

To: All Prospective Bidders

Subject: Request For Quotations (RFQ) – RFQ-CO115725-PAM – ITM Recovery Increment 1 WP02 Cyber Security, Privileged Access Management (PAM) Amendment 1

References:

- A. RFQ-CO115725-PAM, NCIA/ACQ/2025/06668, dated Monday, 17 March 2025
- B. Paragraph 2.6 of Book I RFQ-CO115725-PAM Questions and Answers
- C. Paragraph 2.4 of Book I RFQ-CO115725-PAM Requests for Extension of Bid Closing Date
- D. NCIA/ACQ/2022/06823, dated Thursday, 09 June 2022
- E. NCIA/ACQ/2022/07088, dated Wednesday, 17 August 2022
- F. NCIA/ACQ/2023/07029, dated Tuesday, 18 July 2023
- G. NCIA/ACQ/2025/06461, dated Friday, 21 February 2025

Dear Prospective Bidders,

1. We are writing to inform you of the release of Amendment 1 of the subject RFQ.
2. The purpose of this Amendment 1 is to:
 - 2.1. Provide all Prospective Bidders with the NCI Agency answers to questions received to date for the subject RFQ. The Purchaser-provided responses to Bidders' questions are issued as Enclosure 2 to this letter. Please note that this amendment relates to questions and answers serial number(s): Q&A 1-5.
 - 2.2. As a direct or indirect result of questions received by industry in accordance with Reference B above, the following documents under RFQ-CO115725-PAM are hereby amended and re-issued in their entirety:
 - a. Book I: Bidding Instructions (para. 2.3.1; Annex C)
 - b. Book II: Statement of Work Annex C QASP – Surveillance Activities (Tab-Phase 2 IMPL, realignment only)
 - 2.3. Prospective Bidders are strongly advised to carefully review the revised documents. The changes within the bidding documents are denoted in red for ease of traceability.
 - 2.4. In accordance with Reference C, the bid closing date has been extended, the revised bid closing date and time is:

Tuesday, 20 May 2025 at 12:00 hours Central European Summer Time (CEST).
3. By virtue of this Amendment 1, the enclosed document(s) replace and supersede all previous version issued in the context of this RFQ-CO115725-PAM.

Prospective Bidders are advised that the NCI Agency reserves the right to cancel, withdraw, or suspend this RFQ at any time in its entirety without incurring any repercussions, or liabilities.

5. The NCI Agency bears no liability for solicitation preparation costs incurred by firms or any other collateral bid preparation costs.
6. Except as provided herein, all other terms and conditions of RFQ-CO115725-PAM documents remain unchanged.
7. Your Point of Contact for all information concerning this RFQ is Natalia Wojciak, NCI Agency Contracting Officer who may be reached at:

RFQCO115725PAM@ncia.nato.int
8. In accordance with the NATO Management of Non-Classified NATO Information policy (C-M(2002)60), this RFQ-CO115725-PAM shall not be published on the internet.
9. Thank you for your interest in this important NCI Agency business opportunity.

FOR THE CHIEF OF ACQUISITION:

Natalia
Wojciak

Digitally signed
by Natalia
Wojciak
Date: 2025.04.01
16:30:09 +02'00'

Natalia Wojciak
Contracting Officer
NATO Communications and
Information Agency (NCI
Agency)

Enclosures (4):

Enclosure A to RFQ-CO115725-PAM AMD 1 - Distribution List
Enclosure B to RFQ-CO115725-PAM AMD 1 - Questions and Answers
Enclosure C to RFQ-CO115725-PAM AMD 1 - Book I Bidding Instructions (separate file)
Enclosure D to RFQ-CO115725-PAM AMD 1 - Book II Part IV SOW Annex C QASP - Surveillance Activities (separate file)

ENCLOSURE A
Distribution List - RFQ-CO115725-PAM Amendment 1

NATO Delegation (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

Strategic Commands

- ACO Registry

Principle Contracting Officer
Project Manager
CAB Mailbox
All NATEXs

ENCLOSURE B
Questions and Answers - RFQ-CO115725-PAM Amendment 1

RFQ-CO-115725-PAM					
ADMINISTRATIVE OR CONTRACTUAL QUESTIONS AND ANSWERS					
Serial #	RFQ Source Document	RFQ Paragraph Reference	Bidder's Question	NCI Agency's Answer	RFQ Package Amended
CR#1	Book I-Bidding Instructions	Section 3, para. 3.1.8	We note the requirement for certification under ISO 9001:2015, AQAP 2110, or equivalent QA/QC regime. Would certification under ISO 27001:2017 be considered acceptable if our processes include rigorous QA/QC elements as part of an integrated management system?	Yes, the certification under ISO 27001 will be acceptable.	NO
CR#2	Book I-Bidding Instructions	Section 3, para. 3.1.8	If our organization intends to engage a subcontractor or participate as part of a consortium, would ISO 9001 certification be required for all involved entities?	The Principal Contractor shall be responsible for its subcontractors to be compliant with the QA/QC regime as per Book I Bidding Instructions para. 3.1.9. The Certificate at Annex A.10 is required from the Bidder (see also CR# 1).	NO
TECHNICAL QUESTIONS AND ANSWERS					
CR#3	09_RFQ-CO-115725-PAM_Book II - Part IV SOW_Annex A SRS.pdf	1.5.2 Requirements statements	The source document states: "SHALL" is a mandatory and contractually binding statement. Will solutions that do not meet all "SHALL" requirements be disqualified?	The requirements with "SHALL" are mandatory. However the Bidder may propose an alternative approach or solution to satisfy a specific or a group of SRS requirement(s).	NO

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CR#4	02c_RFQ-CO-115725-PAM_Book I - AnnexD_RTM-SOW SRS Requirements Extract.xlsx	SRS Requirements sheet	Regarding CR#3, all requirements in the SRS requirements sheet are marked as "SHALL." Was this intentional? Based on our experience, we rarely see vendors meeting all such mandatory requirements. Additionally, we have seen similar projects undergo revisions and redactions.	All SRS requirements are intentionally marked as "SHALL." Please also see CR#3.	NO	AMD 1
CR#5	02c_RFQ-CO-115725-PAM_Book I - AnnexD_RTM-SOW SRS Requirements Extract.xlsx	SRS Requirements sheet	Could you please clarify the structure of the Excel sheet? It appears to have lost the dividers that are visible in the PDF, making it difficult to process and understand the context of the questions. Is there a way to retain this structure for better clarity?	The excel sheet, Annex D is provided as a 'starter/sample' to assist the Bidders to generate their Requirement Traceability Matrix (RTM) response. The Bidders may use this information and expand it to produce and verify the response in accordance with Book I Bidding Instructions, Annex C paras. 1 and 3. In case there are differences between Excel sheet and PDF, only the PDF versions of the SOW and SRS apply.	YES	AMD 1