

**RFQ-CO-115283-NATINAMDS Amendment 3**

**Provision of Hardware For  
The Installation of the Local AIRC2 System  
Accession to NATO of  
The Republic of North Macedonia**



NATO Communications and Information Agency  
Agence OTAN d'information et de communication

**PART IV  
STATEMENT OF WORK (SOW)**

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## Section 1 Introduction

### 1.1 Purpose

This procurement concerns the provision of Hardware for NATO Communication and Information Systems (CIS) Services for the Republic of North Macedonia at one site:

- Air Operations Centre Drenov Dol (Petrovec, North Macedonia);

### 1.2 Background Information

The accession to NATO of the Republic of North Macedonia is a major event for NATO and has taken on 27 March 2020. This project complements the NATO CIS Services already provided to the Republic of North Macedonia prior to the Accession date.

The equipment will be managed locally by CIS personnel of North Macedonia. It will be connected to NATO networks in order to share AirC2 data with NATO AirC2 entities, nations and partners. It will also be connected to national AirC2 networks in order to receive civilian flight management data.

### 1.3 Scope

This SoW provides the conditions and requirements for:

- The procurement and delivery of the CIS equipment;
- Integrated Logistics Support activities and deliverables.

The CIS infrastructure procured under this contract is further referred to as "CIS for North Macedonia".

### 1.4 Standards for Interpretation of the SoW

Requirements applicable to the Contractor are preceded by a requirement heading, consisting of a prefix, followed by a number. For example "[CD-1]". Requirements are formulated using the term "shall". Context information supporting the requirements definition is provided using the term "will". "Shall" statements are contractually binding; "Will" statements are non-mandatory, or they imply intent on the part of the Purchaser.

The order of the SoW requirements is not intended to specify the order in which they must be carried out unless explicitly stated. The SoW defines the activities that the Contractor's process should cover, i.e. the Contractor's process description and plans should include where and when the required activities occur.

With this SoW, the term "including" does not have the intent to be limiting, the listings that follow are always non-exhaustive.

## 1.5 Applicable Documents, Standards and Definitions

This SoW refers to well-known technical standards and protocols. The applicable standard document references, for these technical standards and protocols are used in the following two formats:

- [2] Abbreviations of well-known protocols: such an abbreviation is referred to as a "Short Name". An example of a short name is [RJ45], which refers to IEC60603-7-1, "Connectors for electronic equipment". One Short Name may refer to multiple standards, in which case all referred to standards apply when referring to such a Short Name.
- [3] Formal references: Formal references are identified as [Reference]. An example of a formal reference is [IEEE 802.1Q:2011], which refers to IEEE 802.1Q "Multiple Spanning Trees" published in 2011.

## Section 2 Contract Deliverables

- CD-1 The Contractor shall procure the items for "CIS for North Macedonia", as specified in the Schedule of Supplies and Services.
- CD-2 The Contractor shall ship the procured items for "CIS for North Macedonia", as specified in Sections 3 and 4.

## Section 3 Procurement

### 3.1 Introduction

- PR-1 The Contractor shall procure all items specified in the Schedule of Supplies and Services.

### 3.2 Shipment

- PR-2 The Contractor shall ship all equipment to the sites specified in the Schedule of Supplies and Services. The Contractor shall coordinate each shipment with the Point of Contact (POC) of the Purchaser stated at para 4.2 for the exact shipment address, terms and arrangements for each shipment.

The Purchaser will ensure that an adequate staging area is in place at reception of the equipment.

- PR-3 The Contractor shall provide to the Purchaser the shipment notification and corresponding documentation at least 15 days before shipment.
- PR-4 Shipments shall be executed in accordance with the ILS specifications described in Section 4.
- PR-5 **Shipping Terms:** The shipping and delivery terms and conditions are at para 4.2 of this SoW.

## Section 4 Integrated Logistics Support (ILS)

This section addresses the ILS requirements of the project. The purpose of this section is to ensure that the Contractor uses sound, best practice logistics to plan and implement the Logistics Support Concept, as well as to ensure timely and correct delivery of equipment.

ILS-1 Contractor's internal Life Cycle Management (LCM) process and system shall comply with STANAG 4728 "System Life Cycle Management (SLCM)".

### 4.1 Maintenance concept

A Maintenance Concept is a definition of the maintenance objectives, line of maintenance, indenture levels, maintenance levels, maintenance support and their interrelationships. A Maintenance Concept is applied both for HardWare (HW) and SoftWare (SW) and produces maintenance tasks that will be performed on site, at military maintenance facilities, at industry maintenance facilities. The line of maintenance is characterized by the level of skill of the personnel, the facilities provided, the location, etc.

There are four (4) maintenance levels to ensure the highest possible availability of the product. HW maintenance levels (HL1-4) and SW maintenance levels (SL1-4).

The HW and SW maintenance are:

- Corrective: carried out after fault detection to effect restoration;
- Unscheduled (unplanned): corrective that cannot be deferred;
- Preventive: to mitigate degradation and reduce the probability of failure;
- Scheduled (planned): in accordance with a specified time schedule.

### 4.2 Support concept

A Support Concept is a definition of the support objectives (scenarios) in relation with maintenance levels, maintenance support and their interrelationships.

The Support Concept is based on five distinct Support Levels:

- Support Level Zero: is the end-user level and includes user self-help, interaction with the local Service Desk and user-level preventive maintenance tasks (e.g.: simple cleaning and local data management).
- First Level of Support: is the local, organizational unit operating the system, supported by local support staff.
- Second Level of Support: is formed by the Operations Centre, which implements the remote and Central Service Desks and employs the Purchaser's network and system operators and administrators.
- Third Level of Support: is formed by the Service Lines and their Subject Matter Experts (SME), Service Owners and System Managers.

- Fourth Level of Support: off-site factory/vendor problem resolution and maintenance, beyond the capability of third level of support.

ILS-2 All repairs beyond the capability of the Operating Unit shall be carried out by the Contractor under the terms of the applicable warranty.

### 4.3 Packaging, Handling, Storage and Transportation (PHS&T)

#### 4.3.1 Packaging

ILS-3 The contractor shall provide all supplies packaged to withstand the shipping hazards applicable to the chosen mode of transportation.

ILS-4 The contractor shall provide any Special To Type (non-commercial) packaging materials required for the shipment of items at no extra cost to the Purchaser.

ILS-5 The Contractor shall package, crate or otherwise prepare items in accordance with best commercial practices considering the destination and the mode of transportation. Any Special To Type (non-commercial) packaging will be retained by the Purchaser for return of the items under Warranty if necessary.

ILS-6 The Contractor shall mark the packages, palettes and/or containers in which supplies are transported shall, in addition to normal mercantile marking, showing on a separate nameplate the name of this project, contract number and shipping address and clearly marked with the text "NATINAMDS EQUIPMENT – NATO PROPERTY".

ILS-7 The Contractor shall provide a Packing List for each consignment to allow for easy identification of the content of each package:

- One Packing List shall be affixed to the exterior of the consignment in a sealed, weatherproof envelope on the outside of each box, palette and/ or container
- A second copy shall be put inside each container/box.
- A third copy should be emailed to the Purchaser PoC upon departure of the goods.

The Packing List shall contain the following information:

Serial	Requirement
1	The shipping Address
2	Package number of number of packages
3	Contract Number
4	CLIN Number as per Schedule of Supply and Services
5	Item Description
6	Part Number
7	Serial Number
8	Quantity
9	Weight and Volume details
10	Box number and number of boxes in the consignment



Serial	Requirement
11	Name and address of the Contractor, Purchaser and Consignor

### 4.3.2 Delivery and Shipment (Handling and Storage)

ILS-8 The shipping address where all items, including goods exchanged or repaired under warranty, shall be delivered by default is:

Air Operations Centre Drenov Dol  
 RP Beli Bregovi, KH 10, Petrovec  
 North Macedonia  
 Attention: **XXX**  
 Tel: **XXX**

ILS-9 The Purchaser Point of Contact (PoC) for any issue related to shipment by default is:

**XXX**  
 Project Manager  
 NCI Agency, NSII Service Line, NV2  
 SHAPE, B-7010 Mons, Belgium  
 Tel: **XXX**  
 E-mail: **XXX**

ILS-10 All equipment under this project shall be delivered and shipped in close coordination with the NCI Agency POC at final destination.

ILS-11 The Contractor shall deliver equipment pre-configured and pre-assembled, both in accordance with guidelines and manuals from the original equipment manufacturer to allow correct assembly, installation and usage by NATO expert personnel, and adequately packaged on Euro pallets.

ILS-12 The Contractor shall ensure secure fixation of pallets, cases and equipment during transportation.

ILS-13 The Contractor shall notify all deliveries through issuing of a Notice of Shipment to the Purchaser's PoC, at least 10 working days in advance of each shipment with the following information:

Serial	Requirement
1	Purchaser Contract Number
2	Contract line Item Number (CLIN), designation and quantities
3	Destination
4	Number and gross weight
5	Consignor's and Consignee's name and address
6	Method of shipment, e.g., road, air sea, etc.
7	Date of shipment
8	Number of the Custom Form 302 used

ILS-14 The Notice of Shipment shall be accompanied by the relevant Packing List and the request for a Custom Form 302.

At final destination, the Purchaser PoC and/or PoC of the Republic of North Macedonia will visually inspect all deliveries for transportation damage and verification against packing and inventory lists.

ILS-15 The Contractor shall take back and replace any damaged items, and correct any discrepancies with the packing and inventory lists, at no additional cost to the Purchaser, and without delay to the project.

ILS-16 The Contractor shall be responsible for the availability of proper storage space and availability of Material handling equipment that may be required for the equipment shipped to the destination/location. The Purchaser cannot be held responsible for any delays in implementation in the case of unavailability of facilities or materials, and the Contractor shall be solely responsible to acquire alternative facilities/material to assure proper storage, handling etc.

The Purchaser's POC will inspect all packages, boxes and containers at final destination to ensure that no damage has occurred during transport and that all packages, boxes and containers detailed in the Packing List have been accounted for. The Purchaser will not open any packages, boxes or containers.

ILS-17 The Contractor shall ensure that all required forms and certificates are provided and that all necessary procedures are followed for dangerous goods and goods requiring export licenses.

ILS-18 Not applicable.

### **4.3.3 Transportation**

ILS-19 The Contractor shall be responsible to transport all items and supplies covered under this Contract to and from all destination addresses at no extra cost to the Purchaser until completion of the warranty period.

ILS-20 The Purchaser shall not be liable for any storage, damage or any other charges involved in such transportation of items and supplies prior to Acceptance. Any shipment loss shall be the responsibility of the Contractor.

ILS-21 The Contractor shall be responsible for transportation of all equipment furnished under this Contract from its site in a NATO nation to final destination.

ILS-22 The Contractor shall be responsible for any insurance covering the shipment and delivery.

The Purchaser will be responsible for transportation of unserviceable equipment to Contractor facility for warranty repair/replacement.

ILS-23 The Contractor shall be responsible for transportation of repaired/ replacement items under warranty to the original location.

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- ILS-24 The Contractor shall provide a Transportation Report within two (2) weeks after each shipment has arrived at final destination. The Transportation Report shall include:
- a copy of the Packing List;
  - date of arrival at final destination;
  - date of delivery acceptance by the Purchaser's POC at final destination;
  - signature of delivery acceptance by the Purchaser's POC at final destination.

**4.3.4 Custom Documentation**

- ILS-25 The Contractor shall be responsible for customs clearance of all shipments into the destination countries. It is the Contractor's responsibility to take into account delays at customs. The Contractor shall therefore consider eventual delays and arrange for shipment in time. Under no circumstances can the Purchaser be held responsible for delays incurred, even when utilising Purchaser provided Custom Forms 302.
- ILS-26 The Contractor shall ensure that any requirements related to delivery and shipment of the equipment are obtained from North Macedonia or from NCI Agency in advance of shipments.
- ILS-27 The Contractor shall be responsible for the timely request of Custom Forms 302 at least 10 working days in advance of each shipment, required for duty free import/export of supplies between certain countries.

ILS-28 The written request for a Custom Form 302 shall contain the following information:

Serial	Requirement
1	Purchaser Contract Number
2	Contract line Item Number (CLIN), designation and quantities
3	Destination
4	Number and gross weight
5	Consignor's and Consignee's name and address
6	Method of shipment, e.g., road, air sea, etc.
7	Name and address of the freight forwarder

ILS-29 The request for a Custom Form 302 shall be addressed to:

XXX

NATO Communications and Information Agency

Acquisition

Oude Waalsdorperweg 61, 2597 AK The Hague, Netherlands

Tel: XXX

E-mail: XXX

- ILS-30 Following receipt of the request by the Purchaser, normally a maximum of three working days are required for the issue of the form. The Custom Forms 302 shall be original, shall be delivered by mail/express courier and shall accompany the shipment and therefore no fax or electronic copy will be used, nor provided to the Contractor. If an express courier has to be used, by the Purchaser, to ensure that the form is available on time before shipment, all associated costs shall be reimbursed by the Contractor.
- ILS-31 The Contractor shall be responsible to add the Custom Form 302 to the shipping documentation.
- ILS-32 The Contractor shall ensure that forwarding agents are informed of the availability of the Custom Form 302 and how this form is utilised to avoid the payment of Customs Duties and that the carrier shall be fully conversant with the application and use of Custom Form 302.
- ILS-33 If a Country refuses to accept the Custom Form 302 and requires the payment of custom duties, the Contractor shall immediately inform the Purchaser by the fastest means available and obtain from the Custom Officer a written statement establishing that its country refuses to accept the Custom Form 302. Only after having received Purchaser's approval, the Contractor shall pay these customs duties and shall claim reimbursement to the Purchaser.

#### 4.4 Supply Support

- ILS-34 The Contractor shall provide in an Excel format a database that shall reflect all deliverable items (hardware, software and documentation).
- ILS-35 The Contractor shall provide the System Inventory (applicability and serial number) and shall include all items furnished under this Contract, as follows:
- all main equipment – i.e. all CIS items, both COTS and Developed, down to replaceable item level, hierarchically listed conform configuration item decomposition, including groups and assemblies; all installed hardware, such as equipment racks; all LRU interconnecting equipment when they are special-to-type (e.g. special-to-type cables);
  - all ancillary equipment – i.e. all secondary items not essential to the functioning of the system, but deemed essential to the operation of the system, such as an all-weather canopy or a tool box, but not the tools inside the tool box;
  - all support equipment – i.e. all tools, test equipment and PHS&T equipment;
  - special-to-type cables;
  - software licences;
  - all Purchaser Furnished Equipment (PFE);
  - all Purchaser and Contractor provided software;

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- all spare parts, to include all spares, repair parts, and consumables, separated into technical and non-technical consumables;
- all documentation, such as manuals, handbooks and drawings, COTS documents and all training materials;
- all consumables.

ILS-36 The Contractor shall provide at least 10 working days in advance of the first delivery of equipment the system inventory in electronic format and shall include the following data elements:

<b>Field</b>	<b>Description</b>
Project Identifier	is a string of characters used to uniquely identify a Project and to differentiate it from other Projects.
Contract Identifier	is a string of characters used to uniquely identify a Contract and to differentiate it from other Contracts.
CLIN	Contract Line Item Number (number-10 digits maximum). Sequence number assigned to a particular line item in a given contract. The combination CLIN-Contract No. shall always be unique.
OEM Part identifier	is a string of characters that are unique to the issuing organization which is used to designate a HW or SW Part As Designed and to differentiate it from other designed parts.  Part Number given to this item by the original manufacturer.
OEM Part Name	is a word or phrase by which the breakdown element is known and can be easily referenced
OEM Identifier	is a string of characters used to uniquely identify an organization and to differentiate it from other organizations.  Code of the Company that has manufactured this item. This is an internationally recognized 5-digit code which is unique to that company (CAGE Code).
NSN	NATO Stock Number (number-13 digits). Identifies an item codified by one of the NATO countries' National Codification Bureaus. It shall always be linked to at least one part number with the corresponding manufacturer code (manc). It is recommended that the Contractor system integrator requests codification from the National Codification Bureau of the original manufacturer's country. If NSN is known prior to system delivery it shall be added in this field.
Vendor Part identifier	If any  is a string of characters that are unique to the issuing organization which is used to designate a HW or SW Part As Designed and to differentiate it from other designed parts.  Part Number given to this item by the vendor.
Vendor Part Name	If any  is a word or phrase by which the breakdown element is known and can be easily referenced
Vendor Identifier	is a string of characters used to uniquely identify an organization and to differentiate it from other organizations.

<b>Field</b>	<b>Description</b>
	Code of the Company that has manufactured this item. This is an internationally recognized 5-digit code which is unique to that company.
Weight Unit of Measure	(e.g.: kg, g)
Unit Weight (packed)	Weight of the item packed (gross weight)
Unit Weight (unpacked)	Weight of the item unpacked (net weight)
Dimensions Unit of Measure	(e.g.: m, cm, mm)
Length	Item packed length
Width	Item packed width
Height	Item packed height
Quantity	<p>is the amount of a product variant included in a contract Enter the quantity of the product variant included in a contract.*Note: Default value of 0</p> <p>Shows the quantity of this item ordered as individual item in this contract, i.e. if it is not delivered built-in in another unit. In case the item is not ordered as individual item or as spare unit but is built-in in another assembly, enter "0" (zero) in this field *Note: Serialised items shall only have a quantity of 1</p>
Failure Rate	<p>For a particular interval, the total number of failures within a population of an item divided by the total functional life of the population during the measurement interval.</p> <p>Assumption measurement intervals: 1,000,000 hours</p>
Failure Rate Data Source	<p>The source of the failure rates. Failure rate data can be obtained from sources such as appropriate reliability predictions, test and evaluation results, field data from past systems of similar design and environmental use, or failure rate data sources such as MIL-HDBK-217 etc.</p>
Part Logistics Category	<p>is a support classification that defines the role of a hardware or software part as designed in the context of product support.</p> <ul style="list-style-type: none"> <li>• End Item</li> <li>• System Subsystem</li> <li>• Hardware Maintenance Significant Items (MSI) to be split into the following categories: <ul style="list-style-type: none"> <li>○ LS (Statistical Life LRUs) such as Computers, Power PCs, Switches, Routers, IF modules, RF modules, Breakers, Power Supplies, Monitors, Modems, Power Amplifiers etc.</li> <li>○ LL (Limited Life LRUs) such as Batteries, flexible waveguides, oscillators,</li> <li>○ II (Insurance Items) like docking stations, Keyboards, Mice, Cables, mechanical parts (e.g. Racks, drawers), simple E/M parts (e.g. patch panels, )</li> <li>○ C[T] (Technical Consumables) such as fuses, gas dischargers cartridges, surge protection devices, lamps, bulbs, leds etc.</li> <li>○ C[NT] (Non-Technical Consumables) such as POL (Petrols, Oils, Lubricants), water, gas,</li> </ul> </li> </ul>

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Field	Description
	<ul style="list-style-type: none"> <li>○ C[G] (Generic Consumables) like printer cartridges, toners, printers' paper,</li> <li>○ AP (Attaching Parts) like washers, gaskets (not EMI), nuts, bolts, screws, etc.</li> <li>• Software (SW) to be split into the following categories:               <ul style="list-style-type: none"> <li>○ SWA (Application Software) such as Contractors' developed Application SW, COTS Application SW (e.g. MS Office, Adobe Acrobat etc.)</li> <li>○ SWO (Software Operating Systems) such as Linux, Unix, MS Windows, LynxOS, Android, IOS etc.</li> <li>○ Firmware</li> <li>○ Device drivers</li> </ul> </li> <li>• Support equipment and tools               <ul style="list-style-type: none"> <li>○ CHT (Common Hand Tool)</li> <li>○ CSE (Common Support Equipment)</li> <li>○ PSE (Peculiar Support Equipment)</li> </ul> </li> <li>• Facility (Test Facility, Operational facility, Training facility, Depot facility)</li> <li>• Training Equipment</li> </ul>
Hardware Part Repairability	<p>is a support classification which defines whether the Hardware Part As Designed is repairable from a technical perspective (eg, a vendor/supplier standpoint) independent of customer maintenance concepts.</p> <p>Classifier:</p> <ul style="list-style-type: none"> <li>• repairable</li> <li>• non-repairable</li> <li>• NA (Not applicable)</li> </ul>
Procurement Lead Time	<p>For non-repairable and repairable parts. Time needed to procure the item To be provided in calendar days</p>
Turn Around Time	<p>For repairable parts Mandatory for repairable items only, not applicable for non-repairable items. This is the internal TAT (from reception of the item until the declaration of ready to ship). To be provided in calendar days.</p>
Breakdown Element Identifier	<p>is a string of characters used to uniquely identify a Breakdown Element and to differentiate it from other Breakdown Elements that comprise a product. Note: Can be used to establish a hierarchical structure of the technical system.</p>
Breakdown Element Name	<p>is a word or phrase by which the breakdown element is known and can be easily referenced.</p>
Parent Breakdown Element Identifier	<p>is a string of characters used to identify the parent of the Breakdown Element</p>
Currency	<p>Currency (text-3 digits). International 3-digit code (ISO) representing the currency in which the item purchase price (or the estimated value) is expressed.</p>
Price	<p>Item Price (number-11 digits). Unit price with 2 decimals.</p>
Warranty Expiration Date	<p>Warranty Expiration Date (date: DD/MM/YY). Shows the date on which the warranty of this item expires, which is usually N days after delivery of the item. If delivery is scheduled for a certain date, warranty expiration date = delivery date + warranty period in days.</p>

- ILS-37 The Contractor shall provide the update of the inventory at the time of shipment in case that some of the data elements had not been available at the previous submission
- ILS-38 There is no requirement for the NATO Codification of equipment supplied under this Contract. However, in case any such items have previously been codified, the Contractor shall supply the NATO Stock Numbers with the inventory data
- ILS-39 The Contractor shall monitor obsolescence of the items provided under this contract up to the end of warranty and promptly communicate relevant issues to the Purchaser to allow resiliency when in service.

## 4.5 Documentation

- ILS-40 The Contractor shall deliver all documentation, such as COTS documentation and technical manuals as per the following:
- English (United Kingdom) language
  - two soft copies on CD-ROM or DVD
  - soft copies shall be in Adobe Portable Document Format (PDF), HTML or any other format provided PC reading software is provided.
- ILS-41 Not applicable.
- ILS-42 Not applicable.
- ILS-43 The Contractor shall provide Original Equipment Manufacturer (OEM) manuals for all Commercial Off The Shelf (COTS) hardware and software installed or furnished under this Contract. COTS documentation shall accompany each item delivered and shall provide full details of all operational aspects as well as applicable basic maintenance tasks that can be carried out by a skilled technician.
- ILS-44 The documentation shall include Certificates of Conformity which documents that the equipment has been manufactured in compliance with the applicable specifications and standards.

## 4.6 Training

- ILS-45 Not applicable.

## 4.7 Warranty

- ILS-46 The Contractor shall warrant that all the equipment (HW and SW) furnished under this Contract conform to the requirements and is free of any defect in material, code or workmanship providing one (1) year of standard warranty starting at Purchaser acceptance of the equipment.



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- ILS-47 The Contractor shall be aware that warranty claims can be initiated by the Purchaser or the Republic of North Macedonia directly. The Contractor shall provide full cooperation and assistance regardless of the source of the warranty claim.
- ILS-48 The Purchaser will notify in writing the Contractor of any defect in the operation of the equipment or the existence of a failed component. The Contractor shall acknowledge the notification of the Purchaser within the 24 hours after the receipt of the request (by e-mail, fax or letter) and initiate the procedure.
- ILS-49 The Contractor shall repair all items received with the highest priority allocated and shall provide repair report to state the result (repair activity performed or new item to be procured due to motivated impossibility or not economical repair activity).
- ILS-50 The Contractor shall ship the repaired unit within a maximum of fifteen (15) working days starting from the notification of Purchaser for the warranty request (by e-mail, fax or letter), unless otherwise specified and agreed between the Contractor and Purchaser. Additional OEM (Original Equipment Manufacturer) service support shall be provided as specified in the Schedule of Supplies and Services. In particular, the shorter timelines for replacement of faulty equipment shall apply.
- ILS-51 If the failed component is either too large to be easily transported or the failed component cannot be readily identified and isolated within the larger entity, the Purchaser will notify the failure to the Contractor by telephone, fax or e-mail. Within 24 hours of the notification, the Contractor shall provide technical support to the Purchaser personnel in identifying the Failed Component so as to afford the Purchaser the opportunity to return the Failed Component. If the failed component cannot be identified or it is not cost effective or practical to ship to the Contractor's facility, the Contractor may send field service personnel to the site of the failure and repair such equipment on location. In this event, such field service personnel shall be dispatched to the site of the failure within forty-eight (48) hours of initial notification. The expense of the technical support and field service shall be borne by the Contractor.
- ILS-52 For equipment with TEMPEST certification, after warranty repair or replacement, the Contractor shall be responsible for re-tempestrating and re-testing of the equipment free of charge and shall provide the TEMPEST certification with return of the equipment. The Contractor shall not be responsible for re-TEMPESTRATING after repairs for user induced failures (repairs not being performed under warranty).
- ILS-53 The Contractor shall provide Technical Assistance support in English for requests that correspond to information demands limited to the perimeter of delivered products, evolution proposals, problem reports, or any information needed by the Purchaser or its representatives, which are not included in the supplied technical documentation.
- ILS-54 The Contractor shall report all warranty requests to the NCI Agency including:
- Description of issues;

- Date/hour at which the problem or issue was raised;
  - Earlier appearance of the problem or issue;
  - Checks and actions attempted in order to rectify the problem or issue;
  - Description of item to be replaced if applicable;
  - Date and time problem corrected.
- ILS-55 If the Contractor becomes aware at any time before acceptance by the Purchaser that a defect exists in any supplies, the Contractor shall coordinate with the Purchaser and promptly correct the defect.
- ILS-56 Defective magnetic and electronic media storage devices (e.g: CD-ROM's, DVDs, USB sticks, solid state drives, hard drives) shall remain NATO property, at no additional cost, and not be returned to the Contractor when being replaced. Any such defective storage devices shall be replaced by the Contractor with new storage devices at no additional cost to the Purchaser. If the above said electronic media storage devices being a part of a TEMPEST equipment, the Purchaser will be allowed to break the TEMPEST and remove such storage devices without disrupting the warranty rights. The Contractor shall guarantee that normal warranty conditions shall be applicable to such equipment after removal of their storage devices.
- ILS-57 The Contractor shall provide an alternative or superseding items, should the original part be no longer available, ensuring compliance with the original design provided by this Contract.
- ILS-58 The Contractor shall provide all COTS hardware and software upgrades and updates during the warranty period. The availability of COTS hardware and software upgrades and updates shall be communicated to the Purchaser and shall always be subject to Purchaser approval before upgrading.
- ILS-59 The Contractor shall not be responsible for the correction of defects in Purchaser furnished property, except for defects in installation, unless the Contractor performs, or is obligated to perform, any modifications or other work on such property. In that event, the Contractor shall be responsible for correction of defects that result from the modifications or other work.
- ILS-60 The Contractor shall provide six months before the end of warranty period a priced option for the Purchaser to request additional warranty under the same conditions on a yearly basis.

## 4.8 Configuration Management

- CM-1 The Contractor's internal Configuration Management process and shall comply with STANAG 4427 "Configuration Management in System Life Cycle Management".
- CM-2 During implementation and up to the end of the Warranty, the Contractor shall be responsible for HW and SW Configuration Management.

## 4.9 Quality Assurance

- QA-1 The Contractor's internal Quality Assurance process and system shall comply with STANAG 4107 "Mutual acceptance of Government Quality Assurance and usage of the Allied Quality Assurance Publications (AQAP)".