

**IFIB ACT-JWC-20-70**

**Q A. Week 43 / 44**

Item	Comment / Question	Client Clarification
1	Can JWC clarify if the provided compliance matrix to be used for a specific position or it will have to be tailored based on the requirements of each of the 5 positions? Is this just an example?	See SoW dated 20201102
2	Can JWC confirm what is the correct split of the 5 categories inside the two departments? Is our understanding correct that Full-stack Programming, User Experience (UX) expertise and Web Design belong to the Engineering support for the System Engineering (SE) / software development team in the NEC CCIS System Support Centre (SSC), while System Administration and Test Engineering belong to the System administration support for the System Management and Test Section (SMTS) team in the NEC CCIS System Support Centre (SSC)?	See SoW dated 20201102
3	Can JWC confirm that the personnel proposed for the Test Engineering category will be evaluated according to the listed skills/experience requirements for the System administration support department, described in point 2, page 4, in the IFIB-ACT-JWC-20-70-part3- updated document?	See SoW dated 20201102
4	Can JWC confirm that the personnel proposed for the Full-stack Programming, User Experience (UX) expertise and Web Design categories will be evaluated according to the listed skills/experience requirements for the Engineering support department, described in point 1, page 4, in the IFIB-ACT-JWC-20-70-part3- updated document?	See SoW dated 20201102
5	In light of recent developments, and new COVID regulations, is there a possibility for remote work? If yes, does it apply for all roles, or specific ones?	Remote work for contractors is not possible. The work is carried out on protected operational networks and development networks that run inside the SSC. Current travel restrictions issued by the Norwegian Authorities and quarantine regulations must be observed without exceptions. Unofficial travel to a destination identified as a COVID infected area requiring a quarantine period upon return from that destination will not be covered under this contract. Unavailability of contractor(s) due to a quarantine period caused by unauthorized travel is not accepted by JWC or the NEC CCIS SSC.
6	Confirmation of the working hours against the following format: Monday - Friday, 08:00 - 17:00 (CET) or 7.5 hours per day.	Monday - Friday, 07:30 - 15:30 (CET), 30 minutes lunch-break.
7	Can JWC provide information on how the 4000 hours are distributed between the profile types identified in the clarification requests? If a forecast is not available then can the purchaser provide an overview of 2019 hours used per profile type for the profiles identified in the clarification requests?	The 4000 hr mentioned is just an estimation of max effort for 2021. Required contractor support may increase or decrease according to changing needs. Historical data on hours spent in 2019 provides limited value to bidders. However, for 2021 it is expected that the requirement for Full stack programming and System Administration will be full time occupations but may be scaled down in periods. The other required support need to be scalable throughout the year according to the level of progress being made and a more dynamic workload situation.
8	Can JWC identify which profiles will be required according to the 5 categories identified in the clarification requests per year in terms of estimated hours per category?	See Item 7.
9	Can JWC identify how many personnel are currently delivering services on site today permanently in terms of FTE's?	Currently 3,6 FTEs
10	Does JWC have a budget per profile type for the duration of the contract to allow the bidder to correctly plan resource allocation?	There is one budget line for Services, including contractors in general, prioritized by the Commander of the SSC. The budget line is not broken down into specific skill sets, profiles or roles.
11	When hours are required for resource profiles/competences which are outside of the expected onsite requirement for the base requirement, how long will the bidder have to deliver the resources?	It is assessed that 4 weeks is needed for the provider to recruit new resources.
12	If the bidder is successful can JWC identify the knowledge transfer period between the existing contractor and the new potential contractor?	Knowledge transfer from current to potential new contractor is a risk carried by JWC and NEC CCIS SSC.

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13	Can JWC identify if there is any nationality restrictions with working in the location identified as the primary place of service delivery? i.e. Can the bidder deliver non Norwegian resources which will be authorized access to the location and system?	ONLY individuals that are citizens of a NATO member contry with NATO NS security clearance. It is assessed that the candidates of the winning company will have time to obtain valid and active NATO Secret Security Clearance Certificates, valid from the start of the contract. This is a requirement, to have access to the SSC facilities and systems.
14	Can JWC provide detailed clarification according to the specific job description requirements to the 5 role types identified in the clarification requests to allow the bidder to present 3 CV's per profile type which are compliant? i.e. Can JWC Provide full role descriptions for these 5 category types?	See SoW dated 20201102
15	The bidder requests a 2 week extension to the bid closing date which will allow for the bidder to review the market according to the JWC updated descriptions?	<i>Already announced</i>
16	Can JWC confirm the start date of potential services from the new service provider?	<i>01-JUNE-2021</i>
17	Ref Q&A Week 41-42. Within my question marked as Q5, regarding the submission of CVs per different categories, I meant if it would be accepted to submit the same CV per e.g. two categories (one consultant matches two categories)?	Yes. One consultant may cover several areas of expertise. Please see updated SOW and new document dated 20201102
18	SOW, page 22 – please specify which of the five (5) categories or two (2) departments concerns given MATRIX?	Please see updated SOW and new document dated 20201102
19	Do you require MATRICES for each CV?	Please see updated SOW and new document dated 20201102
20	Price Proposal format - ANNEX B - BID FORM: is it accepted to modify the form in order to include different rates for different profiles? Or you require just one, fixed hourly rate for each consultant?	No, one fixed hourly rate.
21	Having in mind the current COVID-19 situation, would you be so kind as to take into consideration the extension of the bid closing date for another 2 weeks?	NEW BID closing date is 30-NOV-2020 13:00 hours local time Stavanger