



NCIA/ACQ/2023/07236
28 August 2023

To : See Distribution List

Subject : **BOA PLUS INVITATION FOR BID – IFB-CO-115759-DAMS-WCM
AMENDMENT 4**

**Provision of DIGITAL ASSET AND WEB CONTENT MANAGEMENT
SYSTEM (DAMS-WCM)**

Responses to Clarification Requests – Release #4

Extension of the Bid Closing Date

Reference(s) : A. BC-D(2018)0004-FINAL BC Budget Procurement Guidance dated 16 January 2018
B. NCIA/ACQ/2023/06936 - NOI-IFB-CO-115759-DAMS-WCM dated 02 June 2023
C. NCI Agency Invitation for Bids (IFB), NCIA/ACQ/2023/07137 dated 20 July 2023
D. IFB-CO-115759-DAMS-WCM Amd 1 – Clarification Request Release 1 dated 27 July 2023
E. IFB-CO-115759-DAMS-WCM Amd 2 – Clarification Request Release 2 dated 11 Aug 2023
F. IFB-CO--115759-DAMS-WCM Amd 3 – Clarification Request Release 3 dated 17 Aug 2023

Dear Sir/Madam,

1. The purpose of this Amendment 4 to IFB-CO-115759-DAMS-WCM is to provide all Prospective Bidders with the responses to the additional questions received from potential bidders and to extend the Bidding period until 11 September 2023.
2. The NCI Agency has received a formal request for Extension of the bid closing date in accordance with Paragraph 2.5 of the Book I – Bidding Instructions of the IFB.
3. In response to the above request, the NCI Agency is hereby granting additional 7 calendar days counting from the previous Bid Closing Date as indicated in the IFB Bidding Instructions.

4. Therefore, the Bid Closing Date and Time as indicated in the Bidding Instructions Paragraph 2.3.1 Bid Delivery and Bid Closing Date to this IFB has been amended to read 14:00 Hours (Brussels Local Time) on Monday 11 September 2023.
5. As a result of above the following documents have been revised:
 - a. Book I – IFB-CO-115759-DAMS-WCM – Bidding Instructions:
 - i. Paragraph 1.5.2 has been amended
 - ii. Paragraph 1.5.3 has been amended
 - iii. Paragraph 2.3.1 has been amended
 - iv. Paragraph 2.13.1 (ii) has been deleted
 - v. Table 3.7.1.1: Annex A.16 has been added
 - vi. Paragraph 4.5.2.4.1 has been amended
 - b. Book I – IFB-CO-115759-DAMS-WCM – Administrative Certificates
 - i. Certificate A-16 has been added
 - c. Additional documentation (the Bidders are not allowed to distribute further or to publish on internet these documents):
 - i. AAITP-08
 - ii. AC/322-D/0048-REV3 (INV)
 - iii. AC/322-D/0030-REV6
 - iv. Security Guidance Letter
6. By virtue of this Amendment 4, above documents replace and supersede previous versions issued in the context of IFB-CO-115759-DAMS-WCM.
7. The reference for this IFB is IFB-CO-115759-DAMS-WCM. All correspondence related to this IFB shall reference this number.
8. The Contracting Officer responsible for this solicitation is Mrs. Lise Vieux-Rochat, all correspondence regarding this IFB should solely be addressed to IFBCO115759DAMSWCM@ncia.nato.int.
9. Except, provided herein, all other terms and conditions of the IFB documents remain unchanged.

FOR THE CHIEF OF ACQUISITION:

Lise Vieux-Rochat
Contracting Officer

Attachment(s):

- A. Annex A - Responses to Clarification Requests received for IFB-CO-115759-DAMS-WCM.
- B. Book I – IFB-CO-115759-DAMS-WCM Amdt 4 Bidding Instructions
- C. Book I – IFB-CO-115759-DAMS-WCM Amdt 4 Administrative Certificates
- D. AAITP-08
- E. AC/322-D/0048-REV3 (INV)
- F. AC/322-D/0030-REV6
- G. Security Guidance Letter



ANNEX A

Responses to Clarification Requests release 4 - received for IFB-CO-15759-DAMS-WCM.

CR#	IFB source document	IFB paragraph reference	Type	Question	Answer	IFB Amendment required	Amdt#
CR# 60	Book II, Part IV, Statement of Work (SOW)	Para 4.4.10. A.1.1.3	Technical: Data Migration	<p>RFP contains a requirement for data migration.</p> <p>1. Please provide the description of currently owned data infrastructure and architecture in relation to the data that should be migrated. This is required in order to properly asses the said data migration.</p> <p>2. What is the exact scope of data sanitization that should be performed?</p>	<p>1. The characteristics of the data to be transferred are as follows:</p> <ul style="list-style-type: none"> - Different (common) file types - Files up to 100GB in size - The data of DAMS is stored in a SQL database containing the metadata and the proxy/preview quality thumbnails, and references to the high resolution video and photo files which are stored as separate files. <p>2. The data sanitation shall be limited to ensuring that the data from the WCM and DAMS system shall be transferred to the new Solution without losing context or metadata (e.g. the data needs to fit the new system). This also means that there should be no double entries or loss of data.</p>	No	4

CR# 61	Book I - Bidding Instrucio ns:	4.5.2.4 Solution Demo	Technical: Demo Scenario	In section 4.5.2.4 of RFP a Solution Demo is required according to the scenario described in Annex E of Book II, Part IV, Statement of Work (SOW). However, the said annex contains list of acronyms, not a scenario of solution demo. Is there annex missing, or should we assume that this is a mistake and that the demo scenario is actually described in Annex D (Use Case) of Book II, Part IV, Statement of Work (SOW)?	Correct, the use-case is described in Annex D - Bidding Instructions have been amended	Yes	4
CR# 62	Book II, Part IV, Statement of Work (SOW)	A.1.6.5	Technical: Content Retirement	What is the exact meaning of 'retire content' in terms of content management? Should the content be archived, if so, what kind of archive is needed?	Content is retired when the user no longer wants to display this to the end-users. At this time the content should receive a status of "retired" so that it is only visible internal to the Solution. It must also be possible to delete/destroy content completely so that it is no longer retrievable.	No	4
CR# 63	Book II, Part IV, Statement of Work (SOW):	A.1.8.1. WYSIWYG Editor	Technical: Source Code Editor	RFP requires WYSIWYG Editor on a page to have 'Code / Source view & editor', 'CSS styles' and 'JavaScript' options. Can this requirement be implemented as a unified editor for any source code, instead of separate editors for 'CSS Styles' and 'JavaScript'?	Yes, a single interface that provides users (based on their role) the option to manipulate the content, CSS, and JS of a page is acceptable. (Context: it should be clear that the majority of the content contributors will be able to select the CSS-styles in the editor but	No	4

					should not be able to modify the CSS (so the look and feel remains the same).		
CR# 64	Book II, Part IV, Statement of Work (SOW):	- A.1.8.1. - A.1.12.10. - Annex C:	Technical: HTML Forms	Does Annex C contain all the technical requirements for the forms? If not, please specify the missing requirements.	All expected functionality of the modern HTML5 web forms are expected. Including, but not limited to: - Input masks. - Input validation - Form security - reCAPTCHA - Response/thank you re-directs	No	4
CR# 65	Book II, Part IV, Statement of Work (SOW):	A.1.8.4.	Technical: Bulk Content Management	The bidder considers providing the solution that has WCM content organized in a tree like this: - company -- Management Board -- History - special offers -- for new users -- for current users Should the bulk management of content work across various content tree structures or it is	The exact structuring of the content will be determined in the initial phase of the project. But as a principle, bulk management could apply to all content within the same "branch" of the tree structure, but it should be possible to also perform bulk management across multiple "branches" based on other parameters (user of content).	No	4

				sufficient that it works only within a given level of a content tree structure			
CR# 66	Book II, Part IV, Statement of Work (SOW):	A.1.8.4.	Technical: Content Assignment	<p>What does 'Assign content to a user' mean? Can we assume this is assigning a given content to a user who needs to perform a specific action on it (for example approve for publication) or does it mean the user is owner of that content and only he/she can manage it?</p>	<p>Assign content to a user means that this individual needs to perform a task (e.g. update, input, review).</p> <p>However, each piece of content can also have an owner that is responsible for the content and has the final say in publication and de-publication. The exact roles and CRUD actions allowed by each role shall be identified in the first phase of the project.</p> <p>An additional use case for consideration is a notification to the owner if content has not been upgraded after a set amount of time. The owners should then be forced to review the content to ensure relevancy at the risk of de-publication.</p>	No	4

CR# 67	Book II, Part IV, Statement of Work (SOW):	A.1.8.4.	Technical: Viewports	What does 'Viewport/device configurable' mean in terms of bulk content management?	In this context - the extend to which a piece of content is suitable/tailored for a specific viewport should be bulk- configurable. As an example: there might be 50 pictures that are suitable for desktop dimensions but not on a mobile screen. The User should be able to mass-apply this viewport metadata.	No	4
CR# 68	Book II, Part IV, Statement of Work (SOW):	A.1.8.8.	Technical: Advanced Publishing	Is publishing and de-publishing of content by a given date/hour considered 'advanced', hence completely fulfills the requirement described in A.1.8.8 of RFP?	Yes, the ability to set a date/time for publishing and de-publishing will meet this requirement.	No	4

<p>CR# 69</p>	<p>Book II, Part IV, Statement of Work (SOW):</p>	<p>- A.1.10.2 - A.1.11.9 - A.1.12.9 - Annex C</p>	<p>Technical: Emailing</p>	<p>Can you describe in more detail the use case for the mass emailing functionality? Like users-journey and options that should be available for a user</p>	<p>External users visiting the NATO website could decide to subscribe via the web interface (nato.int) to receive one or more newsletters, or could be encouraged to do so in a pop-up presented after spending a certain amount of time on the website. Professional broadcasters would have to subscribe to enable the downloading of high-res video and would then be notified via e-mail whenever a new video is being published.</p>	<p>No</p>	<p>4</p>
<p>CR# 70</p>	<p>SOW</p>	<p>Page 32 – 5.3 organization – NATO Roles It is planned to have 100 Users for the Solution. During this phase, the User will have the</p>	<p>Technical: Users</p>	<p>How many Users will effectively work in the CMS? How many Users will effectively work in the DAM?</p>	<p>The expectation is that both of the DAMS and WCM systems will be combined into one solution. From the expected initial 100 uses, it is expected that at least 50% will focus more on the CMS part of the Solution.</p>	<p>No</p>	<p>4</p>

CR# 71		Book II, Part IV, Statement of Work (SOW): ANNEX B (SLA), B.1.	Technical: Slow & Fast Storage	What is the definition and expectations of slow accessible storage and fast accessible storage?	Slow accessible shall be available within minutes Fast accessible shall be available within milliseconds	No	4
CR# 72	Book II, Part IV, Statement of Work (SOW):	4.4.12.2, 5.10, A.1.8.4, ANNEX B (SLA) SLA 15	Technical: Content Statuses	What is the definition of content statuses and their purpose?	The status of content is user to determine in what "state" the content is in. The exact states of the content shall be identified in the initial phase of the project but a few examples could be: - Ready for owner review - meaning that the piece of content is ready to be reviewed by the content owner - Archived - meaning that content is no longer visible on the website. - Published - meaning that the content is visible on the website and can be consumed by the end-users.	No	4
CR# 73	Book II, Part IV, Statement of Work (SOW):	ANNEX B (SLA), B.1. Current System Metrics B.1. Current System Metrics	Technical: Pageviews for WCM	How the average monthly pageviews is calculated? Is peak monthly pageviews (20 MLN) included in the calculation of the average monthly pageviews or is not included?	The peak of 20 MLN page views has only happened twice in the history of the nato.int website. These are included in the calculation of the average monthly views.	No	4

CR# 74	Book II, Part IV, Statement of Work (SOW):	ANNEX B (SLA), B.1. Current System Metrics B.1. Current System Metrics	Technical: Pageviews for DAMS	What are the parameters (average monthly pageviews, peak monthly pageviews) for the natomultimedia.tv website?	The number of visitors of natomultimedia.tv is roughly 1% of the users of the nato.int website.	No	4
CR# 75	Book II, Part IV, Statement of Work (SOW):	A.1.15 Digital Asset Management	Technical: Pageviews for DAMS	How many authenticated end users will download assets on natomultimedia.tv ? How will this metric evolve in the future?	Most authenticated users register themselves with the purpose of downloading from the nanatomultimedia.tv website. There are about 10K authenticated users. This is expected to grow 10% per year.	No	4
CR# 76	Book II, Part IV, Statement of Work (SOW):	A.1.10.1	Technical: Content Blocks	What is the definition of a content block?	A content block can be defined as a piece of content within a component that make up the site (as per figure 8 of the SOW). For example: a hyperlink, picture, video, long text with title, can all be component blocks.	No	4
CR# 77	Book II, Part IV, Statement of Work (SOW):	A.1.2 Static Archive Website	Technical: SAW	What solution is currently used for the WCM and DAMS? Can the current solution be used and adjusted by the bidder to serve SAW?	The current solution is a customized (proprietary) solution provided by a 3rd party vendor. Exports of this system are possible, but re-use of this system in its current configuration is not desired.	No	4
CR# 78	Book II, Part IV, Statement	A.1.12.6, A.1.13	Technical: SIEM Integration	What SIEM is used by NATO that is planned to be integrated with the Solution?	SPLUNK is the NATO SIEM	No	4

	of Work (SOW):						
CR# 79		n/a	Technical: Identity Management	<p>The Solution by its nature will make use of identity management (users, groups etc.).</p> <p>Is the Solution to be integrated with one of the existing NATO IDPs? If yes, please provide the details of that IDP. If no, should the bidder provide implementation of IDP?</p>	<p>The solution is not expected to be integrated with the NATO IDP. The IAM is expected to be provided by the solution and configured according to the details that will be identified in the first stage of the project.</p>	No	4
CR# 80	Book II, Part IV, Statement of Work (SOW):	Section 2	Technical: Applicable Documents	<p>Please share the following documents:</p> <ol style="list-style-type: none"> 1. [STANAG 4281, Ed.3] 2. [AC/322-D/0048-REV3 (INV)] 3. [AC/322-D/0030-REV6] 4. [NCIA AD 06.03.04, 2015] 	<p>Doc 1, 2 and 3 are attached to this IFB Amdt 4, please note that STANAG 4281 is captured within AAITP-08. The Bidders are not allowed to distribute further or to publish on internet these documents. Doc 4 will be shared at contract award.</p>	No	4
CR# 81	Book II - Part IV - Statement of Work	3.3.1	3.3.1	<p>Based on Phase One, our understanding is that Purchaser wants to go live November '24. Can you confirm (or give the right expected date of Go-Live)? Go-Live = public website on the internet.</p> <p>This to ensure a license growth path and associated costs during implementation phase.</p>	<p>Confirm, go-live of the Solution is planned for Nov 24 at which point end-users will be able to access the website based on the new Solution.</p>	No	4

CR# 82	Book II - Part IV - Statement of Work	5.3	5.3	It is expected that around 100 people will work in the solution. From our understanding is that around 25 people will work on the DAM and around 75 people in the CMS. Can you confirm this to ensure a predictable license investment?	The exact split between DAM and CMS is hard to make (as it depends on the solution). It is expected that there will be 100 active users on the Solution (not concurrent). On top of these 100 users, there will be an estimated 50 external users that also require access to the Solution (translators etc.)	No	4
CR# 83	Book II - Part IV - Statement of Work	5.3	5.3	It is expected to have 10 000 authenticated end-users, our understanding that it is more than 3 times the current amount of authenticated end-users. Do you need 10 000 authenticated end-users from year 1 (3.3.1 Phase one)? Can we start with 3000 authenticated users in year 1 (3.3.1. Phase one)? This to ensure a license growth path during implementation.	Before the new Solution goes live (planned NOV 2024) it is not expected that there will be any end-users on the new Solution. After that, all 10.000 should be provided for.	No	4
CR# 84	Book II - Part IV - Statement of Work	5.3	5.3	Third party users It is planned to have up to 100 users. What is the expectation on the distribution of translators and external content distributors? Our understanding is that a translator has impact on the CMS users, where a content	It is expected that there will be 100 active users on the Solution (not concurrent). On top of these 100 users, there will be an estimated 50 external users that also require access to the Solution (translators etc.)	No	4

				distributor has impact on the amount of DAM users.			
CR# 85	Book II - Part IV - Statement of Work	A.1.12.6	A.1.12.6	to ensure compatibility, can the Purchaser specify which SIEM tool the purchaser currently uses.	SPLUNK is the NATO SIEM	No	4
CR# 86	Book II - Part IV - Statement of Work	A.1.10.1	A.1.10.1	What is considered a "content block"?	A content block can be defined as a piece of content within a component that make up the site (as per figure 8 of the SOW). For example: a hyperlink, picture, video, long text with title, can all be component blocks.	No	4
CR# 87	Book II - Part IV - Statement of Work	A.1.11.9	A.1.11.9	what e-mail responses does this requirement cover? How would these get tagged?	This requirement covers all the responses Users receive from end-users. These can be responses to mass e-mails, inquiries, criticism, etc.). During the implementation, the intention is to re-create the current use-case at https://www.nato.int/cps/en/natohq/198183.htm	No	4
CR# 88	Book II - Part IV - Statement of Work	A.1.12.10	A.1.12.10	Where should the data captured in this form be stored? An external tool like for example a CRM? Or the CMS?	The data captured in the forms should be retrievable by the user. The Purchaser has no preference on where it is stored as long as it is easily accessible when the information is needed. Most of the	No	4

					from information will be related to email and notification, which will have to be configured with the user in the first stage of the project.		
CR# 89	Book II - Part IV - Statement of Work	A.1.14.2	A.1.14.2	if our solution and proposed SaaS provides this as inherent part of our standard SAAS solution, but allows to set up the Purchaser-Provisioned CDN (Cloudflare) in front without conflicts, is this considered compliant?	The Purchaser's aim is to have a single CDN and cloud-based boundary protection service provider. If the bidder is able to make the segregation of responsibilities clear in the technical proposal and ensures that the test plan includes verifications that there are no conflicts between the two CDNs, this is considered compliant.	No	4
CR# 90	Book II - Part IV - Statement of Work	A.1.2	A.1.2	please confirm this set-up is desired: - a static (non maintained) website in the CMS that contains all the content of the current nato.int website - a new website in the CMS with - in large parts - the content from the nato.int website	The Purchases does not have a preference for the technical setup[of the SAW. The intent is to provide the end-user with ability to reference content from the current websites for historic reference. Only on very rare occasions will this content require changing.	No	4
CR# 91	Book II - Part IV - Statement of Work	B.1	B.1	Average monthly pageviews 2.7 MLN on the nato.int website Peak monthly pageviews 20 MLN on the nato.int website What are the parameters (average monthly pageviews,	natomultimedia.tv has the following available usage statistics: 82K users viewing 246K pages in 130K user sessions between Aug 22 and Jul 23	No	4

				peak monthly pageviews) for the natomultimedia.tv website?	The usage of is roughly 1% of the nato.int website.		
CR# 92	Book II - Part IV - Statement of Work	B.1	B.1	Average monthly pageviews 2.7 MLN on the nato.int website Peak monthly pageviews 20 MLN on the nato.int website Is the Average monthly pageviews (2.7 MLN) calculated including the peak monthly pageviews (20 MLN)?	The peak of 20 MLN page views has only happened twice in the history of the nato.int website. These are included in the calculation of the average monthly views.	No	4
CR# 93	Book II - Part IV - Statement of Work	Annex B SLA	Annex B SLA	SLA 15 5 working days for the following service requests: content statuses Can Purchaser specify what is meant and understood by "content statuses"?	The status of content is user to determine in what "state" the content is in. The exact states of the content shall be identified in the initial phase of the project but a few examples could be: - Ready for owner review - meaning that the piece of content is ready to be reviewed by the content owner - Archived - meaning that content is no longer visible on the website. - Published - meaning that the content is visible on the website and can be consumed by the end-users. In the context of the SLA, this	No	4

					means an update to the types of statuses that a piece of content can have.		
CR# 94	BOOK II - PART IV STATEMENT OF WORK (SOW)	5.5.1.	Technical	<p>Monthly Stress Test. It is not clear whether the Stress Test shall be organized and executed by the Contractor or by an independent third-party. In case that they shall be executed by a third-party, is that an internal team in NATO or do we have to consider another provider and add this information to the bid?</p>	The stress-test shall be organized by an independent 3rd party provider.	No	4
CR# 95	BOOK II - PART IV STATEMENT OF WORK (SOW)	A.1.2.2.	Technical	<p>Static Archive Website (SAW). Does this mean that we shall implement a search functionality for the Static version? In this case, do we have to develop the Basic Search from the header or also the rest of the search functionalities? (Advance Search, News, Events, Press Releases...)</p>	The search functionality in the SAW can be limited to basic search. The intention of the SAW is to provide end-users with the ability to find older contact in case it is needed for historical reference. Emphasis should be placed on the new content that will be provided by the Solution.	No	4

CR# 96	BOOK II - PART IV STATEM ENT OF WORK (SOW)	4.4.9	Usability	Training Plan (TP). Is it necessary to train end-users? If so, what type of end-users of the ones described in section 5.3?	The training of end-users (e.g. visitors of the website) will not be required.	No	4
CR# 97	Book I- Bidding Instructio ns	2.13.1	GENERAL BIDDING INFORMAT ION	Guarantee Letter: According to document "IFB-CO-115759-DAMS-WCM AMD 1_Book I_Bidding instructions", article Bid Guarantee 2.13/2.13.1/ii, tenders are expected to send the original Guarantee letter to a specific postal address. However, the relevant article contains a clerical error which prohibits tenderers from reading the actual postal address (Error! Reference source not found..). Please provide the appropriate postal address.	The Bid Guarantee shall be submitted by E-mail. Paragraph 2.13.1 (ii) is deleted	Yes	4
CR# 98	01_IFB- CO- 115759- DAMS- WCM.pdf, Book I – Best Value Book I – Bidding Instructio ns	3.5.3	Technical	It is required that Bidders respond to all of the technical requirements contained in the IFB Statement of Work (including all annexes) and all the Bidding Instructions. Therefore we understand that we are required to prepare a separate document as a part of this bid. This document will include all items in BOOK II - PART IV STATEMENT OF	The bidders are expected to include these items the Requirements Tractability Matrix, System Design Specification, and Service Delivery Plan as per 3.7.1.2. of the SOW.	No	4

				<p>WORK (SOW), BOOK I BIDDING INSTRUCTIONS and our affirmations and explanations to each item. But there is not such a document in 3.7 Bidder's Checklist. Are we required to prepare this document or not? Could you please provide an explanation to clarify this situation?</p>		
CR# 99	<p>01_IFB-CO-115759-DAMS-WCM.pdf, In Part IV, Page IV-19 of 81</p>	4.1.3	Technical	<p>It is stated that any system requirements that are not covered by the products mentioned in Table 1 shall be provided by Commercial of the Shelf (COTS) solutions. Could you please guide us through needs of any possible COTS product types other than WCM products, if there is any?</p>	<p>The Bidder is free to propose any COTS product that meets the quality and security standards mentioned in the SOW. As an example, if the CMS system selected by the Bidder does not provide mass email functionality, the bidder is free to propose an integration with a 3rd party COTS solution. The aim of the Purchaser is to have the least amount of customization possible for the Solution.</p>	4
CR# 100	<p>01_IFB-CO-115759-DAMS-WCM.pdf, In Part IV, Page IV-19 of 81</p>	4.1.1.2	Technical	<p>It is required that the solution is going to be based on public-cloud services. From the public cloud service point of view, there are two options. First, the most of the CMS vendors can provide their CMS as PaaS on their own cloud services without need of any other cloud service provider like AWS. The other option, the</p>	<p>The Purchaser has no preference regarding the underlying hosting environment of the CMS as long as the functionality but also the security and auditing requirements mentioned in the SOW are met.</p>	4

				CMS vendors can provide their CMS as PaaS on third party cloud services like AWS. At this point we want to learn that which option is more eligible, preferable for the purchaser?			
CR# 101	General	-	Technical / Hardware	<p>Within the scope of CMS, huge contents (video, document, etc.) of different sizes will be uploaded to the servers which will create a lot of storage need.</p> <p>We were not able to find any hardware requirements in the documents.</p> <p>Therefore we kindly request a clarification if this equipment and capacity needs will be met by the Purchaser or by the Contractor?</p>	The intent of the Purchaser is to have a full SAAS solution and minimize (or even remove) the on-premises footprint. Data storage shall be a responsibility of the Bidder as per the storage requirements in the SOW and referenced (security) documentation.	No	4
CR# 102	01_IFB-CO-115759-DAMS-WCM Amdt 2	1.1.4.	Technical	<p>In a 2020 design study and market survey, the Purchaser examined possible WCM Candidates (six products that will be provisioned as part of the Solution) which resulted in the reference Table 1 Short-list of WCM Products.</p> <p>We kindly request Purchaser to share the results of this study regarding six products</p>	The result of the study shall not be shared during the bidding phase. After Contract Award, the winning bidder can receive the results of the study.	No	4

				that will be provisioned as part of the Solution.			
CR# 103				Could you please clarify security clearance requirement?	The proposed technical personnel will be required to possess a valid Request for Visit (RFV) or Certificate of Security Obligation (CSO) as per the attached "NCIA Official letter for Guidance on RFV and CSO procedures" under section 4 (NATO NU/NR Contracts With No Physical Access to NATO sites). Paragraph 1.5.2 of the Bidding Instructions has been modified	Yes	4
CR# 104	General/Special Terms & Conditions ; Art 29.1 Special Provisions	Admin-contractual	Admin/Contractual	"Referring to the answer provided for CR51: for the sake of clarity, will NATO confirm the understanding that direct damages are deemed uncapped, and indirect damages (to be defined following NATO NCIA's standard definition, ie consequential, special, indirect, incidental, punitive or exemplary loss, damage or expense arising under or in connection with the contract,	Yes this is correct.	No	4

				but not limited to any losses incurred as a result of loss of use, contracts, data, goodwill, revenues or profits (whether or not deemed to constitute direct claims) are therefore excluded (except to the extent it is finally determined to have resulted primarily from bad faith or intentional misconduct of the Contractor".		
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Distribution List for IFB-CO-115759-DAMS-WCM Amdt 4

Bidders List

NATO Delegations (Attn: Infrastructure Adviser)

Embassies in Brussels (Attn: Commercial Attaché)

NCI Agency – All NATEXs

NCI Agency Internal Distribution (not disclosed)