partnership or Corporation, herein referred to as the "Principal Contractor", shall represent all members of the consortium with the NCI Agency and/or NATO. The "Principal Contractor" shall be vested with full power and authority to act on behalf of all members of the consortium, within the prescribed powers stated in an irrevocable Power of Attorney issued to the "Principal Contractor" by all members associated with the consortium. Evidence of authority to act on behalf of the consortium by the "Principal Contractor" shall be enclosed and sent with the Bid. Failure to furnish proof of authority shall be a reason for the Bid being declared non-compliant.
 - 2.1.1.2. "Compliance": strict conformity to the requirements and standards specified in this IFB and its attachments.
 - 2.1.1.3. "Contractor": the awardee of this solicitation of offers, who shall be responsible for the fulfilment of the requirements established in the prospective Contract.
 - 2.1.1.4. "Firm of a Participating Country": a firm legally constituted or chartered under the laws of, and geographically located in, or falling under the jurisdiction of a Participating Country.
 - 2.1.1.5. "IFB": Invitation for Bid.
 - 2.1.1.6. "Participating Country": any of the NATO nations, namely, (in alphabetical order): ALBANIA, BELGIUM, BULGARIA, CANADA, CROATIA, CZECH REPUBLIC, DENMARK, ESTONIA, FRANCE, GERMANY, GREECE, HUNGARY, ICELAND, ITALY, LATVIA, LITHUANIA, LUXEMBOURG, MONTENEGRO, THE NETHERLANDS, NORTH MACEDONIA, NORWAY, POLAND, PORTUGAL, ROMANIA, SLOVAKIA, SLOVENIA, SPAIN, TURKEY, THE UNITED KINGDOM and THE UNITED STATES.

- 2.1.1.7. “Purchaser”: NATO Communications and Information Agency (NCI Agency) or its legal successor.
- 2.1.1.8. “Quotation” or “Bid”: a binding offer to perform the work specified in the attached prospective Contract (Book II).

2.2. Eligibility and Origin of Equipment and Services

- 2.2.1. All Contractors, Subcontractors and manufacturers, at any tier, must be from Participating Countries.
- 2.2.2. None of the work, including project design, labour and services shall be performed other than by firms from and within Participating Countries.
- 2.2.3. No materials or items of equipment down to and including identifiable Sub-assemblies shall be manufactured or assembled by a firm other than from and within a Participating Country.
- 2.2.4. Unless otherwise authorised by the terms of the prospective Contract, the Intellectual Property Rights to all design documentation and related system operating software shall reside in NATO member countries, and no license fees or royalty charges shall be paid by the Contractor to firms, individuals or governments other than within the NATO member community.

2.3. Bid Delivery and Bid Closing

- 2.3.1. All Bids shall be in the possession of the Purchaser at the email address given below on or before **Friday, September 30, 2022 at 14:00 Hours Central European Time (CET)**, at which time and date bidding shall be closed.
- 2.3.2. Bids shall be delivered in electronic format in accordance with the specifications in Section 3 below, to the following e-mail address:

IFBCO115712VTC@ncia.nato.int

2.4. Late Bids

- 2.4.1. Bids received at the NCIA e-mail address after the date and time indicated in paragraph 2.3.1 may not be eligible for award.
 - 2.4.1.1. Bids submitted electronically may be considered late unless the Bidder completes the entire transmission of the bid before the closing date and time for receipt of bids under this solicitation.
- 2.4.2. Consideration of Late Bid

2.4.2.1. The Purchaser considers that it is the responsibility of the Bidder to ensure that the Bid submission arrives by the specified bid closing time. A late Bid will only be considered for award under the following circumstances:

2.4.2.1.1. A Contract has not already been awarded pursuant to the Invitation for Bid, and;

2.4.2.1.2. the Bid was sent to the correct email specified in paragraph 2.3 above, and;

2.4.2.1.3. the delay was due solely the fault of the Purchaser.

2.4.3. Receipt of an Unreadable Electronic Bid

2.4.3.1. If a bid received at the NCIA's facility by electronic data interchange is unreadable to the degree that conformance to the essential requirements of the solicitation cannot be ascertained, or due to Bidder's submission, in contravention of these bidding instructions, of electronic files that are encrypted or which contain passwords, the CO shall immediately notify the Bidder that the bid will be rejected unless the Bidder provides clear and convincing evidence:

2.4.3.1.1. of the content of the bid as originally submitted, and;

2.4.3.1.2. that the unreadable condition of the bid was caused by Purchaser software or hardware error, malfunction, or other Purchaser mishandling.

2.4.3.2. A bid that fails to conform to the above requirements may be declared noncompliant and may not be evaluated further by the Purchaser.

2.4.3.3. If it is discovered, during either the Administrative, Price or Technical evaluation, that the Bidder has submitted an unreadable electronic bid, the Bidder may be determined to have submitted a non-compliant bid:

2.5. Requests for Extension of Bid Closing Date

2.5.1. The Purchaser does not anticipate, except in exceptional cases, accepting Bidder requests to extend the Bid Closing Date. Bidders are informed that requests for extension to the closing date for the IFB shall be submitted only via the point of contact indicated in paragraph 2.6 below. Any request for extension shall be submitted by the Bidder no later than fifteen (15) days prior to the established Bid closing date. Extensions to the Bid Closing Date are at the sole discretion of the Purchaser.

2.6. Purchaser's Point of Contact

The Purchaser point of contact for all information concerning this IFB is:

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NATO Communications and Information Agency
Acquisition Directorate
Boulevard Léopold III
1110 Brussels, Belgium
Attention: Sarah Hazebroek, Senior Contracting Officer

Contact e-mail: IFBCO115712VTC@ncia.nato.int

2.7. Request for IFB Clarifications

- 2.7.1. Bidders, during the solicitation period, are encouraged to query and seek clarification of any matters of a contractual, administrative and technical nature pertaining to this IFB.
- 2.7.2. All requests for clarification shall be forwarded to the Purchaser using the Clarification Request Forms provided at Annex D of this Book I. Bidders are required to keep the classification of their request NATO Unclassified. Such requests shall be emailed to the point of contact specified in the paragraph above and shall arrive not later than **8 September 2022**. The Purchaser is under no obligation to answer requests for clarification submitted after this time. Requests for clarification must address the totality of the concerns of the Bidder, as the Bidder will not be permitted to revisit areas of the IFB for additional clarification except as noted in 2.7.3 below.
- 2.7.3. Additional requests for clarification are limited only to the information provided as answers by the Purchaser to Bidder requests for clarification. Such additional requests shall arrive in accordance with the date specified in the respective IFB Amendment.
- 2.7.4. The Purchaser may provide for a re-wording of questions and requests for clarification where it considers the original language ambiguous, unclear, subject to different interpretation or revelatory of the Bidder's identity.
- 2.7.5. Bidders are advised that subsequent questions and/or requests for clarification included in a Bid shall neither be answered nor considered for evaluation.
- 2.7.6. Except as provided above, all questions will be answered by the Purchaser and the questions and answers (but not the identity of the questioner) will be issued in writing to all prospective Bidders.
- 2.7.7. Where the extent of the changes implied by the response to a clarification request is of such a magnitude that the Purchaser deems necessary to issue revised documentation, the Purchaser will do so by the means of the issuance of a formal IFB in accordance with paragraph 2.9 below.

- 2.7.8. The Purchaser reserves the right to reject questions and clarification requests clearly devised or submitted for the purpose of artificially obtaining an extension of the bidding time (i.e. clarifications re-submitted using different wording where such wording does not change the essence of the clarification being requested).
- 2.7.9. The published responses issued by the Purchaser shall be regarded as the authoritative interpretation of the Invitation for Bid. Any amendment to the language of the IFB included in the answers will be issued as an IFB Amendment and shall be incorporated by the Bidder in his offer.

2.8. Requests for Waivers and Deviations

- 2.8.1. Bidders are informed that requests for alteration to, waivers or deviations from the terms and conditions of this IFB and attached prospective Contract (Book II) will not be considered after the request for clarification process. Requests for alterations to the other requirements, terms or conditions of the Invitation for Bid or the prospective Contract may only be considered as part of the clarification process set forth in paragraph 2.7 above. Requests for alterations to the specifications, terms and conditions of the Contract which are included in a Bid as submitted may be regarded by the Purchaser as a qualification or condition of the Bid and may be grounds for a determination of non-compliance.

2.9. Amendment of the Invitation for Bid

- 2.9.1. The Purchaser may revise, amend or correct the IFB at any time prior to the Bid Closing Date. Any and all changes will be transmitted to all Bidders by an official amendment designated as such and signed by the Purchaser. This process may be part of the clarification procedures set forth in paragraph 2.7 above or may be an independent action on the part of the Purchaser.
- 2.9.2. All such IFB amendments issued by the Purchaser shall be acknowledged by the Bidder in its Bid by completing the "Acknowledgement of Receipt of IFB Amendments" certificate at Annex B-2. Failure to acknowledge receipt of all amendments may be grounds to determine the Bid to be administratively non-compliant.
- 2.9.3. The Purchaser will consider the potential impact of amendments on the ability of prospective Bidders to prepare a Bid within the allotted time. The Purchaser may extend the "Bid Closing Date" at its discretion and such extension will be set forth in the amendment.

2.10. Modification and Withdrawal of Bids

- 2.10.1. Bids, once submitted, may be modified by Bidders, but only to the extent that the modifications are in writing, conform to the requirements of the

IFB, and are received by the Purchaser prior to the Bid Closing Date as detailed in paragraph 2.3. Such modifications will be considered as an integral part of the submitted Bid.

- 2.10.2. Modifications to Bids which arrive after the Bid Closing Date will be considered as "Late Modifications" and will be processed in accordance with the procedure detailed in paragraph 2.4, except that unlike a "Late Bid", the Purchaser will retain the modification until a selection is made. A modification to a Bid which is determined to be late will not be considered in the evaluation and selection process. If the Bidder submitting the modification is determined to be the successful Bidder on the basis of the unmodified Bid, the modification may then be opened. If the modification makes the terms of the Bid more favourable to the Purchaser, the modified Bid may be used as the basis of Contract award. The Purchaser, however, reserves the right to award a Contract to the apparent successful Bidder on the basis of the Bid submitted and disregard the late modification.
- 2.10.3. A Bidder may withdraw its Bid at any time prior to Bid Opening without penalty. In order to do so, an authorised agent or employee of the Bidder must provide an original statement of the firm's decision to withdraw the Bid and subsequently remove the Bid from the Purchaser's premises.
- 2.10.4. Except as provided in paragraph 2.11 below, a Bidder may withdraw its Bid after Bid Opening only by forfeiture of the Bid Guarantee.

2.11. Bid Validity

- 2.11.1. Bidders shall be bound by the term of their Bid for a period of six (6) months starting from the Bid Closing Date.
- 2.11.2. In order to comply with this requirement, the Bidder shall complete the Certificate of Bid Validity set forth in Annex B-4. Bids offering less than the period of time referred to above for acceptance by the Purchaser may be determined to be non-compliant.
- 2.11.3. The Purchaser will endeavour to complete the evaluation and make an award within the period referred to above. However, should that period of time prove insufficient to render an award, the Purchaser reserves the right to request an extension of the period of validity of all Bids which remain under consideration for award.
- 2.11.4. Upon notification by the Purchaser of such a request for a time extension, the Bidders shall have the right to:
- 2.11.4.1. Accept this extension of time in which case Bidders shall be bound by the terms of their offer for the extended period of time and the Bid Guarantee and Certificate of Bid Validity extended accordingly; or

- 2.11.4.2. Refuse this extension of time and withdraw the Bid, in which case the Purchaser will return to the Bidder its Bid Guarantee in the full amount without penalty.
- 2.11.5. Bidders shall not have the right to modify their Bids due to a Purchaser request for extension of the Bid validity unless expressly stated in such request.

2.12. Bid Guarantee

- 2.12.1. The Bid Guarantee shall be submitted by:
 - 2.12.1.1. email either directly by the banking institution or the Bidder to the following email address: NCIABankGuarantee@ncia.nato.int ; plus
 - 2.12.1.2. mail the original copy to the postal address in paragraph 2.6. In either case, the Bidder shall provide an additional copy of the Bid Guarantee in the Bid Administration Volume.
- 2.12.2. The Bidder shall furnish with its bid a guarantee in an amount equal to Three Hundred Thousand Euro (€300,000) and will remain valid for a period of minimum 6 months as of Bid Closing Date.
- 2.12.3. The Bid Guarantee shall be substantially similar to Annex-C-1Annex C as an irrevocable, unqualified and unconditional Standby Letter of Credit (SLC) issued by any of the banks (used interchangeably with “financial institution”) listed in Annex-C-2 or issued by a different financial institution and confirmed by any of the banks listed in Annex-C-2. In the latter case, signed original letters from both the issuing institution and the confirming institution must be provided. The confirming bank shall clearly state that it will guarantee the funds, the drawing against can be made by the NCI Agency. Bid Guarantees shall be made payable to the Treasurer, NCI Agency.
- 2.12.4. "Standby Letter of Credit" or "SLC" as used herein, means a written commitment by a financial institution listed in Annex-C-2 either on its own behalf or as a confirmation of the Standby Letter of Credit issued by a different bank not listed in Annex-C-2 to pay all or part of a stated amount of money, until the expiration date of the letter, upon presentation by the Purchaser of a written demand therefore. Neither the financial institution nor the Contractor can revoke or condition the Standby Letter of Credit.
- 2.12.5. Alternatively, a Bidder may elect to electronically make a cash deposit of the required Guarantee directly to the bank account of the NCI Agency (no cheques). The NCI Agency's bank account details will be provided separately upon request.

- 2.12.6. If the Bid Closing Date is extended after a Bidder's financial institution has issued a Bid Guarantee, it is the obligation of the Bidder to have such Bid Guarantee (and confirmation, as applicable) extended to reflect the revised Bid Validity date occasioned by such extension.
- 2.12.7. Failure to furnish the required Bid Guarantee in the proper amount, and/or in the proper form and/or for the appropriate duration by the Bid Closing Date may be cause for the Bid to be determined non-compliant.
- 2.12.8. The Purchaser will make withdrawals against the amount stipulated in the Bid Guarantee under the following conditions:
- 2.12.8.1. The Bidder has submitted a bid and, after Bid Closing Date (including extensions thereto) and prior to the selection of the successful bid, withdraws its bid, or states that it does not consider its bid valid or agree to be bound by its bid;
 - 2.12.8.2. The Bidder has submitted a successful bid, but the Bidder declines to sign the Contract offered by the Agency, such Contract being consistent with the terms of the solicitation documents;
 - 2.12.8.3. The Purchaser has offered the Bidder the Contract for execution but the Bidder has been unable to demonstrate compliance with the security requirements of the Contract at the date of contract signature;
 - 2.12.8.4. The Purchaser has entered into the Contract with the Bidder but the Bidder has been unable or unwilling to provide the Performance Guarantee required under the terms of the Contract within the time frame required.
- 2.12.9. Bid Guarantees will be returned to Bidders as follows:
- 2.12.9.1. To non-compliant Bidders forty-five (45) days after notification by the Purchaser of a non-compliant Bid (except where such determination is challenged by the Bidder; in which case the Bid Guarantee will be returned forty-five (45) days after a final determination of non-compliance);
 - 2.12.9.2. To all other unsuccessful Bidders within thirty (30) days following the award of the Contract to the successful Bidder;
 - 2.12.9.3. To the successful Bidder upon submission of the Performance Guarantee required by the Contract or, if there is no requirement for such a Performance Guarantee, upon Contract execution by both parties.
 - 2.12.9.4. pursuant to paragraph 2.11.4.2 above.

2.13. Cancellation of Invitation for Bid

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

2.14. Electronic Transmission of Information and Data

- 2.14.1. The Purchaser will endeavour to communicate answers to requests for clarification and amendments to this IFB to the prospective Bidders as soon as practicable.
- 2.14.2. Bidders are cautioned that electronic transmission of documentation which contains classified information is not permissible. Except for those cases in which electronic transmission of documentation is not permissible (i.e. documents with security classification mandating specific transmission methods) the Purchaser will rely exclusively on electronic means to manage all correspondence related to this IFB, including IFB amendments and clarifications.

2.15. Supplemental Agreements

- 2.15.1. Bidders are required, in accordance with the certificate at Annex B-7 of these Instructions to Bidders, to disclose any prospective Supplemental Agreements that are required by national governments to be executed by the NCI Agency as a condition of Contract performance.
- 2.15.2. Supplemental Agreements are typically associated with, but not necessarily limited to, national export control regulations, technology transfer restrictions and end user agreements or undertakings.
- 2.15.3. Bidders are cautioned that failure to provide full disclosure of the anticipated requirements and the terms thereof, to the best of the Bidder's knowledge and experience, may result in the Purchaser withholding award of the Contract or cancelling an executed Contract if it is discovered that the terms of such Supplemental Agreements contradict salient conditions of the Prospective Contract to the extent that either key objectives cannot be accomplished or basic Contract principles and Purchaser rights have been abridged.

2.16. Mandatory Quality Assurance and Quality Control Standards

- 2.16.1. Bidders are requested to note that, in accordance with the Certificate at Annex B-8 hereto, Bidders shall provide documentary evidence that the Bidder possesses a current certification that is compliant with the

requirements of Allied Quality Assurance Publication (AQAP) 2110, ISO 9001:2015, or an equivalent QA/QC regime.

- 2.16.2. Bidders shall further demonstrate that such regime is applied within the Bidder's internal organisation, as well as extended to its relationships with Subcontractors.
- 2.16.3. If the Bidder is offering a QA/QC regime that is claimed to be equivalent to AQAP 2110 or ISO 9001:2015, the burden of proof of such equivalency shall be on the Bidder and such evidence of equivalency shall be submitted with the Certificate at Annex B-8 in the Bid Administration Volume.
- 2.16.4. Failure to execute this Certificate, or failure to provide documentary evidence of compliance with this requirement may result in a determination of non-compliance for the submitted Bid.

SECTION 3 BID PREPARATION INSTRUCTIONS**3.1. General**

- 3.1.1. Bidders shall prepare and submit their bid in accordance with the requirements and format set forth in this IFB. Compliance with all bid submission requirements is mandatory. Failure to submit a bid in conformance with the stated requirements may result in a determination of non-compliance by the Purchaser and the elimination of the bid from further consideration.
- 3.1.2. Bidders shall not simply restate the IFB requirements in confirmatory terms only. The Bidder must clearly describe what is being offered and how the Bidder will meet all IFB requirements. Statements in confirmatory terms only will be sufficient grounds for determining the bid to be non-compliant. A bid shall demonstrate that a Bidder understands the terms, conditions and requirements of the IFB and its ability to provide all the services and deliverables listed in the Schedules of the prospective contract.
- 3.1.3. Although the Purchaser may request clarification of the bid, it is not required to do so and may make its determination on the content of the bid as written. Therefore, Bidders shall assume that inconsistencies, omissions, errors, lack of detail and other deficiencies in the submitted bid may render the bid to be determined non-compliant.
- 3.1.4. Partial bids and/or bids containing conditional statements will be declared non-compliant.
- 3.1.5. Bidders are advised that the Purchaser reserves the right to incorporate the successful Bidder's offer in whole or in part by reference in the resulting contract.
- 3.1.6. The specific format for each volume is stated in paragraph 3.2.
- 3.1.7. All documentation submitted as part of the bid shall be classified no higher than "NATO UNCLASSIFIED".
- 3.1.8. All notices and communications regarding this IFB shall be written and conducted in English. All documentation submitted as part of the bid shall be in English.

3.2. Bid Package Content

3.2.1. The complete bid submission shall consist of three (3) **distinct and separated** volumes described in the following paragraphs.

3.2.2. All emails submitted shall be less than 20MB per e-mail.

3.2.3. Acceptable File formats

3.2.3.1. Unless otherwise directed, files can be submitted in Adobe pdf format.

3.2.3.2. The Purchaser does NOT accept hard copies of bids, CDs, thumb drives, or zip files

3.2.4. Format and quantity details:

Volume	Format and Quantity Details
I: Administrative envelope	<p><u>File submitted by Email, which includes:</u></p> <ul style="list-style-type: none"> • 1 Scanned PDF file, with physical (non-digital) signatures and copy of Bid Guarantee. <ul style="list-style-type: none"> ➤ This volume shall not be password-protected. ➤ All of the required contents are detailed in Section 3.4.
II: Price envelope	<p><u>File submitted by Email, which includes:</u></p> <ul style="list-style-type: none"> • 1 Excel file, using the Bidding Sheets template provided. <ul style="list-style-type: none"> ➤ This volume shall not be password-protected. ➤ All of the required contents are detailed in Section 3.5
III: Technical envelope	<p><u>File submitted by Email, which includes:</u></p> <ul style="list-style-type: none"> • Part 1, Maintenance Services, text document: 1 PDF file • Part 2, Technical Support, text document: 1 PDF file • Part 3, Reporting Services : 1 PDF file • Part 4, Other requirements, text document: 1 PDF file • Part 5, Cross Reference/Compliance table and Past Performance documents, text document: 1 PDF file <ul style="list-style-type: none"> ➤ If necessary, the technical volume may be separated into more than one email. ➤ This volume shall not be password-protected. ➤ All of the required contents are detailed in Section 3.6

3.3. Package Marking

- 3.3.1. The proposal shall be sent via three (3) **distinct and separated volumes** e-mails to the Bid Delivery email address specified in section 2.3. The e-mails shall have the following e-mail subject lines:
- “IFB-CO-115712-VTC Official Bid for *[Company Name]*, Volume I – Bid Administration”
 - “IFB-CO-115712-VTC Official Bid for *[Company Name]*, Volume II – Price”
 - “IFB-CO-14682-VTC Official Bid for *[Company Name]*, Volume III – Technical (*if necessary: email 1 of 2 / email 2 of 2*)”
- 3.3.2. The Bid Guarantee shall be sent by email before Bid Closing Date to the email address specified in section 2.12.1. This email should clearly reference the company name and IFB number.
- 3.3.3. “Company Name” – In the subject line of the email, and in the names of the individual files, the name of the bidder shall be abbreviated to no more than 10 characters. For example, if a company’s name is “Computer and Technology Research Company”, the company name could be shorted to “CTRC” in the email and file names.
- 3.3.4. Multiple emails may be submitted for each part if the content of the file(s) is larger than 20MB per email submission; however, each file must clearly identify the part number and the sequence to which it relates.
- 3.3.5. The individual electronic files sent by email shall have the following names:
- 3.3.5.1. Volume I:
- IFB-CO-115712-VTC Official Bid for *Company Name*, Volume I – Administrative envelope
- 3.3.5.2. Volume II:
- IFB-CO-115712-VTC Official Bid for *Company Name*, Volume II – Price envelope
- 3.3.5.3. Volume III:
- IFB-CO-115712-VTC Official Bid for *Company Name*, Volume III – Technical envelope, Part 1 – Maintenance Services
 - IFB-CO-115712-VTC Official Bid for *Company Name*, Volume III – Technical envelope, Part 2 – Technical Support

- IFB-CO-115712-VTC Official Bid for *Company Name*, Volume III – Technical envelope, Part 3 – Reporting Services
- IFB-CO-115712-VTC Official Bid for *Company Name*, Volume III – Technical envelope, Part 4 – Other requirements
- IFB-CO-115712-VTC Official Bid for *Company Name*, Volume III – Technical envelope, Part 5 - Cross Reference/Compliance table and Past Performance documents

3.3.6. Detailed requirements for the structure and content of each of these volumes are contained in these Bidding Instructions.

3.4. Volume I: Administrative envelope

- 3.4.1. One (1) PDF file, containing all of the required documents as defined under Sections 3 and 4.
- 3.4.2. One (1) PDF file of the Bid Guarantee submitted to: NCIABankGuarantee@ncia.nato.int.
- 3.4.3. In addition, an Original (Paper) copy of the Bid Guarantee shall be sent. This Original (Paper) shall be received no later than seven (7) business days after the Bid Closing Date. This Original (Paper) copy shall be sent to the address defined under 2.6 above.
- 3.4.4. Failure to comply with paragraphs 3.4.2 and 3.4.3 may be cause for the bid to be determined non-compliant.
- 3.4.5. No information disclosing or contributing to disclose the bid price shall be made part of the Bid Administration volume. Failure to abide to this prescription shall result in the bid being declared non-compliant.
- 3.4.6. The volume shall include the certificates set forth in the Annex to these Bidding Instructions, signed in the original by an authorised representative of the Bidder. The text of the certificates must not be altered in any way. The certificates are as follows:
- 3.4.6.1. Annex B-1 (Certificate of Legal Name of Bidder)
 - 3.4.6.2. Annex B-2 (Acknowledgement of Receipt of IFB Amendments)
 - 3.4.6.3. Annex B-3 (Certificate of Independent Determination)
 - 3.4.6.4. Annex B-4 (Certificate of Bid Validity)
 - 3.4.6.5. Annex B-5 (Certificate of Exclusion of Taxes, Duties and Charges)
 - 3.4.6.6. Annex B-6 (Comprehension and Acceptance of Contract Special and General Provisions)
 - 3.4.6.7. Annex B-7 (Disclosure of Requirements for NCI Agency Execution of Supplemental Agreements) with the prospective text of such Agreements, as applicable.
 - 3.4.6.8. Annex B-8 (Certificate of Compliance AQAP 2110 or ISO 9001:2015 or Equivalent) with a copy of the relevant quality certification attached to it.
 - 3.4.6.9. Annex B-9 (List of Prospective Subcontractors)
 - 3.4.6.10. Annex B-10 (Bidder Background IPR)
 - 3.4.6.11. Annex B-11 (List of Subcontractor IPR)

- 3.4.6.12. Annex B-12 (Certificate of Origin of Equipment, Services, and Intellectual Property)
- 3.4.6.13. Annex B-13 (List of Proposed Key Personnel and Security Clearance)
- 3.4.6.14. Annex B-14 (Disclosure of Involvement of Former NCI Agency employment)
- 3.4.6.15. Annex B-15 (NCI Agency AD.05.00, Code of Conduct: Post Employment Measures)

3.5. Volume II: Price envelope

- 3.5.1. One (1) file submitted by email, containing the completed Bidding Sheets (in MS Excel) provided with this IFB as “3. IFB-CO-115712-VTC – AMD 1 – Book I – Bidding Instructions - Bidding Sheets”.
- 3.5.2. General Rules
- 3.5.2.1. Bidders shall prepare their Price Quotation by completing the Bidding Sheets referred in paragraph 3.5.1 above, in accordance with the instructions specified in Annex A.
- 3.5.2.2. The structure of the Bidding Sheets shall not be changed, other than as indicated elsewhere, nor should any quantity or item description in the Bidding Sheets. The currency(ies) of each Contract Line Item and sub-item shall be shown. The prices provided shall be intended as the comprehensive total price offered for the fulfilment of all requirements as expressed in the IFB documentation including but not limited to those expressed in the SOW.
- 3.5.2.3. Bidders shall furnish Firm Fixed Prices for all required items in accordance with the format set forth in the Instructions for preparation of the Bidding Sheets. This includes Firm Fixed Prices for all optional CLINs.
- 3.5.2.4. Offered prices shall not be “conditional” in nature. Any comments supplied in the Bidding Sheets which are conditional in nature, relative to the offered prices, may result in a determination that the Bid is non-compliant.
- 3.5.2.5. Bidders are responsible for the accuracy of their Price Quotations. Price Quotations that have apparent computational errors may have such errors resolved in the Purchaser’s favour or, in the case of gross omissions, inconsistencies or errors, may be determined to be non-compliant.
- 3.5.2.6. Bidders shall quote in their own national currency or in EURO. Bidders may also submit bids in multiple currencies including other NATO member states' currencies under the following conditions:
- 3.5.2.6.1. The currency is of a "participating country" in the project, and
- 3.5.2.6.2. The Bidder can demonstrate, either through sub-contract arrangements or in its proposed work methodology, that it will have equivalent expenses in that currency. All major subcontracts and their approximate anticipated value should be listed on a separate sheet and included with the Price Quotation.

- 3.5.2.7. The Purchaser, by virtue of his status under the terms of Article IX and X of the Ottawa Agreement, is exempt from all direct and indirect taxes (incl. VAT) and all customs duties on merchandise imported or exported.
- 3.5.2.8. Bidders shall therefore exclude from their price Bid all taxes, duties and customs charges from which the Purchaser is exempted by international agreement and are required to certify that they have done so through execution of the Certificate at Annex B-5.
- 3.5.2.9. Unless otherwise specified in the instructions for the preparation of Bidding Sheets in Annex A, all prices quoted in the proposal shall be on the basis that all deliverable items shall be delivered “Delivery Duty Paid (DDP)” in accordance with the International Chamber of Commerce INCOTERMS ® 2010.
- 3.5.2.10. The Bidder’s attention is directed to the fact that the Price Volume shall contain no document and/or information other than the priced copies of the Bidding Sheets. Any other document will not be considered for evaluation and may cause for a determination of non-compliance by the Purchaser.

3.6. Volume III: Technical

- 3.6.1. Contents: One PDF file submitted by email, containing the files listed in Section 3.2.4 and 3.6.2 below.
- 3.6.2. The Technical Volume is comprised of five (5) parts. Each of the parts shall be self-contained as a separate electronic file, named as described in section 3.3.5.
- 3.6.2.1. Part 1: Maintenance Services Proposal, as described in section 3.6.7
 - 3.6.2.2. Part 2: Technical Support Proposal, as described in section 3.6.8
 - 3.6.2.3. Part 3: Reporting Services Proposal, as described in section 3.6.9
 - 3.6.2.4. Part 4: Other requirements Proposal, as described in section 3.6.10
 - 3.6.2.5. Part 5: Cross Reference matrix and past performance documents, as described in section 3.6.11
- 3.6.3. No information disclosing or contributing to disclose the bid price shall be made part of the Technical Volume. Failure to abide to this prescription shall result in the bid being declared non-compliant.
- 3.6.4. It is of utmost importance that Bidders respond to all of the technical requirements contained in the IFB Statement of Work (including all Annexes) and all the bidding instructions, not only with an affirmation of compliance but also with an explanation of how each requirement will be met.
- 3.6.5. Font Type and Size
- 3.6.5.1. “Times New Roman” fonts in size 12 shall be used for normal text, and “Arial Narrow” fonts not smaller than size 10 for tables and graphics.
- 3.6.6. The Technical Volume shall include a Table of Contents (No page limit): which lists not only the section headings but also the major sub-sections, and topic headings required set forth in these Instructions or implicit in the organisation of the Technical Volume
- 3.6.7. Part 1: Maintenance Services Proposal
- 3.6.7.1. All areas of the Maintenance Services proposal shall comprehensively demonstrate feasibility, logic and reasonableness of the proposed solution and shall include sub-contract activities, detailing the responsibilities of any/all sub-contractors, defining which tasks the sub-contractors shall be responsible, shall address the relationship associated control mechanisms to support quality, change and configuration procedures in delivering products.

- 3.6.7.2. The Bidder shall provide a named individual for the role of the Account manager and agree to comply with the requirements stated in the SOW related to this role. The Bidder shall provide the Curriculum Vitae(s) (CV) of the Account Manager.
- 3.6.7.3. The Bidder shall provide proof of partnership status for the vendors as described in the SOW.
- 3.6.7.4. The Bidder shall provide an offer of each category for each unit of equipment as per the list under Appendix A of the SOW.
- 3.6.7.5. The Bidder shall provide a draft Maintenance Support Plan (MSP) in accordance with SOW Section 6. The draft MSP shall clearly describe how the Bidder intends to address in detail all requirements in this SOW. A full MSP is not required as part of the Bid. However, the Bidder shall provide sufficient detail in the draft MSP such that the Purchaser will be capable of assessing the feasibility of the solution.
- 3.6.7.6. The Bidder shall detail its approach and shall demonstrate the maturity of the solution.
- 3.6.7.7. The MSP shall contain a confirmation that all requirements of the SOW are met by the proposed solution.
- 3.6.7.8. The Bidder shall provide evidence of a service desk functionality through provision of a service desk manual/procedures and service desk 24/7 phone number.
- 3.6.7.9. The Bidder shall provide manual(s), print screens and a description of functionalities as evidence of a web-based service request and incident management tracking tool.
- 3.6.7.10. The Bidder shall provide an example of an acceptance document which is to be issued to the Contractor to confirm acceptance of replacement device.
- 3.6.7.11. The Bidder shall provide proof on how End of Sales/End of Support will be announced during the contract period. The Bidder will provide an example on how the assessment (engineering evaluation) is done with regards to the replacement of parts technically compatible with the existing device/parts
- 3.6.7.12. The Bidder shall confirm that Contractor personnel assigned to provide VTC Maintenance support services to this specific contract will be member of a NATO nation as described in the SOW.
- 3.6.7.13. The Bidder shall provide a detailed example of how to access the OEM technical documentation and OEM software, in scope of the SOW.

- 3.6.7.14. The Bidder shall provide an example of how license management is arranged by providing an Administrator account on the Poly Flexera and/or Poly Lens licensing portal for the Purchaser designated points of contact.
- 3.6.7.15. The Bidder shall confirm and guarantee that failed equipment sent by the Purchaser will either be repaired or a replacement item will be provided, within one business day for core infrastructure devices and two business days for end devices after notification by the Purchaser as described in the SOW.
- 3.6.7.16. The Bidder shall provide a detailed process with regards to the RMA (Return Material Authorization) instructions for faulty items.
- 3.6.7.17. The Bidder shall provide the process on how information on the availability of software upgrades for any item covered within the scope of the Contract and support access to vendor software will be provided to the Purchaser.
- 3.6.7.18. The Bidder shall provide an example of how license management with the relevant OEMs is performed. This includes reporting.
- 3.6.7.19. The Bidder shall provide a detailed process of how to engage with the OEM Technical Assistance for Hardware and Software under scope of this Contract.
- 3.6.8. Part 2: Technical Support Proposal
 - 3.6.8.1. The Bidder shall provide named individual(s) for the role of Resident Technical support engineer and agree to comply to the requirements stated in the SOW.
 - 3.6.8.2. The Bidder shall provide the Curriculum Vitae(s) (CV) of the Resident Technical support engineer. The Bidder shall detail compliancy to the minimum skills identified in SOW.
 - 3.6.8.3. The Bidder shall provide proof that the Remote Technical Support Engineering Team has the necessary qualifications in accordance with the SOW.
 - 3.6.8.4. The Bidder shall agree and confirm that long-term on-site support can be delivered by Contractor engineers, within two months after Purchaser notification, who have the certifications, qualifications and required security clearance as described in the SOW.
 - 3.6.8.5. The Bidder shall provide proof that the ad-hoc on-site support have the required certifications and qualifications listed in the SOW, and are fully qualified to perform any and all maintenance and support tasks required

to restore the hardware and software, in scope of this Contract, to its intended function and performance.

- 3.6.8.6. The Bidder shall provide a detailed process on how on-site incident intervention will be initiated and acceptance criteria.
- 3.6.8.7. The Bidder shall provide detailed overview on how on-site consultancy services will be initiated, the details on provisioning timelines, mitigation actions and acceptance criteria.
- 3.6.9. Part 3: Reporting Proposal
 - 3.6.9.1. The Bidder shall provide an example of the monthly reports with information as stated within the SOW.
 - 3.6.9.2. The Bidder shall provide statement agreeing to provide monthly reports before respectively the end of the first month after the reporting month.
 - 3.6.9.3. The Bidder shall provide statement agreeing to execute corrective actions within 15 calendar days in case of unacceptance by the Purchaser of the reports.
- 3.6.10. Part 4: Other requirements Proposal
 - 3.6.10.1. The Bidder shall provide proof that the Resident Technical support Engineer has a valid NATO SECRET Personal Security Clearance.
 - 3.6.10.2. The Bidder shall ensure that a sufficient number of his staff holds a NATO SECRET security clearance to perform the Ad-hoc on-site Technical support.
 - 3.6.10.3. The bidder shall provide documentary evidence that it possesses a current certification that is compliant with the requirements of Allied Quality Assurance Publication (AQAP) 2110, ISO 9001:2015, or an equivalent QA/QC regime
- 3.6.11. Part 5: Cross Reference Matrix and past performance documents
 - 3.6.11.1. The bidder shall provide the Past Performance Documents (Questionnaire and References).
 - 3.6.11.2. The bidder shall provide a fully completed Cross reference/Compliance table.

SECTION 4 BID EVALUATION AND CONTRACT AWARD**4.1. General**

- 4.1.1. The evaluation of bids will be made by the Purchaser solely on the basis of the requirements specified in this IFB.
- 4.1.2. All bids will be evaluated solely using the evaluation criteria contained herein. Technical Proposals will be evaluated strictly against the technical criteria and not against other Technical Proposals submitted.
- 4.1.3. The evaluation of bids and the determination as to the compliance or technical adequacy of the supplies and services offered will be based only on that information furnished by the Bidder and contained in his bid. The Purchaser shall not be responsible for locating or securing any information that is not identified in the Bid.
- 4.1.4. The Bidder shall furnish with his bid all information requested by the Purchaser in Book I, Section 3, Bid Preparation Instructions. Significant omissions and/or cursory submissions may result in a determination of non-compliance without recourse to further clarification. The information provided shall be to a level of detail necessary for the Purchaser to determine exactly what the Bidder proposes to furnish and whether the offer meets the administrative, price, technical and contractual requirements of this IFB.
- 4.1.5. During the evaluation, the Purchaser may request clarification of the bid from the Bidder and the Bidder shall provide sufficient detailed information in connection with such requests as to permit the Purchaser to make a final assessment of the bid based upon the facts. The purpose of such clarifications will be to resolve ambiguities in the bid and to permit the Bidder to state his intentions regarding certain statements contained therein. The purpose of the clarification stage is not to elicit additional information from the Bidder that was not contained in the original submission unless specified differently in this document or to allow the Bidder to supplement cursory answers or omitted aspects of the Bid. The Bidder is not permitted any cardinal alteration of the bid regarding technical matters and shall not make any change to his price quotation at any time.
- 4.1.6. The Bidder's prompt response to the Purchaser's clarification requests is important and therefore failure to provide the requested clarifications within the time-limits set forth in the specific Clarification Requests (minimum 24 hours next working day) may cause the bid to be deemed non-compliant.
- 4.1.7. The Purchaser reserves the right, during the evaluation and selection process, to verify any statements made concerning experience, facilities,

or existing designs or materials by making a physical inspection of the Bidder's facilities and capital assets and by interviewing Key Personnel. This includes the right to validate, by physical inspection, the facilities and assets of proposed subcontractors. The Bidder shall be responsible for providing access to his own or Subcontractors' facilities and personnel.

- 4.1.8. The evaluation will be conducted in accordance with NATO Financial Rules and Procedures.
- 4.1.9. Evaluation of this IFB will be conducted in accordance with the “One Envelope” procedure in which the Price Proposal of each administratively compliant Bidder is evaluated first, and only the Technical Proposal of the apparent lowest priced bid is then evaluated for compliance with the technical requirements of the IFB.
- 4.1.10. The Bidder who has offered the lowest priced, technically compliant bid will be offered the contract for award.

4.2. Evaluation Procedure

4.2.1. The evaluation will be done as described below:

4.2.1.1. Step 1: Administrative Compliance

4.2.1.1.1. Bids received will be reviewed for compliance with the mandatory administrative requirements specified in paragraph 4.3. Bids not meeting all of the mandatory administrative requirements may be determined to be non-compliant and not considered for further evaluation.

4.2.1.2. Step 2: Price Evaluation

4.2.1.2.1. In Step 2, the Price Quotations of all bids not considered non-compliant under the previous step will be opened and evaluated in accordance with paragraph 4.4.

4.2.1.3. Step 3: Technical Evaluation

4.2.1.3.1. In Step 3, the Technical Proposal of the lowest priced Bid will be opened and evaluated in accordance with paragraph 4.5.

4.3. Evaluation Step 1 - Administrative Compliance

4.3.1. Bids will be reviewed for compliance with the formal requirements for Bid submission as stated in this IFB and the content of the Administrative Envelope. The evaluation of the Bid Administration Volume will be made on its completeness, conformity and compliance to the requested information. The following requirements shall be verified:

4.3.1.1. The Bid was received by the Bid Closing Date and Time,

- 4.3.1.2. The Bid is packaged and marked properly,
- 4.3.1.3. The Bid Administration Volume contains the documentation listed in paragraph 3.4 and complies with the formal requirements established in paragraph 3.1 through 3.3.
- 4.3.1.4. The Bidder has not taken exception to the Terms and Conditions of the Prospective Contract or has not qualified or otherwise conditioned his offer on a modification or alteration of the Terms and Conditions or the language of the Statement of Work.
- 4.3.1.5. Receipt of an unreadable electronic bid. See Section 2.4.3.
- 4.3.2. Bids that are determined to be administratively compliant will proceed to Step 2, Price Evaluation.
- 4.3.3. Notwithstanding paragraph 4.3.1.4, if it is later discovered during either the Price or Technical evaluation, that the Bidder has taken exception to the Terms and Conditions of the Prospective Contract, or has qualified and/or otherwise conditioned his offer on a modification or alteration of the Terms and Conditions or the language of the Statement of Work, the Bidder may be determined to have submitted a non-compliant bid.

4.4. Evaluation Step 2 – Price Evaluation

- 4.4.1. The Bidder's Price Quotation will be first assessed for compliance against the following standards:
 - 4.4.1.1. The Price Quotation meets the requirements for preparation and submission of the Price Quotation set forth in the Bid Preparation Section and the Instructions for Preparation of the Bidding Sheets in Annex A-1 in particular.
 - 4.4.1.2. The Bidder has furnished Firm Fixed Prices for all items listed. Not having provided a price for all items as required per the Bidding sheets, i.e. to fill out **all** yellow fields, may render the bid non-compliant. Prices cannot be embedded/included in other prices.
 - 4.4.1.3. All pricing data, i.e., quantities, unit prices, has been provided as reflected in the Bidding Sheets.
 - 4.4.1.4. Bid prices include all costs for items supplied, delivered, and supported.
 - 4.4.1.5. All prices have been accurately entered into appropriate columns, and accurately totalled.
 - 4.4.1.6. The Bidder has provided accurate unit price (where required) and total price for each line item.

- 4.4.1.7. The Bidder has provided accurate unit prices and total prices of each of the sub-items she/he added (if any).
- 4.4.1.8. The currency of all line items has been clearly indicated.
- 4.4.1.9. The Bidder has quoted in his own national currency or in the host nation currency, Euros. Where multiple currencies including other NATO member states' currencies are quoted, the conditions of Section III, paragraph 3.5.2.6 are met.
- 4.4.1.10. The Bidder has indicated that in accordance with the treaties governing the terms of business with NATO, he has excluded from his prices all taxes, duties and customs charges from which the Purchaser has been exempted.
- 4.4.1.11. Price quotes for each individual item(s), and totalled prices are accurate and realistic (based on historic data, and/or market and competitive trends in the specified industrial sector(s)).
 - 4.4.1.11.1. Detailed pricing information has been provided and is adequate, accurate, traceable, and complete.
 - 4.4.1.11.2. The Price Quotation meets requirements for price realism and balance as described below in paragraph 4.4.4.
- 4.4.2. A Bid which fails to meet the compliance standards defined in this section may be declared non-compliant and may not be evaluated further by the Purchaser.
- 4.4.3. Basis of Price Comparison to determine lowest compliant bid
 - 4.4.3.1. The Purchaser will convert all prices quoted into EURO for purposes of comparison. The exchange rate to be utilised by the Purchaser will be the average of the official buying and selling rates of the European Central Bank at close of business on the last working day preceding the Bid Closing Date.
 - 4.4.3.2. The total sum to determine the lowest price compliant bid will be equal to the sum of the following CLIN items: CLIN 1 + CLIN 2 + CLINs O.1 through O.12.
 - 4.4.3.3. Prices for the services listed under CLINs O.1 through O.12 shall be evaluated against the notional volumes (estimates) of items for the line items established in the Bidding Sheets.
 - 4.4.3.4. The Total Sum as detailed in the Bidding sheets is used solely for the purpose of determining the lowest price compliant bid.

4.4.3.5. The final Contract Price will be determined by the Purchaser by CLIN items 1 and 2 plus any option items (if and when exercised) at the unit prices stated therein for the selected quantities.

4.4.4. Price Realism

4.4.4.1. Should the Lowest Offered Price appear to be substantially different from the next lowest prices offered, the Purchaser will review the Price Quotation to determine if a reasonable explanation for the differential is apparent.

4.4.4.2. In those cases in which the prices quoted in relation with this Invitation for Bid appear to be unreasonably low in relation to the performance required under the prospective Contract and/or the level of effort associated with the tasks, the Purchaser will reserve the right to request the Bidder clarifications aimed to demonstrate the rationale for such circumstances. Furthermore the Purchaser will reserve the right to elicit further cost breakdown details for all CLIN items that was not contained in the original submission, as may be required.

4.4.4.3. Indicators of an unrealistically low Bid may be the following, amongst others:

4.4.4.3.1. Labour Costs that, when amortised over the expected or proposed direct labour hours, indicate average labour rates far below those prevailing in the Bidder's locality for the types of labour proposed.

4.4.4.3.2. Direct Material costs that are considered to be too low for the amounts and types of material proposed, based on prevailing market prices for such material.

4.4.4.3.3. Numerous Line Item prices for supplies and services that are provided at no cost or at nominal prices.

4.4.4.4. If the Purchaser has reason to suspect that a Bidder has artificially debased its prices in order to secure Contract award, the Purchaser will request clarification of the Bid in this regard and the Bidder shall provide an explanation on one of the following bases:

4.4.4.4.1. An error was made in the preparation of the price quotation. In such a case, the Bidder must document the nature of the error and show background documentation concerning the preparation of the price quotation that makes a convincing case that a mistake was made by the Bidder. In such a case, the Bidder shall petition the Purchaser to either remain in the competition or accept the Contract at the offered price, or to withdraw from the competition.

4.4.4.4.2. The Bidder has a competitive advantage due to prior experience or industrial/technological processes that demonstrably reduce the costs of Bidder performance and therefore the price offered is

realistic. Such an argument must support the technical proposal offered and convincingly and objectively describe the competitive advantage and the net savings achieved by this advantage over standard market practices and technology.

- 4.4.4.4.3. The Bidder recognises that the submitted price quotation is unrealistically low compared to its cost of performance and, for business reasons, the Bidder is willing to absorb such a loss. Such a statement can only be made by the head of the business unit submitting the Bid and will normally be made at the level of Chief Operating Officer or Chief Executive Officer. In such a case, the Bidder shall estimate the potential loss and show that the financial resources of the Bidder are adequate to withstand such reduction in revenue.
- 4.4.5. If a Bidder fails to submit a comprehensive and compelling response on one of the bases above, the Purchaser may determine the Bid submitted as non-compliant. If the Bidder responds on the basis of 4.4.4.4.1 above and requests to withdraw from the competition, the Purchaser may, depending on the nature and gravity of the mistake, allow the Bidder to withdraw.
- 4.4.6. If the Purchaser accepts the Bidder's explanation of mistake in paragraph 4.4.4.4.1 and allows the Bidder to accept the Contract at the offered price, or the Purchaser accepts the Bidder's explanation pursuant to paragraph 4.4.4.4.3 above, the Bidder shall agree that the supporting pricing data submitted with his Bid will be incorporated by reference in the resultant Contract. The Bidder shall agree as a condition of Contract signature, that the pricing data will be the basis of determining fair and reasonable pricing for all subsequent negotiations for modifications of or additions to the Contract and that no revisions of proposed prices will be made.
- 4.4.7. If the Bidder presents a convincing rationale pursuant to paragraph 4.4.4.4.2 above, no additional action will be warranted. The Purchaser, however, reserves its right to reject such an argument if the rationale is not compelling or capable of objective analysis. In such a case the Bid may be determined to be non-compliant.
- 4.4.8. The Purchaser reserves the right to request Bidders, to separately identify each of the direct/indirect costs, to advise why each is required, and provide supporting documentation to substantiate each charge.

4.5. Evaluation Step 3 – Technical Evaluation/Criteria

- 4.5.1. Upon determination of the lowest priced Bid as described above, the Bid shall be evaluated to confirm compliance with the requirements stated in Book I, Section 3.6 and Book II, Part IV - Statement of Work (SOW).

- 4.5.2. In order for a Bid to be determined to be technically compliant, the Bidder shall have submitted a Proposal which has addressed all requirements as detailed in the Bidding Instructions at Section 3.6 and subsequently has fully met, after evaluation by the Purchaser, all the criteria thereof. In particular, the Technical Proposal will be reviewed for compliancy of all Sections of the Proposal, including the draft MSP, containing sufficient details necessary to make a positive determination of compliancy.
- 4.5.3. Regarding the Past Performance sheets, evaluation shall be done by assessing compliancy for the listed question against a scale of 1 to 5, in which 1 is very poor and 5 is excellent. An average score below 3 may result in a non-compliancy. For each question the scoring of the evaluators will be averaged.
- 4.5.4. As well, the Cross Reference/ Compliance Table as detailed in Annex E-1 shall clearly indicate full compliance with all listed project technical requirements.

Annex A Bidding Sheets

A-1 Introduction

1. Bid pricing requirements as addressed in this Annex are mandatory. Failure to abide to the bid pricing requirements included in this section may lead to the Bid being declared non-compliant and not being taken into consideration for award.
2. No alteration of the Bidding sheets – including, but not limited to quantity indications, descriptions, titles or pre-populated Not-to-Exceed amounts – are allowed with the sole exception of those explicitly indicated as allowed in this document or in the instructions embedded in the Bidding Sheets file.
3. Additional price columns may be added if multiple currencies are Bid, including extra provisions for all totals.

A-2 General Requirements

1. Bidders are required, in preparing their Price Quotation to utilise the electronic Excel file provided as part of this IFB and referenced in Annex A-3.
2. This Excel file includes detailed instructions on each tab that will facilitate bidders' preparation of the bid pricing. These instructions are mandatory.
3. Labour – Maintenance Services, Technical support and Reporting

As depicted in Book II of IFB-CO-115712-VTC – AMD 1, SOW, Section 3 VTC Maintenance Support Services, the Agency has defined requirements that each Bidder must provide a price for the majority of which will be labour effort each Bidder must provide realistic prices for in accordance with Sections 4.4.3 & 4.4.4 of this document.

4. In preparing the Bidding Sheets, Bidders shall ensure that the prices of any Sub-items total the price of the major item of which they constitute a part.
5. All metrics (e.g., cost associated with labour) will be assumed to be standard or normalised to 7.6 hour/day, for a five day working week at NATO and National sites and Contractor facilities, unless indicated differently in the SOW.
6. Should the Apparent Lowest Compliant bid be in other than Euro currency, the award of the Contract will be made in the currency or currencies of the bid.

7. Bidders are advised that formulae are designed to ease evaluation of the Bidders proposal have been inserted in the electronic copies of the Bidding Sheets. Notwithstanding this, the Bidder remains responsible for ensuring that their figures are correctly calculated and should not rely on the accuracy of the formulae electronic copies of the Bidding Sheets.
8. If the Bidder identifies an error in the spreadsheet, it should notify the Purchaser through the process described under Section 2 above. The Purchaser will then make a correction and notify all the Bidders of the update.
9. Prices shall not include any provision for taxes or duties for which the Purchaser is exempt.

A-3 Bidding Sheets

1. Bidders are required, in preparing their Price Quotation to utilise the following electronic file provided as part of this IFB.

“3. IFB-CO-115712-VTC – AMD 1 - Book I – Bidding Instructions - Bidding Sheets.xls”
2. Bidders shall include this file in its proposal in the same Excel format in which it is provided in this IFB.

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IFB-CO-115712-VTC-AMD 3
Book I – Bidding Instructions

Annex B Prescribed Administrative Forms and Certificates

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Annex B-1. Certificate of Legal Name of Bidder

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

FULL NAME OF CORPORATION: _____

DIVISION (IF APPLICABLE): _____

SUB DIVISION (IF APPLICABLE): _____

OFFICIAL MAILING ADDRESS

E-MAIL ADDRESS: _____

POINT OF CONTACT REGARDING THIS BID:

NAME: _____

POSITION: _____

TELEPHONE: _____

ALTERNATIVE POINT OF CONTACT:

NAME: _____

POSITION: _____

TELEPHONE: _____

Date

Signature of Authorised Representative

Printed Name

Title

Company

Annex B-2. Acknowledgement of Receipt of IFB Amendments

I confirm that the following amendments to Invitation for Bid IFB-CO-115712-VTC have been received and the Bid, as submitted, reflects the content of such amendments.

Amendment no.	Date of Issued	Date of receipt	Initials

Date

Signature of Authorised Representative

Printed Name

Title

Company

Annex B-3. Certificate of Independent Determination

It is hereby stated that:

- a. We have read and understand all documentation issued as part of IFB-CO-115712-VTC. Our Bid submitted in response to the referred solicitation is fully compliant with the provisions of the IFB and the prospective Contract.
- b. Our Bid has been arrived at independently, without consultation, communication or agreement, for the purpose of restricting competition, with any other Bidder or with any competitor;
- b. The contents of our Bid have not been knowingly disclosed by the Bidder and will not knowingly be disclosed by the Bidder prior to award, directly or indirectly to any other Bidder or to any competitor; and
- c. No attempt has been made, or will be made by the Bidder to induce any other person or firm to submit, or not to submit, a Bid for the purpose of restricting competition.

Date

Signature of Authorised Representative

Printed Name

Title

Company

Annex B-4. Certificate of Bid Validity

I, the undersigned, as an authorised representative of the firm submitting this Bid, do hereby certify that the pricing and all other aspects of our Bid will remain valid for a period of six (6) months from the Bid Closing Date of this Invitation for Bid.

Date

Signature of Authorised Representative

Printed Name

Title

Company

Annex B-5. Certificate of Exclusion of Taxes, Duties and Charges

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

Date

Signature of Authorised Representative

Printed Name

Title

Company

**Annex B-6. Comprehension and Acceptance of Contract
Special and General Provisions**

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

Date

Signature of Authorised Representative

Printed Name

Title

Company

ANNEX B-7. Disclosure of Requirements for NCI Agency Execution of Supplemental Agreements

I, the undersigned, as an authorised representative of _____, certify the following statement:

All supplemental agreements, defined as agreements, documents and/or permissions outside the body of the Contract but are expected to be required by my Government, and the governments of my Subcontractors, to be executed by the NCI Agency or its legal successor as a condition of my firm’s performance of the Contract, have been identified, as part of the Bid.

These supplemental agreements are listed as follows:
(insert list of supplemental agreements or specify “none”)

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

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

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

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

Date

Signature of Authorised Representative

Printed Name

Title

Company

Annex B-8. Certificate of Compliance AQAP 2110 or ISO 9001:2015 or Equivalent

I hereby certify that _____ (name of Company) possesses and applies Quality Assurance Procedures/Plans AQAP 2110 or ISO 9001:2015 or equivalent as evidenced through the attached documentation¹.

Date

Signature of Authorised Representative

Printed Name

Title

Company

¹ Bidders must attach copies of any relevant quality certification.

Annex B-9. List of Prospective Subcontractors

Name and Address of Sub-Bidder	DUNS Number ²	Primary Location of Work	Items/Services to be Provided	Estimated Value of Sub-Contract

Date

Signature of Authorised Representative

Printed Name

Title

Company

² Data Universal Numbering System (DUNS). Bidders are requested to provide this data in order to help NCI AGENCY to correctly identify Subcontractors. If a Subcontractor's DUNS is not known this field may be left blank.

Annex B-10. Bidder Background IPR

I, the undersigned, as an authorised representative of Bidder _____, warrant, represent, and undertake that:

- a. The Contractor Background IPR specified in the table below will be used for the purpose of carrying out work pursuant to the prospective Contract.

ITEM	DESCRIPTION

- b. The stated Bidder has and will continue to have, for the duration of the prospective Contract, all necessary rights in and to the Background IPR specified above.
- c. The Background IPR stated above complies with the terms specified in Article 8 of the Contract Special Provisions.

Date

Signature of Authorised Representative

Printed Name

Title

Company

Annex B-11. List of Subcontractor IPR

I, the undersigned, as an authorised representative of Bidder _____, warrant, represent, and undertake that:

- a. The Subcontractor IPR specified in the table below will be used for the purpose of carrying out work pursuant to the prospective Contract.

ITEM	DESCRIPTION

- b. The stated Bidder has and will continue to have, for the duration of the prospective Contract, all necessary rights in and to the IPR specified above necessary to perform the Contractor’s obligations under the Contract.
- c. The Subcontractor IPR stated above complies with the terms Clause 30 the Contract General Provisions.

Date

Signature of Authorised Representative

Printed Name

Title

Company

**Annex B-12. Certificate of Origin of Equipment, Services,
and Intellectual Property**

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

(a) none of the work, including project design, labour and services shall be performed other than by firms from and within participating NATO member countries;

(b) no material or items of equipment down to and including identifiable sub-assemblies shall be manufactured or assembled by a firm other than from and within a participating NATO member country. (A sub-assembly is defined as a portion of an assembly consisting of two or more parts that can be provisioned and replaced as an entity); and

(c) The intellectual property rights to all design documentation and related system operating software shall reside in NATO member countries, and no license fees or royalty charges shall be paid by the Bidder to firms, individuals or Governments other than within the NATO member countries.

Date

Signature of Authorised Representative

Printed Name

Title

Company

Annex B-13. List of Proposed Key Personnel

Key Personnel are not necessarily required to work full-time in that position. Therefore, it is possible for an individual to fill more than one Key Personnel role at the same time, assuming the person is qualified to perform both roles.

Personal Data Protection

Although NATO, as an international organization, is not subject to GDPR and national data protection law, it is committed to protecting the personal data that it processes. All processing of personal data will be done in accordance with applicable NATO policies and regulations.

Position	SOW Reference	Name	Security Clearance	Designation Period
<i>Account Manager</i>				
Resident Technical Service Engineer				

Date

Signature of Authorised Representative

Printed Name

Title

Company

Annex B-14. Disclosure of Involvement of Former NCI Agency Employment

The Bidder hereby certifies that, in preparing its Bid, the Bidder did not have access to solicitation information prior to such information been authorized for release to Bidders (e.g., draft statement of work and requirement documentation).

The Bidder hereby acknowledges the post-employment measures applicable to former NCI Agency Personnel as per the NCI Agency Code of Conduct.

The Bidder hereby certifies that:

- Its personnel, at any tier, working as part of the company’s team preparing the Bid have not held employment with NCI Agency within the last two years.
- It has obtained a signed statement from the former NCI Agency personnel below, who departed the NCI Agency within the last two years, that they were not previously involved in the project under competition (as defined in the extract of the NCI Agency Code of Conduct provided in Annex B-16 of this IFB):

Employee Name	Former NCI Agency Position	Current Company Position

The Bidder also hereby certifies that it does not employ and/or receive services from former NCI Agency Personnel at grades A5 and above or ranks OF-5 and above, who departed the NCI Agency within the last 12 months. This prohibitions covers negotiations, representational communications and/or advisory activities.

Date

Signature of Authorised Representative

Printed Name

Title

Company

Annex B-15. NCI Agency AD. 05.00, Code of Conduct: Post Employment Measures

1. The NCI Agency will not offer employment contracts to former NCI Agency Personnel who departed less than 2 years earlier, unless prior approval by the General Manager has been received.
2. Former NCI Agency Personnel will not be accepted as consultants or commercial counterparts for two (2) years after finalization of their employment at NCI Agency, unless the General Manager decides otherwise in the interest of the Agency and as long as NATO rules on double remuneration are observed. Such decision shall be recorded in writing. Commercial counterparts include owners or majority shareholders, key account managers, or staff members, agents or consultants of a company and/or subcontractors seeking business at any tier with the NCI Agency in relation to a procurement action in which the departing NCI Agency staff member was involved when he/she was under the employment of the NCI Agency. As per the Prince 2 Project methodology, a Project is defined as a “temporary organization that is created for the purpose of delivering one or more business products according to an agreed business case”. For the purpose of this provision, involvement requires (i) drafting, review or coordination of internal procurement activities and documentation, such as statement of work and statement of requirement; and/or (ii) access to procurement information that has not yet been authorized for release for outside distribution, including draft statements of work and requirement documentations; and/or (iii) being appointed as a representative to the Project governance (e.g., Project Board) with access to procurement information as per (ii) above; and/or (iv) having provided strategic guidance to the project, with access to procurement information as per (ii) above.
3. In addition to paragraph 2 above, former NCI Agency Personnel at grades A5 and above or ranks OF-5 and above are prohibited during twelve months following the end of their employment with the NCI Agency from engaging in negotiations, representational communications and/or advisory activities with the NCI Agency on behalf of a private entity, unless this has been agreed in advance by the NCI Agency General Manager and notified to the Agency Supervisory Board (ASB).
4. NCI Agency Personnel leaving the Agency shall not contact their former colleagues in view of obtaining any information or documentation about procurement activities’ not-yet-authorized release. NCI Agency Personnel shall immediately report such contacts to the Director of Acquisition.
5. The ASB Chairman will be the approving authority upon recommendation by the Legal Adviser when the NCI Agency Personnel concerned by the above is the NCI Agency General Manager and will notify the ASB.
6. NCI Agency Personnel leaving the Agency shall sign a statement that they are aware of the post-employment measures set out in this Directive.
7. The post-employment measures set out in this Directive shall be reflected in the NCI Agency procurement documents, such as IFBs, and contract provisions.

Annex C C-1 Bid Guarantee - Standby Letter of Credit

Standby Letter of Credit Number:

Issue Date: _____

Beneficiary: NATO CI Agency,
Financial Management Resource Centre,
Boulevard Leopold III,
B-1110 Brussels,
Belgium

Expiry Date: _____

1. We, (issuing bank) hereby establish in your favour our irrevocable standby letter of credit number {number} by order and for the account of (NAME AND ADDRESS OF BIDDER) in the original amount of € 300,000.00 (Three Hundred Thousand Euro). We are advised this Guarantee fulfils a requirement under Invitation for Bid IFB-CO-115712-VTC dated _____.

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

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

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

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

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

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

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

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

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

“The NATO CI 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 NATO CI Agency from, or on behalf of (NAME OF BIDDER), and the NATO CI Agency, as beneficiary, hereby draws on the standby letter of credit number _____ in the amount of € (Amount up to the maximum available under the LOC), such funds to be transferred to the account of the Beneficiary number _____ (to be identified when certificate is presented).”

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

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

8. Multiple drawings are allowed.

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

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

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

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

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

**Annex C C-2 LIST OF ACCEPTABLE BANKS TO ISSUE BID
GUARANTEES**

#	*Bank
1	KBC Group
2	Bank of Montreal (BMO)
3	Royal Bank of Canada
4	Scotiabank
5	Danske Bank
6	Citibank Europe
7	BNP Paribas
8	Credit Agricole Group
9	Societe Generale
10	Commerzbank AG
11	Deutsche Bank
12	Intesa
13	UniCredit S.p.A.
14	ING Group
15	Rabobank Group
16	Banco Santander
17	BBVA
18	Barclays PLC
19	HSBC Holdings
20	Standard Chartered Plc
21	Bank of America
22	Wells Fargo

**These Banks are in NATO-member countries.*

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Book I – Bidding Instructions

Annex D Clarification Request Form

Company Name _____ Submission Date _____

**INVITATION FOR BID
IFB-CO-115712-VTC**

CLARIFICATION REQUEST FORM

NATO UNCLASSIFIED

Company Name _____

Submission Date _____

ADMINISTRATIVE				
Serial No.	IFB Ref.	Bidder's Question	NCI Agency Answer	Status
A.1				
A.2				
A.3				
A.4				
A.5				

Company Name _____

Submission Date _____

PRICE				
Serial No.	IFB Ref.	Bidder's Question	NCI Agency Answer	Status
P.1				
P.2				
P.3				
P.4				
P.5				

Company Name _____

Submission Date _____

TECHNICAL				
Serial No.	IFB Ref.	Bidder's Question	NCI Agency Answer	Status
T.1				
T.2				
T.3				
T.4				
T.5				

Annex E Technical Evaluation documents

E-1 CROSS REFERENCE / COMPLIANCE TABLE

Bidders shall complete column “BID REFERENCE” with Bid references that locate the technical proposal documentation required by the RFQ, e.g. section, paragraph, table (if applicable), page number etc.

One copy each of the duly completed Cross Reference/ Compliance Table is to be included in the Bid Administration Package, as well as the Technical Proposal Package.

Item	Bidding Instructions Ref	SOW Reference	EVALUATION CRITERIA	BID REFERENCE
1	Section 3.6	REQ 23	The Bidder has provided proof of partnership status for the vendors as described in the SOW.	<i>Bidder to complete</i>
2	Section 3.6	REQ 27; REQ 110	The Bidder has provided the name of the Account Manager including proof of the required qualifications and CV.	
3	Section 3.6	REQ 24; REQ 111	The Bidder has provided the name of the Resident Technical Service Engineer including proof of the required qualifications (CV) and personal security clearance.	
4	Section 3.6	Section 6	The Bidder has provided a draft Maintenance Support Plan (MSP) as described in the SOW	
5	Section 3.6	REQ 24; Appendix A	The Bidder has provided an offer of each category for each unit of equipment as per the list under Appendix A of the SOW	
6	Section 3.6	REQ 25	The Bidder has provided proof it has a VTC testing facility as per SOW requirement	
7	Section 3.6	REQ 55	The bidder has provided evidence of a service desk functionality through provision of a service desk manual/procedures, service desk 24/7 phone	

Item	Bidding Instructions Ref	SOW Reference	EVALUATION CRITERIA	BID REFERENCE
			number and service email service during business hours as described in the SOW	
8	Section 3.6	REQ 57	The bidder has provided manual(s), print screens and a description of functionalities as evidence of a web-based service request and incident management tracking tool	
9	Section 3.6	REQ 30	The bidder has provided proof on how End of Sales/End of Support will be announced during the contract period as described in the SOW	
10	Section 3.6	REQ 48	The bidder has provided an example of how license management is arranged by providing an Administrator account on the Poly Flexera and/or Poly Lens licensing portal for the Purchaser designated point of contact	
11	Section 3.6	REQ 35	The Bidder has provided evidence that failed equipment sent by the Purchaser will either be repaired or a replacement item will be provided, within one business day for core infrastructure devices and two business days for end devices after notification by the Purchaser	
12	Section 3.6	REQ 29	The Bidder has confirmed that the Contractor personnel assigned to provide VTC Maintenance support services to this specific contract will be member of a NATO nation as described in the SOW	
13	Section 3.6	REQ 47	The Bidder has provided a detailed example of how to access the OEM technical documentation and OEM software, in scope of the SOW	

Item	Bidding Instructions Ref	SOW Reference	EVALUATION CRITERIA	BID REFERENCE
14	Section 3.6	REQ 34	The Bidder has provided the detailed process with regards to the RMA (Return Material Authorization) instructions for faulty items	
15	Section 3.6	REQ 24	The Bidder has provided a detailed process of how to engage with the OEM Technical Assistance for Hardware and Software under scope of this Contract.	
16	Section 3.6	REQ 109	The Bidder has provided proof that the Remote Technical Support Engineering Team has the necessary certifications and qualifications in accordance with the SOW	
17	Section 3.6	Section 3.5	The Bidder has provided a detailed overview on how on-site consultancy services will be initiated, the details on provisioning timelines, mitigation actions and acceptance criteria	
18	Section 3.6	REQ 112	The Bidder has provided proof that the Ad-hoc on-site Technical support has the necessary certifications, qualifications and required security clearances in accordance with the SOW	
19	Section 3.6	REQ 61; REQ 64; REQ 113; REQ 114	The Bidder has agreed and confirmed that long-term on-site support can be delivered by Contractor engineers, within two months after Purchaser notification, who have the certifications, qualifications and required security clearance as described in the SOW	
20	Section 3.6	REQ 89; REQ 90	The Bidder has provided an example of the monthly reports with information as stated within the SOW	
21	Section 3.6	Section 3.6	The Bidder has provided an offer of each category for each new type of hardware as the SOW	

Item	Bidding Instructions Ref	SOW Reference	EVALUATION CRITERIA	BID REFERENCE
22	Section 3.6	N/A	The Bidder has provided the Past Performance Documents (Questionnaire and References)	
23	Section 3.6	N/A	The Bidder has provided a fully completed Cross reference/Compliance table	
24	Section 3.6	REQ 75	The Bidder has provided documentary evidence that it possesses a current certification that is compliant with the requirements of Allied Quality Assurance Publication (AQAP) 2110, ISO 9001:2015, or an equivalent QA/QC regime	

E-2 PAST PERFORMANCE QUESTIONNAIRE

Bidders shall ask 3 previous customers to complete the “Past Performance Questionnaire” and submit these as part of their technical proposal.

Questionnaire is included in the Bidding Instructions.

PAST PERFORMANCE QUESTIONNAIRE

<p>1. Contractor's Details <i>(the name, address, etc of the company that has <u>provided</u> the goods/services)</i></p>
<p>2. Customer's Details <i>(the name, address, etc of the company which has <u>received</u> the goods/services)</i></p>
<p>3. Customer's POC:</p> <p>Name: _____ Tel: _____</p> <p>Email: _____ Fax: _____</p>
<p>4. Contract reference/Title:</p>
<p>5. Contract type:</p> <p>() Firm Fixed Price* () Cost Reimbursement*</p> <p>() Best Value* () Other* (Please specify)</p> <p><i>(*) Mark with a cross</i></p>
<p>6. Period of Performance:</p> <p>From _____ to _____</p>
<p>7. Contract amount:</p> <p>- at the time of award: _____</p> <p>- after modifications: _____</p>
<p>8. Description of Contract Service:</p>
<p>9. Complexity of Work: () Difficult* () Routine* <i>(*) Mark with a cross</i></p>

10. Evaluation Factor	11. Comments (Attach additional sheets, if necessary.)	12. Rating ¹
a. Quality of Work		
b. Personnel		
c. Subcontractor Mgmt		
d. Business Relations		
e. Timeliness of Performance		
f. Customer Satisfaction		
g. Cost/Budget Control		
<p>13. Considering all of the information provided above, please rate the contractor's performance overall (*):</p> <p>() Excellent () Good () Fair () Poor () Unsatisfactory</p> <p>(*) <i>Mark with a cross</i></p>		
<p>14. Would you select this firm again? Please explain. (Attach additional sheet if necessary.)</p>		
<p>15. Name & Date</p> <p>16. Title</p>	<p>17. Signature</p>	

Past Performance Rating Guidelines:
Summarise Contractor Performance In each of the rating areas.
Assign each area a rating of Unsatisfactory, Poor, Fair, Good, Excellent.
Use the following instructions as guidance in making these evaluations.

There is no corresponding guidance for “Customer Satisfaction”.
Please use the comments area on the preceding form to justify the rating given “Customer Satisfaction”

Ratings	Quality of Work/Personnel/Service	Cost Control	Timeliness of Performance	Business Relations/Sub Contractor Management
Unsatisfactory	Compliance w/contract requirements Accuracy of reports Appropriateness of personnel Technical excellence	Cost efficiencies Change orders issued	Reliable Responsive to technical direction Completed on time	Effective Mgmt Businesslike correspondence Responsive to contract requirements
Poor	Non conformance s are compromising the achievement of contract requirements	Cost issues are compromising performance	Delays are compromising achievement of contract requirements	Response is not effective
Fair	Non conformance s require major customer resources to ensure achievement of contract requirements	Cost issues require major customer resources to ensure achievement of contract requirements	Delays require major customer resources to ensure achievement of contract requirements	Response is marginally effective
	Non conformance s require minor customer resources to ensure achievement	Cost issues require minor customer resources to ensure achievement of contract requirements	Delays require minor customer resources to ensure achievement of contract requirements	Response is somewhat effective

	of contract requirements			
Good	Non conformance s do not impact achievement of contract requirements	Cost issues do not impact achievement of contract requirements	Delays do not impact achievement of contract requirements	Response is usually effective
Excellent	There are no quality problems	There are no cost issues	There are no delays	Response is effective

E-3 PAST PERFORMANCE REFERENCE

Please indicate 3 current or recent contracts with substantially similar scope and magnitude to the requirements.

Please provide evidence of your experience in the domain of the scope of this IFB by providing:

List of main expert, engineering and maintenance services provided in relation to three (3) different Purchasers over the past three (3) years, with details of the values, dates and indication of type of Purchaser (public or private sector). The three (3) Purchaser examples must have multiple hardware and software vendors such as is the case for NATO. Please also provide certificates of good execution of maintenance support, duly signed and dated by the Purchasers.

1st reference:

Contract reference (if applicable)	
Start date of contract	
End date of contract	
Value of contract	
Customer's name	
Customer's Point of Contact capable of providing information giving name, telephone and email.	

2nd reference:

Contract reference (if applicable)	
Start date of contract	
End date of contract	
Value of contract	
Customer's name	
Customer's Point of Contact capable of providing information giving name, telephone and email.	

3rd reference:

Contract reference (if applicable)	
Start date of contract	
End date of contract	
Value of contract	
Customer's name	

Customer's Point of Contact capable of providing information giving name, telephone and email.	
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Provision of VTC Maintenance Support Services AMD 3 to IFB-CO-115712-VTC

Statement of Work (SOW)



version 0.4

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SECTION 1 INTRODUCTION

1.1 Purchaser's intent

- [1] The NATO Communications & Information Agency (NCI Agency) is responsible for the In-Service Support (ISS) of NATO Communications and Information Systems (NCIS), most of which being under the management and monitoring of the NATO Digital Workplace Centre (NDWC), located at SHAPE (Mons, Belgium). The NDWC is responsible for the management, monitoring, and maintenance of the NATO Video TeleConferencing (VTC) infrastructure.
- [2] The VTC Maintenance Support Services defined in this SOW include both hardware (HW) & Software (SW) support for the VTC/VCC/AV equipment listed in (Appendix A and B). The equipment is comprised of existing NATO/NATO-Nation Owned & NATO Operated (NONO) VTC and associated audio/video equipment, together with conference monitoring products used in NATO networks, distributed between static-networks, deployable-systems and NATO theatres of operation
- [3] The requested services are split into categories. Every category consists of a number of items and the services are also grouped per NATO customer.
- [4] There are 4 different categories, marked accordingly in Appendices A and B:
- Category I: Poly systems/licenses
 - Category II: Oracle equipment
 - Category III: VCC Monitoring Equipment (BARCO)
 - Category IV: Specific Equipment (support to be provided as part of the On-site Technical Support only – optional)
- [5] The scope of this Contract is structured in the form of a framework of VTC Maintenance support services and defined as a set of basic, mandatory services as well as optional ones. Optional services may be exercised by the Purchaser via separate Task Orders (TOs) and/or Contract Amendment. TOs shall be reflected and formalized through a Contract Amendment(s) within the shortest delay possible and this no later than 6 months after effective date of the respective TO(s).
- [6] The Contract initial period of performance will be from 1 January 2023 - till 31 December 2025 or starting from Effective Date of Contract, potentially followed by 2 separate optional years and other option items that can be exercised through the period of performance as specified in the Schedule of Supplies and Services (SSS).
- [7] The Effective Date of Contract (EDC) is intended to be 1 January 2023. However, in case of Contract Award beyond this date, a new effective date will be identified. The new effective date will determine the commensurate

reduction of the total contract value for the base period. (e.g. new EDC = 1 February 2023 shall result in a reduction of 1/36 of the total Contract Value).

1.2 Interpretation of the SoW

REQ 1. The term “Contractor” shall be interpreted to include the entire Contractor/ Sub-contractors team. All requirements in this SoW, which would apply to a Contractor activity, shall apply equally to sub-contractor activities.

REQ 2. “Shall” and “Shall not” statements shall be interpreted as requirements and are contractually binding. “Should” and “Should not” statements shall be interpreted as requirements that hold a recommendation, only to be ignored by the Contractor with valid reasons. “May” statements shall be interpreted as optional requirements of which the Contractor shall decide whether to implement the requirement or not. “Will” statements are not requirements, but clarifications that explain intent on the part of the Purchaser.

REQ 3. The order of the SoW requirements shall not be interpreted to specify the order in which they must be carried out unless explicitly stated. I.e. the SoW defines all the activities the Contractor’s process should cover. The Contractor’s ISS Services Plan shall detail and explain where and when these occur.

REQ 4. Whenever reference is made to a section, task, or paragraph, the reference shall be construed to include all subordinate and referenced paragraphs.

REQ 5. Whenever requirements are stated herein to “include” a group of items, parameters, or other considerations, “include” shall be construed to mean “include, but not limited to.”

SECTION 2 SCOPE OF WORK

[8] This chapter contains the clarifications and requirements concerning the scope of work required from the Contractor, as well as the scope of equipment, software and work locations. In addition, the scope of Contractor responsibility for support is defined.

2.1 Hardware

REQ 6. All hardware listed in (Appendix A and B) shall be in scope of this Contract.

REQ 7. All related hardware procured by the Purchaser during the performance period shall be included in the scope of this Contract (on-boarding) upon request by the Purchaser. Additional hardware shall be included in the scope of the Contract at the specific request of the Purchaser at the firm fixed unit price of the specific item(s) for the respective remaining duration of the period of performance (months) in the SSS or per the respective option item in the SSS.

REQ 8. Respectively, all equipment removed by the Purchaser during the performance period shall be removed from the scope of this Contract (off-boarding) upon request by the Purchaser. Removed hardware shall be excluded from the scope of the Contract at the specific request of the Purchaser through exclusion of the respective items at the firm fixed unit price for the duration of the period of performance (months) in the SSS.

REQ 9. The hardware inventory list in Appendices A and B will be updated by the Purchaser and communicated to the Contractor on an annual basis, before the start of each new calendar year and on an ad-hoc basis, if required.

2.2 Software

REQ 10. All software listed in Appendix A and B shall be in scope of this Contract.

REQ 11. All related software procured by the Purchaser during the performance period shall be included in the scope of this Contract (on-boarding) upon request by the Purchaser. Additional software shall be included in the scope of the Contract at the specific request of the Purchaser through exercise of the option items at the firm fixed unit price of the specific item(s) for the respective remaining duration of the period of performance (months) in the SSS or per the respective option item in the SSS.

REQ 12. Respectively, all software removed by the Purchaser during the performance period shall be removed from the scope of this Contract (off-boarding) upon request by the Purchaser. Removed software shall be excluded from the scope of the Contract at the specific request of the Purchaser through exclusion of the respective items at the firm fixed unit price for the duration of the period of performance (months) in the SSS.

REQ 13. The software inventory list in Appendix A and B will be updated by the Purchaser and communicated to the Contractor on an annual basis, before the start of each fiscal year and on an ad-hoc basis, if required.

2.3 Locations

REQ 14. The hardware and software in scope of this Contract are located at NATO facilities in NATO-member nations, as well as NATO deployed locations. If commercial transport is not available in one of the deployed locations, the Purchaser will move the deployed hardware to a NATO-facility in a NATO-member nation.

REQ 15. In case of on-site services furnished under this Contract, the Contractor shall perform these at any NATO-facility in any NATO-member nation. It is estimated that 90% of these on-site services shall take place at Supreme Headquarters Allied Powers Europe (SHAPE), Belgium.

2.4 In-Service Support Concept

[9] In-Service Support will be carried out by the Purchaser's maintenance organisation, supplemented by the support services procured through this Contract.

[10] The Purchaser is also responsible for all levels of IT operations (i.e. service management and control), including service desk functions, incident management, problem management, release & deployment management, change management and configuration management. This responsibility will be carried out by the Purchaser's service management and control (SMC) organisation, also supplemented by the support services procured through this Contract.

[11] Different levels of service for the hardware and software in scope of this Contract, including failure identification and isolation, installation of patches and releases, configuration, testing, security accreditation and activation are defined in Table 2-1 below.

Table 2-1 - Levels of Service (LoS)

LoS	Performed	Tasks
Level 0	Purchaser	User Self-Help. End-user level comprising user self-help, interaction with the Central Service Desk (initial troubleshooting) and user-level tasks (cleaning of equipment and local data management).
Level 1	Purchaser	Service performed by VTC Control Center. Resolving user access issues. Configuration support. Escalation to Level 2 if required.
Level 2	Purchaser	Service performed by Service Line Technicians. Level 2 Support applies specialist skills to provide technical support, beyond that available at Level 1, to incident investigation, diagnosis and resolution. Escalation to Level 3 if required.
Level 3	Purchaser/Contractor	Services performed by Service Line Engineers and on-site Contractor(s) (optional). Check and fix integration issues, hardware and software interoperability issues, Configuration and lifecycle management. Provides Root Cause Analysis in coordination with Level 4 if required. Escalation to Level 4 if required.
Level 4	Contractor	VTC Maintenance support services. Remote factory/vendor problem resolution and maintenance as detailed further in this SOW and under Sections 3 and 4, to include ad-hoc on-site support of a Technical Service engineer

REQ 16. The Contractor shall provide the following VTC Maintenance support services in support of the Purchaser's operation and maintenance activities, and IT operations, to include:

- a) Hardware maintenance;
- b) Software and License maintenance;
- c) Managing of the maintenance support programme, in accordance with the Maintenance Support Plan and the requirements of this Contract, including development and maintenance of a VTC Maintenance Support Plan;
- d) Completion of maintenance support performance reporting and reviews.
- e) Provision of remote technical assistance

REQ 17. Upon Purchaser request and subject to a TO and/or Contract Amendment, the Contractor shall provide the following optional services:

- a) Hardware maintenance for additional VTC equipment (on-boarding);

- b) Software maintenance for additional VTC software and software licenses (on-boarding);
- c) Provision of long-term on-site technical support
- d) Provision of occasional on-site technical support

REQ 18. The Contractor shall provide the services per the defined Contract Period of Performance. All of the above support services are solely the responsibility of the Contractor unless indicated otherwise.

REQ 19. The Contractor shall provide all necessary knowledge, expertise, and resources - to include facilities, services, personnel, materials, tools, software, data, and documentation - needed to accomplish the VTC Maintenance support services requested in this SOW, unless stated otherwise in the requirements of this Contract.

REQ 20. The Contractor shall ensure that all VTC maintenance support services are conducted in the English language.

REQ 21. The Contractor shall ensure that all VTC maintenance support services are coordinated with, and approved by, the Purchaser's organisation for operation, maintenance and IT operations, in accordance with the Purchaser's policies and regulations, and without disrupting the Purchaser's operational, maintenance and support activities.

SECTION 3 VTC MAINTENANCE SUPPORT SERVICES

3.1 General

REQ 22. This chapter includes the clarifications and requirements for all Contractor provided VTC Maintenance support services. The requirements address management of VTC equipment, software and software licenses; maintenance of hardware and software; access to Original Equipment Manufacturer (OEM) technical documentation and OEM software; on-site technical support and remote technical assistance. The Contractor shall ensure that the Purchaser has access to the OEM service offerings per their original Purchaser equipment buy. If these are not included in the equipment buy, then the Contractor shall provide the services as defined in this SOW.

REQ 23. The Contractor shall be a Poly Certified Service Partner, Poly NATO/US Federal Certified Service Partner, BARCO service partner and Crestron service partner. The Contractor shall maintain these certifications throughout the Contract performance period.

REQ 24. The Contractor shall be responsible for the provision of the services in accordance with the below:

- a. Category I: Poly service flavour "Poly Elite" via Poly Customer Support Services + the following support module,
 - i. Resident Technical Service Engineer for 10 days on-site per year. This shall be a Poly Tier 4 engineer. The required qualifications can be found in REQ 111.
- b. Category II: Oracle service flavour "Software Update License & Support"
- c. Category III: BARCO service flavours "SoftwareCare ENP", "EssentialCare" and "Preventive Maintenance"
- d. Category IV: No maintenance support is required on the devices mentioned in the category "specific equipment". However, the Contractor shall be able to program, replace or upgrade the devices mentioned in Appendix B. The Purchaser will provide a replacement unit if required. These services shall be included and provisioned by the Contractor as part of the On-site Technical Support (optional), if and when exercised by the Purchaser.

REQ 25. The Contractor shall have a VTC testing facility with equipment from Poly, Cisco (to test interoperability with Poly) and Crestron. This facility is needed to simulate and replicate potential

errors, troubleshoot hardware and software problems and test new solutions and products. The Purchaser will have access to this facility upon request.

- REQ 26. All Contractor and sub-Contractor personnel involved in the delivery of the contracted services shall be citizens of NATO-member nations.
- REQ 27. The Contractor shall foresee a dedicated Account Manager. The required qualifications can be found in REQ 110.
- REQ 28. All Contractor activities to deliver the contracted services shall be undertaken in a NATO-member nation.
- REQ 29. All Contractor personnel assigned to provide VTC Maintenance support services to this specific contract will be member of a NATO nation.
- REQ 30. The Contractor shall notify the Purchaser of any products in scope of this Contract that become obsolete as soon as that information is received from the manufacturer. The notification shall address products that are no longer offered but still supported (i.e. end-of-production/ end-of-sales), as well as products that are no longer supported (i.e. end-of-support), specifying the date from which this will happen. Any hardware or software that reaches end of support shall automatically be off-boarded as of end of support, resulting into a commensurate amendment value (decrease) of the Contract in accordance with the unit prices in the SSS.
- REQ 31. The Contractor shall inform the Purchaser about any approved alternatives or superseding products should the original product under support be no longer available, ensuring form, fit and function. Whenever the Contractor is held to replace an original product that is no longer available, subsequent to the requirements of this Contract, the Contractor shall provide the alternative upon Purchaser's acceptance at no additional cost.
- REQ 32. For failing equipment subject to this Contract, the Contractor shall perform the necessary engineering evaluation and shall provide replacement parts technically compatible with the existing device subject to Purchaser pre-approval and at no additional cost to the Purchaser.

3.2 Hardware maintenance

- REQ 33. During the VTC Maintenance support period, the Contractor shall provide off-site hardware maintenance of all hardware listed in Appendix A and any hardware added to the scope

of the Contract during the Period of Performance, except when the acquired equipment is listed in Appendix B. i.e. off-site hardware maintenance shall not be provided for any equipment listed in Appendix B.

REQ 34. The Contractor shall provide RMA (Return Material Authorization) instructions to the Purchaser for the return of faulty items to the Contractor.

REQ 35. The Contractor shall repair failed equipment sent by the Purchaser or provide a replacement item, within one business day for core infrastructure devices (items highlighted in yellow in Appendix A) and two business days (all non-highlighted items in Appendix A) for end devices after notification by the Purchaser, and through this action restore the hardware to its intended function and performance.

REQ 36. Upon reception of an equipment item, the Contractor shall investigate the item to the depth required to establish the appropriate action to restore the item to its intended function, as soon as possible. The Contractor shall then inform the Purchaser of his plan to have the item repaired or replaced, and returned to the Purchaser, including an estimate of the turnaround time.

REQ 37. In case a replacement item is provided, the faulty items shall not be returned to the Purchaser, but retained by the Contractor or returned to the Original Equipment Manufacturer. In such case, the Purchaser will remove the faulty item from its inventory and add the advance replacement item to its inventory, instead.

REQ 38. Before the Contractor returns a repaired or replacement item back to the Purchaser, the Contractor shall load and configure the item with the same options and software versions to ensure that the returned item retains all licenses, features and software of the original item.

REQ 39. The Contractor shall bear the costs for shipping of failed and repaired/replacement equipment, which falls under this support contract, from and to any Purchaser location.

REQ 40. Defect magnetic, solid state and electronic media storage devices (e.g. solid state drives and hard drives) shall remain NATO property, and not be returned to the Contractor when being replaced. Any such defect storage devices shall be replaced by the Contractor with new storage devices at no additional cost to the Purchaser.

REQ 41. The Contractor shall deliver repaired/ replacement equipment in accordance with the Packaging, Handling, Storage and Transportation (PHS&T) requirements in Appendix D.

3.3 Software maintenance

- REQ 42. During the VTC Maintenance Support period, the Contractor shall provide maintenance of all software in scope of this Contract from his off-site premises.
- REQ 43. The software maintenance shall be provided at the request of the Purchaser or, in case of regular updates and maintenance releases, shall be initiated by the Contractor.
- REQ 44. The Contractor shall fix software faults and failures, at the highest priority, and provide workarounds, fixes and patches that shall restore the software to its intended function and performance.
- REQ 45. The Contractor shall continuously monitor and assess the software in scope of this Contract, to identify and report to the Purchaser any change, such as issues, problems, fixes, patches, updates, upgrades, and maintenance releases, applicable to the software.
- REQ 46. The Contractor shall report any change to the software immediately after the manufacturer has released the change. Subsequently, the Contractor shall deliver the change release, including the appropriate release notes, supporting documentation, and keys, to the Purchaser for verification, accreditation, implementation and validation.
- REQ 47. Workarounds, fixes, patches, updates, upgrades and maintenance releases, together with release notes and supporting documentation, shall be supplied to the Purchaser on physical media, such as CD-ROM or DVD, or made available as downloads from the relevant manufacturer's portals. Applicable keys shall be made available only through direct interaction with a Purchaser designated point of contact.
- REQ 48. The Contract shall arrange license management by providing an Administrator account on the Poly Flexera and/or Poly Lens licensing portal for the Purchaser designated point of contact
- REQ 49. Any change release shall be verified by the Contractor to assess impact on function, performance or support of the equipment in scope of this Contract, before being released to the Purchaser. Verification shall include unit tests, integration tests and regression tests.

[12] The Purchaser will test the change release to achieve security accreditation and authorisation to install and operate the change.

- REQ 50. The Contractor shall contribute to the Purchaser's internal security accreditation and authorisation process by providing

supporting documentation and data requested by the Purchaser, and in a format specified by the Purchaser.

REQ 51. The Contractor shall ensure that past change releases for software in scope of this Contract, are delivered to the Purchaser on-demand.

3.4 Remote technical support

REQ 52. During the period of performance, the Contractor shall provide remote technical assistance from his off-site premises. Technical assistance shall be provided at the request of the Purchaser and in the form of a Remote Technical Support Engineering Team with the required qualifications as per REQ 109.

REQ 53. In response to the Purchaser's request for technical assistance, the Contractor shall confirm reception of the request according to the SLA requirements described below. The assistance shall be provided remotely, from his off-site premises, to a Purchaser designated contact person.

REQ 54. The Contractor shall establish a technical service desk (or make available his existing service desk capability) to handle and manage all of the Purchaser's service- and feature requests and incident notifications. This service desk shall act as the Contractor's single and central point of contact for all technical matters concerning the services furnished under this Contract.

REQ 55. The Contractor's service desk shall be reachable by phone on a 24/7 basis and by fax or e-mail, Monday to Friday, during business hours from 08:00 to 18:00 CET.

REQ 56. The Contractor shall provide the Purchaser with a unique reference number for each service request and incident notification to allow the Purchaser to monitor the status of each request or incident and to escalate if needed.

REQ 57. The Contractor shall provide a web-based service request and incident management tracking tool as well as a tracking tool for all task orders issued by the Purchaser. The Contractor shall grant access to the tracking tools to the personnel authorised by the Purchaser, only.

REQ 58. The Contractor's service desk shall record all service requests and incidents from the Purchaser. The Contractor shall make accessible and available, through its web-based service, any and all recorded data to the Purchaser in such a way that the Purchaser can remotely and continuously monitor the status of every

service request and incident. The Purchaser will require this data in support of the Purchaser's own IT operation processes.

3.5 On-site technical support (Optional)

REQ 59. During the period of performance, the Contractor shall be able to provide optional, on-site support upon request by the Purchaser.

REQ 60. The Purchaser may request any (multiples and combinations) of the following additional support services:

- a) Long-term on-site technical support, up to 1672 hours per year.
- b) Ad-hoc on-site Technical Support
 - one working day of on-site support, to include all associated costs (travel, hotel, subsistence, ...);
 - one weekend day of on-site support, to include all associated costs (travel, hotel, subsistence, ...). Upon Purchaser request, the Contractor shall provide itinerary details and associated time estimates. These will be subject to Purchaser pre-approval.

REQ 61. The long-term on-site support shall be delivered by Contractor engineers, who have the certifications and qualifications listed under REQ 113 and 114. The location of service will be the Purchasers SHAPE (Mons, Belgium) facility, but exceptionally they may be required to travel to other NATO locations.

REQ 62. The ad-hoc on-site support shall be delivered by Contractor engineers, who have the certifications and qualifications listed in REQ 112, and who are fully qualified to perform any and all maintenance and support tasks required to restore the hardware and software, in scope of this Contract, to its intended function and performance, as well as the specific equipment identified as Category IV under Appendix B.

REQ 63. Upon request by the Purchaser, the Contractor shall submit a CV of the proposed candidate for the long-term on-site technical support. The CV shall be subject to review and approval by the Purchaser first. The Purchaser may consider interviewing the candidate before final approval. Subject to confirmation via TO and/or Contract Amendment, the selected candidate(s) shall be considered key personnel.

REQ 64. The Contractor shall ensure that the long-term on-site technical support engineers hold a NATO COSMIC TOP SECRET security clearance to perform on-site support.

- REQ 65. The Contractor shall ensure that a sufficient number of his staff holds a NATO SECRET security clearance to perform the Ad-hoc on-site Technical support.
- REQ 66. Contractor's personnel on-site shall have the security clearances required by the pertinent NATO and national authorities and/or as specified in this SOW.
- REQ 67. When on-site, the Contractor's on-site personnel shall support the Purchaser during the Purchaser's working hours, Monday to Friday, 8h30 to 17h30, Purchaser's timezone, excluding Purchaser's holidays. In exceptional cases, to be agreed by the Contractor, the on-site Contractor personnel shall support special operational and business needs outside Purchaser's working hours, but not exceeding the agreed service hours, without additional cost to the Purchaser.
- REQ 68. The Contractor's on-site personnel shall coordinate with the Purchaser and seek approval from the Purchaser for all his support activities before such activities are commenced.
- REQ 69. The Contractor's on-site personnel shall perform maintenance and support tasks on any hardware and software in scope of this Contract (i.e. all hardware and software in Appendices A and B and all on-boarded hardware and software during the Contract period of performance). On-site support tasks shall be as instructed by the Purchaser, including:
- a) supporting the Purchaser's IT operations activities, including incident and problem investigation, diagnosis, recovery and resolution;
 - b) supporting the Purchaser's corrective maintenance activities, including fault identification and isolation, repair and replacement, bug fixing, software programming, (re-) configuration, verification, accreditation and activation;
 - c) supporting the Purchaser's preventive maintenance activities;
 - d) performing administrative activities;
 - e) supporting documentation activities;
 - f) providing ad-hoc, hands-on training and knowledge transfer.
- REQ 70. Prior to arrival on-site, the Contractor shall provide the Purchaser the following information regarding the person who will perform the on-site support:
- a) full name;
 - b) date and place of birth;
 - c) passport or national ID-card number;
 - d) nationality;

- e) security clearance and expiration date;
- f) vehicle make, model, colour and licence plate (if applicable).

REQ 71. The Purchaser will be responsible for ensuring that all spare parts, documentation, and tools, required for the Contractor's on-site personnel to carry out the requested maintenance and support activities, are available on site.

REQ 72. The Contractor shall submit a full report to the Purchaser by e-mail within one (1) week after completing the on-site Technical support. This report shall provide the following information:

- a) report ID;
- b) date of reception of the task order;
- c) date of the report;
- d) POC details of the Contractor's engineer performing the on-site support;
- e) details of the Purchaser's on-site POC managing the Contractor's on-site support effort;
- f) account of activities performed during on-site support;
- g) account of time spent;
- h) description of specific problems encountered;
- i) description of solutions implemented;
- j) proposal for follow-on work required;
- k) suggestions for improvement of the system, system operation, system maintenance, or system support.

3.6 Maintenance support for new type of hardware (Optional)

REQ 73. The Contractor shall provision the support for the following hardware items if and when the respective option items are exercised and formally added to the VTC Maintenance support contract via a TO and/or Contract Amendment:

- Poly G7500 4k Base Unit TAA: G7500 UHD 4k video codec no-radio (BT & WiFi) Presentation System, Cable: 1 CAT 5E LAN - 3.6m. Power: Amer - Type B, NEMA 5-15. Maintenance Contract Required (part number: G7200-87340-125)
- Poly G7500 4k Codec-JITC no-radio (BT & WiFi) Presentation System, Eagle Eye IV-12x cam, IP Mic, NTSC/PAL; Cables: 2 HDMI 1.8m, 1 CAT 5E LAN 3.6m, 1 CAT 5E SHLD 25ft, 1 HDCI 6ft, 1 HDCI Mini 3m, Power: Amer - Type B, NEMA 5-15. Maintenance Contract Required (part number: J7200-87330-125)
- Poly G7500 4k Codec-JITC no-radio (BT & WiFi) Presentation System, Eagle Eye IV-4x cam, IP Mic; NTSC/PAL; Cables: 2 HDMI 1.8m, 1 CAT 5E LAN 3.6m, 1 CAT 5E SHLD 25ft, 1 HDCI 6ft, 1 HDCI Mini 3m, Power: Amer - Type B, NEMA 5-15. Maintenance Contract Required (part number: J7200-87320-125)

- P025 STUDIO E70,GSA TAA (part number: G2200-87090-001)
- POLY STUDIO X30, TAA, No Radios, 4K Video Conf/Collab Pres Sys (part number: G2200-86615-125)
- POLY STUDIO X30 & TC8; TAA,No Radios,4K Video Conf/Collab Pres Sys:Touch Cntrl,4K 4x EPTZ auto-track Cam,Codec,Stereo Spkrphone,Monitor Clamp Kit;Cables:1 HDMI 1.83m,1 CAT5E LAN 4.57m;NTSC/PAL;Pwr:Amer-Type B,NEMA 5-15. TAA Compliant. (part number: G2200-86780-125)
- POLY STUDIO X50, TAA, No Radios, 4K Video Conf/Collab Pres Sys:4K 5x EPTZ auto-track Cam,Codec,Stereo Spkrphone,Wall Mount Kit;Cables:1 HDMI 1.83m,1 CAT5E LAN 4.57m;NTSC/PAL;Pwr: Amer-Type B,NEMA 5-15. TAA Compliant. (part number: G2200-86735-125)
- POLY STUDIO X50 & TC8; TAA, No Radio, 4K Video Conf/Collab Pres Sys:Touch Cntrl,4K 5x EPTZ auto-track Cam,Codec,Stereo Spkrphone,Wall Mount Kit;Cables:1 HDMI 1.83m,1 CAT5E LAN 4.57m;NTSC/PAL;Pwr: Amer-Type B,NEMA 5-15. TAA Compliant. (part number: G2200-86790-125)
- P026NR,STUDIO X70,NR,TAA (part number: G7200-87400-125)
- P026NR,STUDIO X70,NR,TC8,TAA (part number: G7200-87410-125)

REQ 74. It is possible that other new Poly items in the future will be added to the VTC Maintenance support contract but these are unknown to the Purchaser at this time.

SECTION 4 QUALITY ASSURANCE

REQ 75. The Contractor shall provide documentary evidence that it possesses a current certification that is compliant with the requirements of Allied Quality Assurance Publication (AQAP) 2110, ISO 9001:2015, or an equivalent QA/QC regime.

SECTION 5 SERVICE LEVEL AGREEMENTS (SLAS)

REQ 76. The Contractor shall monitor the delivered services in real time and shall report disruption of services through an automatic and electronic monitoring tool. The Contractor shall report data with respect to the following criteria defining availability, degradation, severe degradation and unavailability of the delivered services.

REQ 77. The Contractor's Service Desk shall be available to NCI Agency Engineers 24/7 by phone.

REQ 78. The Contractor shall comply with the following response and restoration times based on severity levels, as described hereunder:

SLA Targets				
Incidents				
Priority / Severity Levels	Description	Response Time	Restoration Time	Resolve Time (calendar days)
Critical	Loss of service	1 hour	24 hours	45
Major	Service and performance affecting	2 hours	72 hours	90
Minor	Non-service or performance affecting	1 business day	5 business days	135
Response Time = Initial troubleshooting, diagnostics and solutions. Restore Time = Maximum time for restoration of services. Resolve Time = Time to provide conclusive solution (SW patch, SW upgrade etc.).				

REQ 79. The Contractor shall ensure that on-site support of a Poly Tier 4 support engineer (REQ. 24 – Resident Technical Service) to Supreme Headquarters Allied Powers Europe (SHAPE) is provided within 48 hours, after receipt (email notification) of the Purchaser's request.

REQ 80. Severity Levels are defined as the condition of the system when the Requestor submits an incident ticket via Assistance Request (AR). Three severity levels for reported incidents are defined as follows:

- “Critical”: The VTC core infrastructure is inoperative and Purchaser’s inability to use the product has a critical effect on Purchaser’s operations. This condition is generally characterized by complete system failure and requires immediate correction. In addition, any condition that may critically impact human safety is considered as “Critical”.
- “Major”: The VTC core infrastructure and major conference rooms are partially inoperative but still usable by the Purchaser. The inoperative portion of the product severely restricts Purchaser’s operations, but has a less critical effect than a “Critical” condition.
- “Minor”: The VTC core infrastructure is usable by the Purchaser, with little or limited impact to the function of the system. This condition is not critical and does not severely restrict overall Purchaser’s operations.

REQ 81. In order to classify a request, the Contractor’s technical support personnel will confirm with the Purchaser the impact of the reported problem to determine an appropriate classification. Where parties disagree on the classification of a particular reported incident/problem, both parties will discuss the classification in good faith and applying best practices to reach a mutually acceptable classification. In the event the parties are unable to reach agreement on the classification, the reported problem shall be classified at Purchaser’s assigned classification level.

REQ 82. The following Key Performance Indicators are applicable for Incident/Problem resolution:

- “Response Time” means the time period from when the Purchaser first notifies the Contractor’s Service desk of a reported incident/problem to when a Contractor’s expert aims to contact Purchaser via telephone or preferred contact method as defined when submitting the request, in order to provide initial troubleshooting and diagnostic activities. In the event Contractor is unable to contact Purchaser after three (3) attempts inside a logical timeframe, the ticket will be closed.
- “Restore Time” means a measure of the length of time from when the Contractor is contacted and an event is determined to be loss of service and/or functionality affecting, to the time when the Contractor provides the means to return a system to operational status.
- “Resolve Time” means a measure of the length of time from when the Purchaser first notifies the Contractor’s Service Desk to the time when a solution to address the issue is made available to the Purchaser. This may occur simultaneously with Restore Time, unless the Restore Time is by means of a workaround suitable only for temporary use and a more suitable permanent solution can be provided.

5.1 Penalties

REQ 83. This section describes the penalties related to the requirements listed below. Penalties do not apply on hardware equipment which has reached EoSL (End of Service/Support Life).

Title	KPI	Targets for Contractor provided services	Penalty	Reporting/Invoice
Core infrastructure hardware replacement (high-lighted yellow in Appendix A)	Delivery time to site (see REQ 35)	2 business days	Per day past the delivery time to site deadline: 0.1% of the total cost of the period of performance. For the optional years: 0.3% of the total cost of a 1-year period of performance. It is to be noted that the penalty shall not exceed the quarterly Elite cost of the impacted asset	Quarterly
End device hardware replacement	Delivery time to site (see REQ 35)	3 business days	Per day past the delivery time to site deadline: 0.05% of the total cost of the period of performance. For the optional years: 0.15% of the total cost of a 1-year period of performance.	Quarterly

			It is to be noted that the penalty shall not exceed the quarterly Elite cost of the impacted asset	
Resident Technical Service Engineer	Arrival time on site (see REQ 79)	72 hours	Per ½ hour past the 48h arrival time on site time deadline: 0.02% of the total cost of the period of performance. For the optional years: 0.06% of the total cost of a 1-year period of performance	Quarterly

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SECTION 6 VTC MAINTENANCE SUPPORT SERVICES PROCESS

REQ 84. This chapter contains the clarifications and requirements pertaining to the VTC Maintenance support process, addressing planning, performance reporting and evaluation,.

6.1 Planning and management

REQ 85. At the start of the period of performance, the Contractor shall develop, provide and implement a VTC Maintenance Support Plan (MSP) The MSP shall explain in detail how the Contractor intends to fulfil all requirements in this SOW. The MSP shall be submitted to the Purchaser within 4 weeks after Effective Date of Contract (EDC). The Purchaser will have 2 weeks to review and provides comments. The final version of the MSP shall be submitted by the Contractor within 8 weeks after EDC.

REQ 86. The MSP shall include:

- a) a description of the Contractor's service support organisation;
- b) a description of how the contractor will interface with the purchaser, including pertinent communication channels, points of contact and contact details;
- c) a description of the product baseline;
- d) a description of the Contractor's pertinent procedures for initiation, execution and closure of each of the services specified in this SoW.

REQ 87. The Contractor shall conduct MSP activities in accordance with the Purchaser accepted MSP. Acceptance of the MSP shall not in any manner change the requirements of this contract.

REQ 88. The MSP shall be considered a living document and as such shall be updated as necessary by the Contractor, with the Purchaser's concurrence, throughout the period of performance.

6.2 Performance reporting and evaluation

REQ 89. During the period of performance , the Contractor shall provide the Purchaser with a Maintenance Support performance report (MSPR) once a month.

REQ 90. The monthly MSPR shall describe in detail all work performed under this contract, in the preceding month, including

- an account of all service requests placed by the Purchaser through the Contractor's call centre.

- an account of all incidents of failed hardware and software transmitted to the Contractor;
- an account of all additional orders received from the Purchaser;
- an account of all hardware maintenance activities performed by the Contractor
- an account of all software maintenance activities performed by the Contractor;
- an account of all on-site support activities ordered by the Purchaser and performed by the Contractor;
- an account of all technical assistance activities performed by the Contractor.

REQ 91. During the period of performance, the Contractor shall organise VTC Maintenance support performance reviews on a quarterly basis

REQ 92. The first maintenance support performance review shall be conducted face-to-face at the Contractor's premises or at a NATO facility, to be determined by the Purchaser . The following reviews shall be through teleconferencing or in person at the Contractor's premises or at a NATO facility, to be determined by the Purchaser.

REQ 93. Each maintenance support performance review shall evaluate the VTC Maintenance support performance of the Contractor during the preceding period and discuss future activities as may be determined by the Contractor and the Purchaser.

REQ 94. The Contractor shall execute corrective actions within 15 calendar days in case of unacceptance by the Purchaser of the reports

REQ 95. The Purchaser will chair the maintenance support performance review. The Contractor's assigned Account Manager shall initiate and organise the review meeting, provide the agenda, and record and produce the minutes of the meeting for approval by the Purchaser.

APPENDIX A. **HARDWARE AND SOFTWARE** **SUBJECT TO OFF-SITE REPAIR AND ON-SITE** **SUPPORT**

[13] This chapter lists equipment in scope for off-site repair/replacement, as well as for on-site support.

Static VTC Services – Equipment List

System Serial Number	System Type	Country	Category
821602453611CV	P001 Group 500, EURO,EEA,720 (P/N: 7200-63550-101)	PRT	I
82173147BC8DCV	P001 Group 500,27" DISPLAY ACC (P/N: G7200-61070-001)	BEL	I
8G172647AC92CV	P001 Group 500, ACOUS (P/N: 7200-63550-001)	PRT	I
8G172647ACC3CV	P001 Group 500,27" DISPLAY ACC (P/N: G7200-61070-001)	BEL	I
8G172647ADC0CV	P001 Group 500,27" DISPLAY ACC (P/N: G7200-61070-001)	BEL	I
8G172647ADC7CV	P001 Group 500,27" DISPLAY ACC (P/N: G7200-61070-001)	BEL	I
8G172647ADCECV	P001 Group 500, ACOUS (P/N: 7200-63550-001)	PRT	I
821632461C5CCV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
821632461C8FCV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8216444638B7CV	P001 Group 500,720,EE4-12 (P/N: 7200-64250-001)	BEL	I
82172347A917CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	ITA	I
8G174347D7C9CV	P001 Group 500,720,EE4-12 (P/N: 7200-64250-001)	LUX	I
8G174547D971CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8G181048D9BACV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	PRT	I
8G181248DF09CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	PRT	I
8G19234EC420CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	NLD	I
8G19334ED40CCV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	PRT	I
8G194650EB5BCV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8G20445110B6CV	P001 Group 500,720,GSA,EE4-12 (P/N: G7200-64250-001)	BEL	I
8G2046511266CV	P001 Group 500,720,GSA,EE4-12 (P/N: G7200-64250-001)	BEL	I
8G181048D98ACV	P001 Group 500,720,JPN,EE4-12 (P/N: 7200-64250-002)	PRT	I
8G195154604CCW	P002 Group 700, EUR,720,EE4-12 (P/N: 7200-64270-101)	PRT	I
8015444396BECW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	HRV	I
8015444396DECW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	HUN	I
8015444396E1CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	ALB	I
801549439985CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	MNE	I
801549439986CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	NM	I
801549439989CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	SVN	I
801549439998CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	CZE	I
8015504399E4CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	DEU	I
80164946D375CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	DEU	I
80170646D9FCCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	NOR	I
80170646D9FFCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	DEU	I
80170646DA14CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	NOR	I
82164344CE35PW	P002 Group 700, EUR,720,EE4-12 (P/N: 7200-64270-101)	PRT	I
82170646DA75CW	P002 Group 700, EUR,720,EE4-12 (P/N: 7200-64270-101)	NLD	I
8G20045462EBCW	P002 Group 700,720,EE4-12 (P/N: 7200-64270-001)	PRT	I

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8G20045462F0CW	P002 Group 700,720,EE4-12 (P/N: 7200-64270-001)	GBR	I
8G2107546BB8CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	NLD	I
8G193950E015CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	BEL	I
8G202651097ECV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	BEL	I
82143041EF5ECV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	BEL	I
821515438433CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	CZE	I
82170246FB85CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	POL	I
8G174547DEF3CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	PRT	I
8G180748D23CCV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	ITA	I
8G20445110C3CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	BEL	I
8G1945524BE2DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	LUX	I
8G19495255A2DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
8G19495255A3DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
801730476B6ADP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	CZE	I
801731476C82DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	POL	I
82153444820FDP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
821534448214DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	NOR	I
821534448229DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
82153444824DDP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	PRT	I
82153444824FDP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
821534448250DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
821534448252DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
821534448256DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
82153444825DDP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	ITA	I
82153444826BDP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
82153444826CDP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
821534448271DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
821534448272DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
821534448277DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
821534448278DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
82153444827ADP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
82153444827BDP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
82153444829BDP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
821543448ED1DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	ROU	I
821547451C7DDP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	ROU	I
821643469716DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	ITA	I
821643469778DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	POL	I
82164846A145DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
82164846A1E7DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
82164846A1E8DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
82181148A6ABDP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	PRT	I
82181148A6ACDP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	PRT	I
8G17284769FEDP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	POL	I
8G1732476E3FDP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
8G1732476E50DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	DEU	I
8G1732476E57DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	HRV	I
8G1732476E65DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BGR	I
8G1732476E6EDP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	DEU	I
8G1732476E72DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	ITA	I
8G1732476EE0DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	ESP	I

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8G1732476EE9DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
8G1732476F0CDP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
8G1732476F1ADP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
8G1732476F27DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
8G1732476F28DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	DEU	I
8G1732476F34DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
8G1732476F39DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
8G1732476F3CDP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
8G1732476F49DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
8G1732476F68DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	ITA	I
8G1732476F6ADP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
8G1732476F6FDP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	ITA	I
8G1732476F73DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	DEU	I
8G1732476F88DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
8G1732476F94DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	DEU	I
8G1732476F98DP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	ITA	I
8G1732476F9DDP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
8G1732476FBBDP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	DEU	I
8G1732476FBFDP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
8G1732476FC8DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	DEU	I
8G1732476FE9DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	DEU	I
8G1732476FF9DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
8G1732476FFEDP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
8G17434880FADP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	LUX	I
8G1745488492DP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
8G180748A72FDP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	POL	I
8G1835495C76DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	POL	I
8G180748A824DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	POL	I
8G182149359ADP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	POL	I
8G19194E80C5DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	ESP	I
8G19194E8216DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	ESP	I
8G19194E8221DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	ESP	I
8G19214E84B5DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	ESP	I
8G19264E8E62RP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
8G19294E972ADP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	TUR	I
8G19294E9921DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	TUR	I
8G19314E9C0ADP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	TUR	I
8G19314E9E05DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	DEU	I
8015254471ECDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BGR	I
801525447202DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	ROU	I
8016034555F5DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	LTU	I
801604455781DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	LVA	I
801632460B5EDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	SVK	I
801632460B60DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	GBR	I
801632460B76DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	ROU	I
801632460B88DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	HUN	I
801632460B8DDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	ROU	I
801632460BAADP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	HUN	I
801632460BB2DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	EST	I
801632460BB6DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	GBR	I

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801633460CCADP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	SVK	I
821522435DFBRP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
821725476094DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	ESP	I
8G17264763BEDP	P001 Group 310,ISR,720,EE4-4X (P/N: 7200-65340-009)	NLD	I
8G17264764DDDP	P001 Group 310,ISR,720,EE4-4X (P/N: 7200-65340-009)	BEL	I
8G1728476A69DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	HRV	I
8G1728476AB4DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BGR	I
8G1732476E98DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	POL	I
8G1732477039DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	CZE	I
8G1732477405DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	TUR	I
8G1732477489DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	DEU	I
8G17344774E3DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G17344774F2DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	DEU	I
8G17344774F6DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	DEU	I
8G1734477500DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	PRT	I
8G1734477501DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	GBR	I
8G1734477503DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	TUR	I
8G173447751BDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	ITA	I
8G173447751EDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	GBR	I
8G1734477529DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G173447752ADP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G173447752CDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	TUR	I
8G173447752EDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	DEU	I
8G1734477531DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	DEU	I
8G1734477577DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G1734477597DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	NOR	I
8G173447759ADP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	NLD	I
8G1734477673DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	DEU	I
8G1734477676DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	TUR	I
8G1734477677DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	GBR	I
8G173447767CDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	TUR	I
8G173447768DDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	DEU	I
8G1734477696DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	DEU	I
8G1734477699DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	DEU	I
8G173447769EDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	NOR	I
8G17344776A4DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G17344776A9DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	DEU	I
8G17344776AADP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	GBR	I
8G17344776B1DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	ITA	I
8G17344776B4DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	DEU	I
8G17344776B5DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	PRT	I
8G17344776B6DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G17344776BBDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	ITA	I
8G1751489389DP	P001 Group 310, EURO,720,EE4-4X (P/N: 7200-65340-101)	PRT	I
8G19344EA1FEDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G2005526CACDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	POL	I
8G19495256ADDP	P001 GROUP 310,CODECJ (P/N: J7200-65350-001)	DEU	I
801632460BCCDP	P001 GROUP 310,CODECJ (P/N: J7200-65350-001)	DNK	I
801632460C08DP	P001 GROUP 310,CODECJ (P/N: J7200-65350-001)	SVK	I
801632460C0DDP	P001 GROUP 310,CODECJ (P/N: J7200-65350-001)	ITA	I

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801632460C23DP	P001 GROUP 310,CODECJ (P/N: J7200-65350-001)	LTU	I
801632460C40DP	P001 GROUP 310,CODECJ (P/N: J7200-65350-001)	LTU	I
801632460C42DP	P001 GROUP 310,CODECJ (P/N: J7200-65350-001)	DNK	I
801633460C9EDP	P001 GROUP 310,CODECJ (P/N: J7200-65350-001)	HUN	I
821802478F0ACV	P002 GROUP 700,CODEC (P/N: 7200-65466-001)	BEL	I
8G2004546325CW	P002 GROUP 700,CODEC,J (P/N: J7200-65466-001)	NLD	I
8G2033546785CW	P002 GROUP 700,CODEC,J (P/N: J7200-65466-001)	NLD	I
8G1732476F3FDP	P001 Group 310,27" DISPLAY ACC (P/N: G7200-67190-001)	BEL	I
8G1736477D5CDP	P001 Group 310,27" DISPLAY ACC (P/N: 7200-67190-101)	BEL	I
8G173648701EDP	P001 Group 310,27" DISPLAY ACC (P/N: 7200-67190-101)	BEL	I
8G180448C65CCV	GROUP 500,2RT55,EU,720,EE4-12 (P/N: 7200-67264-101)	POL	I
8G180448C67DCV	GROUP 500,2RT55,EU,720,EE4-12 (P/N: 7200-67264-101)	POL	I
8G180448C684CV	GROUP 500,2RT55,EU,720,EE4-12 (P/N: 7200-67264-101)	POL	I
8G180448C6D6CV	GROUP 500,2RT55,EU,720,EE4-12 (P/N: 7200-67264-101)	POL	I
8G1841498B3ACV	GROUP 500,2RT55,EU,720,EE4-12 (P/N: 7200-67264-101)	FRA	I
8G1842498E75CV	GROUP 500,2RT55,720,GSA,EE4-12 (P/N: G7200-67264-001)	BEL	I
8G19034CB573CV	GROUP 500,2RT55,EU,720,EE4-12 (P/N: 7200-67264-101)	FRA	I
8G19034CB584CV	GROUP 500,2RT55,EU,720,EE4-12 (P/N: 7200-67264-101)	FRA	I
8F17321217D3DY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	ESP	I
8F17321217DFDY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	DEU	I
8F17321217FADY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	DEU	I
8F1732121869DY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	NLD	I
8F173212190BDY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	BEL	I
8F173212190EDY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	DEU	I
8F1732121935DY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	TUR	I
8F1732121959DY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	BEL	I
8F1732121989DY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	ITA	I
8F173212198CDY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	ESP	I
8F17321219A4DY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	BEL	I
8F17331219BFDY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	TUR	I
8F17331219E9DY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	BEL	I
8F17331219EFDY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	BEL	I
8F1733121A4CDY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	GBR	I
8F1733121A6ADY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	GBR	I
8F1733121A82DY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	NOR	I
8F1733121AAFDY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	ITA	I
8F170211F49EDY	ASSY,EED II,1 EEIV-12X,EURO (P/N: 7230-69421-101)	PRT	I
OTXS-00204	OTX STUDIO,230V,EMEA (P/N: 2230-71974-101)	DEU	I
OTXS-00211	OTX STUDIO,230V,EMEA (P/N: 2230-71974-101)	ITA	I
OTXS-00212	OTX STUDIO,230V,EMEA (P/N: 2230-71974-101)	BEL	I
OTXS-00213	OTX STUDIO,230V,EMEA (P/N: 2230-71974-101)	ITA	I
OTXS-00214	OTX STUDIO,230V,EMEA (P/N: 2230-71974-101)	BEL	I
OTXS-00262	OTX STUDIO,230V,EMEA (P/N: 2230-71974-101)	DEU	I
8G20195104BCCV	P001 Group 500, ACOUS (P/N: 7200-63550-001)	TUR	I
8G20195104E6CV	P001 Group 500, ACOUS (P/N: 7200-63550-001)	TUR	I
8G1951525C34DP	P001 GROUP 310,CODEC (P/N: 7200-65350-001)	BEL	I
8G2026510EC3CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8215374486C5DP	P001 Group 310, EURO,720,EE4-4X (P/N: 7200-65340-101)	LUX	I
8G201750FE9DCV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	DEU	I
8G19314E9BFFDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I

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8G19054C7692DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G19054C76D8DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G2039529AD9DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G2039529AC7DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G2003526769DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G2039529ACCDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G2039529B0EDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G2038529998DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G19294E999BDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G2038529AB3DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G19054C769DDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G20365298E3DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G18504C69E2DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G2038529A17DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G19314E9DDFDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G19114C8D3ADP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G2038529A3ADP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G2039529AF4DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G2111596804DP	P001 GROUP 310,CODECJ (P/N: J7200-65350-001)	DEU	I
8G2111596865DP	P001 GROUP 310,CODECJ (P/N: J7200-65350-001)	DEU	I
8F212413FDA8DY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	DEU	I
8G19314E9D9ADP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	DEU	I
8G21115968FEDP	P001 GROUP 310,CODECJ (P/N: J7200-65350-001)	DEU	I
8F212413FD84DY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	DEU	I
8G2111596862DP	P001 GROUP 310,CODECJ (P/N: J7200-65350-001)	DEU	I
8G19094C862FDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	DEU	I
8F212413FD6CDY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	DEU	I
8G19294E9815DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	NLD	I
8F212413FD51DY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	NLD	I
8G2111596800DP	P001 GROUP 310,CODECJ (P/N: J7200-65350-001)	NLD	I
8G19314E9D95DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	NLD	I
8F212413FDD8DY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	NLD	I
8G214454705FCW	P002 Group 700,GBR,720,EE4-12 (P/N: 7200-64270-102)	GBR	I
8G2139546FA0CW	P002 Group 700,GBR,720,EE4-12 (P/N: 7200-64270-102)	GBR	I
8G214454707BCW	P002 Group 700,GBR,720,EE4-12 (P/N: 7200-64270-102)	GBR	I
8G2144547064CW	P002 Group 700,GBR,720,EE4-12 (P/N: 7200-64270-102)	GBR	I
8G2139546FACCW	P002 Group 700,GBR,720,EE4-12 (P/N: 7200-64270-102)	GBR	I
8217244780D0PW	P002 Group 700, EUR,720,EE4-12 (P/N: 7200-64270-101)	BEL	I
8G1742487B82DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	TUR	I
8G1945524BE1DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
80170646DA0FCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	USA	I
80170646DA16CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	USA	I
8G2033546811CW	P002 GROUP 700,720,J,EE4-12 (P/N: J7200-64270-001)	USA	I
8G2033546854CW	P002 GROUP 700,720,J,EE4-12 (P/N: J7200-64270-001)	USA	I
801544451617RP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	USA	I
82153444811EDP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	USA	I
821534448197DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	USA	I
8215344481B2DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	USA	I
8215344481E7DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	USA	I
82164846A1F9DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	USA	I
82164846A2E3DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	USA	I

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8G1732476E9DDP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	USA	I
8G1732476F16DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	USA	I
8G1732476F25DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	USA	I
8G1732476F44DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	USA	I
8G1732476F57DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	USA	I
8G1732476F96DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	USA	I
8G1732476FB6DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	USA	I
8G1732476FC3DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	USA	I
80170146BF65RP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	USA	I
8G17344774E1DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	USA	I
8G1734477504DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	USA	I
82161845B70CDP	P001 Group 310,27" DISPLAY ACC (P/N: 7200-67190-001)	USA	I
8G19034C7382DP	P001 Group 310,27" DISPLAY ACC (P/N: 7200-67190-001)	USA	I
8F1733121A1CDY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	USA	I
8F1733121A43DY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	USA	I
8F1733121A4FDY	ASSY,EED II,2 EEIV-12X,NA (P/N: 7230-69420-001)	USA	I
OTXS-00203	OTX STUDIO,230V,EMEA (P/N: 2230-71974-101)	USA	I
VR4121121010	RMX 4000,AC,3D (P/N: 2200-79403-000)	BEL	I
VR4121214017	RMX 4000,AC,3D (P/N: 2200-79403-000)	ITA	I
JJX9JL2	RACK SERVER 630, BLANK (P/N: 2200-70630-000)	BEL	I
JJXB JL2	RACK SERVER 630, BLANK (P/N: 2200-70630-000)	BEL	I
JJXC0M2	RACK SERVER 630, BLANK (P/N: 2200-70630-000)	BEL	I
JJXCJL2	RACK SERVER 630, BLANK (P/N: 2200-70630-000)	BEL	I
F8SYV52	RACK SERVER 630, BLANK (P/N: 2200-70630-000)	BEL	I
4VPW182	RACK SERVER 630, BLANK (P/N: 2200-70630-000)	BEL	I
JJYCJL2	RACK SERVER 630, BLANK (P/N: 2200-70630-000)	BEL	I
JJY4JL2	RACK SERVER 630, BLANK (P/N: 2200-70630-000)	BEL	I
JJY3JL2	RACK SERVER 630, BLANK (P/N: 2200-70630-000)	BEL	I
JJY9JL2	RACK SERVER 630, BLANK (P/N: 2200-70630-000)	BEL	I
5MLK7M2	RACK SERVER 630, BLANK (P/N: 2200-70630-000)	DEU	I
JJXD0M2	RACK SERVER 630, BLANK (P/N: 2200-70630-000)	DEU	I
JJXQHL2	RACK SERVER 630, BLANK (P/N: 2200-70630-000)	DEU	I
8GC4W52	RACK SERVER 630, BLANK (P/N: 2200-70630-000)	ITA	I
JJY1JL2	RACK SERVER 630, BLANK (P/N: 2200-70630-000)	ITA	I
JJY20M2	RACK SERVER 630, BLANK (P/N: 2200-70630-000)	ITA	I
95G9S33	RACK SERVER 640,BLANK (P/N: 2230-70640-000)	BEL	I
95H6S33	RACK SERVER 640,BLANK (P/N: 2230-70640-000)	ITA	I
95H7243	RACK SERVER 640,BLANK (P/N: 2230-70640-000)	ITA	I
6S22T13	RACK SERVER 640,BLANK (P/N: 2230-70640-000)	BEL	I
ED18103167EEDD	RPCS1830,NO LIC (P/N: 2200-71830-000)	USA	I
ED18103167B4DD	RPCS1830,NO LIC (P/N: 2200-71830-000)	USA	I
EE1742317390DD	RPCS1831,NO LIC (P/N: 2200-71831-000)	BEL	I
EE174231737EDD	RPCS1831,NO LIC (P/N: 2200-71831-000)	BEL	I
EE17423173A6DD	RPCS1831,NO LIC (P/N: 2200-71831-000)	BEL	I
ED18103167B6DD	RPCS1830,NO LIC (P/N: 2200-71830-000)	BEL	I
ED18103167ECDD	RPCS1830,NO LIC (P/N: 2200-71830-000)	BEL	I
ED18103167E4DD	RPCS1830,NO LIC (P/N: 2200-71830-000)	BEL	I
ED18103167BCDD	RPCS1830,NO LIC (P/N: 2200-71830-000)	BEL	I
ED18103167BADD	RPCS1830,NO LIC (P/N: 2200-71830-000)	DEU	I
ED18103167CADD	RPCS1830,NO LIC (P/N: 2200-71830-000)	DEU	I
EE1642306D80DD	RPCS1830,NO LIC (P/N: 2200-71830-000)	ITA	I
ED18103167CCDD	RPCS1830,NO LIC (P/N: 2200-71830-000)	ITA	I
ED18103167B0DD	RPCS1830,NO LIC (P/N: 2200-71830-000)	PRT	I
4C1F-4163-EE30-D01D	CLARITI,150-499 USERS,PP (P/N: 5230-51014-000) Quantity-350	BEL	I

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4972-01D2-CC74-8D8E	CLARITI,150-499 USERS,PP (P/N: 5230-51014-000) Quantity-300	BEL	I
EE8A-53EC-A269-83FB	CLARITI,15-49 USERS,PP (P/N: 5230-51012-000) Quantity-15	BEL	I
097F-364A-B105-FC81	CLARITI,15-49 USERS,PP (P/N: 5230-51012-000) Quantity-15	BEL	I
6663-ABFF-2061-7383	CLARITI,50-149 USERS AP,PP (P/N: 5230-51023-000) Quantity-100	BEL	I
5EB8-3ED9-BBDB-BD0B	CLARITI,50-149 USERS AP,PP (P/N: 5230-51023-000) Quantity-50	BEL	I
AC29-9D7E-C2C6-04C8	CLARITI,15-49 USERS AP,PP (P/N: 5230-51022-000) Quantity-15	PRT	I
1D54-3D90-6B04-A104	CLARITI,5-14 USERS,PP (P/N: 5230-51011-000) Quantity-10	PRT	I
7FC6-7135-40E7-85C6	CLARITI,50-149 USERS,PP (P/N: 5230-51013-000) Quantity-100	BEL	I
0900-6CC3-F4D5-2660	CLARITI,5-14 USERS,PP (P/N: 5230-51011-000) Quantity-6	BEL	I
F8A7-E2DA-8BA6-056A	CLARITI,5-14 USERS,PP (P/N: 5230-51011-000) Quantity-5	BEL	I

Deployed VTC Services – Equipment List

System Serial Number	System Type	Country	Category
82162744C87ECW	P002 Group 700, EUR,720,EE4-12 (P/N: 7200-64270-101)	NLD	I
82162744C886CW	P002 Group 700, EUR,720,EE4-12 (P/N: 7200-64270-101)	NLD	I
8G1833497D64CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G1833497F26CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G1833498016CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G183849862CCV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G19184EB6FFCV	P001 GROUP 500,CODEC (P/N: 7200-65088-001)	NLD	I
8G194950F416CV	P001 GROUP 500,CODEC (P/N: 7200-65088-001)	NLD	I
VR2110719043	RMX 2000 CHASSIS ASSY. (P/N: VRMX2001P)	ITA	I
VR2110728087	RMX 2000 CHASSIS ASSY. (P/N: VRMX2001P)	BEL	I
VR2121202004	RMX 2000 CHASSIS ASSY. (P/N: VRMX2001P)	BEL	I
VR2100919084	RMX 2000 MPMx 10HD Sys (P/N: VRMX2710HDR)	ITA	I
1W84H63	RACK SERVER 240, BLANK (P/N: 2230-70240-000)	BEL	I
FZH6R53	RACK SERVER 240, BLANK (P/N: 2230-70240-000)	BEL	I
FZH8R53	RACK SERVER 240, BLANK (P/N: 2230-70240-000)	BEL	I
FZJ5R53	RACK SERVER 240, BLANK (P/N: 2230-70240-000)	BEL	I
FZJ7R53	RACK SERVER 240, BLANK (P/N: 2230-70240-000)	BEL	I
FZJ8R53	RACK SERVER 240, BLANK (P/N: 2230-70240-000)	BEL	I
FZJ9R53	RACK SERVER 240, BLANK (P/N: 2230-70240-000)	BEL	I
FZJBR53	RACK SERVER 240, BLANK (P/N: 2230-70240-000)	BEL	I
FZJCR53	RACK SERVER 240, BLANK (P/N: 2230-70240-000)	BEL	I
JJGDQ53	RACK SERVER 240, BLANK (P/N: 2230-70240-000)	BEL	I
JJGH853	RACK SERVER 240, BLANK (P/N: 2230-70240-000)	BEL	I
JJGMQ53	RACK SERVER 240, BLANK (P/N: 2230-70240-000)	BEL	I
1820NMA011	ACME Packet software license (ORACLE)	BEL	II
1820NMA011	ACME Packet hardware license (ORACLE)	BEL	II
8G2220512C84CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2107511B8ACV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I

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8G2220512C8ECV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512CCFCV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512CA1CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512CAECV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2104511AC0CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512C81CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512CB1CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512C7FCV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2107511BB0CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512C8DCV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512CA3CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512C96CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512C85CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2104511AC4CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512C91CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512C9BCV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512CC2CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512CB5CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512CC0CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2026510CB4CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512CC4CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512CA2CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512C88CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512C8ACV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2107511BDFCV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2220512CD2CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I

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System Serial Number	System Type	Country	Category
80164946D36CCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	SRB	I
80164946D36ECW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	SRB	I
80164946D37ACW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	SRB	I
80164946D37BCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	SRB	I
821534448208DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	SRB	I
80170146BF1BDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	SRB	I
80170146BF1DDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	SRB	I
80170146BF3CDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	SRB	I
80170146BF6BDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	SRB	I
801730476B48DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	SRB	I
8G1732476E83DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	GRC	I
801730476B60DP	P001 Group 310,27" DISPLAY ACC (P/N: G7200-67190-001)	SRB	I
801731476C96DP	P001 Group 310,27" DISPLAY ACC (P/N: G7200-67190-001)	NM	I
8G1949525608DP	P001 GROUP 310,CODECJ (P/N: J7200-65350-001)	KOS	I
8G19495256BBDP	P001 GROUP 310,CODECJ (P/N: J7200-65350-001)	KOS	I
8G2013527C0BDP	P001 Group 310,720,EE4-4X (P/N: 7200-65340-001)	KOS	I

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NATO HQ VTC Services – Equipment List

System Serial Number	System Type	Country	Category
80152040EE02CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80152040EE05CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801544439684CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801544439688CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801544439689CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80154443968BCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80154443968ECW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801544439691CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801544439695CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801544439697CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80154443969ACW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396ADCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396B1CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396B2CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396B3CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396B4CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396B7CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396B8CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396B9CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396BDCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396BFCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396C1CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396C3CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396C4CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396C5CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396C9CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396CECW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396D0CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396D1CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396D6CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396DCCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396DFCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396E3CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396E6CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396E8CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015444396F0CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801549439973CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801549439974CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801549439976CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801549439977CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801549439978CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801549439979CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80154943997BCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80154943997CCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80154943997DCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801549439980CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801549439984CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I

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801549439987CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801549439988CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80154943998ACW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80154943998BCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80154943998CCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80154943998DCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80154943998ECW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80154943998FCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801549439990CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801549439991CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801549439993CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801549439994CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801549439995CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801549439996CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
801549439997CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80154943999ACW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80154943999BCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80154943999CCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80154943999DCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80154943999ECW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
80154943999FCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015494399A0CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015494399A1CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015494399A3CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015494399A4CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015504399E1CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015504399E2CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015504399E3CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015504399E5CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015504399E6CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015504399E7CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015504399E9CW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8015504399EACW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	BEL	I
8G2003546254CW	P002 Group 700,720,EE4-12 (P/N: 7200-64270-001)	BEL	I
8G2003546258CW	P002 Group 700,720,EE4-12 (P/N: 7200-64270-001)	BEL	I
8G200354625CCW	P002 Group 700,720,EE4-12 (P/N: 7200-64270-001)	BEL	I
8G200354625DCW	P002 Group 700,720,EE4-12 (P/N: 7200-64270-001)	BEL	I
8G20035462A3CW	P002 Group 700,720,EE4-12 (P/N: 7200-64270-001)	BEL	I
8G20035462A6CW	P002 Group 700,720,EE4-12 (P/N: 7200-64270-001)	BEL	I
8G2004546324CW	P002 Group 700,720,EE4-12 (P/N: 7200-64270-001)	BEL	I
8G193950E03FCV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	BEL	I
8G193950E137CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	BEL	I
821534448264DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
821534448266DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
821534448267DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
821534448268DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
82154044895DDP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821542448B5FDP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821542448B84DP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821542448BAADP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I

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821542448BC3DP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821542448BEEDP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821542448C11DP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821542448C1DDP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821542448C31DP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821542448C35DP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821542448C51DP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821542448C62DP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821543448C6EDP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821543448C72DP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821543448C90DP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821543448CE8DP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821543448D0BDP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821543448D0DDP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821543448D14DP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821543448D17DP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821543448D1EDP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821543448D39DP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
821543448D3CDP	P001 Group 310,EEA,720 (P/N: 7200-65320-001)	BEL	I
8G1732476F37DP	P001 Group 310, EE ACOUS,GSA (P/N: G7200-65320-001)	BEL	I
8G17344774E4DP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	BEL	I
8G2107511B76CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	BEL	I
8G2107511BDBCV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	BEL	I
8G2026510D70CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	BEL	I
8G202651093FCV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	BEL	I
CN60GVH0LG	IS FLEX CUSTOM RACK2 (P/N: CP-7936-CRCK)	BEL	I
CN60GVH0XM	IS FLEX CUSTOM RACK2 (P/N: CP-7936-CRCK)	BEL	I
CN60GVH108	IS FLEX CUSTOM RACK2 (P/N: CP-7936-CRCK)	BEL	I
CN60GVH109	IS FLEX CUSTOM RACK2 (P/N: CP-7936-CRCK)	BEL	I
RPISFLEX-00111	RPIS FLEX PLUS,APPLE,WW (P/N: 7230-84340-001)	BEL	I
RPISFLEX-00113	RPIS FLEX PLUS,APPLE,WW (P/N: 7230-84340-001)	BEL	I
RPISFLEX-00114	RPIS FLEX PLUS,APPLE,WW (P/N: 7230-84340-001)	BEL	I
RPISFLEX-00115	RPIS FLEX PLUS,APPLE,WW (P/N: 7230-84340-001)	BEL	I

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System Serial Number	System Type	Country	Category
8216094585AACV	GS 500,2MNT55,EU,1080,EE4-12 (P/N: 7230-23860-101)	BEL	I
8216344620ECCV	GS 500,2MNT55,EU,1080,EE4-12 (P/N: 7230-23860-101)	BEL	I
8G202651091ACV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8G2026510944CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8G2026510D94CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8G2027510F64CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8G1841498B71CV	P001 Group 500,720,J,EE4-12 (P/N: J7200-64250-001)	ITA	I
82172347A909CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	ITA	I
8G174648B3DCCV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	GRC	I
8G174648B42BCV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8G174648B4BFCV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8G19094CC9C8CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	NLD	I

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8G19124CCAB7CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	NLD	I
8G19124CCAB8CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	ITA	I
8G19124CCABDCV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8G19124CCACACV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	NLD	I
8G19124CCAF9CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	NLD	I
8G19124CCB4BCV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	PRT	I
8G19124CCB97CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	NLD	I
8G19124CCC87CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	NLD	I
8G19134CCCABCV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	NLD	I
8G19264EC722CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	NLD	I
8G2046511330CV	P001 Group 500,720,GSA,EE4-12 (P/N: G7200-64250-001)	PRT	I
8G200354622CCW	P002 GROUP 700,720 GSA,EE4-12 (P/N: G7200-64270-001)	PRT	I
8216474637FCV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
82164746E14CCV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	NLD	I
8G2018510431CV	GROUP 500,1EDU55,NA,720,EE4-12 (P/N: 7200-64910-001)	PRT	I
8G201851043ACV	GROUP 500,1EDU55,NA,720,EE4-12 (P/N: 7200-64910-001)	BEL	I
821552439B88PW	P002 GROUP 700,2RT65,NO CAM (P/N: 7200-65220-125)	NLD	I
821605439E41CW	P002 GROUP 700,2RT65,NO CAM (P/N: 7200-65220-125)	NLD	I
821522435CB6DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
821522435D2CDP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
821543448D12DP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	NLD	I
821543448D5BDP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	BEL	I
8216304607FCRP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	NLD	I
82164846A13EDP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	NLD	I
821724475E36DP	P001 Group 310, EURO,720,EE4-4X (P/N: 7200-65340-101)	NLD	I
8G19124C8E4DDP	P001 Group 310,720,GSA,EE4-4X (P/N: G7200-65340-001)	PRT	I
82154044A7B2CV	P001 GROUP 500,1RT65,NO CAM (P/N: 7200-68512-125)	BEL	I
82154144A8CECV	P001 GROUP 500,1RT65,NO CAM (P/N: 7200-68512-125)	BEL	I
821613458B41CV	P001 GROUP 500,1RT65,NO CAM (P/N: 7200-68512-125)	NLD	I
8218304B0130DK	ASSY,BASE BOX,EEIV,EEP (P/N: 2215-69791-001)	NLD	I
8219054B05E4DK	ASSY,BASE BOX,EEIV,EEP,EMEA (P/N: 2215-69791-101)	NLD	I
8219054B05E8DK	ASSY,BASE BOX,EEIV,EEP,EMEA (P/N: 2215-69791-101)	NLD	I
8219054B061DDK	ASSY,BASE BOX,EEIV,EEP,EMEA (P/N: 2215-69791-101)	NLD	I
8219254B0AC3DK	ASSY,BASE BOX,EEIV,EEP,EMEA (P/N: 2215-69791-101)	NLD	I
8219264B0AF0DK	ASSY,BASE BOX,EEIV,EEP,EMEA (P/N: 2215-69791-101)	NLD	I
8219264B0B0CDK	ASSY,BASE BOX,EEIV,EEP,EMEA (P/N: 2215-69791-101)	NLD	I
8219264B0B10DK	ASSY,BASE BOX,EEIV,EEP,EMEA (P/N: 2215-69791-101)	NLD	I
8219264B0B21DK	ASSY,BASE BOX,EEIV,EEP,EMEA (P/N: 2215-69791-101)	NLD	I
8219264B0B23DK	ASSY,BASE BOX,EEIV,EEP,EMEA (P/N: 2215-69791-101)	NLD	I
8219274B0BAFDK	ASSY,BASE BOX,EEIV,EEP,EMEA (P/N: 2215-69791-101)	NLD	I
8G19264EC71CCV	GS 500,2MNT70,EU,1080,EE4-12 (P/N: 7230-84820-101)	NLD	I
8G19274EC98BCV	GS 500,2MNT70,EU,1080,EE4-12 (P/N: 7230-84820-101)	BEL	I
8G19274EC99FCV	GS 500,2MNT70,EU,1080,EE4-12 (P/N: 7230-84820-101)	NLD	I
8G19274ECB0FCV	GS 500,2MNT70,EU,1080,EE4-12 (P/N: 7230-84820-101)	NLD	I
8G19264EC701CV	GS 500,2MNT55,EU,1080,EE4-12 (P/N: 7230-84860-101)	NLD	I
8G19274EC941CV	GS 500,2MNT55,EU,1080,EE4-12 (P/N: 7230-84860-101)	NLD	I
8F1913215921DL	RealPresence Touch (P/N: 8200-84190-001)	NLD	I
8F1913215925DL	RealPresence Touch (P/N: 8200-84190-001)	NLD	I
8F1913215929DL	RealPresence Touch (P/N: 8200-84190-001)	NLD	I
8F191321592CDL	RealPresence Touch (P/N: 8200-84190-001)	NLD	I
8F1913215942DL	RealPresence Touch (P/N: 8200-84190-001)	NLD	I
8F1913215947DL	RealPresence Touch (P/N: 8200-84190-001)	NLD	I

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8F191321594BDL	RealPresence Touch (P/N: 8200-84190-001)	NLD	I
8F191321597DDL	RealPresence Touch (P/N: 8200-84190-001)	NLD	I
8F1913215A48DL	RealPresence Touch (P/N: 8200-84190-001)	BEL	I
8F1913215A85DL	RealPresence Touch (P/N: 8200-84190-001)	NLD	I
RPISFLEX-00123	RPIS FLEX PLUS,APPLE,WW (P/N: 7230-84340-001)	BEL	I
RPISFLEX-00160	RPIS FLEX PLUS,WHITE,WW (P/N: 7230-84720-001)	PRT	I
8G17164791E9CV	P001 Group 500,27" DISPLAY ACC (P/N: J7200-61070-001)	BEL	I
8G174147D2ABCV	P001 Group 500,27" DISPLAY ACC (P/N: J7200-61070-001)	BEL	I
8G181548E53FCV	P001 Group 500,27" DISPLAY ACC (P/N: J7200-61070-001)	BEL	I
8G181748EE18CV	P001 Group 500,27" DISPLAY ACC (P/N: J7200-61070-001)	BEL	I
8G181748EF8CCV	P001 Group 500,27" DISPLAY ACC (P/N: J7200-61070-001)	BEL	I
8G18204963A5CV	P001 Group 500,27" DISPLAY ACC (P/N: J7200-61070-001)	BEL	I
8G18204963D2CV	P001 Group 500,27" DISPLAY ACC (P/N: J7200-61070-001)	BEL	I
8G18204963E4CV	P001 Group 500,27" DISPLAY ACC (P/N: J7200-61070-001)	BEL	I
8G1820496438CV	P001 Group 500,27" DISPLAY ACC (P/N: J7200-61070-001)	BEL	I
8G182049643BCV	P001 Group 500,27" DISPLAY ACC (P/N: J7200-61070-001)	BEL	I
8G1820496444CV	P001 Group 500,27" DISPLAY ACC (P/N: J7200-61070-001)	BEL	I
8G182149665ECV	P001 Group 500,27" DISPLAY ACC (P/N: J7200-61070-001)	BEL	I
8G182649718FCV	P001 Group 500,720,J,EE4-12 (P/N: J7200-64250-001)	NLD	I
8G1826497221CV	P001 Group 500,720,J,EE4-12 (P/N: J7200-64250-001)	NLD	I
8G1826497270CV	P001 Group 500,720,J,EE4-12 (P/N: J7200-64250-001)	NLD	I
8G1826497277CV	P001 Group 500,720,J,EE4-12 (P/N: J7200-64250-001)	BEL	I
8G182649735DCV	P001 Group 500,720,J,EE4-12 (P/N: J7200-64250-001)	NLD	I
8G182649736FCV	P001 Group 500,720,J,EE4-12 (P/N: J7200-64250-001)	BEL	I
8G1833498383CV	P001 Group 500,720,J,EE4-12 (P/N: J7200-64250-001)	NLD	I
8G18284974DACV	P001 Group 500,720,J,EE4-12 (P/N: J7200-64250-001)	NLD	I
8G18284975B4CV	P001 Group 500,720,J,EE4-12 (P/N: J7200-64250-001)	NLD	I
8G19184EB731CV	P001 Group 500,720,J,EE4-12 (P/N: J7200-64250-001)	NLD	I
8G180748A6CCDP	P001 Group 310, EURO,EEA,720 (P/N: 7200-65320-101)	POL	I
8G1843498FEACV	P001 Group 500,720,J,EE4-12 (P/N: J7200-64250-001)	NLD	I
8G1841498B28CV	P001 Group 500,720,J,EE4-12 (P/N: J7200-64250-001)	DEU	I
8G1841498B6CCV	P001 Group 500,720,J,EE4-12 (P/N: J7200-64250-001)	BEL	I
8G18284974B3CV	P001 Group 500,720,J,EE4-12 (P/N: J7200-64250-001)	NLD	I
8G2122511EC5CV	P001 Group 500,EU,720,EE4-4X (P/N: 7200-64510-101)	ITA	I
8P211658A257FC	P018NR,X30,TC8,GSA,NORADIO,ROW (P/N: G2200-86780-125)	NLD	I
8P21145892BCFC	P018NR,X30,TC8,GSA,NORADIO,ROW (P/N: G2200-86780-125)	NLD	I
8P211658A240FC	P018NR,X30,TC8,GSA,NORADIO,ROW (P/N: G2200-86780-125)	BEL	I
8P2123592B60FB	P017NR,X50,TC8,GSA,NORADIO,ROW (P/N: G2200-86790-125)	BEL	I
8G172647ABA6CV	P001 Group 500,720,GSA,EE4-12 (P/N: G7200-64250-001)	USA	I
2096-656B-3021-FB26	CLARITI,150-499 USERS,PP (P/N: 5230-51014-000) Quantity-400	NLD	I
FB4F-C7D2-E727-A492	CLARITI,ENCRYPT LIC (P/N: 5230-51060-000) Quantity-1	NLD	I
1138-7009-F45F-6ADC	CLARITI,USER HA,TERM (P/N: 5230-51161-000) Quantity-400	NLD	I
EE1717306FDEDD	RPCS1830,NO LIC (P/N: 2200-71830-000)	BEL	I
EE1717306FEEDD	RPCS1830,NO LIC (P/N: 2200-71830-000)	NLD	I
EE1717306FF2DD	RPCS1830,NO LIC (P/N: 2200-71830-000)	BEL	I
EE1717306FFCDD	RPCS1830,NO LIC (P/N: 2200-71830-000)	NLD	I

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System Serial Number	System Type	Country	Category
8G2026510E5FCV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8G2026510EABCV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8G2026510ED3CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8G2026510EDACV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8G2027510F57CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8G19064CBE6BCV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8G19064CBE79CV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8G19064CBE7DCV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8G19064CBE8ACV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
8G2026510DFFCV	P001 Group 500,EU,720,EE4-12 (P/N: 7200-64250-101)	BEL	I
VR2100919159	RMX2000 for RealPresence Clariti - No Licenses, (1) MPMRx-D card. (P/N: 4877-79201-717)	BEL	I
1W81H63	RACK SERVER 240, BLANK (P/N: 2230-70240-000)	BEL	I
B7QYZB3	RACK SERVER 240, BLANK (P/N: 2230-70240-000)	BEL	I
B7RXZB3	RACK SERVER 240, BLANK (P/N: 2230-70240-000)	BEL	I
B7S10C3	RACK SERVER 240, BLANK (P/N: 2230-70240-000)	BEL	I
6HLM3L3	RACK SERVER 240, BLANK (P/N: 2230-70240-000)	BEL	I
DCHM3L3	RACK SERVER 240, BLANK (P/N: 2230-70240-000)	BEL	I

VCC (VTC Control Centre) Monitoring Equipment

System/ service PartNumber	Product Name	Country	Qty	Vendor	Category
	10 Seats - 1 UHD Monitor				
	Hardware				
R9822004	OPS-220 ThinClient Large Model EU	BEL/NLD	20	BARCO	III
	Software				
R9833373	Seat License S, up to 4 HD equivalent	BEL/NLD	20	BARCO	III
	OpSpace Central Equipment				
	Hardware	BEL/NLD			
R9838101	OpSpace System Kit Server, SWK OPS SYS SRV+CLT+VHOST	BEL/NLD	1	BARCO	III
K9303103F	NGS-D320 Flex EU	BEL/NLD	26	BARCO	III
K9303104F	NGS-D320 Flex Pro EU	BEL/NLD	50	BARCO	III
R9833311	Redundancy/Auto-Failover License	BEL/NLD	2	BARCO	III
	OpSpace feature - LDAP				
	Hardware, SW & Service components	BEL/NLD			
R9833313	LDAP License	BEL/NLD	2	BARCO	III
14095	SoftwareCare ENP - p Year (maintenance starting from 1 January 2025)		2	BARCO	III

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	OpSpace feature - API				
	Hardware, SW & Service components	BEL/NLD			
R9833313	API License	BEL/NLD	2	BARCO	III
14095	SoftwareCare ENP - p Year (2 yrs maintenance already included 2023-25)		2	BARCO	III
	OpSpace Services				
	Software Warranty	BEL/NLD			
14095	SoftwareCare ENP - p Year (2 yrs maintenance already included 2023-25)		2	BARCO	III
	EssentialCare (iCare Services)	BEL/NLD		BARCO	III
	Preventive Maintenance (iCare Services)	BEL/NLD		BARCO	III

APPENDIX B. SPECIFIC EQUIPMENT

[1] This chapter lists all hardware and software in scope for on-site Technical support only. As such, is inherent to the Long-term and Ad-hoc Technical support optional services only. No maintenance support is required on the devices mentioned in the table below, but the contractor shall be able to program, replace or upgrade the devices mentioned in the table below. The Purchaser will provide a replacement unit if required.

Unit	Model	Manufacturer	Category
LED Sign	213-C Betabrite	Alpha-American Programmable Signs	IV
APC Master Power Switch	AP7920	APC	IV
FAP62T : 6" Coaxial Speaker System with 70.7/100V-32W Transformer and 8? Bypass	FAP62T	ATLAS SOUND	IV
SM8CXT-W : SM8CXT-W 8" COAXIAL SPEAKER SYSTEM 70.7/100V	SM8CXT-W	ATLAS SOUND	IV
AT-HD510VGA : Atlona HDMI/DVI to Composite and S-Video Down-Converter	AT-HD510VGA	Atlona	IV
AT-HD530 : HDMI/DVI to Composite and S-Video Down-Converter	AT-HD530	Atlona	IV
AS-AMP1 Digital Amplifier(Class D)	AS-AMP1	Aurora Multimedia Corp	IV
Rack Mounted Speakers (PSM-200)	PSM-200	AVTEQ	IV
Serial Port Splitter	9PMDS	B&B Electronics	IV
RS-232 Opto-Isolator	9POP4	B&B Electronics	IV
Power Supply RS-232 Opto-Isolator	PS1EU-1000	B&B Electronics	IV
Power Supply for RS232 Opto Isolator	SMI18-12-V-P230-C1	B&B Electronics	IV
BiAmp AUTO TWO Mixer	AUTO TWO	BiAmp Systems	IV
BiAmp Audio Digital Signal Processor Nexia VC	Nexia VC	BiAmp Systems	IV
SW4008A-USB-EAL : Black Box Serv Switch Secure KVM w/USB, 4 Port DVI	SW4008A-USB-EAL	BLACK BOX	IV
BRG7X80TC : LED Sign for VTC (BRG7X80TC)	BRG7X80TC	BRG PRECISION	IV
TEMPEST 55 Inch Display	CIS-133-708	CIS Secure Computing Inc.	IV
TEMPEST Mic Pod Group Series	CIS-194-701	CIS Secure Computing Inc.	IV
TEMPEST Polycom Group Series 310 codec	CIS-242-202	CIS Secure Computing Inc.	IV
TEMPEST Eagle Eye IV 12X Camera	CIS-245-201	CIS Secure Computing Inc.	IV
Cisco 12 Port PoE Switch	WS-C3560CX-12PC-S	CISCO	IV
Cisco 8 Port PoE Switch	WS-C3560CX-8PC-S	CISCO	IV

NATO UNCLASSIFIED

C3COM-3 - 3-Series Control Card - 3 COM Ports	C3COM-3	CRESTRON	IV
CEN-CI3-1 - 3-Series Card Interface - 1 Slot	CEN-CI3-1	CRESTRON	IV
CEN-CI3-3 - 3-Series Card Interface - 3 Slot	CEN-CI3-3	CRESTRON	IV
CNRJ11 - 4 Wire to RJ11 Cresnet Converter	CNRJ11	CRESTRON	IV
CNTBLOCK - Cresnet Distribution Block	CNTBLOCK	CRESTRON	IV
3-Series Control System - CP3 (Discontinued)	CP3	CRESTRON	IV
3-Series Control System - CP3N (Discontinued)	CP3N	CRESTRON	IV
HD-RX3-C-B - 4K HDMI over HDBaseT Receiver (Discontinued)	HD-RX3-C-B	CRESTRON	IV
HD-TX3-C-B - 4K HDMI over HDBaseT Transmitter (Discontinued)	HD-TX3-C-B	CRESTRON	IV
DUAL POWER CONTROL - STI-PC (Discontinued)	STI-PC	CRESTRON	IV
CRESTRON TSW-1060-NC-B-S	TSW-1060-NC-B-S	CRESTRON	IV
Crown 600W Amplifier	DCI4600	CROWN	IV
Crown 280A Power Amplifier - Stereo - 80W - 110VAC (Discontinued)	G280A USA model 110VAC	Crown	IV
Crown 280A Power Amplifier - Stereo - 80W - 240VAC (Discontinued)	G280AE17 / G280AE14 240AC	Crown	IV
GCTS600BE60 : CROWN Amplifier CTS600B 220/230/240V M# GCTS600BE60	GCTS600BE60	CROWN	IV
Crown MB3 Ultra Low Profile Supercardioid Condenser Boundary Microphone	MB3	CROWN	IV
NXLS1000-34-EU : NXLS1000-34-EU XLS 1000W AMP W/OVER & LIMTR 240v	NXLS1000-34-EU	CROWN	IV
RJ45 Switch with Remote Control, Rack Mounted	7345	ElectroStandards	IV
Convers 220 Flex Full HD Tilt, 22" Tilt Screen Motorized Monitor	200-220-T IP	ELEMENT ONE Multimedia GmbH	IV
Short Throw Lens for Pro L1405U Projector	ELPLW06	EPSON	IV
Projector, WUXGA, 8000 Lumen rating, Laser, No Lens	Pro L1405U	EPSON	IV
DTP HDMI 4K 230 Tx	60-1271-12	EXTRON	IV
DTP HDMI RX, 4K, 230 FT	60-1271-13	EXTRON	IV
DTP CrossPoint 108 4K	60-1381-01	EXTRON	IV
DTP CrossPoint 86 4K	60-1382-01	EXTRON	IV
DTP HD DA4 4K 230	60-1437-01	EXTRON	IV
DA2 HD 4K, 2 Output	60-1480-01	EXTRON	IV
DA4 HD 4K, 4 Output	60-1481-01	EXTRON	IV
DTP TX, HDMI & VGA w/ Audio, wall plate, white	60-1755-13	EXTRON	IV
60-635-21 : 4x4 VGA and Stereo Audio Matrix Switcher	60-635-21	EXTRON	IV
60-637-21 : 8x4 VGA and Stereo Audio Matrix Switcher	60-637-21	EXTRON	IV
HDMI Distribution amplifier, two output	60-997-01	Extron	IV
Stereo Audio Switch	MLS100A	Extron	IV
Component video matrix switch	MVX-44	Extron	IV
10A Standard Power Conditioner, 230V	M-10XE	Furman by Core Brands	IV
15A Standard Power Conditioner, 120V	M-8X2	Furman by Core Brands	IV

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JBL Control 16C/T Two-Way 6.5" Coaxial Ceiling Loudspeaker (Pair, White)	CONTROL 16C/T	HARMAN Professional Solutions	IV
JBL Control 25-1 Compact Indoor/Outdoor Speaker (Pair, Black)	CONTROL 25-1	HARMAN Professional Solutions	IV
JBL Wall Mount Speaker Control 29AV-1-WH	Control 29AV-1-WH	HARMAN Professional Solutions	IV
Multichannel 1200W/Ch Amplifier	CSA2120Z	HARMAN Professional Solutions	IV
JBL CSA280Z Two-Channel 80W Power Amplifier	CSA280Z	HARMAN Professional Solutions	IV
USB Extender (TAA Compliance)	GUCE51	IO Gear	IV
Control 2P Powered Speaker	C2PS	JBL Professional	IV
CBT-50LA-1 : JBL CBT-50LA-1 8-Driver Line Array Column Loudspeaker, Black	CBT-50LA-1	JBL Professional	IV
JBL Ceiling Speaker Control 16C/T	Control 16 C/T	JBL Professional	IV
JBL Wall Speaker Control 25AV	Control 25AV	JBL Professional	IV
Control 25T : JBL Control 25T Two Way Indoor/Outdoor Monitor with 5.25" Woofer	Control 25T	JBL Professional	IV
49" Full HD LED Display, 49LV340C	49LV340C	LG Electronics	IV
55" Full HD LED Display, 55LV340C	55LV340C	LG Electronics	IV
60" Full HD LED Display, 60UU640C	60UU640C	LG Electronics	IV
65" Full HD LED Display, 65LX341C	65LX341C	LG Electronics	IV
65" Full HD LED Display, 65UV340C	65UV340C	LG Electronics	IV
70" Full HD LED Display, 70UL3E-T	70UL3E-T	LG Electronics	IV
86" Full HD LED Display, 86UM3C	86UM3C	LG Electronics	IV
D1000 Data Deadbolt, RS232, RJ45, Non-Latching	6100903	MARKET CENTRAL	IV
FD730U-G : Mitsubishi FD730U-G DLP projector (Discontinued)	FD730U-G	Mitsubishi	IV
Projector Lamp Mitsubshi FD730	VLT-XD700LP	Mitsubishi	IV
V423 : NEC MULTISYNC V423	V423	NEC	IV
V552 : NEC MULTISYNC V552	V552	NEC	IV
V553: NEC Multisync V553	V553	NEC	IV
V652: NEC Multisync V652	V652	NEC	IV
4k PTZ Camera, HD-SDI Out	AW-HE40SW/SK	PANASONIC	IV
4k PTZ Camera, HD-SDI Out, White, 30x zoom, PoE+	AW-HE40SWPJ7	PANASONIC	IV
PLL2210W : Planar PLL2210W 22	PLL2210W	Planar	IV
PD-3501G/AC : POWER DSINE 1 Port Gigabit POE	PD-3501G/AC	POWERDSINE	IV
Power Supply for Eagle Eye camera	NU30-4120250-i3	Powerpayless	IV
DVI-DOC : PURE LINK DVU Female Repeater	DVI-DOC	PURELINK	IV
PureLink HX-8800 8x8 HDMI Integrated Matrix Router (Discontinued Replaced by UX-8800)	HX-8800	PURELINK	IV

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PM-16X : PM-16X PM Series 16x16 Matrix Router	PM-16X	PURELINK	IV
Power supply 24 vdc (RDL)	PS-24AX	Radio Design Labs	IV
Audio Distribution Amplifier	STDA3	Radio Design Labs	IV
RDTXA2 : RDL TX-A2 Mono Balanced to Unbalanced Signal Converter	RDTXA2	RDL	IV
RDTXJ2 : RDL TX-J2 Radio Design Labs TX-J2 Unbalanced Input Transformer - Unbalanced Stereo Inputs to Summed Balanced Mono Output	RDTXJ2	RDL	IV
SecureSwitch Fiber Optic ABC Switch Revision B Rackmount - 51-01186 rev B.2	51-01186 rev B.2	SecureSwitch	IV
SHURE MICROFLEX GOOSENECK MICROPHONE MX418/C	MX418/C	SHURE	IV
PAL to NTSC Video Up converter	CPNTA2HDMI	Startech	IV
Televic Plixus AE-R	71.98.2902	TELEVIC	IV
Conference Gooseneck Microphone, 50cm (20")	D-MIC 50SL (71.98.0055)	TELEVIC	IV
Digital Conferencing Wired Delegate Interpretation Unit with 16" Microphone, Flush Mount, For Chairman Position	F-CI-C	TELEVIC	IV
Digital Conferencing Wired Delegate Interpretation Unit with 16" Microphone, Flush Mount, For Lectern	F-DI-C	TELEVIC	IV
Digital Conferencing Wired Interpreter Station with Microphone	LINGUA-ID	TELEVIC	IV
Digital Conferencing Central Unit	Plixus-AER	TELEVIC	IV
Digital Conferencing, Network Extender	Plixus-NEXT	TELEVIC	IV
Confidea Tabletop Chairman Discussion Unit, with integrated speaker,	T-CD (71.98.0115)	TELEVIC	IV
Confidea Tabletop Delegate Discusssion Unit, with integrated speaker	T-DD (71.98.0105)	TELEVIC	IV
Digital Conferencing Wired Delegate Interpretation Unit with 16" Microphone	T-DI-C	TELEVIC	IV
2972559 : TRENDnet TPE-105I PoE+ Injector - power injector - 30 Watt	2972559	TRENDnet	IV
2237467007602 : TVONE 1T-C2-250-BM-US	223747000000000000	TVONE	IV
Camera Switcher, Chassis including in & output interfaces	C2-8110	TVOne	IV
Camera Switcher, Empty Chassis	C3-310	TVOne	IV
Output module for C3-310	CM-DVIU-XSC-2OUT	TVOne	IV
Input module for C3-310	CM-HSDI-X-4IN	TVOne	IV
Projector Lamp for Vivitek 5180	5811116765-S	VIVITEK	IV
Projector Lamp for Vivitek 5190	5811118452-SVV	VIVITEK	IV
D5180HDNLW : VIVITEK Projector H7T 1080p OS 330W ST (Discontinued)	D5180HDNLW	VIVITEK	IV
D5190HD-WNL : VIVITEK Projector H7 .65 1080P OS 370 LX786-785VVUD (Discontinued)	D5190HD-WNL	VIVITEK	IV

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APPENDIX C. PACKAGING, HANDLING, STORAGE AND TRANSPORTATION (PHS&T)

REQ 96. Regarding PHS&T, the Contractor shall interact with the Purchaser through the e-mail addresses listed below. This includes delivery of Notices of Shipment, Packing lists, Warranty instructions, shipment instructions and Requests for Forms 302.

- a. carlo.aniballi@ncia.nato.int
- b. marek.rozynski@ncia.nato.int
- c. yannick.renders@ncia.nato.int

REQ 97. The Contractor shall be responsible for transportation of procured/ repaired/ 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.

REQ 98. The Purchaser will be responsible for shipment of faulty equipment to the Contractor's designated central receipt and dispatch location in a NATO nation but all costs related to the shipment are to be borne by the Contractor as per REQ 39.

REQ 99. 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.

REQ 100. The Contractor shall use packaging materials that are reusable by the Purchaser for sending failed items of the same type.

REQ 101. The packages, pallets and/or containers in which equipment are shipped to the Purchaser, in addition to normal mercantile marking, shall show on a separate nameplate the designation:

"NDW Equipment"

<<VTC MAINTENANCE SUPPORTContract number>>

"Building"

"Street"

"Place"

"Country"

REQ 102. Packing lists shall accompany each shipment. Each packing list shall include:

- a) the designation "NDWC Equipment";
- b) the Purchaser's VTC MAINTENANCE SUPPORT Contract number;
- c) names and addresses of the Contractor and the Purchaser;
- d) names and addresses of the Carrier, Consignor and Consignee (if applicable and different from Contractor or Purchaser);
- e) Accounting code (to be provided by the Purchaser);
- f) PoC details and address of final destination (to be provided by the Purchaser);
- g) for each item shipped: nomenclature; part number and serial number;
- h) for each box, pallet and container: box/pallet/container identification number and number of boxes/pallets/containers; weight; dimensions.

REQ 103. Two copies of the packing lists shall be fastened in a weather-proof, sealed envelope on the outside of each box, palette and/ or container, and one packing list shall be put inside each container/box.

REQ 104. The Contractor shall provide the Purchaser with a Notice of Shipment in advance of each shipment to the Purchaser. 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.

REQ 105. In the case of hazardous substances, such as Li-ion batteries, and goods requiring export licenses the Contractor shall ensure that all required forms and certificates are provided and that all procedures for such goods are followed.

[2] 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.

REQ 106. 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.

REQ 107. 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 (3) 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.

REQ 108. If a country refuses to accept the Form 302 and requires the payment of customs duties, the Contractor shall pay these customs duties and the Purchaser will reimburse the Contractor at actual cost against presentation of pertinent supporting documents. Should such an event occur, the Contractor shall immediately inform the Purchaser by the fastest means available and before paying, obtain from the Customs Officer a written statement establishing that his Country refuses to accept the Form 302.

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APPENDIX D. MINIMUM REQUIREMENTS AND QUALIFICATIONS FOR CONTRACTOR PERSONNEL SUPPORT

REQ 109. Remote Technical Support Engineering Team qualifications

- Poly Solutions Expert (POLY-XPT)
- Poly Video Specialist (VIDEO-SPC)
- Poly RealPresence Immersive Services Specialization
- Poly RealPresence Clariti expertise
- Poly Clariti expertise
- broad practical experience in the implementation, troubleshooting, testing and maintenance of Poly VTC solutions (these solutions include RPRM, DMA-Core, DMA-Edge, RMX platforms, Media Suite, ContentConnect, Immersive Telepresence, Group series, Poly Studio X, G7500);
- good knowledge on Crestron A/V solutions
- good knowledge of BARCO OpsSpace solutions
- good practical experience in the implementation, troubleshooting, testing and maintenance of Cisco VTC solutions (these solutions include CUCM, CUBE, VCS-Core, VCS-Expressway, CMS, Webex and Webex Room kit solutions);
- spoken and written English (3333, as defined in STANAG 6001).

REQ 110. Account Manager qualifications

- Bachelor's degree in sales, communications, or related field.
- 5-year experience in Collaboration services, such as videoconferencing, Unified Communications or related.
- Understanding specific customer needs, such as prioritizing hardware replacements or engineering support in case of crisis
- spoken and written English (3333, as defined in STANAG 6001).

REQ 111. Resident Technical support Engineer qualifications

- Shall be a Poly Tier 4 engineer
- Excellent practical experience in the implementation, troubleshooting, testing and maintenance of Poly VTC solutions (these solutions include RPRM, DMA-

Core, DMA-Edge, RMX platforms, Media Suite, ContentConnect, Immersive Telepresence, Group series, Poly Studio X, G7500);

- Administrator access to all VTC core infrastructure system logs and core dump files, he shall be able to analyse the data in these logs and files.
- spoken and written English (3333, as defined in STANAG 6001).
- NATO SECRET clearance is required

REQ 112. Ad-hoc on-site technical support Engineer(s)

- Poly Solutions Expert (POLY-XPT)
- Poly Video Specialist (VIDEO-SPC)
- Poly RealPresence Immersive Services Specialization
- Poly RealPresence Clariti
- CCNP Enterprise certification
- Crestron Certified Programmer
- good practical experience with BARCO OpsSpace solutions
- broad practical experience in the implementation, troubleshooting, testing and maintenance of Poly VTC solutions (these solutions include RPRM, DMA-Core, DMA-Edge, RMX platforms, Media Suite, ContentConnect, Immersive Telepresence, Group series, Poly Studio X, G7500);
- broad practical experience in the design, development, implementation, troubleshooting, testing and maintenance of A/V solutions;
- broad experience in programming Crestron CP3/4 to control and automate devices, such as Polycom Group, G7500, projectors, monitors, touch panels, video and audio equipment;
- spoken and written English (3333, as defined in STANAG 6001).
- NATO SECRET clearance is required

REQ 113. Long-term on-site VTC/Network Engineer

Job title	VTC/Network Engineer
Duties and role	<ul style="list-style-type: none"> • Provide 2nd and 3rd level incident support for static and deployable VTC infrastructure through ITSM ticketing system • Work on Change management and work order requests • Be prepared to work outside of business hours if required • Ensure that routine maintenance is performed on VTC elements

	<ul style="list-style-type: none"> • Coordinates and performs VTC infrastructures configuration, numbering plans and maintenance activities for all NATO exercises and missions • Investigate and propose long-term solutions to encountered equipment and configuration problems. • Travel may be required
<p>Skills required/Particular education</p>	<p>Essential Skills:</p> <ul style="list-style-type: none"> - Thorough understanding of OSI 7 layer model. - Very good TCP/UDP IP Troubleshooting experience - Hand on experience in troubleshooting Layer 2/3 switching and routing. - Experience of IP telephony & video troubleshooting. - Must have network support experience, such as: LAN, WAN, TCP/IP. Cisco, Routers, Switches, DHCP, network fault finding etc. - 3rd line support level including, deployment, administration and troubleshooting. - Basic knowledge on Microsoft technologies (incl. AD, Windows Server, DNS etc.). - Have the ability to tackle complex problems and incidents. - Experience in ITIL ICT service delivery on critical infrastructure. - Experience of ITIL best practice framework. - Tracking SLA expiry times and resolving incidents within SLA deadlines. - Good knowledge about PKI - Good knowledge of VMWare virtualized infrastructure environments including vSphere, vCenter and vMotion software. - spoken and written English (3333, as defined in STANAG 6001). - Experience in documentation of solutions, maintaining user / administration guides and step-by-step instructions. - Practical experience in the use of modern concepts and accepted industry standards for configuration management, quality assurance and testing - Demonstrable ability to work on own and guide others when needed. - Excellent communications skills, organisational skills and independent and autonomous working. <p>Desirable Skills:</p> <ul style="list-style-type: none"> - Basic knowledge on Poly and/or Cisco video infrastructure - Familiar with a multi-national work environment - Good knowledge on common monitoring solutions, e.g. nGeniusOne, CA Spectrum

	<p>Expected practical expertise:</p> <ul style="list-style-type: none"> - worked in a network operation center or service desk function with customers and user contact - worked in network environment areas with Video and Voice infrastructure
Qualifications	<ul style="list-style-type: none"> - CCNP Enterprise (aka Cisco CCNP Routing / Switching)
Desirable qualifications	<ul style="list-style-type: none"> - Cisco CCNP Datacentre - Cisco CCNP Design - VMware: Hyperconverged Infrastructure
Required Security Clearance	<ul style="list-style-type: none"> - COSMIC TOP SECRET

REQ 114. Long-term on-site Audio/Video Engineer

Job title	Audio/Video Engineer
Duties and role	<ul style="list-style-type: none"> • Design A/V solutions for VTC conference rooms on request • Installation and replacement of A/V devices, such as video switches, video matrixes, control units, audio units and peripherals. • Configuration/programming of A/V devices, such as Crestron CP4, AMX NI and NX series control processors. • Layout design and programming of Crestron and AMX Touch Panels. • Faultfinding and troubleshooting of complex A/V installations. • Good understanding of VTC room endpoint systems, such as Polycom G- series, X-series, Group series. • Excellent knowledge of third-party API module integration • Customized programming of API modules • Proposes long term solutions to achieve corrections / system modernization to the A/V room systems. • Travel may be required • Very good English (oral and written)
Skills required/Particular education	<ul style="list-style-type: none"> - Sound knowledge of communications protocols used in Audio/Video and experience using diagnostic test equipment; sniffers, packet analyzers, A/V management devices. - Experience in Configuration Management, Change Management and Incident Management processes in an ITIL organization. - Extensive technical experience in a broad range of A/V systems

	<ul style="list-style-type: none"> - spoken and written English (3333, as defined in STANAG 6001). - Extensive experience in programming A/V systems. - Quality Assurance testing and reporting of VTC software and hardware products. - Ability to approach complex A/V outages and degradations. Identify faults and propose / implement corrective actions - High level of competency in design of A/V solutions, specifically for a VTC Conference room environment.
Qualifications	- Crestron Master Certified Programmer (MCP)
Desirable qualifications	<ul style="list-style-type: none"> - InfoComm CTS certification - AMX Certified Programmer - Biamp Certified Programmer
Required Security Clearance	- COSMIC TOP SECRET

