



Acquisition Directorate  
EMAIL: Eva.Benson@ncia.nato.int

NCIA/ACQ/2022/06941  
23 June 2022

**To** : Distribution List

**Subject** : Invitation For Bid (IFB) No. IFB-CO-115413-GMT

**Reference(s)** : A. AC/337-D(2016)0014 dated 16 March 2016  
B. BC-D(2018)0004-FINAL dated 29 January 2018  
C. NCIA/ACQ/2022/06674 Notification of Intent dated 25 March 2022  
D. NCIA/ACQ/2022/06900 IFB dated 15 June 2022

Dear Madam/Sir,

- a. The purpose of this Amendment 1 is to publish the responses to the Clarification Requests (CRs) received.
- b. As a result of these CRs, Book I and Book II documents have not been amended.
- e. The closing date for submission of bids in response to this Invitation For Bid has not changed and remains as **13:00 Hours Central European Time (CET) on Friday, 15 July 2022.**
- f. All IFB documents remain unchanged from their original version as issued on 15 June 2022.
- g. The overall security classification of this IFB is «NATO UNCLASSIFIED».
- h. This Invitation for Bid and any Amendment thereto remains the property of the NCI Agency and shall be protected in accordance with the applicable national security regulations.
- i. This Invitation for Bid does not constitute either a financial or contractual commitment at this stage.
- j. Prospective Bidders are advised that the NCI Agency reserves the right to cancel, withdraw, or suspend 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, withdrawal, or suspension occurs.

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k. Please send all questions concerning this IFB to the undersigned at:

Eva Benson, Contracting Officer

E-mail: [IFBCO115413GMT@ncia.nato.int](mailto:IFBCO115413GMT@ncia.nato.int)

**FOR THE CHIEF OF ACQUISITION:**

A handwritten signature in black ink that reads "Eva Benson".

Eva Benson  
Contracting Officer

**Enclosure:**

Attachment A: Clarification Requests Answers, Amendment 1



**Distribution List**

**IFB-CO-115413-GMT**

- Prospective Bidders (Sent Separately in electronic version)
- **NATO Delegations (Attn: Infrastructure Adviser)**
  - 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
  - Republic of Türkiye
  - Romania
  - Slovakia
  - Slovenia
  - Spain



United Kingdom

United States

- **NATO HQ**  
NATO Office of Resources,  
Management and Implementation Branch  
Attn: Deputy Branch Chief

Director, NATO HQ C3 Staff,  
Attn: Executive Coordinator

- **All NATEXs**
- **NCI Agency – Internal**

**ANNEX E**  
**CLARIFICATION REQUESTS AND RESPONSES**  
**AMENDMENT 1**

<b>PRICE</b>				
<b>Serial Nr</b>	<b>IFB Section Ref.</b>	<b>BIDDERS QUESTION</b>	<b>NCI AGENCY ANSWER</b>	<b>Status*</b>
<b>P.1</b>		The Plan descriptions indicate “unlimited service (voice, sms). Uyet. You indicate elsewhere (sec 2.2.1) bidder can limit amounts offered.	NCIA provided Plan Descriptions in Section 2.2.1 of Book II Part IV for Bidders information concerning what the <u>minimum</u> services shall cover. There is no statement regarding limit amounts offered.	Closed
<b>P.2</b>		Inclusive, a warning if approaching 80% of allotted service. Please clarify this point.	NCIA Clarifies that 80% of 10GB is 8GB; therefore, when a user uses 8GB of internet they should receive a message saying that the internet limit has reached 80%. If the user has unlimited SMS/calls/internet then there is no 80% calculation.	Closed
<b>P.3</b>		When you say ‘unlimited voice / sms’ does this refer to ONNET calls within the NATO users, or ONNET and OFFNET (anywhere in the Lot territory)?	NCIA refers to both ONNET and OFFNET calls within the Lot.	Closed

\* Status: Is an Amendment to IFB required as a direct result of the Clarification Request?

TECHNICAL				
Serial Nr	IFB Section Ref.	BIDDERS QUESTION	NCI AGENCY ANSWER	Status*
T.1	Book I,  Part I	On any particular “Lot” country, are we required to bid on all categories (eg, Basic, Standard, Traveller, Traveller Unlimited, Data Plan hotspot)? Or, can we limit Plans (for example, USA, Plan -Basic and Standard ONLY)?	NCIA recommends Sections 3 and 4 under Pricing and Annex B-Instructions For the Preparation of Bidding Sheets in Book I to be reviewed. Specifically Section 3.4.2 clearly states “Partial bids within a single Lot shall be rejected. Bidders are not required to bid on all LOTs, but may bid on the LOT(s) in which services may be provided by their company and the corresponding Option Years to that LOT(s). For Bidders that will bid for the Belgian Lot, Option Years shall be priced; as well as, the NHQ Option which falls under the Belgian Lot. For those Bidders that will not bid for the Belgian Lot, the NHQ Option Years shall not be priced. All CLINs <u>within</u> a LOT shall be priced. Partial bidding within a Lot will disqualify the Prospective Bidder. Therefore, if bidding for example for the USA, all plans must be priced to include the option years. All CLINs within the LOT shall be priced. No partial bidding is allowed meaning that the Bidder shall not choose what Plans they would like to price; all Plans/CLINs shall be priced within the LOT.	Closed
T.2		On any particular Lot is an ‘in country’ phone number required? For example, in USA a USA phone number, in Bulgaria a Bulgaria phone number, etc.	NCIA confirms that users will receive only local phone numbers in that country; for example, in the USA, only a US number; if the Lot is in Belgium all the users will receive a Belgium phone number.	Closed
T.3		Is porting existing phone numbers required? Or, are we issuing new phone numbers?	NCIA recommends Section 8 (NUMBER PORTABILITY AND MIGRATION PROCEDURES) of the SoW (Book II, Part IV) to be reviewed. Porting numbers are required per Sections 8.1.3.2 & 8.1.3.4 of the SoW.	Closed

<b>T.4</b>		For Basic Plan, Lot USA, as an example, is 'roaming' outside the USA required, or just the ability to call/ sms internationally?	<p>NCIA confirms that roaming outside the USA is required for the Basic Plan. The users/customers will buy it as an add-on and pay extra.</p> <p>Under the Basic Plan, there is the ability to call/send SMS internationally; however, it will be paid as an extra charge and not included in the Firm Fixed Pricing.</p> <p>Only unlimited SMS/calls are included in USA and calling USA numbers.</p>	Closed
<b>T.5</b>		<p>In order to establish the best possible offer, it is imperative for us to estimate in advance and as accurately as possible the costs that we will have to bear during the entire duration of the contract. As these costs depend on the number of units (minutes, sms, MB) actually used and this for respectively local domestic market, international calls &amp; SMS and data domestic &amp; roaming, we should be able to have the average usage expected for the different profiles. The traffic behaviour of the current profiles is very important to grant you an attractive offer. Otherwise, NCIA will give competitive advantage to the local incumbent per NATO site. The incumbent is the only one who will be able to have an attractive compliant offer (by knowing that the current actual usage behaviour isn't the same between the different sites and countries).</p>	<p>NCIA is not able to provide statistics for all countries due to some countries having national regulations that prohibited this data from being released. NCIA cannot provide user stats for some Lots and not all Lots.</p> <p>Starting in 2023, the usage of mobile phones will be very data driven. Users will have Skype, internal Whatsapp and video conferencing capabilities using their mobiles for business purposes; therefore, there will less SMS and/or normal voice calls. NCIA anticipates more data usage and less SMS/voice calls beginning in 2023 when the contracts are to begin for each country. Previous statistics would be irrelevant.</p> <p>As a result, NCIA is using Subscription Plans with the number of users based on current needs for fair and reasonable pricing. How much data is required per user is clearly written in the Subscription Plans of Book II Part IV SoW (e.i. 10GB data in EU per month) so that companies can make a competitive offer.</p> <p>In addition, the Prospective Bidder shall assume that for all requested profiles the users will consume the entire content of the package in terms of minutes and data consumption within the area they operate. NCIA's requirements are open and consistent</p>	Closed

			across the locations so there is no advantage provided to any Prospective Bidder to include the incumbent.	
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