



NCIA/ACQ/2023/07151
27 JULY 2023

To : See Distribution List

Subject : **BOA PLUS INVITATION FOR BID – IFB-CO-115759-DAMS-WCM
AMENDMENT 1**

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

Responses to Clarification Requests – Release #1

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

Dear Sir/Madam,

1. The purpose of this Amendment 1 to IFB-CO-115759-DAMS-WCM is to provide all Prospective Bidders with the responses to the Clarification Requests and to extend the Bidding period until 04 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 14 (fourteen) calendar days counting from the initial Bid Closing Date as indicated in the IFB Bidding Instructions.
4. Therefore, the Bid Closing Date and Time as indicated in the Bidding Instructions p.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 04 September 2023.
5. By virtue of this Amendment 1, above document replaces and supersedes previous version issued in the context of IFB-CO-115759-DAMS-WCM.

6. The reference for this IFB is IFB-CO-115759-DAMS-WCM. All correspondence related to this IFB shall reference this number.
7. 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.
8. 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. Technical and Implementation Directive for the Protection of NATO Information within Public Cloud-Based Communication and Information Systems
- C. CIS Security Technical and Implementation Directive for the Security of Web Applications
- D. Book I – IFB-CO-115759-DAMS-WCM Amdt 1 Bidding Instructions

**ANNEX A**

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

N.	Questions	NCIA responses	IFB Amendment required (Yes/No)	Release #
CR#1	There are other platforms that have been used for DMS, for example Drupal (used by European Parliament) https://www.europarl.europa.eu/portal/en and TYPO3. Can other systems be considered besides the 6 listed?	The six listed products have been investigated and short-listed based on the needs of the NATO Headquarters Public Diplomacy Division. Only the six listed products can be used.	No	1
CR#2	Can experience in large-scale programs, social media management, strategic communication, and multinational organizations be taken into account as an alternative to the specific requirement of prior experience in CMS management, which could potentially exclude capable organizations from consideration?	The requirement to have former experience with configuring a CMS cannot be compensated by experience in large-scale programs, social media management, strategic communication, and multinational organizations.	No	1

CR#3	Can we be provided with the full text of the “Technical and Implementation Directive for the Protection of NATO Information within Public Cloud-Based Communication and Information Systems” referred to on page 2 of Annex A, Summary of Requirements? This is no longer available online or via the NATO website.	The Technical and Implementation Directive for the Protection of NATO Information within Public Cloud-Based Communication and Information Systems shall be provided together with the CIS Security Technical and Implementation Directive for the Security of Web Applications. The Bidders are kindly requested not to publish these documents on internet and not to distribute further.	No	1
CR#4	Where can we locate the requirements and controls needed to receive system security accreditation by the NATO Security Accreditation Authority (SAA)?	The process for receiving Security Accreditation (SA) by the Security Accreditation Authority (SAA) is described in Section 8 of the Statement of Work (SOW).	No	1
CR#5	What is the current internet traffic for DAMS; (www.natomultimedia.tv) and the Web Content Management (WCM; www.nato.int? Specifically: maximum simultaneous user sessions; maximum unique daily visitors; maximum peak bandwidth.	The current system metrics are described in Section B1 (Annex B) of the SOW.	No	1
CR#5	How many levels of role-based increasing levels of authorization do you expect the users of the systems to be organized in? In other words, how deep a hierarchy of the type: “Root Privileges -> Administrator -> Manager -> Editor -> Author -> etc.” are expected?	The Users are expected to be organized in groups. The users and types of users are described on a high level in section 5.3 of the SOW. The exact composition of user-groups is to be part of the configuration phase of the project (reference 4.4.12.2.).	No	1
CR#6	Approximately what number of individual asset artifacts are currently managed – i.e. number of files and “chunks” of content that the DAMS (www.natomultimedia.tv) and the Web Content Management (WCM; www.nato.int systems contain today?	The current system metrics are described in Section B1 (Annex B) of the SOW.	No	1

CR#7	How many different offices / agencies / locations will be independently authoring and publishing content for sections of the website(s), or does all content to be published required to pass through a centralized review and approval process?	Content can be created in multiple locations with a multitude of contributors (photographers, translators, PDD staff, etc.) – publishing is currently done by a limited number of authorized “publishers”. The exact configuration of the privileges and workflows in the system is to be part of the configuration phase of the project (reference 4.4.12.2.).	No	1
CR#8	What level of usage analytics is wanted? Is off the shelf Google Analytics or equivalent perceived as sufficient, or is there a need or desire for a custom high-grade capability on how/when/from where/by whom content is consumed, up to real-time analytics?	Usage of Google Analytics or a similar analysis service is a SHALL requirement. Configuration of this tool is to be part of the configuration phase of the project (reference 4.4.12.2.). Potentially the current integration with Google Analytics can be used to satisfy this requirement (reference Annex C).	No	1
CR#9	How important are adjacent features like integration with marketing management, digital advertising, 3rd party portals, and social media platforms?	Integration with Social Media is not a current requirement. There is a COULD requirement for Social Media Preview (reference A.1.9.5)	No	1
CR#10	Is real-time personalization of content essential and/or expected?	Personalization is considered a COULD requirement (reference A1.11.1.)	No	1
CR#11	To what degree if any, does the system have to support the creation of surveys, forms, and deliver content in exchange for user registration?	Forms are considered a SHALL requirement as per A.1.12.10. Potentially the current integration with FormStack can be used to satisfy this requirement (reference Annex C).	No	1
CR#12	How important is the capability to manage "mobile-first" content, vs. desktop / laptop centric website content?	Compatibility with all common end-user modalities is a SHALL requirement (reference A.1.1.9.)	No	1

Distribution List for IFB-CO-115759-DAMS-WCM Amdt 1

Bidders List

NATO Delegations (Attn: Infrastructure Adviser)

Embassies in Brussels (Attn: Commercial Attaché)

NCI Agency – All NATEXs

NCI Agency Internal Distribution (not disclosed)