

NCIA/ACQ/2023/07258  
06 SEPT 2023

To: Distribution List

Subject: **IFB- CO-115893-MAIN Amendment 1: Responses to Clarification Requests -  
Release #1- Provision of Dell Hardware and Software Support and  
Maintenance**

References:

- A. AC/337-D(2016)0014 dated 16 March 2016
- B. BC-D(2018)0004-FINAL dated 29 January 2018
- C. BC-D(2019)0129-ADD2 (INV) dated 9 July 2019
- D. C-M(2002)49
- E. NCI Agency Notification of Intent (NOI), NCIA/ACQ/2023/07063 - dated 03 July 2023
- F. NCI Agency Invitation for Bids NCIA/ACQ/2023/07233 - dated 28 August 2023

Dear Sir/Madam,

1. In accordance with paragraph 2.7 of Book I – Bidding Instructions of the IFB – Clarification Requests, the purpose of this letter is to provide all Prospective Bidders with NCI Agency responses to Bidders' Clarification Requests (CR) received for IFB-CO-115893-MAIN.
2. As a result of the above the following documents have been revised:
  - a. Book II – IFB-CO-115893-MAIN – Statement of Work:
    - Annex B
    - REQ 35
3. By virtue of the Amendment 1, above document replaces and supersedes previous version issued in the context of the IFB-CO-115893-MAIN.
4. The Bid Closing Date and Time for Bid Delivery for this IFB remains unchanged at 12:00 HOURS (CEST) on Thursday, September 14th, 2023 as indicated in the Invitation for Bids.
5. Except, provided herein, all other terms and conditions of the IFB documents remain unchanged.

6. The NCI Agency point of contact for all information concerning this IFB is Mrs. Lise Vieux-Rochat, Senior Contracting Officer at the following e-mail address: [IFB-CO-115893-MAIN@ncia.nato.int](mailto:IFB-CO-115893-MAIN@ncia.nato.int).
7. The reference for the IFB is IFB- CO-115893-MAIN, and all correspondence concerning this IFB shall reference this number.

ON BEHALF OF CHIEF OF ACQUISITION:

Lise Vieux-Rochat  
Senior Contracting Officer

**Enclosure:**

Attachment A - Responses to Clarification Requests received for **IFB- CO-115893-MAIN**

**Distribution List:**

- Bidders List
- NATO Delegations (Attn: Infrastructure Adviser)
- Embassies in Brussels (Attn: Commercial Attaché)
- NCI Agency – All NATEXs
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## Annex A

### Responses to Clarification Requests received for IFB- CO-115893- MAIN

## Annex A - Responses to Clarification Requests received for IFB- CO-115893-MAIN, Release # 1

N.	Reference/Section / Pag.	Questions	IFB Amendment required (Yes/No)	NCIA responses	Amdt #
1	BOOK I - IFB-CO-115893-MAIN_Bidding Sheets	Can you please clarify how many on-site visits shall be provided for the base contract period?	No	The onsite interventions covered in the CLINs per country for the Base period is three (3) visits for each site.	1
2	BOOK I - IFB-CO-115893-MAIN_Bidding Sheets	Please provide the serial number list for the equipment in scope (listed in IFB-CO-115893-Dell-CLS SOW Annex A) so we are able to provide the respective DELL ProSupport Plus pricing.	No	The server/storage description in Annex A should provide sufficient information to determine DELL ProSupport Plus pricing. All items detailed in Annex A (Lots) are currently under DELL ProSupport Plus maintenance coverage, so there are no reinstatement costs involved. The contractor should use the assumption that no items have current warranty status, so that the offer is valid for the base period and subsequent terms. Any applicable discounts for items still under warranty will be calculated after contract award and the pricing adjusted accordingly.	1
3	PART II STATEMENT OF WORK REQ 51	As stated, Purchaser will interface through Dell call center/online support and then request will be channeled to the Contractor. Contractor call center will be a single and central point of contact. Clarify will there be a Purchasers request expected to be opened directly to Contractor call center or all the requirements in REQ51 are considering Dell call center/online support.	No	The requirements covered in REQ 51 refer to the service the Contractor provides via the Dell call center/online support.	1
4	PART II STATEMENT OF WORK Annex B – SLA: Key Performance Indicators, Targets for Support	Section "Service Support" states, the KPI target for Incident Resolution time 99.5%, and in the next sentence, that it is 95% and in sub-section Targets, it is also stated as 95%. Can you please clarify?	Yes	The correct KPI target for Incident resolution is 95%. SOW Annex B, Service Support section amended accordingly.	1
5	PART II STATEMENT OF WORK REQ 32	REQ 32 states that 14 on-site interventions should be planned, that could accumulate in the next year of up to maximum of 28 on-site days. Does that mean we should consider an on-site intervention to be 1 day long?	No	Yes an onsite intervention can be considered equal to 1 day.	1
6	PART II STATEMENT OF WORK	For planning and alignment purposes, can you clarify if the contract award date would be in calendar year 2023?	No	Yes the contract award date will be in calendar year 2023.	1
7	PART II STATEMENT OF WORK Section 3.5	Section 3.5 describes the requirements for On-Site training, and is marked as "Optional". Can you clarify what "Optional" means - is it "per request", or does it mean, that the provider may be waived from the obligation to provide that service?	No	A Request for Proposal to provide onsite training could be requested by the Purchaser during Contract Execution.	1
8	PART II STATEMENT OF WORK Section 3.6	Section 3.6 describes the requirements for Remote Technical Assistance. Can you clarify if the Contractor's personnel will have at least on-demand remote access to the Purchaser's systems, in order to provide these services?	No	The Contractor will not have on-demand remote access to the Purchaser's systems.	1
9	PART II STATEMENT OF WORK Annex B – SLA: Key Performance Indicators, Targets for Support	Section "On-site Incident Support" describes the SLA parameters of the on-site service. However Section 3.3 Hardware Maintenance suggests the HW replacements will be conducted by the Purchaser, and 3.4 On-Site support suggests on-site visits will be performed on a pre-defined schedule or per the Purchaser's request. Can you clarify what SLA and for what service is expected by the Contractor?	No	KPIs are detailed in Annex B.	1
10	PART II STATEMENT OF WORK	Section 2.3 states, that the Purchaser is responsible for HW Maintenance in the scope of this Contract, including failure identification/isolation and equipment replacement*, testing and activation, installation of patches and releases, configuration, security accreditation and activation. Section 3.3 REQ 22 states, The Contractor shall be required to replace faulty equipment under warranty, as well as the installation, testing and activation of new equipment at all of the locations under this support contract. Can you clarify whose responsibility is the on-site physical replacement of a faulty component-the purchaser or the contractor's ?	No	In simple incidents the Purchaser may replace the failed component (e.g. Failed HDD). In more complex situations (e.g. Mainboard failure) the Contractor may be required to replace the failed component,	1
11	PART II STATEMENT OF WORK REQ 22	REQ 22 states, The Contractor shall be required to replace faulty equipment under warranty, as well as the installation, testing and activation of new equipment at all of the locations under this support contract. Can you confirm, that "new equipment" only refers to equipment that replaces a faulty one, under warranty?	No	As stated, activation of new equipment at the locations covered in the contract should be included.	1
12	PART II STATEMENT OF WORK REQ 69	REQ 69 states, On-site response time for installation, replacement or technical support shall not exceed 24 hours from time of request. This seems to be in conflict with section 3.4 On-site technical support, where it is suggested, that on-site visits will be conducted "per request" and with a minimum of 2-days notice. Can you clarify?	Yes	REQ 35 amended to 1 working day.	1
13	PART II STATEMENT OF WORK REQ 51	REQ 51 suggests, the Contractor should establish a call center, and the requirements towards it. Considering the statement, that the Purchaser will use Dell Ticket system, can you clarify the role of that call center?	No	The contractor should maintain a call center to manage the overarching service provided in this contract.	1
14	PART II STATEMENT OF WORK APPENDIX C. QUALIFICATIONS FOR ON-SITE PERSONNEL REQ 87 - REQ 88	"Spoken and written English (3333, as defined in STANAG 6001)" - please clarify if it's necessary to provide any English certificate demonstrating the knowledge level of the specific expert.	No	No certificates are required.	1
15	PART II STATEMENT OF WORK APPENDIX C. QUALIFICATIONS FOR ON-SITE PERSONNEL REQ 87 - REQ 88	"Dell certified engineer qualification (in relevant discipline)"- Please clarify if it's expected the on-site personnel/ experts to be certified for the respective Dell technology product/service lines-i.e Server Services, Storage Services, Data Protection Services	No	Yes the engineer is expected to be certified for the relevant discipline of the intervention.	1
16	PART II STATEMENT OF WORK APPENDIX C. QUALIFICATIONS FOR ON-SITE PERSONNEL REQ 87	Personnel for software support- please confirm that the personnel for the software support will be engaged only with the respective equipment system software?	No	Yes	1
17	PART II STATEMENT OF WORK APPENDIX C. QUALIFICATIONS FOR ON-SITE PERSONNEL	Please clarify if it's necessary to provide CV of the proposed on-site personnel at this stage (as part of the technical proposal)	No	CVs of the proposed on-site personnel are not required at this stage. The Contractor must ensure on-site personnel meet all required criteria.	1
18	PART II STATEMENT OF WORK REQ 32	REQ 32 states 14 visits should be planned and part of the contract, without additional charges. Can you clarify if the number 14 is "per location", or for all 6 locations in the scope?	No	The 14 interventions cover all sites.	1