

**To:** All Prospective Bidders

**Subject:** Invitation For Bids (IFB) – IFB-CO-423204-CG3M – PROVISION OF “LARGE FORMAT PRINTERS FOR NATO CORE GEOGRAPHICAL INFORMATION SERVICE (GIS) INCR. 3” Amendment 5

**References:**

- A. AC/4-D/2261, IC-NSIP Procedures for International Competitive Bidding, dated 12 January 1996
- B. AC/4-D(2019)0004 (INV) IC, Procedures Governing the Use of Basic Ordering Agreements Concluded by the NCI Agency, dated 4 July 2019
- C. NCIA/ACQ/2023/07405 dated 13 November 2023
- D. NCIA/ACQ/2023/07483 dated 23 November 2023
- E. NCIA/ACQ/2023/07530 dated 17 January 2024
- F. NCIA/ACQ/2023/06518 dated 29 January 2024
- G. NCIA/ACQ/2024/06526 dated 31 January 2024
- H. NCIA/ACQ/2024/06551 dated 08 February 2024
- I. NCIA/ACQ/2024/06681 dated 21 February 2024

Dear Prospective Bidders,

1. The purpose of this Amendment 5 is to:
  - a. Publish Release 5 of IFB Bidders' questions and NCI Agency responses,
2. NCI Agency responses to Bidders' questions received by 13 March 2024 are hereby published with this IFB Amendment 5/ Responses to Clarification Requests, Release Number 5 as Attachment 1. Previous responses to Clarification Requests have been greyed out for your convenience.
3. Perspective 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.
4. Your Point of Contact for all information concerning this IFB is Emira Kapetanovic, NCI Agency Principal Contracting Assistant who may be reached at: [IFBCO423204CG3M@ncia.nato.int](mailto:IFBCO423204CG3M@ncia.nato.int).
5. Your interest and participation in the NCI Agency's acquisition projects is appreciated.



**FOR THE CHIEF OF ACQUISITION:**

//Original Signed//

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Emira Kapetanovic  
Principal Contracting Assistant  
NATO Communications and  
Information Agency (NCI Agency)

1) Attachment 1: Responses to Clarification Requests, Release Number 5



**DISTRIBUTION LIST - IFB-CO-423204-CG3M  
AMENDMENT 4**

**Potential Bidders**

**NATO Delegations:**

Albania	Greece	Poland
Belgium	Hungary	Portugal
Bulgaria	Iceland	Romania
Canada	Italy	Slovakia
Croatia	Latvia	Slovenia
Czech Republic	Lithuania	Spain
Denmark	Luxembourg	The Republic of Türkiye
Estonia	Montenegro	The United Kingdom
France	Netherlands	The United States
Finland	North Macedonia	
Germany	Norway	

**NATO HQ**

- NATO Office of Resources

**Strategic Commands**

- ACO Registry

**Principal Contracting Officer  
Project Manager  
CAB Mailbox  
All NATEXs**

Attachment 1: Responses to Clarification Requests, Release Number 5

CR#	IFB Ref.	Bidder's Question	NCI Agency Response
CR1		With lifting in mind, how do you need the floor to be, with wheels? As a pallet for forklifting? Normal with four handles for four people to lift? (very heavy).	As per paragraph SOW 2.4.2.9 minimum of 2 manual lifting handles on each side of the case With a raised base to enable use of forklift and/or hand palletiser underneath them. On request, the purchase could provide photos of the current cases for illustrative purposes.
CR2		What kind of foam do you expect to have?	Normal protective foam that comes as standard in Zarges transit cases
CR3		A minimum of 10cm of foam at all places will create a very large case.	Please see SOW paragraph 2.4.2.5, which state a minimum of 10 millimetres not centimetres as referred to in the question
CR4		Do you need the cases in a specific color?	No, normal plain silver metal as per the standard Zarges cases will be sufficient.
CR5		The closing date mentioned in the IFB Cover Letter appears as "February 14, 2024, Wednesday, 12:00 Central European Time (CET)." However, in the IFB-CO-423204-CG3M_Book I, Bidding Instructions document, the closing date specified for the electronic submission of bids is "February 13, 2023, 12:00 Central European Time (CET)"	The closing date and time for the electronic submission of bids in response to this IFB is 14 February 2024, 12:00 hours Central European Time (CET) and is herein referred to as the "Bid Closing Date".
CR6		The requested format of the cases and actual format of the printers do not match. Because of this Zarges has no standard case and would need to design a custom one, not only against significantly higher cost, but also requires 6 weeks to create the proposal. Let me know how you wish to proceed please.  Case req# A1 (A0) A0 1500# 1390# 1390 730# 760# 760 1260# 1080# 1240	The requirements is not referring to standard Zarges cases. If the offered plotters do not fit into standard ones custom ones need to be provided meeting the requirements as per the book II, Part IV Statement of Work section 2.4. The mentioned dimension for custom pallets in paragraph 2.4.2.1 in book II Part IV Statement of Work refer to the dimensions of the current available ones. Larger dimensions are acceptable if the offered plotters have larger dimensions. Please indicate the new dimensions in the bid if this is the case. Paragraph 2.4.2.1 in book II Part IV Statement of Work has been amended accordingly.
CR7		We have to move to an A0 for the requested A1 because of the requirement for PIN printing (requires HDD). If you have certain models in mind please share, or change the requirement, otherwise it will be as stated.	The Purchaser's technical screening of publicly available technical specifications of A1 plotters from different manufactures showed that the requirement can be met. Hence a replacement of the A1 plotters with A0 ones is currently not accepted. If the Bidder's technical evaluation shows otherwise please resubmit the CR with more detailed facts on what the assessment is based on.
CR8	2.3.1	You state that the closing date for the electronic submission of tenders is 14 February 2024. However, in order to be able to submit a serious offer, the matching models must first be identified from the manufacturer before submitting the offer and then test devices must be ordered. Extensive TEMPEST analysis measurements must then be made. This process takes about 6 weeks. We therefore ask you to extend the closing date for tenders by 6 weeks.	Please see Bidding Instructions paragraph 2.4. 1 which stipulates the following conditions: 2.4.1.1 <b>only through the delegation of the country of origin of the firm which has been invited to bid or by that country's embassy, and</b> 2.4.1.2 no later than seven (7) calendar days prior to the established Bid Closing Date. Bidders are advised to submit their request in sufficient time as to allow their respective NATO delegation or embassy to deliver the formal request to the Purchaser within this time limit.
CR9	Required Completion Date	It is not clear to us from the tender documents by <b>when the contract should have been concluded</b> . Only under 2.11 in book I is reference made to an expected contract award within the 6-month tender period. Are we therefore right in assuming that <b>the contract will be concluded by the end of 08/24 at the latest?</b>	Please see Revised IFB Bidding Sheets (IFB Amendment 3)
CR10	Required Completion Date	It is not clear from the tender documents by <b>when the hardware is to be delivered at the latest</b> . In the context of the NOI, 04/2024 was mentioned here at the latest. However, as the time frame has changed, we are assuming a later delivery date overall, especially as the corresponding hardware can only be ordered, modified and measured after the contract has been concluded. In addition, the Zarges boxes can only be ordered at that time. A related immediate availability of the hardware products is not yet taken into account. Are we therefore right in assuming that <b>at least 6 months are provided for the described delivery after conclusion of the contract?</b>	Please see Revised IFB Bidding Sheets (IFB Amendment 3)
CR11	14.4	Under 14.4 in book II you request that Contractor personnel employed under this contract who require access to locations such as sites and headquarters where classified information and information up to and including "NATO SECRET" is handled. For the required locations of the planned printer briefing (The Hague, NDL or Oeiras, PRT, can you advise whether a security clearance is specifically required?	For the conduct of the plotter briefing no clearance is required. The briefer shall have nationality of a NATO member nation.

CR12	Book II - Part IV Statement of Work 2.4.2.1	Under 2.4.2.1 in book II, you state that 6 plotters each are to be delivered in Zarges cases. These are also further classified in the "Hood" variant. Are we right in assuming that equivalent cases from alternative manufacturers can also be offered?	For compatibility reasons only Zarges cases can be accepted.
CR13		Request for an extension to the Bid Closing Date to 28 Feb 2024	See CR08
CR14		We request that the requirement for a Performance Guarantee be waived	requirement for a Performance Guarantee remains
CR15		The link to AC/4-D/2261 (1996 Edition) does not appear to work. Can this be provided please.	AC_4-D_2261-EDITION1996_ENG provided as requested
CR16	CSP 24.1	REQ. All equipment must satisfy and comply with the TEMPEST standard(s) and Zone standards applicable to the items stated in the Schedule of Supplies and Services (SSS) of this Contract and described or referenced in Part IV - Statement of Work. QUESTION: Please Clarify that compliance is for Zone requirements and the facilities have TEMPEST protected mains power source.	Tempest Zone requirements removed /Please see CSP Article 24 at Amendment 4
CR17	CSP 24.2	REQ. The applicable items offered shall be tested for compliance with the applicable standard and the Tempest Zone requirements by a recognized /qualified authority i.e. a person or corporate body certified through a National Security Agency. QUESTION: Please Clarify that compliance is for Zone requirements and the facilities have TEMPEST protected mains power source.	Tempest Zone requirements removed /Please see CSP Article 24 at Amendment 4
CR18	CGP 32	REQ. For the purposes of this Clause "Technical Data" means the drawings, specifications and technical documentation of those items designated by the Purchaser to support the equipment covered by the Contract, and required to fully identify the items and, if applicable, draft item identifications to the extent and in the form to be agreed between the Codification Authority and the Contractor. QUESTION: Can you confirm whether there will be a requirement for NATO codification.	NATO codification is not required/ IFB CSPs is amended accordingly
CR19	Bidding Sheets	REQ: The Contractor shall provide the equipment explicitly labelled "TEMPEST level B" and "TEMPEST level C" in accordance with the Bidding Sheets and Table 1. QUESTION: Can TEMPEST Level B be supplied for all items.	No, the items need to be delivered in the TEMPEST configurations as stated in the SOW and SSS.
CR20		REQ: All repairs beyond the capability of the Operating Unit shall be carried out by the Contractor under the terms of the applicable warranty either at the NATO location the equipment has been delivered to or if not possible the faulty equipment is returned to the Contractor facility. QUESTION: How will the threshold for Operating Unit capability be measured?	The Operating Unit is in charge to perform basic maintenance and operation activities of the plotter limited to the basic ones included in the manufacturer user technical manual and following trouble shooting guides provided at manufacturer GUI/SW level.
CR21		REQ: Manuals and Drawings (as-built drawings, cable and wiring diagrams, and installation drawings and plans). QUESTION: Can you confirm that the OEM information from the manufacturer, complemented by any modifications documentation is acceptable?	confirmed
CR22	Required Completion Date	REQ: First Phase April 24 and Second Phase May 24 QUESTION: Assuming a contract award not before March 24, we believe these <b>forecast delivery dates</b> are unrealistic. Can you supply delivery expectations in terms of days following contract award?	Please see Revised IFB Bidding Sheets (IFB Amendment 3)
CR23	SOW2.4.2.3.	After design discussions with Zarges, we are concerned about bolting the units to the base layer of the cases. This may transfer shock and vibration forces through the case in to the plotter. Can you confirm the requirement for the plotter to be bolted down?	The requirement is confirmed as stated in SOW 2.4.2.3
CR24	2.4.2.1.	After design discussions with Zarges and considering the dimensions of plotter we currently intend to supply we will need to increase the container dimensions to 1610 x 980 x 1505 mm. QUESTION: Can you confirm these larger dimensions are acceptable.	See CR06

CR25	2.4.2.10.	After design discussions with Zarges, they acknowledge that it is possible to lift the case from the lid using a vacuum lid, however they have raised concerns regarding the level of loading this would transfer through the latches. Can you confirm the requirement to lift the cases using this method?	Considering the CR raised the requirement in SOW 2.4.2.10 has been adjusted to: Each case must have a minimum of 3 locking catches on each side. SOW 2.4.2.10 is adjusted in AMD3 accordingly.
CR26	SOW 2.1.1 and 2.1.2	Are we right in assuming that the system offered should support the functionality of pull printing?	Yes, confirmed
CR27	SOW 2.1.1 and 2.1.2	Are we right in assuming that a pull printing solution is to be offered ?	The plotters do not need to integrate in an existing or deliver a pull printing solution. The functionality just need to be available as per SOW 2.1.1 and 2.1.2
CR28	SOW 2.1.1 and 2.1.2	If the proposed system is to support an existing pull printing solution, which pull printing solution is it?	The plotters do not need to integrate in an existing pull printing solution the functionality just need to be available as per SOW 2.1.1 and 2.1.2
CR29	Book I Bidding Instructions 3.7.1.3 Volume 3: Technical	Under 6. Part 3: Supportability you request a Training Plan with IFB reference 4.5.5.6, which does not exist. Are we right in assuming that the correct reference is Book IV 3.2.?	The clerical error has been corrected in AMD3 by updating the bidding instructions.
CR30	SOW 2.3.1	For each device a media converter 1000Base-SX (SFP) shall be delivered. Should the media converters also be Tempest? - if so, what tempest level is required here?	As per SOW 2.3.1 the devices need to be tempest tested. The media converter tempest level is to match the tempest level of the plotter is belongs to as per SOW table 1.
CR31	SOW 3.1.4	Are we right in assuming that only a one-time warranty extension can be purchased for each product? So the maximum warranty would be limited to 4 years? Otherwise, please specify the maximum warranty time.	Please see CLIN 5 in 04_IFB-CO-423204-CG3M_Book I, Bidding Sheets which defines the required optional warranty extension packages by year.
CR32	SOW 3.2	Is a security clearance required for the training staff?	see response CR11
CR33	SOW 4.4.2	The description is unclear for the bidder. We request a precise list of the services requested here.	Because the shipment or picking up (for warranty claims) shall be performed in the NATO nation premises, Purchaser will be responsible for arranging all that is necessary to access the sites where equipment will be handled or stored
CR34	SOW 4.4.2	Can we assume that the contractor will take care of the requests for visits?	the Contractor shall be responsible to send Notice of Shipment one week before each shipment as per 4.5.3
CR35	SOW 4.8.12 and 4.5.2	The information given in the paragraphs is different. Is the shipment of defective devices covered by the client or the contractor?	They are 2 statements of the same process: 4.5.2 Clarifies that the Purchaser is responsible to ship the item in failure to Contractor's Premises, and Contractor is responsible to ship back to the original location, the repaired/replaced (in case is not possible to repair) item 4.8.12 asks the Contractor to provide to the Purchaser the address to which to ship the faulty items. It clarify moreover that, when the items will be repaired, the costs to ship back the item to the Purchaser will be in charge to the Contractor
CR36	SOW 4.10.1	Please give us a definition of what LRU stands for.	Line Replaceable Unit is an essential support item which is removed and replaced at the field level to restore the end item to an operational ready condition
CR37	Bidding Instructions 4.5.3.4	You request, that the the Bidder shall provide a Tempest Testing Pan (TTP) describing how and by whom the tempest testing of the device will be achieved. The term TEMPEST Test Plan has its own meaning in the context of SDIP 27 and describes in detail the approval of the system and is therefore classified.  Are we right in assuming that the question of how only refers to a general description of the TEMPEST process?	Yes, the assumption is confirmed. Please note the description and requirements in the bidding instructions para 4.5.3.4.
CR38	Book II – Part 4 Statement of Work 2.1.2. A1 Plotter	All A1 plotters that use the security features and PostScript required in the specification are designed for professional printing. This type of device does not require and is not designed to have an input tray.  In this regard, can you confirm that a model with media handling that includes Sheet Feed, Automatic Front Loading Roll Feed, Integrated Output Stacker, Media Container, Auto horizontal cutter is acceptable.	Confirmed, Book II PartIV Statement of Work para 2.1.2.1 has been updated accordingly.
CR39	Contract General or Special Provisions 2.3.1	While reviewing your tender documents, we noticed that there is no limitation of liability for contractors in your contract conditions. As part of our internal processes, we are instructed to agree such provisions with the client. One possibility from our point of view is to limit liability to twice the estimated contract volume. We would be pleased to find your agreement with the aforementioned variant of liability limitation. Can such a liability provision be included in the contract?	Purchaser will proceed with the IFB as issued, with no further amendments related to the Limited Liability Provision.