NCIA/ACQ/2026/07260
Wednesday, 10 June 2026

NCIA Request for Bidders View (RFBV)

To: **Industry Partners**

Subject: **AUDIO VISUAL LIFECYCLE SERVICES (AVLS)**
RFBV-07260-AVL

1. The NATO Communications and Information Agency (NCIA) is conducting a Request for Bidders View to verify that NCIA's technical documents are sound from a contractual and technical perspective and gather input on potential improvements to support the upcoming acquisition for the provision of Support and Maintenance Services for Collaborative Visualization Systems. To that end, we are issuing the attached Request for Bidders View RFBV-07260-AVL to solicit feedback about the NCIA draft SOW from capable and interested industry partners.

2. This RFBV is issued for planning purposes only and is not a request for bids. It is part of NCIA's effort to ensure it has a clear understanding of the available capabilities. Price information should not be provided as part of the response to this RFBV.

3. We value your insight and invite you to review and comment on our draft requirements (Annex A) with a view in providing recommendations for improving performance outcomes, and efficiency; and identifying any risks or concerns that should be considered during planning.

4. Submission instructions and additional details can be found in the enclosure to this RFBV.

5. Only companies from a NATO member country can participate in or respond to this RFBV (https://www.nato.int/cps/en/natohq/nato_countries.htm).

6. Should you have any questions or need clarification, please contact Esteban Diaz at Esteban.diaz@ncia.nato.int.

7. We thank you in advance for your time and input, and we look forward to engaging with you as we shape this potential acquisition.

For the Chief of Acquisition:

Esteban Diaz
Digitally signed by Esteban Diaz
Date: 2026.06.10 09:40:53 +02'00'

Esteban Diaz
Senior Contracting Assistant

Enclosure:
- Distribution List
- Request for Bidders View with Annex A (SOW)

Distribution List

1. **NATO Delegation (Attn: Infrastructure Adviser)**

1. Albania	**12.** Greece	**23.** Poland
2. Belgium	**13.** Hungary	**24.** Portugal
3. Bulgaria	**14.** Iceland	**25.** Romania
4. Canada	**15.** Italy	**26.** Slovakia
5. Croatia	**16.** Latvia	**27.** Slovenia
6. Czechia	**17.** Lithuania	**28.** Spain
7. Denmark	**18.** Luxembourg	**29.** Sweden
8. Estonia	**19.** Montenegro	**30.** Türkiye
9. Finland	**20.** Netherlands	**31.** United Kingdom
10. France	**21.** North Macedonia	**32.** United States
11. Germany	**22.** Norway	

2. **All NATEXs**

Table of Contents

REQUEST FOR BIDDERS VIEW

A. Introduction

1. The NATO Communications and Information Agency (NCIA) is conducting a Request for Bidders View to verify that NCIA's technical documents are sound from a contractual and technical perspective and gather input on potential improvements to support NCIA ESOC Call Center. This Request for Bidders View (RFBV) is issued solely for informational purposes and does not constitute a Request for Proposal (RFP), Request for Quotation (RFQ), or invitation for bid.

B. Purpose

1. The purpose of this RFBV is to obtain input from industry to help inform the NCIA's acquisition planning. Responses to this RFBV will assist in confirming requirements and capabilities, and shaping the strategy for any future solicitation.

C. Background

1. The SOW to be reviewed is based on standardized system classification, scalable onboarding, lifecycle leasing options, and severity-based service prioritization to ensure predictable operational support across evolving audiovisual environments.
2. NCIA future intention is to establish a multi-year framework contract for the technical support, maintenance, configuration management, training, and operational assistance of designated audiovisual and visualization systems located at Camp Casteau (SHAPE, Belgium).

D. Submission Instructions

1. Interested parties are invited to respond in accordance with the instructions below:

   a. Submit responses via the email address in section H no later than **17:00 hours Central European Time (CET)** on **15 July 2026**.

   b. Please note the following instructions for reviewing the SOW:

   - Use a Microsoft Office/Acrobat PDF compatible type of file for your response.

   - The file should be renamed using the following pattern: RFBV-07260-AVL_Company name

E. Industry Engagement (Optional)

1. N/A

F. Disclaimer

1. This RFBV is for planning and informational purposes only and shall not be construed as a solicitation or obligation on the part of the NCIA. The NCIA does not intend to award a contract based on responses to this RFBV. Respondents are solely responsible for all costs incurred in responding to this RFBV. The NCIA will consider and analyse all information received from this RFBV and may use these findings to

develop a future solicitation. The NCIA will consider all responses as confidential commercial information and will protect it as such.

2. NCIA reserves the right, at any time, to cancel this Request for Bidders View, partially or in its entirety. No legal liability on the part of NCIA for payment of any sort shall arise and in no event will a cause of action lie with any prospective participant for the recovery of any costs incurred in connection with the preparation of documentation or participation in response hereto. All effort initiated or undertaken by prospective informal market survey participants shall be done considering and accepting this fact.

G. Use of Information Provided through Responses

1. Confidentiality of Responses

The NCIA may incorporate industry comments and responses, in part or in whole, into a future release of a solicitation. Should respondents include proprietary data in their responses that they do not wish to be disclosed to the public for any purpose, or used by NCIA (except for internal evaluation purposes), they must:

a. Mark the title page with the following legend:

This document includes data that shall not be disclosed outside NATO and shall not be duplicated, used, or disclosed – in whole or in part – for any purpose other than for NCIA internal evaluation purposes, unless otherwise expressly authorised by [insert company name]. This restriction does not limit the NCIA's right to use information contained in this data without restriction if it is obtained from another source. The data subject to this restriction are contained in sheets [insert numbers or other identification of sheets]

b. Mark each sheet of data it wishes to restrict with the following legend:

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this document.

H. RFBV Point of Contact

1. Esteban Diaz

2. Esteban.diaz@ncia.nato.int.

Audio Visual Lifecycle Services (AVLS)

Statement of Work

This page is intentionally left blank

Annex A

STATEMENT OF WORK (SoW)
SOW for Audio Visual Lifecycle Services (AVLS) - the Provision of Support and Maintenance Services for Collaborative Visualization Systems

This SOW is based on standardized system classification, scalable onboarding, lifecycle leasing options, and severity-based service prioritization to ensure predictable operational support across evolving audiovisual environments.

1. Scope and Purpose

1.1

This Statement of Work (SoW) defines the tasks, responsibilities, and deliverables under the prospective Framework Contract between:

- **The Purchaser:** CSU Mons (acting on behalf of NATO entities and Partner Organisations)
- **The Contractor:** The economic operator selected through the competitive procurement procedure
- **Partners:** Organisations supported by the Purchaser under the authority of the prospective Contract

1.2

The purpose of the prospective Contract (after solicitation) is to establish a multi-year framework for the **technical support, maintenance, configuration management, training, and operational assistance** of designated audiovisual and visualization systems located at **Camp Casteau**.

1.3

The prospective Contract will encompass the following system families:

- **Video Conference Systems**
- **Video Wall Systems**
- **Digital Signage Systems**
- **Large Display Systems**
- **Public Address (PA) Systems**

1.4

The prospective Contract will be structured into **five (5) one-year Contractual Periods ("Tranches")**, executed sequentially subject to continued funding and Purchaser authorization.

In case of inconsistency: Annex H governs pricing, Annex O governs SLA performance, Annex F governs system classification and severity.

2. Definitions

For the purposes of this SoW:

- **Purchaser:** CSU, acting under NATO procurement regulations.
- **Contractor:** The successful bidder and its approved personnel.
- **Partners:** NATO or NATO-affiliated entities authorized to receive support under the prospective Contract by the purchaser.
- **System:** Any Video Conference System, Video Wall System, or Digital Signage System formally onboarded under the prospective Contract.
- **Onboarding:** The formal process by which a System is added to the scope of services.
- **Upgrade Works:** Refurbishment, modernization, improvement, creation or addition of Systems.

Additional definitions and all acronyms are listed in Annex U.

3. Contractual Framework

3.1

The prospective Framework Contract will establish **conditions, responsibilities, and service levels** applicable to all Systems progressively added to the scope.

3.2

The Purchaser may, at any time during the Contract, onboard additional Systems of defined Types and Flavours without the need to renegotiate contractual terms.

4. Security and Access Requirements

4.1

All Contractor personnel performing work under the prospective Contract shall hold a valid **NATO SECRET or higher**, as required by the Purchaser, **Personnel Security Clearance (PSC)** issued by a NATO-recognized National Security Authority (NSA).

4.2

As a general rule, Contractor personnel shall be fully cleared to the level commensurate with the information, systems, or environments to which they may have access, including inadvertent access.

4.3

Escorted access shall be permitted only on an exceptional and temporary basis, solely as a risk-mitigation measure, subject to the Purchaser's prior written approval, and only where operational necessity has been demonstrated. Escorted personnel shall not access classified information or systems above their clearance level, and the scope and duration of such access shall be strictly limited and defined by the Purchaser.

4.4

Access to Camp Casteau and sensitive technical areas is strictly controlled. Personnel access shall be:

- Pre-registered
- Security-vetted
- Limited to tasks authorized by the Purchaser

4.5

The Contractor is not permitted to access the Systems remotely. Routine maintenance, diagnostics, and configuration activities must be performed on-site. Where off-site repair or handling is required, the Contractor may remove equipment only with the Purchaser's prior written approval and in accordance with applicable security procedures.

4.6 Working Language

The working language of the prospective Contract shall be English.

All contractual documentation, reports, governance materials, service records, ticket updates, and formal communications with the Purchaser shall be provided in English.

Personnel assigned to perform services under the prospective Contract shall possess sufficient operational knowledge of English to:

- understand technical, operational, safety, and security instructions;
- communicate during service delivery and incident resolution activities;
- interact with Purchaser representatives where operationally required;
- complete service-related documentation and ticket updates.

Full professional fluency in English is not required for all technical personnel, provided that effective operational communication can be maintained.

5. System Families and Technical Context

5.1 System Classification Model

Systems to be covered under the prospective Contract are classified using a standardized multi-dimensional classification model to ensure consistent configuration management, pricing, service delivery, and lifecycle management across all System Families.

For each System, the classification may include the following elements, as applicable:

- System Family;
- System Type;
- System Architecture (for Video Conference Systems);
- Operator Control Position System Type (where applicable);
- System Flavour(s) (e.g. TEMPEST-C, Multi-Level);
- Maximum Severity Level (Annex O);
- Lifecycle Model (Purchased or Leased).

These classification elements together define the technical configuration, operational role, service requirements, and pricing structure of a System under the prospective Contract.

A complete system classification may therefore be expressed in the following format:

[System Family] – [System Type] – [System Architecture] – [OCP Type] – [System Flavour(s)] – [Severity Level]

Example:
VCS – Type D – ARC-3 – OCP-2 – Multi-Level – Severity 2

5.2 Video Conference Systems

5.2.1 Generic Composition

A Video Conference System typically includes all local components required to enable end-to-end conferencing functionality **up to and including the codec or equivalent media processing platform**, whether hardware- or software-based.

A Video Conference System typically includes:

- Displays
- Codec hardware (e.g. H.323/SIP capable)
- PTZ cameras

- Microphones, DSP, loudspeakers
- Wired/wireless content sharing
- Control system (touch panel or integrated controller)
- Network interfaces
- Mounts, structural support, and cabling

Support under the prospective Contract will include codec configuration, local connectivity, and device-level integration.
Governance, administration, licensing, and availability of external collaboration platforms (e.g. Microsoft Teams, Webex, Zoom) are explicitly out of scope.

5.2.2 Recognized System Types

As defined in Annex A, the following standardized categories apply:

- Type A — Huddle Room
- Type B — Small Meeting Room
- Type C — Standard Conference Room
- Type D — Executive Conference Room
- Type E — Training Room / Classroom
- Type F — Lecture Hall / Auditorium

5.2.3 System Architecture

In addition to the Video Conference System Types defined above, each Video Conference System shall be classified according to its System Architecture, which describes how conferencing functionality is hosted and operated within the room environment.

The System Architecture categories are defined in Annex A and include:

- ARC-1 — Bring Your Own Device (BYOD) System
- ARC-2 — Native Room System
- ARC-3 — Hybrid Room System
- ARC-4 — Codec-Based System

System Architecture classification may influence system configuration, maintenance requirements, lifecycle management, and pricing adjustments in accordance with Annex H.

5.2.4 Operator Control Position Systems

Certain Video Conference Systems, particularly larger conference rooms, training rooms, lecture halls, and auditoriums, may be supported by an Operator Control Position System (OCP System).

An Operator Control Position System is a technical workstation, control booth, or control room environment equipped with audiovisual control, monitoring, routing, recording, streaming, or production equipment allowing technical personnel to operate, supervise, and manage audiovisual systems during meetings, conferences, training sessions, or events.

Operator Control Position Systems are classified separately from Video Conference Systems and are defined in Annex A as:

- OCP-1 — Local Room Control Position
- OCP-2 — Advanced Room / Training Room Control Position
- OCP-3 — Auditorium / Event Control Room
- OCP-4 — Centralised Control / Multi-Room Operations Centre

Operator Control Position Systems may be associated with one or more Video Conference Systems but are treated as independent Systems for the purposes of configuration management, lifecycle management, support, leasing, and Upgrade Works pricing.

5.3 Video Wall Systems

5.3.1 Generic Composition

A Video Wall System typically consists of:

- LCD or LED display modules
- Precision mounting structure
- Video processor/controller
- Content source interfaces
- Control interface (hardware/software)
- Cabling, AV-over-IP components, and network integration
- Optional monitoring tools

5.3.2 Recognized System Types

As defined in Annex B and Annex A, the following standardized categories apply:

- VW-1 — Small Video Wall
- VW-2 — Standard Video Wall
- VW-3 — Large Format Video Wall
- VW-4 — Mission-Critical / Control Room Wall
- VW-5 — Architectural / Specialty Display

5.4 Digital Signage Systems

5.4.1 Generic Composition

A Digital Signage System includes:

- Commercial monitor(s) or LED signage
- Media player or SoC engine
- CMS platform (cloud/on-prem)
- Network connectivity
- Management and monitoring functions
- Optional interactivity or sensors

5.4.2 Recognized System Types

As defined in Annex C, the following standardized categories apply

- DS-1 — Single Screen Signage
- DS-2 — Multi-Screen Independent Signage
- DS-3 — Synchronized Multi-Screen Signage
- DS-4 — Interactive / Kiosk Signage
- DS-5 — Outdoor / High-Brightness Signage
- DS-6 — LED-Based Signage
- DS-7 — Data-Driven Signage

5.5 Large Display Systems

5.5.1. Generic Composition

A standard Large Display System consists of:

- One professional-grade large-format display
- Mounting or support structure (wall mount, stand, or mobile solution)
- Power and signal connectivity
- Integration with a source system (VC codec, media player, video wall controller, or PC)
- Configuration and calibration settings

5.5.2 Recognized System Types

As defined in Annex D, the following standardized categories apply:

- LD-1 – Standard Large Display
- LD-2 – High-Brightness Large Display
- LD-3 – Ultra-Large Display
- LD-4 – Interactive Large Display
- LD-5 – Mobile / Reconfigurable Large Display
- LD-6 – Projection-Based Large Display System

5.6 Public Address (PA) Systems

5.6.1 Generic Composition

A Public Address (PA) System is an audio distribution system designed to broadcast voice announcements, alerts, or prerecorded messages to one or more defined zones.

A PA System typically includes:

- Paging microphones or announcement sources
- Audio signal processing and routing components
- Amplifiers
- Loudspeakers
- Control, monitoring, and supervision interfaces
- Cabling and power distribution

5.6.2 Recognized System Types

As defined in Annex E, the following standardized categories apply:

- PA-1 — Small Area / Local PA System
- PA-2 — Multi-Zone Building PA System
- PA-3 — Campus / Distributed PA System
- PA-4 — Integrated PA / Voice Alarm Interface System

Support for PA Systems under the prospective Contract will be limited to **operational availability and maintenance** and explicitly excludes life-safety certification, regulatory compliance, and authority over emergency or evacuation systems.

5.7 System Flavours and Security Variants

Certain Systems may require additional security or operational characteristics beyond standard commercial configurations. These characteristics are implemented through System Flavours as defined in Annex A.

System Flavours do not create new System Types but represent variants of standard Systems incorporating additional security, operational, or architectural requirements.
System Flavours may include, but are not limited to:

- TEMPEST-C compliant systems;
- Multi-Level (ML) capable systems;
- Other Purchaser-approved system variants.

Unless otherwise specified, Systems with Flavours shall maintain the same functional capabilities as their standard counterparts but may have different installation, operational, or maintenance requirements.

5.8 Default Configuration

All Systems and Configuration Items (CIs) provided under the prospective Contract are delivered in their standard commercial configuration and are not TEMPEST-tested by default.

5.8.1 TEMPEST-C Flavour

Upon Purchaser request, the Contractor shall provide TEMPEST-C certified versions of any System Type or CI Category listed in the CI Catalogue.

TEMPEST-C certified variants:

- must meet the same functional and performance requirements as the corresponding standard models, unless otherwise agreed;
- may have different physical characteristics, installation requirements, and operational constraints;
- shall be priced using a dedicated TEMPEST pricing line or surcharge defined (ref. Annex H).
-

5.8.2 Ordering and Availability

TEMPEST-C certified equipment shall be supplied only upon explicit Purchaser request and may be subject to extended lead times based on manufacturer availability or certification processes.

5.8.3Configuration and Support

Once delivered and accepted, TEMPEST-C certified Systems shall be supported under the same service levels and maintenance obligations as their standard counterparts unless specific TEMPEST-related restrictions apply, in which case such restrictions shall be documented.

6. System Onboarding Process

6.1 Initial List

The Initial System List (Annex F) defines all Systems to be supported at Contract commencement.

6.2 Progressive Onboarding

For any new or existing System to be added:

- The Purchaser designates the System Type and Flavour
- The Contractor conducts an initial assessment
- A System Onboarding Form (SOF) is completed
- The System enters the support scope upon Purchaser authorization

6.3

Unit costs shall apply as per Annex H (Price Schedule).

7. Contractor Responsibilities

7.1 Preventive Maintenance

The Contractor shall perform Preventive Maintenance (PM) in accordance with **Contractor-defined intervals**, based on manufacturer recommendations, industry best practices, and system requirements.

The proposed PM schedule shall be yearly submitted to the Purchaser for review and approval.

PM activities shall include, at a minimum:

- hardware inspection and cleaning
- display alignment and verification
- firmware/software updates (CMS, codecs, DSPs, controllers)
- audio calibration
- CMS connectivity checks (for Digital Signage)
- functional validation of each subsystem

7.2 Corrective Maintenance

The Contractor shall:

- Respond to incidents within agreed **Response Times (RT)**
- Resolve faults within the defined **Restoration Times (ResT)**
- Provide on-site technical personnel
- Replace defective components
- Apply temporary workarounds if required

(Exact RT/ResT values to are defined in Annex O.)

7.3 Service Desk

The Contractor shall operate a Service Desk responsible for:

- Incident reception
- Logging and tracking
- Dispatching on-site resources
- Providing monthly incident reporting

The Service Desk shall operate in English for all ticket logging, incident updates, escalation communications, and service reporting.

7.4 Configuration Management

The Contractor shall maintain:

- Current system inventory
- Configuration baselines
- Firmware/software version logs
- Technical documentation
- Change records

7.5 Event Support

Upon Purchaser or Partner request, the Contractor shall provide:

- Pre-event validation
- On-site standby support
- Rapid incident response

Billing shall follow hourly rates defined in Annex H.

7.6 User Training

The Contractor shall deliver:

- Operator training
- System-specific instruction
- Documentation and quick reference guides

Each session shall be invoiced per the unit rate in Annex H.

8. Cost Model

The following cost elements apply:

8.1 Contract Initiation Cost

A one-time fee applicable to the entire framework duration.

8.2 System Family Initiation Costs

A one-time initiation cost for:

- First Video Conference System (whatever the flavour)
- First Video Wall (whatever the flavour)
- First Digital Signage System (whatever the flavour)
- First Large Display System (whatever the flavour, and not being already accounted for under Video Conference System, Video Wall, or Digital Signage System).
- First Public Address (PA) System (whatever the flavour)

8.3 Unit Costs for System Flavours

Each VC, Video Wall, Digital Signage, Large Display and PA flavour has a predefined unit cost for onboarding and service support.

8.4 Training Costs

Fixed rate per training session.

8.5 Event Support Costs

Hourly rate for dedicated support to Partners.

8.6 Upgrade Works

The Purchaser may request refurbishment, modernization, creation or addition of Systems.

A **maximum cost ceiling per System Flavour** must be provided during bidding.
Invoices shall reference **"Upgrade Works – As Per Annex H."**

9. Performance Reporting

The Contractor shall provide by type of systems:

- Monthly Service Desk report
- Monthly preventive maintenance report
- Quarterly configuration baseline updates
- Annual performance review reports
- Recommendations for lifecycle replacement

10. Contractual Period

The prospective Framework Contract should cover **five (5) consecutive one-year Contractual Periods**, subject to continued NATO funding and performance.

Annex A Video Conference System Types

A.1 Purpose

A.1.1

This Annex defines the standardized Video Conference System Types (hereafter “VCS”) recognized under the prospective Framework Contract. Each system onboarded into the Contract shall be assigned one of these VC Types.

A.1.2

System Types permit cost standardization, harmonized service delivery, predictable support requirements, and consistent configuration management across all Purchaser and Partner environments.

A.2 General Description of a Video Conference System

A.2.1

A Video Conference System (VCS) is a collaborative communication environment consisting of video display devices, audio capture and reinforcement systems, video conferencing codecs, cameras, content-sharing interfaces, control systems, and associated cabling, mounting, and network connectivity.

A.2.2

Each VC Type defined in this Annex represents a typical room configuration with a standard functional baseline.

A.2.3

Video Conference Systems include all local components required for end-to-end conferencing functionality up to and including the codec or equivalent media processing platform, whether hardware- or software-based.

Support under the prospective Contract will include codec configuration, local connectivity, and device-level integration. Governance, administration, licensing, and availability of external collaboration platforms (e.g. Microsoft Teams, Webex, Zoom) are explicitly excluded from scope.

A.2.4

The Contractor shall support the complete system, including all integrated subsystems (audio, video, control, network connectivity, furniture-integrated AV elements, and mounting structures).

A.3 Classification of Video Conference Systems

Each Video Conference System under the prospective Contract is classified using multiple classification dimensions.

These dimensions are independent and together define the complete system classification:

- Video Conference System Type (room size and system complexity);
- System Architecture (operational conferencing model);
- Operator Control Position System Type (where applicable);
- System Flavour(s) (security or special operational characteristics).

A complete system classification therefore consists of a combination of these elements.

Video Conference Systems fall into the following standardized Types:

- Type A – Huddle Room
- Type B – Small Meeting Room

- Type C – Standard Conference Room
- Type D – Executive Conference Room
- Type E – Training Room / Classroom
- Type F – Lecture Hall / Auditorium

Each Type is described in detail below.

A.4 System Type Descriptions

A.4.1 Type A – Huddle Room

A.4.1.1 Description

Type A systems are small-capacity collaborative spaces intended for rapid and informal communications for 2–4 users.

A.4.1.2 Typical Components

- Single commercial display (monitor)
- Integrated soundbar with built-in camera and microphone or small VC appliance
- Basic hardware codec or cloud-based meeting appliance
- Simple wired and/or wireless content sharing
- Localized control (on-device control or small touch panel)
- Minimal table connectivity
- Standard network connection

A.4.1.3 Use Cases

- Quick consultations
- Small team meetings
- Remote ad-hoc communications

A.4.2 Type B – Small Meeting Room

A.4.2.1 4.2.1 Description

Type B systems support 4–8 participants with improved audiovisual capability and more flexible content sharing.

A.4.2.2 Typical Components

- One or two displays
- PTZ camera or advanced integrated soundbar camera
- Table microphones or ceiling microphone
- Hardware codec supporting SIP/H.323
- Wired and wireless content input
- Room control interface (touch panel)
- Ceiling or wall-mounted loudspeakers

A.4.2.3 Use Cases

- Regular team meetings
- Inter-departmental calls
- Moderated remote presentations

A.4.3 Type C – Standard Conference Room

A.4.3.1 Description

Type C systems serve 8–16 participants and provide a fully integrated, professional video conferencing environment.

A.4.3.2 Typical Components

- Dual commercial displays
- Dedicated hardware codec
- PTZ camera(s) with presets
- Ceiling microphone array or multiple table microphones
- DSP-managed audio system
- Wired and wireless content sharing
- Full control via touch panel (AV, VC, source selection)
- Optional in-room PC or meeting appliance

A.4.3.3 Use Cases

- Regular executive communications
- Formal presentations
- Multi-site coordination meetings

A.4.4 Type D – Executive Conference Room

A.4.4.1 Description

Type D systems are premium conference rooms for high-level meetings, supporting enhanced audio, multi-camera setups, and environmental integration.

A.4.4.2 Typical Components

- Dual or large-format displays
- High-end PTZ camera(s), possible multi-camera solution
- Advanced microphones (ceiling array, table arrays, wireless)
- Enhanced loudspeaker configuration
- Full-feature control system (AV, lighting, blinds, automation)
- Furniture-integrated connectivity
- Advanced signal routing and processing

A.4.4.3 Use Cases

- Senior leadership boards
- Strategic/operational command meetings
- High-visibility engagements

A.4.5 Type E – Training Room / Classroom

A.4.5.1 Description

Type E systems support instructional environments, hybrid training, and multi-source content workflows.

A.4.5.2 Typical Components

- Large display or projection system, possibly dual displays
- Instructor camera and audience camera
- Combination of microphone types (ceiling + wireless)
- DSP-managed audio with enhanced amplification
- Recording/streaming capability where required
- Flexible content input interfaces
- Control system covering AV and environmental elements

A.4.5.3 Use Cases

- Formal training
- Courses and workshops
- Hybrid classroom scenarios

A.4.6 Type F – Lecture Hall / Auditorium

A.4.6.1 Description

Type F systems are large-capacity facilities supporting high-impact briefings, town halls, and events.

A.4.6.2 Typical Components

- Large projection system or large LED/LCD displays
- Multiple PTZ cameras
- Professional-grade audio reinforcement
- Wireless microphone kits (handheld, lapel)
- Advanced DSP and audio routing
- Lectern integration with connectivity interfaces
- Stage lighting and environmental integration
- Control system with multi-scene presets

A.4.6.3 Use Cases

- Large-scale briefings
- Command-wide announcements
- High-attendance events

A.5 System Architecture Types

A.5.1 Purpose

This section defines the standardized System Architecture categories applicable to Video Conference Systems under the prospective Framework Contract.

System Architecture describes the operational and technical model used to deliver video conferencing functionality within a room environment.

While VC Types (A–F) define the room size and baseline system complexity, System Architecture defines how conferencing services are hosted, controlled, and accessed by users.

Each Video Conference System onboarded under the prospective Contract shall be assigned one System Architecture category.

System Architecture classification may influence system configuration, support requirements, maintenance activities, lifecycle management, and pricing adjustments as defined in Annex H.

A.5.2 System Architecture Categories

Video Conference Systems shall be classified under one of the following System Architecture categories:

- ARC-1 – Bring Your Own Device (BYOD) System
- ARC-2 – Native Room System
- ARC-3 – Hybrid Room System
- ARC-4 – Codec-Based System

Each Architecture category is described in detail below.

A.5.3 ARC-1 – Bring Your Own Device (BYOD) System

A.5.3.1 Description

ARC-1 systems are Video Conference Systems in which the conferencing application and meeting session are hosted on a user-provided device, typically a laptop computer, connected to the room's audiovisual equipment.

The room system provides audiovisual peripherals such as camera, microphones, loudspeakers, displays, and content sharing interfaces, which are used by the user's device via wired or wireless connection.

The Video Conference System does not host conferencing services locally and does not require a dedicated room conferencing account.

A.5.3.2 Typical Characteristics

ARC-1 systems typically include:

- USB-connected camera, microphone, and audio devices;
- a video soundbar or modular AV system operating as USB peripherals;
- wired connection (e.g. USB-C or HDMI + USB) for user devices;
- optional wireless content sharing;
- displays connected to the room AV system;
- limited or simplified room control interface;
- no dedicated room conferencing appliance or codec.

A.5.3.3 Operational Characteristics

For ARC-1 systems:

- the user device hosts the conferencing application (e.g. Microsoft Teams, Webex, Zoom);
- system operation depends on the user device;
- no room calendar integration is required;
- the room system primarily functions as an audiovisual peripheral environment.

A.5.4 ARC-2 – Native Room System

A.5.4.1 Description

ARC-2 systems are Video Conference Systems in which conferencing services are hosted on a dedicated room appliance, room PC, or integrated conferencing device permanently installed in the room.

The system operates using a room-based conferencing account and supports scheduled meetings, calendar integration, and one-touch join functionality via a room control interface.

Users may optionally connect personal devices for content sharing, but conferencing sessions are hosted on the room system.

A.5.4.2 Typical Characteristics

ARC-2 systems typically include:

- dedicated room conferencing appliance, codec, or room PC;
- integration with a conferencing platform (e.g. Microsoft Teams Rooms, Zoom Rooms, Webex Rooms);
- room scheduling or calendar integration;
- touch panel control interface;
- integrated camera, microphone, and audio system;
- wired and/or wireless content sharing from user devices;
- automated meeting join functionality.

A.5.4.3 Operational Characteristics

For ARC-2 systems:

- conferencing sessions are hosted on the room system;
- the room operates independently of user devices;
- the system typically uses a dedicated room account;
- system maintenance includes appliance or room PC management.

A.5.5 ARC-3 – Hybrid Room System

A.5.5.1 Description

ARC-3 systems are Video Conference Systems capable of operating both as a Native Room System and as a Bring Your Own Device system.

The system normally operates using a dedicated room conferencing appliance but allows users to connect their own devices and use the room audiovisual equipment as peripherals when required. Hybrid systems provide maximum flexibility and interoperability with multiple conferencing platforms.

A.5.5.2 Typical Characteristics

ARC-3 systems typically include:

- dedicated room conferencing appliance or codec;
- USB passthrough or peripheral mode allowing connection of user devices;
- touch panel control interface;
- integrated camera, microphone, and audio system;
- wired device connectivity for BYOD operation;
- support for both room-hosted and user-hosted conferencing sessions.

A.5.5.3 Operational Characteristics

For ARC-3 systems:

- the system can operate in room mode or BYOD mode;
- switching between modes may be performed automatically or via the control interface;
- the system supports multiple conferencing platforms through BYOD functionality;
- support and maintenance include both appliance and peripheral operation modes.

A.5.6 ARC-4 – Codec-Based System

A.5.6.1 Description

ARC-4 systems are Video Conference Systems based on dedicated hardware video conferencing codecs supporting standards-based communication protocols such as SIP and H.323.

These systems may operate independently or in combination with external conferencing platforms through gateways or interconnection services.

Codec-based systems are typically used in environments requiring standards-based interoperability, secure networks, or specialized conferencing infrastructure.

A.5.6.2 Typical Characteristics

ARC-4 systems typically include:

- dedicated hardware video conferencing codec;
- SIP/H.323 protocol support;
- PTZ camera(s);
- integrated audio system with microphones and loudspeakers;
- control system or codec touch controller;
- content sharing interfaces;
- integration with video conferencing infrastructure or gateways.

A.5.6.3 Operational Characteristics

For ARC-4 systems:

- conferencing sessions are hosted on the hardware codec;
- systems may connect to conferencing platforms through gateways;
- systems may operate on secure or isolated networks;
- lifecycle and maintenance are driven by codec hardware and firmware.

A.6 Operator Control Position System Types

A.6.1 Purpose

This section defines the standardized Operator Control Position System Types (hereafter "OCP Systems") recognized under the prospective Framework Contract. OCP Systems provide technical operation, monitoring, and control capabilities for audiovisual systems, including Video Conference Systems and other audiovisual environments.

OCP Systems may operate in conjunction with one or more Video Conference Systems or other audiovisual systems but are treated as independent systems for the purposes of configuration management, lifecycle management, support, leasing, and Upgrade Works.

A.6.2 General Description

An Operator Control Position System is a technical workstation, control booth, or control room environment equipped with audiovisual control, monitoring, routing, and production equipment allowing technical personnel to operate, supervise, and manage audiovisual systems during meetings, conferences, training sessions, or events.

OCP Systems may include operator workstations, control interfaces, audio mixing equipment, video switching equipment, recording and streaming equipment, monitoring displays, intercom systems, and associated rack equipment.

A.6.3 Classification of Operator Control Position System Types

Operator Control Position Systems fall into the following standardized Types:

- OCP Type 1 – Local Room Control Position
- OCP Type 2 – Advanced Room / Training Room Control Position
- OCP Type 3 – Auditorium / Event Control Room
- OCP Type 4 – Centralised Control / Multi-Room Operations Centre

Each Type is described in detail below.

A.6.4 OCP Type 1 – Local Room Control Position

Purpose: Basic operator control for a single room.

Typical Scope:

- PTZ camera control
- Basic audio level control
- Source selection / switching
- VC call monitoring
- Simple recording start/stop
- Monitoring display (confidence monitor)
- Touch panel or control workstation

Typical Use:

- Type C rooms
- Type D executive rooms
- Rooms requiring manual camera framing
- Rooms occasionally supported by technician

A.6.5 OCP Type 2 – Advanced Room / Training Room Control Position

Purpose: Operation of more complex rooms, training rooms, hybrid meetings, interpretation support.

Typical Scope:

- Multiple camera control
- Audio mixing console or DSP control
- Recording and streaming control
- Interpretation system interface

- Video switching
- Multiple monitoring displays (multiview)
- Intercom with lectern / stage / technicians
- Lighting / environment control interface

Typical Use:

- Type D rooms
- Type E training rooms
- Hybrid classrooms
- Interpreted meetings
- Recorded training sessions

A.6.6 OCP Type 3 – Auditorium / Event Control Room

Purpose: Full technical control for large venues and events.

Typical Scope:

- Multi-camera production
- Professional audio mixing
- Video production switcher
- Streaming / broadcasting systems
- Recording systems
- Interpretation system control
- Stage lighting control interface
- Intercom system
- Multi-screen monitoring wall
- Control of multiple VC endpoints
- Event scene presets

Typical Use:

- Type F auditoriums
- Large conference halls
- Town halls
- High-visibility events
- Hybrid conferences
- Broadcast / webcast events

A.6.7 OCP Type 4 – Centralised Control / Multi-Room Operations Centre

Purpose: Central technical control of multiple rooms or facilities.

Typical Scope:

- Control of multiple VCS rooms
- Central monitoring of systems
- Remote camera control
- Central recording and streaming
- Scheduling and room management integration
- Helpdesk / NOC-style monitoring
- Intercom / coordination
- System diagnostics and monitoring dashboards

Typical Use:

- Conference centres
- Headquarters buildings
- Campuses
- NATO/EU style facilities

- Central AV operations team

A.7 System Flavours

Purpose

In addition to the standardized Video Conference System Types (Type A to Type F), certain Systems may require additional characteristics or security capabilities depending on operational, environmental, or information-security requirements.

To accommodate such requirements without creating additional system types, the Purchaser may designate specific **System Flavours**.

A System Flavour represents a variant of a standard VC Type that incorporates additional design, security, or operational characteristics beyond those normally associated with the base configuration. System Flavours do not modify the underlying VC Type classification but identify systems that include additional technical or operational requirements.

Where applicable, System Flavours may influence:

- system design and architecture;
- installation constraints;
- operational procedures;
- maintenance activities;
- pricing adjustments defined in Annex H.

Unless otherwise specified, the Contractor shall support Systems with Flavours under the same operational and service conditions applicable to the corresponding base VC Type.
The following System Flavours are recognized under the prospective Framework Contract.

A.7.1 TEMPEST-C Flavour

Description

The **TEMPEST-C Flavour** designates Video Conference Systems implemented using equipment and installation practices compliant with applicable **TEMPEST-C requirements**.

TEMPEST-C systems are intended for use in environments where protection against compromising electromagnetic emanations is required.
Such Systems may incorporate:

- TEMPEST-certified equipment;
- shielded enclosures or cabinets;
- specialized cabling and grounding arrangements;
- physical separation or shielding measures;
- installation procedures compliant with applicable security regulations.

TEMPEST-C systems may have specific environmental, installation, and operational constraints compared with standard systems.

Operational Considerations

TEMPEST-C systems shall:

- comply with the applicable TEMPEST certification and installation requirements defined by the Purchaser or relevant security authority;

- maintain the same functional capabilities as their non-TEMPEST counterparts unless otherwise specified;
- be supported under the same preventive and corrective maintenance obligations as other Video Conference Systems.

Where specific TEMPEST handling or installation restrictions apply, these shall be communicated by the Purchaser and respected by the Contractor.

Pricing

Where the TEMPEST-C Flavour is applied to a Video Conference System, the applicable pricing adjustments defined in Annex H shall apply.

A.7.2 Multi-Level (ML) Flavour

Description

The **Multi-Level (ML) Flavour** designates Video Conference Systems capable of operating across **multiple security classification domains** (for example NU and NS) using an approved **domain-transition or sanitisation mechanism**.

Multi-Level systems enable the same physical conferencing environment to be used for conferences at different classification levels while ensuring that no residual information from a previous session remains accessible when switching domains.

The architecture used to implement Multi-Level capability is not prescribed by the prospective Contract and may vary depending on the technical solution proposed by the Contractor and approved by the Purchaser.

Domain Transition and Sanitisation

Multi-Level systems shall support a **controlled domain transition process** allowing the system to safely switch between classification domains.

The transition process shall ensure that all relevant system data associated with the previous session is securely cleared or reset prior to operation in a different domain.

This may include, where applicable:

- clearing of temporary data and caches;
- reset of session information and credentials;
- system reboot or reinitialization;
- reset of conferencing or control subsystems.

Operational Requirements

The domain transition process shall meet the following operational principles:

- The complete transition process, including sanitisation and readiness for operation in the selected domain, shall not exceed **two (2) minutes**.
- The transition shall be executable through a **simple operator action or guided workflow** via the system control interface.
- The process shall **not require physical reconnection or reconfiguration of system hardware by the operator**.
- The system shall provide **clear visual feedback** indicating:
    - sanitisation in progress;
    - sanitisation completed; and

- readiness for operation.

The exact implementation of the sanitisation mechanism shall comply with the Purchaser's applicable security procedures and any requirements imposed by the relevant security authorities.

Responsibilities

The Contractor shall support Multi-Level systems in accordance with the deployed architecture and configuration baseline.

Governance of the underlying communication networks, classification policies, and security accreditation processes remains the responsibility of the Purchaser or designated security authorities.

Pricing

Where the Multi-Level Flavour is applied to a Video Conference System, the applicable pricing adjustments defined in Annex H shall apply.

A.7.3 Combination of Flavours

Where more than one System Flavour applies to the same Video Conference System (for example **TEMPEST-C and Multi-Level**), the System shall comply with the requirements associated with each applicable Flavour.

Pricing adjustments associated with multiple Flavours shall be applied in accordance with the rules defined in **Annex H**.

A.8 Responsibilities Applicable to All VC Types

A.8.1

The Contractor shall support the entire integrated system, including all AV, control, display, audio, content sharing, and network subsystems.

A.8.2

Preventive and corrective maintenance requirements apply equally to all Types unless explicitly defined otherwise.

A.8.3

Each system onboarded under the prospective Contract shall be formally identified by:

- Room name / identifier
- VC Type (A–F)
- System Architecture (ARC-1 to ARC-4)
- Applicable System Flavour(s), if any
- Operator Control Position System (OCP-1 to OCP-4), if any
- Configuration baseline
- Associated System Onboarding Form

A.9 Applicability

A.9.1

This Annex applies to all Video Conference Systems under the Contract, both existing and newly installed.

A.9.2

Any system not conforming exactly to these Types shall be categorized under the nearest equivalent Type, subject to Purchaser approval.

Annex B Video Wall System Types

B.1 Purpose

B.1.1

This Annex defines the standardized Video Wall System Types (“VW Types”) recognized under the Framework Contract.

B.1.2

These Types provide a uniform classification enabling consistent system onboarding, pricing, support activities, and configuration management.

B.2 General Description of a Video Wall System

B.2.1

A Video Wall System is a multi-display visualization platform composed of multiple display modules (LCD or LED), mounted in a unified structure and driven by a video processing solution to present visual content such as situational awareness dashboards, operational information, video feeds, presentations, or digital content.

B.2.2

Each Video Wall System includes, at minimum:

- Display modules (LCD or LED)
- Mounting infrastructure
- Video processor or controller
- Content sources
- Control interface (touch panel and/or software)
- Signal distribution and network integration
- Cabling, structural supports, and environmental considerations

B.2.3

Optional components such as audio reinforcement, monitoring and diagnostics tools, and environmental sensors may be included depending on the System Type.

B.3 Classification of Video Wall System Types

B.3.1

The following standardized Video Wall System Types apply:

- VW-1 – Small Video Wall
- VW-2 – Standard Video Wall
- VW-3 – Large Format Video Wall
- VW-4 – Mission-Critical / Control Room Video Wall
- VW-5 – Architectural / Specialty Display

Descriptions of each Type are provided below.

B.4 System Type Descriptions

B.4.1 VW-1 – Small Video Wall

B.4.1.1 Description

VW-1 systems are compact installations typically consisting of small LCD arrays (e.g., 2×2) or small LED walls, intended for limited-scope visualization.

B.4.1.2 Typical Components

- 4–6 LCD displays or an equivalent LED surface
- Standard wall-mounted frame with alignment features
- Basic image processing (single input or simple scaling)

- One or two content sources
- Simple in-room control interface

B.4.1.3 Use Cases

- Reception areas
- Small operation points
- Compact situational displays

B.4.2 B.4.2 VW-2 – Standard Video Wall

B.4.2.1 Description

VW-2 systems are medium-size walls (typically 3×3 LCD or equivalent LED) used for operational awareness, collaborative presentations, or facility-wide communications.

B.4.2.2 Typical Components

- Medium-format LCD matrix or mid-sized LED wall
- Alignment-ready mounting structure
- Multi-window video processor
- Multiple content sources
- In-room control panel or PC-based control interface
- Monitoring functions where applicable

B.4.2.3 Use Cases

- Conference rooms
- Coordination centers
- Public information displays

B.4.3 VW-3 – Large Format Video Wall

B.4.3.1 Description

VW-3 systems consist of large LCD walls (e.g., 4×4 or larger) or large fine-pitch LED installations used for high-impact briefings or operational visualization.

B.4.3.2 Typical Components

- Large LCD matrix or large-format LED wall (≥ 4 m^2)
- Professional structural mounting with service access
- Enterprise-grade video processor (multi-window, scaling, layouts)
- Networked content distribution
- Full control system integration
- Optional integrated audio

B.4.3.3 Use Cases

- Executive briefing rooms
- Large meeting spaces
- Building-wide visualization systems

B.4.4 VW-4 – Mission-Critical / Control Room Video Wall

B.4.4.1 Description

VW-4 systems are advanced, high-availability video walls used in 24/7 operational centres, command posts, or monitoring environments.

B.4.4.2 Typical Components

- Fine-pitch LED modules or ultra-narrow-bezel LCD panels
- Redundant power and controller options
- Advanced multi-operator video processor

- Real-time content management and source grouping
- Environmental monitoring (temperature, brightness, module health)
- Control consoles with operator workstations
- Front-serviceable LED modules or sliding LCD mounts

B.4.4.3 Use Cases

- Operations centres
- Security monitoring rooms
- NATO CIS or situational awareness environments

B.4.5 VW-5 – Architectural / Specialty Display

B.4.5.1 Description

VW-5 systems are custom, non-standard display forms used primarily for aesthetic, branding, or public engagement purposes.

B.4.5.2 Typical Components

- Curved, mosaic, or non-standard-geometry display elements
- Custom structural and mounting systems
- Specialized video processor capable of mapping irregular layouts
- Environmental sensors or brightness adaptation
- Optional interactive features (touch overlays, sensors)

B.4.5.3 Use Cases

- Building lobbies and atriums
- Public or ceremonial spaces
- Exhibition and visitor areas

B.5 System Flavours

Certain Video Wall Systems may be implemented using specialized equipment or installation practices required by the Purchaser for security or environmental reasons.
Where applicable, the Purchaser may designate a Video Wall System as a **TEMPEST-C variant**.

TEMPEST-C Variant
A TEMPEST-C Video Wall System is a system implemented using equipment and installation practices compliant with applicable TEMPEST-C requirements intended to protect against compromising electromagnetic emanations.

Such systems may incorporate TEMPEST-certified equipment, shielded components, specialized cabling, or other installation measures required by the relevant security authorities.
Where the TEMPEST-C variant is applied:

- the functional capabilities of the system shall remain equivalent to the corresponding standard Video Wall System unless otherwise specified;
- installation and maintenance activities may be subject to additional constraints imposed by applicable security procedures.

Pricing adjustments associated with TEMPEST-C variants shall be applied in accordance with Annex H.

B.6 Responsibilities Applicable to All VW Types

B.6.1

The Contractor shall support the entire Video Wall System, including display modules, controllers, processors, mounting infrastructure, content sources, control interfaces, and network distribution.

B.6.2

Preventive and corrective maintenance requirements apply to all VW Types unless explicitly directed otherwise by the Purchaser.

B.6.3

Each onboarded Video Wall System shall be recorded with:

- System ID / Location
- VW Type (VW-1 to VW-5)
- Configuration baseline
- Associated System Onboarding Form

B.7 Applicability

B.7.1

This Annex applies to all Video Wall Systems included under the Framework Contract.

B.7.2

Where a system does not precisely match one VW Type, the Purchaser and the Contractor will negotiate and assign it to the **nearest equivalent Type**, following review of system characteristics.

Annex C Digital Signage System Types

C.1 Purpose

C.1.1

This Annex defines the standardized Digital Signage System Types (“DS Types”) recognized under the Framework Contract.

C.1.2

These Types provide a harmonized classification method to ensure consistent onboarding, pricing, maintenance, configuration management, and operational support across all supported sites and Partners.

C.2 General Description of a Digital Signage System

C.2.1

A Digital Signage System is a visual communication platform used to display multimedia content, announcements, real-time data, dashboards, or wayfinding information on electronic displays.

C.2.2

A standard Digital Signage System includes:

- Display hardware (commercial LCD, high-brightness, outdoor-rated, or LED)
- Media player or embedded SoC engine
- Content Management System (CMS)
- Network connectivity and associated security controls
- Control, monitoring, and remote management capabilities
- Mounting system, power distribution, and cabling

C.2.3

Optional features include interactivity (touch), sensors, data-driven integrations, audio output, environmental protections, and synchronization across multiple displays.

C.3 Classification of Digital Signage System Types

C.3.1

The following standardized Digital Signage System Types apply:

- DS-1 – Single-Screen Signage
- DS-2 – Multi-Screen Independent Signage
- DS-3 – Synchronized Multi-Screen Signage
- DS-4 – Interactive / Kiosk Signage
- DS-5 – Outdoor / High-Brightness Signage
- DS-6 – LED-Based Signage
- DS-7 – Data-Driven Signage

Each Type is detailed below.

C.4 System Type Descriptions

C.4.1 DS-1 – Single-Screen Signage

C.4.1.1 Description

A standalone digital signage unit with a single commercial display and simple content playback capabilities.

C.4.1.2 Typical Components

- One commercial-grade LCD display
- Integrated SoC or basic media player

- CMS connection (cloud/on-prem)
- Standard wall or ceiling mount
- Basic network connectivity

C.4.1.3 Use Cases

- Lobbies
- Waiting areas
- Wayfinding and announcements

C.4.2 DS-2 – Multi-Screen Independent Signage

C.4.2.1 Description

Multiple independent displays, each with its own content stream, managed centrally through a CMS.

C.4.2.2 Typical Components

- Several commercial displays installed across a facility
- One media player per display (or SoC)
- Central CMS controlling content playlists
- Network connectivity for monitoring

C.4.2.3 Use Cases

- Facility-wide communications
- Retail-style information distribution
- Organizational announcements

C.4.3 DS-3 – Synchronized Multi-Screen Signage

C.4.3.1 Description

Two or more displays operating in a coordinated or content-synchronized manner (not a video wall, but aligned messaging or timing).

C.4.3.2 Typical Components

- Multiple displays installed in proximity
- Media players supporting synchronization
- CMS layouts designed for coordinated content
- Centralized monitoring

C.4.3.3 Use Cases

- Corridors
- Reception areas
- Multi-display branding rollouts

C.4.4 DS-4 – Interactive / Kiosk Signage

C.4.4.1 Description

A touch-enabled or sensor-enabled signage system designed for end-user interactivity.

C.4.4.2 Typical Components

- Touchscreen display or interactive panel
- Full-feature media player or mini-PC
- CMS with interactive content modules
- Optional peripherals (barcode reader, NFC, thermal printer, sensors)

C.4.4.3 Use Cases

- Facility directories
- Visitor information
- Self-service information kiosks

C.4.5 DS-5 – Outdoor / High-Brightness Signage

C.4.5.1 Description

Displays designed for exterior use or high-ambient-light conditions requiring enhanced visibility and environmental protection.

C.4.5.2 Typical Components

- Outdoor-rated or high-brightness display (2,500–4,000+ nits)
- Weather-protected enclosure (IP-rated)
- Thermal management (active cooling/heating)
- Ruggedized media player
- Sunlight-readable surface treatments

C.4.5.3 Use Cases

- Building entrances
- Outdoor announcements
- Transit stops or vehicle access points

C.4.6 DS-6 – LED-Based Signage

C.4.6.1 Description

Large-format LED display systems used for high-impact branding or visual communication.

C.4.6.2 Typical Components

- LED display modules
- LED controller
- CMS integration
- Structural mounting system
- Environmental sensors (optional)
- Power conditioning equipment

C.4.6.3 Use Cases

- Atrium or lobby displays
- Large informational surfaces
- Public corporate branding

C.4.7 DS-7 – Data-Driven Signage

C.4.7.1 Description

Signage primarily displaying real-time or regularly updated data, dashboards, or automated content feeds.

C.4.7.2 Typical Components

- Display + media player
- Secure network connection
- Integration with data sources (APIs, dashboards, internal platforms)
- Automatic refresh logic
- CMS support for authenticated data feeds

C.4.7.3 Use Cases

- Operational dashboards
- KPIs and real-time reporting
- Room or facility availability screens

C.5 Responsibilities Applicable to All DS Types

C.5.1

The Contractor shall support all components of the Digital Signage System, including displays, players, CMS configurations, network integration, mounts, power systems, and monitoring subsystems.

C.5.2

Preventive and corrective maintenance activities apply to all DS Types unless otherwise directed by the Purchaser.

C.5.3

Each onboarded Digital Signage System shall include:

- System ID / location
- DS Type (DS-1 to DS-7)
- Configuration baseline
- Associated System Onboarding Form (SOF)

C.6 Applicability

C.6.1

This Annex applies to all Digital Signage Systems included in the Framework Contract, whether existing or added during later Contractual Periods.

C.6.2

Systems not directly matching a DS Type shall be assigned to the closest equivalent Type upon Purchaser approval.

Annex D Large Display System Types

D.1 Purpose

D.1.1

This Annex defines the standardized **Large Display System Types (LD Types)** recognized under the Framework Contract.

D.1.2

This Annex establishes a common classification framework to enable consistent onboarding, pricing, maintenance, replacement, and upgrade of Large Display Systems.

D.2 General Description of a Large Display System

D.2.1

A Large Display System is a professional-grade visual display solution designed for continuous or extended operation, typically sized **75 inches and above**, used for presentation, collaboration, information display, or operational awareness.

D.2.2

A standard Large Display System consists of:

- One professional-grade large-format display
- Mounting or support structure (wall mount, stand, or mobile solution)
- Power and signal connectivity
- Integration with a source system (VC codec, media player, video wall controller, or PC)
- Configuration and calibration settings

D.2.3

Large Display Systems may operate as:

- Standalone systems, or
- Integrated components of VC, DS, or VW systems

D.3 Classification of Large Display System Types

D.3.1

The following standardized Large Display System Types apply under the prospective Contract:

- LD-1 – Standard Large Display
- LD-2 – High-Brightness Large Display
- LD-3 – Ultra-Large Display
- LD-4 – Interactive Large Display
- LD-5 – Mobile / Reconfigurable Large Display
- LD-6 – Projection-Based Large Display System

Descriptions of each Type are provided below.

D.4 System Type Descriptions

D.4.1 LD-1 – Standard Large Display

D.4.1.1 Description

A professional-grade large display intended for indoor environments with controlled lighting conditions.

D.4.1.2 Typical Characteristics

- Size range: 75"–86"
- Resolution: 4K UHD minimum
- Brightness: 350–500 nits
- Commercial duty cycle (minimum 16/7)
- Anti-glare surface
- Landscape orientation

D.4.1.3 Typical Use Cases

- Standard conference rooms
- Training rooms
- Internal briefing spaces

D.4.2 LD-2 – High-Brightness Large Display

D.4.2.1 Description

A large display designed for environments with high ambient light or visibility constraints.

D.4.2.2 Typical Characteristics

- Size range: 75"–86"
- Resolution: 4K UHD minimum
- Brightness: 700 nits or higher
- Enhanced thermal management
- Commercial duty cycle (minimum 16/7 or 24/7)

D.4.2.3 Typical Use Cases

- Atriums
- Lobbies
- Areas with direct or indirect daylight exposure

D.4.3 LD-3 – Ultra-Large Display

D.4.3.1 Description

A very large-format display used where visual impact or long viewing distance is required.

D.4.3.2 Typical Characteristics

- Size range: 98"–110" (or larger where supported)
- Resolution: 4K UHD minimum
- Reinforced mounting requirements
- Higher weight and power considerations
- Commercial duty cycle

D.4.3.3 Typical Use Cases

- Executive briefing rooms
- Command or coordination rooms
- High-level presentation spaces

D.4.4 LD-4 – Interactive Large Display

D.4.4.1 Description

A large display incorporating touch or interactive capabilities.

D.4.4.2 Typical Characteristics

- Size range: 75"–86"

- Multi-touch capability (minimum 10-point)
- Integrated or external computing module
- Enhanced glass and surface durability
- Stylus and annotation support

D.4.4.3 Typical Use Cases

- Collaborative meeting rooms
- Training and classroom environments
- Workshop or planning rooms

D.4.5 LD-5 – Mobile / Reconfigurable Large Display

D.4.5.1 Description

A large display mounted on a mobile or semi-mobile support structure allowing repositioning.

D.4.5.2 Typical Characteristics

- Professional-grade display
- Mobile cart or wheeled stand
- Integrated cable management
- Lockable wheels
- Power and signal breakout

D.4.5.3 Typical Use Cases

- Multi-purpose rooms
- Temporary setups
- Reconfigurable collaboration spaces

D.4.6 LD-6 – Projection-Based Large Display System

D.4.6.1 Description

Projection-based display system intended for large rooms, classrooms, auditoriums, briefing spaces, or event environments where direct-view display technologies are not operationally or economically appropriate.

D.4.6.2 Typical Characteristics

- Professional-grade projection technology
- Fixed or semi-fixed installation
- Front-projection or rear-projection configuration
- Single-projector or multi-projector architecture
- Commercial or professional duty cycle
- May include:
    - projection screen(s),
    - ultra-short-throw, short-throw, or standard projection systems,
    - image scaling, warping, or edge-blending capability,
    - ceiling-mounted or structural mounting systems.

D.4.6.3 Typical Use Cases

- Large classrooms
- Auditoriums
- Training facilities
- Briefing rooms
- Event or presentation spaces

D.4.6.4 Exclusions

Consumer-grade or home-use projection equipment is excluded. Projection-Based Large Display Systems shall use professional or commercial-grade projection equipment suitable for institutional operation, fixed or semi-fixed installation, maintainability, and lifecycle support under the prospective Contract.

D.4.6.5 Operational Notes

Projection-based systems may require:

- periodic optical alignment,
- lamp or laser module lifecycle management,
- environmental light control considerations,
- geometry correction or calibration.

System Flavours

Certain Large Display Systems may be designated by the Purchaser as requiring specialized security or installation characteristics.

Where applicable, a Large Display System may be designated as a **TEMPEST-C variant**.

TEMPEST-C Variant

A TEMPEST-C Large Display System is implemented using equipment and installation practices compliant with applicable TEMPEST-C requirements intended to mitigate compromising electromagnetic emanations.

TEMPEST-C Large Display Systems may include TEMPEST-certified display units, shielded components, or other security measures required by the relevant authorities.

Such systems shall provide the same functional capabilities as standard Large Display Systems unless otherwise specified.

Pricing adjustments associated with TEMPEST-C variants shall be applied in accordance with Annex H.

D.5 Mounting, Safety, and Structural Considerations

D.5.1

All Large Display Systems shall be mounted using **commercial-grade mounting solutions** appropriate to the display size, weight, and environment.

D.5.2

Mounting solutions shall ensure:

- Structural integrity
- Safe load margins
- Service access for maintenance
- Compliance with Host Nation safety regulations

D.5.3

The Contractor shall verify wall type, load-bearing capacity, and anchoring requirements prior to installation.

D.6 Lifecycle and Replacement Principles

D.6.1

The expected lifecycle of a Large Display System is typically **5–7 years**, depending on usage and environment.

D.6.2

Replacement of a Large Display System shall be performed on a **like-for-like Type basis** (LD-1 to LD-5), unless the Purchaser explicitly authorizes a change of Type.

D.6.3

End-of-Life (EoL) situations shall be reported to the Purchaser with recommended successor options.

D.7 Relationship with Other Annexes

D.7.1

Configuration Items (CIs) used for Large Display Systems shall comply with the CI Catalogue defined in Annex N.

D.8 Applicability

D.8.1

This Annex applies to all Large Display Systems existing at Camp Casteau or added during the Contract term.

D.8.2

Where a display does not exactly match one LD Type, the Purchaser shall assign it to the nearest equivalent Type.

Annex E Public Address (PA) System Types

E.1 Purpose

E.1.1

This Annex defines the **Public Address (PA) System Types** that may be supported under the AVLS Framework Contract.

E.1.2

Public Address Systems are included for the purpose of **operational availability, fault resolution, and routine maintenance**.

E.1.3

This Annex explicitly limits the scope of PA support to avoid overlap with life-safety, regulatory, or certification responsibilities, which remain outside the scope of the prospective Contract unless expressly stated otherwise.

E.2 General Description of a Public Address System

E.2.1

A Public Address (PA) System is an audio distribution system designed to broadcast voice announcements, alerts, or prerecorded messages to one or more defined zones.

E.2.2

A typical PA System consists of:

- audio input sources (microphones, paging stations, message players);
- signal processing and routing components;
- amplifiers;
- loudspeakers;
- control and monitoring interfaces;
- cabling and power distribution.

E.2.3

PA Systems may be:

- standalone systems, or
- integrated with other building systems for triggering or monitoring purposes.

E.3 Scope of Support Under AVLS

E.3.1 In-Scope Activities

Under the AVLS Framework Contract, PA System support includes:

- fault diagnosis and corrective maintenance of PA components;
- verification of system operability and audio output;
- preventive maintenance activities as defined in Annex L;
- basic configuration adjustments (e.g. zone routing, volume levels);
- replacement of failed components using approved Configuration Items;
- documentation and configuration baseline maintenance.

E.3.2 Explicit Exclusions

Unless explicitly agreed in writing, the following are **out of scope** of the AVLS Framework Contract:

- acoustic design or re-design;
- sound pressure level (SPL) calculations or coverage studies;
- regulatory compliance assessments;
- certification or validation of life-safety, evacuation, or emergency warning functions;
- authority over fire alarm, evacuation, or safety systems;
- acceptance testing for regulatory or safety authorities;
- definition or validation of emergency messaging policies.

Responsibility for regulatory compliance and life-safety certification remains with the Purchaser or designated competent authorities.

E.4 PA System Types

The following standardized PA System Types are defined for the purposes of support, pricing, and SLA application.

- PA-1 – Small Area / Local PA System
- PA-2 – Multi-Zone Building PA System
- PA-3 – Campus / Distributed PA System
- PA-4 – Integrated PA / Voice Alarm Interface System

Descriptions of each Type are provided below.

E.4.1 PA-1 – Small Area / Local PA System

Description

A PA System serving a limited area or single zone.

Typical Characteristics

- One amplification chain
- Limited number of loudspeakers
- Manual or simple control interface

Typical Use Cases

- Reception areas
- Small auditoria
- Local announcement points

E.4.2 PA-2 – Multi-Zone Building PA System

Description

A PA System serving multiple defined zones within a building.

Typical Characteristics

- Central amplification and routing
- Zone-based control
- Monitoring of amplifier and speaker lines

Typical Use Cases

- Office buildings
- Training facilities

- Administrative areas

E.4.3 PA-3 – Campus / Distributed PA System

Description

A PA System serving multiple buildings or outdoor areas.

Typical Characteristics

- Distributed amplification
- Networked control and supervision
- Redundancy in key components

Typical Use Cases

- Campus-wide announcements
- Outdoor or mixed indoor/outdoor areas

E.4.4 PA-4 – Integrated PA / Voice Alarm Interface System

Description

A PA System technically interfaced with other building systems for triggering or monitoring.

Typical Characteristics

- Interface with external systems (e.g. fire alarm triggers)
- Priority and override logic

Important Note
Support under AVLS is limited strictly to the PA-side equipment and interfaces.
Responsibility for the external system and any life-safety logic remains excluded.

E.5 Relationship with SLA and Severity Classification

E.5.1

PA Systems are subject to SLA requirements defined in Annex O

E.5.2

Severity classification for PA Systems shall be applied as follows (indicative):

- Severity 1: Complete PA system outage
- Severity 2: Loss of one or more PA zones
- Severity 3: Degraded audio quality or partial component failure
- Severity 4: Non-urgent configuration or documentation request

E.5.3

Service Levels for PA Systems are intended to ensure **operational availability**, not safety certification.

E.6 Configuration Items and Pricing

E.6.1

PA System components eligible for replacement or expansion shall be sourced from the CI Catalogue (Annex S).

E.6.2

Unit support costs and initiation costs for PA Systems are defined in Annex H.

E.7 Applicability

E.7.1

This Annex applies to all Public Address Systems onboarded under the AVLS Framework Contract.

E.7.2

Where a PA System does not exactly match a defined PA Type, the Purchaser shall assign it to the nearest equivalent Type for support and pricing purposes.

Annex F Initial System List – Data Quality and Validation

F.1 Purpose

F.1.1

This Annex provides the **Initial System List** (ISL) for all Systems to be supported at the commencement of the Framework Contract.

F.1.2

The ISL serves as the initial configuration baseline and defines which Systems are included in the Contract immediately upon signature.

F.1.3

Additional Systems may be added during the Contract through the System Onboarding Process described in the SoW.

F.2 Data Quality and Validation

F.2.1 Initial System Data Disclaimer

The Initial System List provided in this Annex is based on information available at the time of contract preparation.

The Purchaser acknowledges that:

- technical specifications may be incomplete or partially outdated;
- system configurations may not fully reflect current operational conditions;
- the proposed classification (System Type, ARC, OCP, Flavour, Severity) is indicative and may not fully align with the actual system characteristics.

The information provided is intended solely for evaluation and initial contract establishment purposes.

F.2.2 Initial System Survey and Validation

Following contract award, the Contractor shall perform an initial survey of all Systems listed in Annex F.

The purpose of this survey is to:

- verify system configuration and condition;
- confirm or adjust system classification in accordance with Annex A;
- identify any discrepancies between the documented and actual system characteristics;
- establish an accurate Configuration Baseline in accordance with Annex Q.

The initial system survey shall be completed within a timeframe agreed with the Purchaser.

F.2.3 Classification Adjustment Mechanism

Where the initial system survey identifies discrepancies requiring reclassification of a System, the Contractor shall submit a classification adjustment proposal to the Purchaser.

Such proposal shall include:

- justification for the proposed reclassification;
- comparison between initial and proposed classification;
- supporting technical evidence.

Any reclassification shall:

- require prior written approval by the Purchaser;
- not result in retroactive price adjustments for the evaluation phase;
- apply only to future service delivery and billing following approval.

F.2.4 Commercial Neutrality Clause

The Contractor acknowledges that the Initial System List and associated classifications were used solely for evaluation purposes.

No claim for additional compensation shall be accepted on the basis that:

- initial system information was incomplete; or
- system classification requires adjustment following the initial survey.

All such adjustments shall be managed within the pricing structure defined in Annex H.

F.3 Structure of the Initial System List

F.3.1

Each System is recorded using the following standard fields:

Field	Description
System ID	Unique identifier assigned by the Purchaser
Onboarding Date	
Lifecycle Status	ACTIVE – LEASED – DECOMMISSIONED - REPLACED
Location	Building, floor, room, or area where the system is installed
System Family	Video Conference / Operator Control Position / Video Wall / Digital Signage / Large Display / Public Address
System Type	VC Types (A–F), OCP Types (1–4), VW Types (1–5), DS Types (1–7), LD Types (1–5), PA Types (1–4)
System Architecture	Applicable only to Video Conference Systems (ARC-1 to ARC-4)
System Flavour(s)	TEMPEST-C, Multi-Level, or other approved Flavours
System Description	Short functional description
Operational Status	Operational / Partially Operational / Under Refurbishment
Maximum Severity Level	Highest incident severity that may be assigned to this System under Annex O
Date of Commissioning	Known installation or commissioning date
Configuration Baseline Version	Reference version for configuration management
Remarks	Additional context (e.g., Tempest status, upcoming replacement, constraints, access notes)

F.3.2

This Annex shall be updated only by the Purchaser and forms part of the Configuration Management baseline.

F.4 Initial System List (ISL)

NOTE: The table below is a template. The Purchaser will populate the initial list before issuing the Invitation To Tender (ITT).

F.4.1 Video Conference Systems

System ID	Location	VC Type	Architecture	OCP Type	Flavour	System Description	Operational Status	Date of Commissioning	Baseline Version	Max Severity	Remarks
VC-001	Bdg 104, Brussels Room	D	ARC-4	N/A	Multi Level, Tempest C	Executive Conference Room with lectern, dual projector displays, 6 x PTZ camera, 4 x content displays, 4 x speakers, 35 person discussion system, touch controller, Content sharing PC.	Operational	Feb 2026 Last maintenance Nov 25		Severity 2	SACT SEE, Large room ~ 50 Pers
VC-002	Bdg 102, Room 248	C	ARC-4	OCP-1	Other	Dual projector, Dual display, 6 x ceiling mic, 4 x speaker, translation booth / operator position	No longer used for VTC	Jul 2016 Last Maintenance Jun 2025		Severity 3	Public Affairs Office (TV Studio)
VC-003	Bdg 102, Auditorium		ARC-1	N/A	Other	Large Auditorium / Briefing room, large 'cinema'	Operational	Last Maintenance Jun 2025		Severity 3	Montgomery Auditorium

						display, projector, basic AV, multi speaker, podium mic					
VC-004	Bdg 901, Room 108?	B	ARC-1	N/A	Other	22 person Discussion Unit, 9 x display screens, lectern/podium mic	Operational	Last maintenance Nov 25		Severity 3	Partnership Directorate
VC-005	Bdg 185, Room 118/119	D	ARC-4	N/A	Multi Level, Tempest C	Executive Conference Room, dual rear projector displays, 4 x PTZ camera, 4 x content displays, 5 x wall and ceiling speakers, multiple desk and ceiling mic, DSP, touch controller.	Operational	Jul 2014 Last maintenance Nov 25		Severity 1	SCC (Bunker)

System ID	Location	OCP Type	Associated VC System ID	Flavour	System Description	Operational Status	Date of Commissioning	Baseline Version	Max Severity	Remarks
OCP-001	Bdg 102, Room 248	OCP-1	VC-002	Other	Translation booth / Operator position	Operational	Jul 2016		Severity 3	Public Affairs Office (TV Studio)

System ID Location OCP Type Associated VC System ID System Flavour(s) System Description Operational Status Date of Commissioning Baseline Version Max Severity Remarks

F.4.2 Video Wall Systems

System ID	Location	VW Type	Flavour	System Description	Operational Status	Date of Commissioning	Baseline Version	Max Severity	Remarks
VW-001	Bdg 185, Room B120	VW-1	Tempest C	2×2 (55”) LCD wall with basic wall processor (HDMI), sound bar, touch controller	Operational	Last maintenance Nov 25		Severity 2	MDSOC (SCC)
VW-002	Bdg 101, Room H303	VW-4	Tempest C	7×3 (55”) LCD wall with basic wall processor (HDMI), multiple speakers, PC controlled	Operational	Last maintenance Nov 25		Severity 2	MDSOC (Planned upgrade (LED))
VW-003	Bdg 101, Room G304	VW-3	Tempest C	3×2 (55”) LCD wall with basic wall processor (Display Port), sound bar, touch controller	Operational	Jul 2014 Last maintenance Nov 25		Severity 2	MDSOC

System ID	Location	VW Type	Flavour	System Description	Operational Status	Date of Commissioning	Baseline Version	Max Severity	Remarks
VW-004	Bdg 101, Room D206	VW-4	Tempest C	3×2 (42”) LED wall with basic wall processor (Display Port) and sound bar	Operational	May 2019 Last maintenance Nov 25		Severity 3	NCISG DCC
VW-005	Bdg 185, Room B321	VW-3	Tempest C	3×2 (55”) LCD wall with basic processor,	Operational	Jun 2023		Severity 2	CYOC
VW-006	Bdg 117, ESOC	VW-4	Tempest C	12x4 (55”) LCD wall with advanced Enterprise level AV processor, multiple speakers and touch controllers	Operational	Oct 2025		Severity 2	ESOC

F.4.3 Digital Signage Systems

System ID	Location	DS Type	System Description	Operational Status	Date of Commissioning	Baseline Version	Max Severity	Remarks
DS-001	Bdg 101	DS-2	9 Screens - Eisenhower Conference Centre / Wider HQ separately addressable	Operational	Jul 2017		Severity 3	SDSS, SHAPE HQ
DS-002	Bdg 901	DS-3	6 Screens - Synchronised limited to Bdg 901	Operational			Severity 3	Partnership Directorate

F.4.4 Large Display Systems

System ID	Location	DS Type	Flavour	System Description	Operational Status	Date of Commissioning	Baseline Version	Max Severity	Remarks
LD-001	…	…		…	…	…	…		…
LD-002									
…									

None for now

F.4.5 Public Address Systems

System ID	Location	PA Type	System Description	Operational Status	Date of Commissioning	Baseline Version	Max Severity	Remarks

PA-001	Bldg 185, Room A124 (SCC)	2	17 Zone building PA system with redundant amplification and 400+ speakers.	Operational	Last maintenance Nov 25		Severity 2	SHAPE Command Centre

The Max Severity assigned to PA Systems reflects operational impact and availability requirements under AVLS and does not imply life-safety certification or regulatory criticality.

F.5 Notes on Updating the ISL

F.5.1

The ISL may be updated only by the Purchaser or by the Contractor upon explicit written authorization from the Purchaser.

F.5.2

An incident affecting a System shall not be assigned a Severity level higher than the Maximum Severity Level defined for that System in the Initial System List, unless the Purchaser has explicitly and temporarily reclassified the System in writing.

F.5.3

Changes include:

- Addition of new Systems
- Decommissioning of retired Systems
- Updates to baseline configuration
- Corrections to system data

F.5.4

Any System added after contract signature shall follow the System Onboarding Process (SOF) (Annex G) and corresponding unit costs in Annex H.

F.6 System Identification Rules

F.6.1

System IDs shall follow the pattern:

- **VC-###** for Video Conference Systems
- **OCP-###** for Operator Control Position Systems
- **VW-###** for Video Wall Systems
- **DS-###** for Digital Signage Systems
- **LD-###** for Large Display Systems
- **PA-###** for Public Address Systems

F.6.2

IDs shall be sequential and never reused, even if Systems are removed.

F.7 F.7 System Classification Format

For configuration management and pricing purposes, each Video Conference System shall be fully classified using the following elements:

- System Family
- System Type
- System Architecture
- Operator Control Position Type (if applicable)
- System Flavour(s)
- Maximum Severity Level

A system classification may therefore be expressed in the following format:
[System Family] – [Type] – [Architecture] – [OCP] – [Flavour] – [Severity]

Example:
VCS – Type D – ARC-3 – OCP-2 – Multi-Level – Severity 2
This classification format may be used in configuration management records, onboarding forms, pricing calculations, and system documentation.

F.8 Applicability

F.8.1

This Annex applies from the Contract Effective Date and remains valid throughout all Contractual Periods.

F.8.2

The Contractor is responsible for proposing revisions to Annex F when required. Any such revisions shall take effect only upon approval by the Purchaser.

Annex G System Onboarding and Decommissioning Process

G.1 Purpose

This Annex defines the processes by which Systems may be added to or removed from the scope of the Contract after commencement.

It ensures that all Systems included in the Contract scope are properly assessed, documented, accepted, maintained within the configuration baseline, and formally removed when they no longer require support under the Contract.

G.2 System Onboarding Process

G.2.1 Purchaser Request

The Purchaser submits a System Onboarding Request identifying, as applicable:

- System Family;
- System Type;
- System Architecture (for Video Conference Systems);
- Operator Control Position System Type (if applicable);
- Associated Video Conference System ID (for OCP Systems where applicable);
- System Flavour(s) (e.g., TEMPEST-C, Multi-Level);
- Location;
- Quantity;
- Lifecycle model (Purchased or Leased);
- Maximum Severity Level assigned; and
- any relevant operational or environmental considerations.

For Systems delivered under Upgrade Works (Annex J), the onboarding request may be integrated into the Upgrade Works process.

Where onboarding identifies a requirement for TEMPEST-C compliant Configuration Items, such requirement shall be implemented through applicable Security Modifiers without altering the baseline CI Catalogue structure.

G.2.2 Contractor Assessment

The Contractor performs a technical and operational assessment, including:

- compatibility with existing support scope
- CI Categories required
- installation or upgrade needs
- estimated cost (ref. Annex H) and timeline
- confirmation of System classification (System Type, System Architecture, Operator Control Position Type where applicable, and System Flavour(s));
- identification of Configuration Item categories forming the system baseline (Annex S);
- confirmation of pricing structure in accordance with Annex H (including Architecture coefficient, OCP pricing where applicable, Flavour coefficients, and Severity coefficient);
- the proposed Awarded Lease Price in accordance with § H.6.1.1of Annex H for Systems proposed under a leasing model, including:
    - – applicable Purchase Price (Ceiling) reference,

    - – lease duration,
    - – Monthly LAC and Monthly LSC values.
- risks or constraints

The Contractor submits an **Onboarding Proposal** to the Purchaser.

Contractor assessment activities prior to onboarding authorization shall be limited to proposal-level evaluation and shall not include detailed engineering design unless separately authorized.

Where the onboarding relates to a new System delivered under Annex J, the Technical Implementation Proposal (TIP) may serve as the Onboarding Proposal.

G.2.3 Purchaser Review and Authorization

The Purchaser reviews the proposal and, if accepted, issues written authorization to proceed.

No onboarding activities shall start before this authorization.

Approval of an Upgrade Works package (Annex J) also constitutes authorization for onboarding of that System.

Where the System is to be provided under a leasing model, the Purchaser's written authorization shall confirm the Awarded Lease Price as defined in Annex H § H.6.1.1. Such confirmation establishes the financial baseline applicable to the leased System for invoicing, extensions, and residual value calculations.

G.2.4 Delivery and Installation

If a new System is supplied by the Contractor, all deliverables and installation activities shall follow the pricing rules in Annex H.

For turnkey new Systems, delivery and installation shall comply with the procurement and commissioning requirements of Annex J.

If supplied by another vendor (e.g., through a local competition), the Contractor is still to on-board the new System pending all pre-conditions defined in this annex are in place.

G.2.5 Documentation and Baseline Update (not applicable for leased systems)

The Contractor provides, for all Systems (including leased Systems):

- updated Annex F – Initial System List entry reflecting onboarding of the System;
- assigned Maximum Severity Level;
- System classification details (System Type, System Architecture where applicable, Operator Control Position Type where applicable, and System Flavour(s));
- updated configuration baseline references;
- Configuration Item baseline list (Annex S categories used in the System);
- system diagrams or topology updates (if applicable);
- maintenance and configuration documentation applicable to the support scope.

For leased Systems:

- spare-parts documentation is excluded in accordance with Annex H and Annex I;
- configuration, identification, and severity classification remain mandatory;
- the Awarded Lease Price parameters (lease duration, Monthly LAC, Monthly LSC, and applicable Purchase Price Ceiling reference) shall be recorded as part of the configuration baseline for contractual traceability.

For Systems delivered under Annex J, the documentation identified in Annex J shall be integrated into the baseline.

G.2.6 Verification and Acceptance

The Purchaser verifies:

- correct installation (if applicable)
- functional operation
- completeness of documentation
- accuracy of the updated baseline
- correct entry in Annex F, including Maximum Severity Level

Upon satisfactory verification, the Purchaser issues a **System Onboarding Acceptance Confirmation**.

For Systems delivered under Annex J, the Purchaser may combine acceptance of onboarding with acceptance of the Upgrade Works package.

SLA obligations under Annex O become applicable only upon issuance of the System Onboarding Acceptance Confirmation.

G.3 Effective Date

A System becomes officially covered under the Contract, including SLA obligations under Annex O, only upon issuance of the System Onboarding Acceptance Confirmation by the Purchaser.

This requirement applies equally to Systems delivered under Annex J, leased Systems, or Systems procured externally.

For leased Systems, invoicing of the Awarded Lease Price may commence only after issuance of the System Onboarding Acceptance Confirmation, unless expressly agreed otherwise in the relevant Order Form.

G.4 Pricing

Onboarding costs (if any) shall follow:

- CI Catalogue pricing for hardware,
- Installation CI Categories for installation services, and
- standard service fees for configuration, integration, or commissioning activities.

Any deviation must be approved through the Change Management Process (Annex W).

For Systems delivered under Annex J, onboarding costs are deemed included in the Upgrade Works ceiling price (Annex H) and shall not be billed separately.

No System may be onboarded without an approved pricing basis under Annex H or Annex J, even if no immediate cost is incurred.

For Systems provided under a leasing model, onboarding shall not modify the Awarded Lease Price established in accordance with Annex H § H.6.1.1. Annex G governs only onboarding activities and does not alter lease pricing mechanisms defined in Annex H.

For Video Conference Systems, including Systems associated with an Operator Control Position System, the applicable pricing shall be determined in accordance with the combined pricing formula defined in Annex H, taking into account:

- Base VC Type price;
- System Architecture coefficient;
- Operator Control Position System price (if applicable);
- System Flavour coefficients;
- Severity-based support coefficient.

G.5 Awarded Lease Price (Leased Systems)

Where a System is onboarded under a leasing model, the Awarded Lease Price established during Purchaser authorization shall be treated as a baseline financial attribute linked to the onboarded System.

The Awarded Lease Price:

- is determined in accordance with Annex H § H.6;
- forms part of the onboarding record;
- remains unaffected by subsequent updates to Annex H pricing tables unless expressly agreed through the Change Management Process (Annex W).

G.6 G.6 System Decommissioning Process

G.6.1 G.6.1 Purpose

This section defines the process by which a System previously onboarded under the Contract may be formally removed from the scope of services.
System decommissioning may occur when a System is:

- permanently removed from service;
- replaced by a new System;
- transferred outside the scope of the Contract;
- superseded by Upgrade Works; or
- otherwise designated by the Purchaser as no longer requiring support.

G.6.2 Purchaser Decommissioning Request

The Purchaser may at any time submit a System Decommissioning Request identifying the relevant System ID listed in Annex F (Initial System List).
The request may also specify:

- the effective decommissioning date;
- any required documentation updates;
- any transitional support requirements.

Where a Video Conference System associated with an Operator Control Position System is decommissioned, the Purchaser shall specify whether the associated Operator Control Position System shall also be decommissioned, reassigned to another System, or remain active as an independent System.

G.6.3 Contractor Actions

Upon receipt of a decommissioning request, the Contractor shall:

- update the configuration baseline and system inventory;
- remove the System from the active support scope;
- close any open maintenance or incident records related to the System;
- update relevant configuration documentation where applicable.

G.6.4 Configuration Baseline Update

Following decommissioning, the Contractor shall propose an update to Annex F (Initial System List) reflecting the removal of the System.
System identifiers shall remain reserved and shall not be reused, even after decommissioning.

G.6.5 Effective Date of Decommissioning

A System shall be considered removed from the scope of the Contract on the effective date confirmed by the Purchaser.
From that date:

- SLA obligations defined in Annex O shall cease to apply to that System;
- recurring support costs defined in Annex H shall no longer apply.

G.6.6 Relationship with Leasing

Where the decommissioned System is provided under a leasing model, the applicable provisions of Annex H § H.6(Lease Systems) shall govern lease termination, early termination, or end-of-lease purchase conditions.

G.7 System Onboarding Form (SOF)

Each System Onboarding Request shall be documented using a System Onboarding Form containing at least the following information:

- System ID
- System Family
- System Type
- System Architecture (if applicable)
- Operator Control Position System Type (if applicable)
- Associated VC System ID (for OCP Systems)
- System Flavour(s)
- Location
- Lifecycle Model (Purchased / Leased)
- Maximum Severity Level
- Configuration Item baseline categories
- Commissioning date
- Configuration Baseline Version

- Pricing reference (Annex H line items and coefficients)
- Remarks

The System Onboarding Form shall become part of the Configuration Baseline documentation.

Annex H Price Schedule and Maximum Cost Ceilings

H.1 Purpose

H.1.1

This Annex defines the pricing structure applicable to all deliverables and services under the Framework Contract. It establishes mandatory cost categories, unit price formats, ceiling pricing for Upgrade Works, and financial rules governing invoicing.

H.1.2

All prices shall be provided by the Contractor in the tables contained in this Annex. Failure to provide any price required by this Annex may render a bid non-compliant.

H.2 Price Structure Overview

H.2.1

The pricing model consists of the following mandatory cost categories:

1. **Framework Contract Initiation Cost**
2. **System Family Initiation Costs**
3. **Monthly Unit Support Costs per System Type**
4. **System Architecture Coefficients (for Video Conference Systems)**
5. **Operator Control Position System Unit Support Costs**
6. **System Flavour Coefficients**
7. **Severity-Based Support Coefficients**
8. **Leasing Prices (LAC and LSC)**
9. **Training Costs**
10. **Spare Parts Pricing Rules (Purchaser-funded, priced via Annex S)**
11. **Event Support Costs**
12. **Upgrade Works Ceiling Prices**

H.2.2

All prices shall be:

- Firm Fixed Price (FFP)
- Quoted in EUR (€)
- Exclusive of VAT
- Valid for the entire duration of the Framework Contract unless otherwise permitted in § H.9.

H.3 Framework Contract Initiation Cost

H.3.1

Initiation costs reflect non-recurring investments required to establish sustainable support capabilities and are to be priced accordingly.

The Framework Contract Initiation Cost shall be deemed to include, in particular, all Annex F-related costs, including:

- initial system survey activities;
- validation of system classification;
- establishment of the initial Configuration Baseline.

H.3.2

The Contractor shall charge a single, non-recurring Framework Contract Initiation Cost. This fee is payable once and shall not be applied again, irrespective of any modifications to the contract term or structure.

Line Item	Description	Unit	Price (€)
H-001	Framework Contract Initiation Cost	One-time	€_____

H.4 System Family Initiation Costs

H.4.1

For each system family onboarded for the first time, the following initiation costs shall apply. These costs cover initial assessment, documentation alignment, configuration baseline capture, and system integration into the Contractor's service tools.

Line Item	System Family	Description	Unit	Price (€)
H-002	Video Conference Systems	First VC System Initiation	One-time	€_____
H-003	Video Wall Systems	First Video Wall Initiation	One-time	€_____
H-004	Digital Signage Systems	First DS System Initiation	One-time	€_____
H-005	Large Display Systems[1]	First LD System Initiation	One-time	€_____
H-006	Public Address Systems	First PA System Initiation	One-time	€_____

H.5 Unit Support Costs per System type

H.5.1

Each System added to the Contract after the first system of its family shall be priced using the unit cost corresponding to its System Type as defined in the applicable Technical Annexes (i.e. Annex A, Annex B, Annex C and Annex D).

For Video Conference Systems, the monthly support price shall be determined based on:

- the Video Conference System Type (Type A–F);
- the coefficient corresponding to the assigned System Architecture category (ARC-1 to ARC-4);
- the associated Operator Control Position System Type (OCP-1 to OCP-4), where applicable;
- any applicable System Flavour coefficients; and
- the applicable Severity coefficient.

Each Video Conference System shall be assigned one System Architecture category (ARC-1 to ARC-4) in accordance with Annex A. For pricing purposes, the monthly support cost shall be adjusted by the coefficient corresponding to the assigned ARC category, as set out in the table below.

System Architecture Category	Description	Coefficient
ARC-1	Bring Your Own Device (BYOD) System	0.90
ARC-2	Native Room System	1.00
ARC-3	Hybrid Room System	1.10
ARC-4	Codec-Based System	1.15

$$\textit{Adjusted VC monthly Support Cost} =$$

[1] First Display System not accounted for as part of one of the already onboarded VC, VW or DS systems.

$$\textbf{Base VC Type Price} \times \textbf{Architecture Coefficient}$$

The System Architecture Coefficient shall apply to the Base Monthly Support Price of the Video Conference System only and shall not apply to the monthly support cost of any associated Operator Control Position System.

The combined system pricing formula defined in this Annex shall be used to determine the final monthly support cost for Video Conference Systems.

These unit prices must include all onboarding work, including baseline documentation, initial preventive maintenance, system verification, and registration into the configuration management system.

H.5.2 Video Conference Systems – Unit Prices per month

Line	VC Type	Description	Unit	Default Price (€)
H-007	Type A	Huddle Room	per system	€_____
H-008	Type B	Small Meeting Room	per system	€_____
H-009	Type C	Standard Conference Room	per system	€_____
H-010	Type D	Executive Conference Room	per system	€_____
H-011	Type E	Training Room / Classroom	per system	€_____
H-012	Type F	Lecture Hall / Auditorium	per system	€_____

Note – Video Conference System Base Prices
The monthly unit prices defined in lines H-007 to H-012 represent the Base Monthly Support Price for Video Conference Systems by VC Type at Severity 4, without System Architecture coefficients, Operator Control Position System costs, or System Flavour coefficients applied.
The final monthly support price for a Video Conference System shall be calculated in accordance with the combined pricing formula defined in this Annex (H.5.8.2).

H.5.3 Operator Control Position Systems – Unit Prices per month

Operator Control Position Systems shall be priced as separate system components associated with Video Conference Systems. The prices below represent the monthly support cost for the Operator Control Position System only and shall be used in the combined pricing formula for Video Conference Systems.

Line	OCP Type	Description	Unit	Default Price (€)
H-013	OCP-1	Local Room Control Position per system	per system	€_____
H-014	OCP-2	Advanced Room / Training Room Control Position	per system	€_____
H-015	OCP-3	Auditorium / Event Control Room	per system	€_____
H-016	OCP-4	Centralised Control / Multi-Room Operations Centre	per system	€_____

H.5.4 Video Wall Systems – Unit Prices per month

Line	VW Type	Description	Unit	Default Price (€)
H-017	VW-1	Small Video Wall	per system	€_____
H-018	VW-2	Standard Video Wall	per system	€_____
H-019	VW-3	Large Format Video Wall	per system	€_____

H-020	VW-4	Mission-Critical / Control Room Wall	per system	€_____
H-021	VW-5	Architectural / Specialty Display	per system	€_____

H.5.5 Digital Signage Systems – Unit Prices per month

Line	DS Type	Description	Unit	Default Price (€)
H-022	DS-1	Single-Screen Signage	per system	€_____
H-023	DS-2	Multi-Screen Independent Signage	per system	€_____
H-024	DS-3	Synchronized Multi-Screen Signage	per system	€_____
H-025	DS-4	Interactive / Kiosk Signage	per system	€_____
H-026	DS-5	Outdoor / High-Brightness Signage	per system	€_____
H-027	DS-6	LED-Based Signage	per system	€_____
H-028	DS-7	Data-Driven Signage	per system	€_____

H.5.6 Large Display Systems – Unit Prices per month

Line	LD Type	Description	Unit	Default Price (€)
H-029	LD-1	Standard Large Display	per system	€_____
H-030	LD-2	High-Brightness Large Display	per system	€_____
H-031	LD-3	Ultra-Large Display	per system	€_____
H-032	LD-4	Interactive Large Display	per system	€_____
H-033	LD-5	Mobile / Reconfigurable Large Display	per system	€_____
H-034	LD-6	Projection-Based Large Display System	per system	€_____

H.5.7 Public Address Systems – Unit Prices per month

Line	LD Type	Description	Unit	Default Price (€)
H-035	PA-1	Small Area / Local PA System	per system	€_____
H-036	PA-2	Multi-Zone Building PA System	per system	€_____
H-037	PA-3	Campus / Distributed PA System	per system	€_____
H-038	PA-4	Integrated PA / Voice Alarm Interface System	per system	€_____

H.5.8 System Flavour Pricing Coefficients

Certain Systems may be designated with one or more **System Flavours** in accordance with the applicable Technical Annexes (e.g. TEMPEST-C or Multi-Level variants).

Where a System Flavour is applied, the corresponding Flavour Coefficient proposed by the Contractor shall be applied to the combined monthly support cost of the Video Conference System, including any associated Operator Control Position System cost, as defined in the combined pricing formula of this Annex.

The Contractor shall provide the Flavour Coefficients in the following table.

Line	Flavour	Description	Coefficient (%)
H-039	TEMPEST-C	TEMPEST-C compliant system variant	___ %

H-040	Multi-Level (ML)[2]	Multi-domain capable system variant	___ %

The Flavour Coefficients shall remain **firm and fixed for the entire duration of the Framework Contract**.

H.5.8.1 Application of Flavour Coefficients

Where a System is designated with a System Flavour, the Base Monthly Unit Support Cost defined in § H.5 shall be adjusted by applying the corresponding Flavour Coefficient.
The adjusted monthly support cost shall be calculated as follows:

$$Adjusted\ Monthly\ Support\ Cost = Base\ Cost \times \left(1 + \sum Flavour\ Coefficients\right)$$

Where multiple System Flavours apply to the same System, the corresponding coefficients shall be **cumulative**.
Example:
$Adjusted\ Monthly\ Support\ Cost = Base\ Cost \times (1 + ML\ Coefficient + Tempest\ Coefficient)$

H.5.8.2 Relationship with Severity-Based Adjustments

Where both **System Flavour Coefficients** and **Severity-Based Support Coefficients** apply, the pricing adjustments shall be applied sequentially as follows:

$$Final\ Monthly\ Support\ Cost$$
$$=$$
$$Base\ Monthly\ Support\ Cost \times (1 + Flavour\ Coefficients) \times Severity\ Coefficient$$

H.5.8.3 Pricing Formula — Annex A Systems

$$Final\ Adjusted\ Monthly\ Support\ Cost\ (VC\ system)$$
$$=$$
$$[Base\ VC\ Type\ Price \times ARC\ Coefficient + OCP\ Monthly\ Support\ Price\ (if\ applicable)]$$
$$\times$$
$$\left[1 + \sum Flavour\ Coefficients\ (Tempest, ML - if\ applicable)\right]$$
$$\times$$
$$Severity\ Coefficient$$

H.5.8.4 Pricing Formula — Annex B to E Systems

$$Final\ Adjusted\ Monthly\ Support\ Cost$$
$$=$$
$$Base\ System\ Type\ Price$$
$$\times$$
$$[Flavour\ Coefficients\ (Tempest - if\ applicable)]$$
$$\times$$
$$Severity\ Coefficient$$

H.5.8.5 Scope of Application

System Flavour Coefficients apply exclusively to the **monthly unit support costs defined in § H.5**.

[2] Only applicable to VC and OCP type of system.

They shall not apply to:

- Framework Contract Initiation Costs (§ H.3)
- System Family Initiation Costs (§ H.4)
- CI Catalogue unit prices (Annex S)
- Upgrade Works pricing (§ H.9 and Annex J)
- Training or Event Support fees (§ H.7)
- Any non-recurring or one-time charges

H.5.8.6 Leased Systems

System Flavour Coefficients defined in this section apply only to **monthly support costs for purchased Systems**.
Pricing adjustments applicable to Systems provided under a **leasing model** are defined separately in **§ H.6**.

H.5.9 Severity-Based Adjustment of Monthly Unit Support Costs

The monthly unit support prices defined in § H.5represent the baseline support cost applicable to Systems assigned a **Maximum Severity Level of Severity 4** in accordance with Annex F (Initial System List) and Annex O (Service Level Agreement).

Where a System is assigned a higher Maximum Severity Level, the applicable monthly unit support price shall be adjusted using the severity-based coefficients defined below.

H.5.9.1 Severity-Based Support Coefficients

Maximum Severity Level (Annex E)	Support Cost Coefficient
Severity 4	1.00
Severity 3	1.15
Severity 2	1.35
Severity 1	1.70

The applicable coefficient shall be multiplied by the relevant monthly unit support price defined in § H.5 to determine the adjusted monthly support cost for the System.

H.5.9.2 Determination of Applicable Severity Level

The applicable severity-based coefficient shall be determined **solely** by the Maximum Severity Level assigned to the System in Annex E.

Temporary incident severity escalation, exceptional operational circumstances, or ad-hoc prioritisation shall **not** affect pricing and shall not result in any modification of the applicable support cost.

H.5.9.3 Scope of Application

Severity-based coefficients apply **exclusively** to the recurring monthly unit support costs defined in § H.5and shall **not** apply to:

- Framework Contract Initiation Costs (§ H.3)
- System Family Initiation Costs (§ H.4)

- CI Catalogue unit prices (Annex S)
- Upgrade Works pricing (§ H.9 and Annex J)
- Training or Event Support fees (§ H.7)
- Any non-recurring or one-time charges

No additional SLA-related premium, surcharge, or severity-based adjustment may be applied outside this mechanism.

H.5.9.4 Leased Systems

Severity-based coefficients do **not** apply to Systems provided under a leasing model in accordance with § H.6 and Annex I.

For leased Systems, all SLA obligations, response readiness, spare-parts provisioning, and restoration requirements are deemed fully included in the leasing fees, irrespective of the Maximum Severity Level assigned to the System.

H.6 Lease Systems

Where the Purchaser elects to lease Systems instead of purchasing them outright, the applicable pricing structure, maximum cost ceilings, service inclusions, responsibilities, and lifecycle conditions shall be governed by this § H.6 and the relevant provisions of Annex H.

Leased Systems remain subject to SLA compliance and Service Credits as defined in Annex O and Annex P.

H.6.1 Structure of the Monthly Lease Fee

For pricing clarity and to enable severity-based adjustments, the monthly lease fee shall be divided into two distinct components.

H.6.1.1 Awarded Lease Price (Financial Baseline)

For each System provided under a leasing model, the financial parameters applicable to the lease shall be fixed at the time the relevant Order Form is awarded (the **"Awarded Lease Price"**).

The Awarded Lease Price shall consist of:

- the applicable **Purchase Price (Ceiling)** used as the financial reference value for the leased System;
- the selected lease duration;
- the corresponding Monthly Lease Asset/Financing Component (LAC); and
- the corresponding Monthly Lease Service Component (LSC),

as set out in § H.6.4 and confirmed in the relevant Order Form.

Unless expressly provided otherwise in the prospective Contract or agreed in writing in the relevant Order Form:

1. the Awarded Lease Price shall remain fixed for the duration of the agreed lease term;
2. subsequent updates to Annex H pricing tables shall not apply retroactively to Systems already awarded under a leasing model; and
3. the Awarded Lease Price shall constitute the reference value for:
    - lease invoicing,
    - lease extensions under § H.6.5,
    - Early End-of-Lease Purchase Amount calculations under § H.6.6, and
    - End-of-Lease residual value calculations under § H.6.7.

H.6.1.2 Lease Asset/Financing Component (LAC)

The Lease Asset/Financing Component means the portion of the monthly lease fee attributable solely to the provision of the leased System as an asset. This includes, where applicable:

- acquisition cost recovery;
- financing costs;
- amortisation;
- asset ownership and residual value risk; and
- any other non-service financial elements associated with making the System available under the leasing model.

Unless expressly stated otherwise in the Contract or the applicable pricing tables, the LAC shall not be subject to severity-based pricing adjustments.

Where System Flavours apply, the Lease Asset/Financing Component shall be determined using the Adjusted Purchase Price (Ceiling) defined in § H.6.1.5.

H.6.1.3 Lease Service Component (LSC)

The Lease Service Component means the portion of the monthly lease fee attributable to service and support obligations associated with the leased System, including, where applicable:

- preventive and corrective maintenance;
- service support and incident response;
- configuration management;
- remote monitoring (where applicable); and
- SLA readiness and service delivery obligations as defined in Annex O.

The Lease Service Component covers standard operational support and maintenance activities only and does not include system redesign, architectural reconfiguration, or platform governance changes unless expressly authorized as Upgrade Works.

The LSC shall be priced at a Severity 4 baseline and shall be the only portion of the monthly lease fee subject to the leasing severity adjustment mechanism defined in this § H.6.

H.6.1.4 VCS type of system and ARC

As per § A.6.3 Video Conference Systems can be classified under one of the following System Architecture categories:

- ARC-1 – Bring Your Own Device (BYOD) System
- ARC-2 – Native Room System
- ARC-3 – Hybrid Room System
- ARC-4 – Codec-Based System

For pricing purposes, both **Monthly LAC fee** and **Purchase Price (Ceiling)** shall be adjusted by the coefficient corresponding to the assigned ARC category, as set out in H.5.1.

$$ARC\ Adjusted\ Monthly\ LAC\ fee = Based\ Monthly\ LAC\ fee \times ARC\ Coefficient$$

$$ARC\ Adjusted\ Purchase\ Price\ (Ceiling) =$$

$$Purchase\ Price\ (Ceiling) \times ARC\ Coefficient$$

H.6.1.5 System Flavour Coefficients for Leased Systems

Certain Systems provided under a leasing model may be designated with one or more **System Flavours**, as defined in the applicable Technical Annexes (e.g. TEMPEST-C or Multi-Level variants). Where a System Flavour applies to a leased System, the Contractor shall provide the corresponding **Flavour Coefficient** in the table below.

Line	Flavour	Description	Coefficient (%) – Leased Systems
H-041	TEMPEST-C	TEMPEST-C compliant system variant	___ %
H-042	Multi-Level (ML)	Multi-domain capable system variant	___ %

The coefficients shall remain **firm and fixed for the duration of the Framework Contract**.

H.6.1.6 Application of Flavour Coefficients to Leased Systems

H.6.1.6.1 Monthly LAC fee

Where a leased System is designated with one or more System Flavours, the corresponding Flavour Coefficients shall be applied to the **Monthly LAC fee** used for the leased System.
The adjusted **Monthly LAC fee** shall be calculated as follows:

$$Adjsuted\ Monthly\ LAC\ fee\ = Based\ Monthly\ LAC\ fee \times (1 + Flavour\ Coefficient)$$

Where multiple System Flavours apply to the same System, the corresponding coefficients shall be cumulative. This also applies to ARC Adjusted Monthly LAC fee.
Example:

$$Adjsuted\ Monthly\ LAC\ fee$$
$$=$$
$$Based\ Monthly\ LAC\ fee \times (1 + ML\ Coefficient + Tempest\ Coefficient)$$

The resulting **Adjusted Monthly LAC fee** shall be used as the reference value for:

- lease invoicing calculations.

H.6.1.6.2 Purchase Price (Ceiling)

Where a leased System is designated with one or more System Flavours, the corresponding Flavour Coefficients shall be applied to the **Purchase Price (Ceiling)** used as the financial reference value for the leased System.
The adjusted Purchase Price (Ceiling) shall be calculated as follows:

$$Adjusted\ Purchase\ Price\ (Ceiling)$$
$$= Base\ Purchase\ Price\ (Ceiling) \times (1 + Flavour\ Coefficient)$$

Where multiple System Flavours apply to the same System, the corresponding coefficients shall be cumulative. This also applies to ARC Adjusted Purchase Price (Ceiling).

Example:

$$Adjusted\ Purchase\ Price\ (Ceiling)$$
$$= Base\ Purchase\ Price\ (Ceiling)$$
$$\times (1 + ML\ Coefficient + Tempest\ Coefficient)$$

The resulting **Adjusted Purchase Price (Ceiling)** shall be used as the reference value for:

- lease invoicing calculations;
- early end-of-lease purchase calculations (§ H.6.6);
- residual value calculations (§ H.6.7).

H.6.2 Severity-Based Support Coefficients for leased systems

Systems provided under a leasing model in accordance with this § H.6 and Annex I shall be assigned a Maximum Severity Level in accordance with Annex F and Annex O.

H.6.2.1 Scope of Application

The severity-based coefficient mechanism defined for purchased Systems shall not apply to the full monthly lease fee. Instead:

- only the Lease Service Component (LSC) shall be adjusted by severity; and
- the Lease Asset/Financing Component (LAC) shall remain unaffected by severity-based coefficients.

H.6.2.2 Determination of the Applicable Coefficient

The applicable Leasing Severity Coefficient shall be determined exclusively by the Maximum Severity Level assigned to the System.

Temporary incident escalation, exceptional operational circumstances, ad-hoc prioritisation, or similar short-term operational factors shall not modify the applicable Leasing Severity Coefficient.

H.6.2.3 Applicable Table

The coefficients set out in Table H.6.3 apply solely to the Lease Service Component of the monthly lease fee.

H.6.3 Leasing Severity Coefficients (Applicable to Lease Service Component Only)

Maximum Severity Level	**Leasing Severity Coefficient *(applies only to Lease Service Component)***	**Application / Comment**
Severity 4	**1.00**	Baseline (Lease Service Component priced at Severity 4)
Severity 3	**1.15**	Applied to Lease Service Component only
Severity 2	**1.35**	Applied to Lease Service Component only
Severity 1	**1.70**	Applied to Lease Service Component only

For clarity, the Leasing Severity Coefficients constitute a distinct coefficient set applicable only to the Lease Service Component of leased Systems. Although the numerical values may coincide with support cost coefficients applicable to purchased Systems, their scope and method of application are different.

H.6.4 System Types – Purchase and Leasing Pricing Table

Monthly Lease Fee (invoiced) = Lease Asset/Financing Component fee + (Lease Service Component fee × Leasing Severity Coefficient)

Line	VC Type	Description	Unit	Purchase Price (Ceiling)	Monthly LAC Fee (12m)	Monthly LAC Fee (24m)	Monthly LAC Fee (36m)	Monthly LAC Fee (48m)	Monthly LAC Fee (60m)
H-043	Type A	Huddle Room	per system (monthly)	€_____	€_____	€_____	€_____	€_____	€_____
H-044	Type B	Small Meeting Room	per system (monthly)	€_____	€_____	€_____	€_____	€_____	€_____
H-045	Type C	Standard Conference Room	per system (monthly)	€_____	€_____	€_____	€_____	€_____	€_____
H-046	Type D	Executive Conference Room	per system (monthly)	€_____	€_____	€_____	€_____	€_____	€_____
H-047	Type E	Training Room / Classroom	per system (monthly)	€_____	€_____	€_____	€_____	€_____	€_____
H-048	Type F	Lecture Hall / Auditorium	per system (monthly)	€_____	€_____	€_____	€_____	€_____	€_____

Line	VC Type	Description	Unit	Monthly LSC Fee (12m)	Monthly LSC Fee (24m)	Monthly LSC Fee (36m)	Monthly LSC Fee (48m)	Monthly LSC Fee (60m)
H-043	Type A	Huddle Room	per system (monthly)	€_____	€_____	€_____	€_____	€_____
H-044	Type B	Small Meeting Room	per system (monthly)	€_____	€_____	€_____	€_____	€_____
H-045	Type C	Standard Conference Room	per system (monthly)	€_____	€_____	€_____	€_____	€_____
H-046	Type D	Executive Conference Room	per system (monthly)	€_____	€_____	€_____	€_____	€_____
H-047	Type E	Training Room / Classroom	per system (monthly)	€_____	€_____	€_____	€_____	€_____
H-048	Type F	Lecture Hall / Auditorium	per system (monthly)	€_____	€_____	€_____	€_____	€_____

Note:

1. Purchase Prices are the **maximum cost ceilings** for outright procurement.
2. Lease fees include the support scope defined in Annex O.

Line	OPC Type	Description	Unit	Purchase Price (Ceiling)	Monthly LAC Fee (12m)	Monthly LAC Fee (24m)	Monthly LAC Fee (36m)	Monthly LAC Fee (48m)	Monthly LAC Fee (60m)
H-049	OPC-1	Local Room Control Position per system	per system (monthly)	€_____	€_____	€_____	€_____	€_____	€_____
H-050	OPC-2	Advanced Room / Training Room Control Position	per system (monthly)	€_____	€_____	€_____	€_____	€_____	€_____
H-051	OPC-3	Auditorium / Event Control Room	per system (monthly)	€_____	€_____	€_____	€_____	€_____	€_____
H-052	OPC-4	Centralised Control / Multi-Room Operations Centre	per system (monthly)	€_____	€_____	€_____	€_____	€_____	€_____

Line	OPC Type	Description	Unit	Monthly LSC Fee (12m)	Monthly LSC Fee (24m)	Monthly LSC Fee (36m)	Monthly LSC Fee (48m)	Monthly LSC Fee (60m)
H-049	OPC-1	Local Room Control Position per system	per system (monthly)	€_____	€_____	€_____	€_____	€_____
H-050	OPC-2	Advanced Room / Training Room Control Position	per system (monthly)	€_____	€_____	€_____	€_____	€_____
H-051	OPC-3	Auditorium / Event Control Room	per system (monthly)	€_____	€_____	€_____	€_____	€_____
H-052	OPC-4	Centralised Control / Multi-Room Operations Centre	per system (monthly)	€_____	€_____	€_____	€_____	€_____

Line	VW Type	Description	Unit	Purchase Price (Ceiling)	Monthly LAC Fee (12m)	Monthly LAC Fee (24m)	Monthly LAC Fee (36m)	Monthly LAC Fee (48m)	Monthly LAC Fee (60m)
H-053	VW-1	Small Video Wall	per system	€_____	€_____	€_____	€_____	€_____	€_____
H-054	VW-2	Standard Video Wall	per system	€_____	€_____	€_____	€_____	€_____	€_____
H-055	VW-3	Large Format Video Wall	per system	€_____	€_____	€_____	€_____	€_____	€_____
H-056	VW-4	Mission-Critical / Control Room Wall	per system	€_____	€_____	€_____	€_____	€_____	€_____
H-057	VW-5	Architectural / Specialty Display	per system	€_____	€_____	€_____	€_____	€_____	€_____

Line	VW Type	Description	Unit	Monthly LSC Fee (12m)	Monthly LSC Fee (24m)	Monthly LSC Fee (36m)	Monthly LSC Fee (48m)	Monthly LSC Fee (60m)
H-053	VW-1	Small Video Wall	per system	€_____	€_____	€_____	€_____	€_____
H-054	VW-2	Standard Video Wall	per system	€_____	€_____	€_____	€_____	€_____
H-055	VW-3	Large Format Video Wall	per system	€_____	€_____	€_____	€_____	€_____
H-056	VW-4	Mission-Critical / Control Room Wall	per system	€_____	€_____	€_____	€_____	€_____
H-057	VW-5	Architectural / Specialty Display	per system	€_____	€_____	€_____	€_____	€_____

Note:

1. Purchase Prices are the **maximum cost ceilings** for outright procurement.

2. Lease fees include the support scope defined in Annex O.

Line	LD Type	Description	Unit	Purchase Price (Ceiling)	Monthly LAC Fee (12m)	Monthly LAC Fee (24m)	Monthly LAC Fee (36m)	Monthly LAC Fee (48m)	Monthly LAC Fee (60m)
H-058	LD-001	Standard Large Display	per system	€_____	€_____	€_____	€_____	€_____	€_____
H-059	LD-002	High-Brightness Large Display	per system	€_____	€_____	€_____	€_____	€_____	€_____
H-060	LD-003	Ultra-Large Display	per system	€_____	€_____	€_____	€_____	€_____	€_____
H-061	LD-004	Interactive Large Display	per system	€_____	€_____	€_____	€_____	€_____	€_____
H-062	LD-005	Mobile / Reconfigurable Large Display	per system	€_____	€_____	€_____	€_____	€_____	€_____
H-063	LD-006	Projection-Based Large Display System	per system	€_____	€_____	€_____	€_____	€_____	€_____

Line	LD Type	Description	Unit	Monthly LSC Fee (12m)	Monthly LSC Fee (24m)	Monthly LSC Fee (36m)	Monthly LSC Fee (48m)	Monthly LSC Fee (60m)
H-058	LD-1	Standard Large Display	per system	€_____	€_____	€_____	€_____	€_____
H-059	LD-2	High-Brightness Large Display	per system	€_____	€_____	€_____	€_____	€_____
H-060	LD-3	Ultra-Large Display	per system	€_____	€_____	€_____	€_____	€_____
H-061	LD-4	Interactive Large Display	per system	€_____	€_____	€_____	€_____	€_____

H-062	LD-5	Mobile / Reconfigurable Large Display	per system	€_____	€_____	€_____	€_____	€_____
H-063	LD-6	Projection-Based Large Display System	per system	€_____	€_____	€_____	€_____	€_____

Note:

1. Purchase Prices are the **maximum cost ceilings** for outright procurement.
2. Lease fees include the support scope defined in Annex O.

Line	PA Type	Description	Unit	Purchase Price (Ceiling)	Monthly LAC Fee (12m)	Monthly LAC Fee (24m)	Monthly LAC Fee (36m)	Monthly LAC Fee (48m)	Monthly LAC Fee (60m)
H-064	PA-1	Small Area / Local PA System	per system	€_____	€_____	€_____	€_____	€_____	€_____
H-065	PA-2	Multi-Zone Building PA System	per system	€_____	€_____	€_____	€_____	€_____	€_____
H-066	PA-3	Campus / Distributed PA System	per system	~~€_____~~	~~€_____~~	~~€_____~~	~~€_____~~	~~€_____~~	~~€_____~~
H-067	PA-4	Integrated PA / Voice Alarm Interface System	per system	~~€_____~~	~~€_____~~	~~€_____~~	~~€_____~~	~~€_____~~	~~€_____~~

Line	PA Type	Description	Unit	Monthly LSC Fee (12m)	Monthly LSC Fee (24m)	Monthly LSC Fee (36m)	Monthly LSC Fee (48m)	Monthly LSC Fee (60m)
H-064	PA-1	Small Area / Local PA System	per system	€_____	€_____	€_____	€_____	€_____
H-065	PA-2	Multi-Zone Building PA System	per system	€_____	€_____	€_____	€_____	€_____
H-066	PA-3	Campus / Distributed PA System	per system	~~€_____~~	~~€_____~~	~~€_____~~	~~€_____~~	~~€_____~~

H-067	PA-4	Integrated PA / Voice Alarm Interface System	per system	€_____	€_____	€_____	€_____	€_____

Note:

1. Purchase Prices are the **maximum cost ceilings** for outright procurement.
2. Lease fees include the support scope defined in Annex O

Leasing of Public Address (PA) Systems under this Framework Contract is subject to the following limitations:

- PA-1 (Small Area / Local PA Systems) may be provided under a leasing model.
- PA-2 (Multi-Zone Building PA Systems) may be partially leased, limited to central electronic components (e.g. amplifiers, processors, control units). Permanent infrastructure elements (e.g. speakers, cabling, mounting structures) are excluded from leasing.
- PA-3 (Campus / Distributed PA Systems) shall not be provided under a leasing model.
- PA-4 (Integrated PA / Voice Alarm Interface Systems) shall not be provided under a leasing model.

Leasing eligibility for PA Systems does not modify or extend the scope limitations defined in Annex E.

H.6.5 Lease Extensions

Where the Purchaser elects to extend a lease beyond the initially ordered lease term, the monthly lease pricing applicable during the extension period shall be determined by reference to the total effective lease duration (initial term plus approved extension) using the corresponding monthly LAC and LSC values in the relevant System Types – Purchase and Leasing Pricing Table under § H.6.4.

For example, where a System is initially leased for 12 months and subsequently extended by 12 months (total effective lease duration: 24 months), the monthly LAC and LSC values applicable to the 24-month lease term in § H.6.4 shall apply to the extension period only (i.e., after the initial 12 months).

Unless expressly agreed otherwise in the relevant Order Form, extension of a lease shall not result in retroactive repricing, rebate, or recalculation of charges already invoiced for the initial lease term.

During any extension period, the invoiced monthly lease fee shall continue to be calculated in accordance with § H.6 as follows:
Monthly Lease Fee (invoiced) = LAC + (LSC × Leasing Severity Coefficient)

The Maximum Severity Level assigned to the System shall continue to determine the applicable Leasing Severity Coefficient during the extension period unless formally amended in accordance with the Contract.

H.6.6 Early End of Lease Before Agreed Lease Term

Where a System has been leased for an agreed lease term under § H.6 and such lease ends before expiry of the agreed lease term for reasons **not attributable to Contractor default, material breach, or failure to perform**, the Purchaser shall pay an **Early End-of-Lease Purchase Amount** determined in accordance with this clause.

This clause applies, inter alia, where early lease cessation results from:

- expiry of the Framework Contract;
- non-renewal of a tranche;
- a Purchaser decision not to interrupt a lease commitment; or
- any other non-Contractor-cause event preventing continuation of the lease to the agreed lease end date.

For clarity, this clause shall **not** apply where the lease ends early due to Contractor default, material breach, or failure to perform giving rise to a contractual right of termination by the Purchaser.

H.6.6.1 Determination of the Early End-of-Lease Purchase Amount

The Early End-of-Lease Purchase Amount shall be calculated by applying the applicable residual value percentage to the relevant **the Purchase Price (Ceiling) applicable at the time of Awarded Lease Price determination** for the affected System type.

Early End-of-Lease Purchase Amount = Purchase Price (Ceiling) × Applicable Residual Value %

The applicable residual value percentage shall be determined by reference to:

1. the relevant System type; and
2. the number of completed lease months elapsed from the lease commencement date to the effective date of early lease cessation (the **“Elapsed Lease Duration”**).

H.6.6.2 Residual Value Percentage for Non-Exact Milestones (Linear Interpolation)

Where the Elapsed Lease Duration corresponds exactly to a milestone listed in § H.6.4 (i.e., 12, 24, 36, 48, or 60 months), the residual value percentage for that milestone shall apply.

Where the Elapsed Lease Duration falls between two milestones listed in § H.6.4, the applicable residual value percentage shall be determined by **linear interpolation** between the two corresponding residual value percentages for the relevant System type.
For the purposes of interpolation:

- let **M1** be the nearest lower milestone month;
- let **M2** be the nearest higher milestone month;
- let **RV1** be the residual value percentage at M1; and
- let **RV2** be the residual value percentage at M2.

The interpolated residual value percentage (**RVi**) shall be calculated as follows:

RVi = RV1 + ((Elapsed Lease Duration − M1) / (M2 − M1)) × (RV2 − RV1)

Unless expressly agreed otherwise in the relevant Order Form, all percentages and resulting monetary amounts shall be rounded to **two decimal places**, with rounding applied only at the final calculation step.

H.6.6.3 Effect of Payment

Upon payment in full of the Early End-of-Lease Purchase Amount:

1. ownership of the affected leased System shall transfer to the Purchaser, unless otherwise expressly agreed in writing in the relevant Order Form; and
2. no further monthly lease fees shall accrue in respect of that System after the effective date of early lease cessation, without prejudice to any accrued but unpaid amounts due before that date.

H.6.6.4 Relationship with Other Rights and Remedies

Payment of the Early End-of-Lease Purchase Amount under this clause is intended to address the Contractor's residual asset and financing exposure arising from early lease cessation for non-Contractor-cause reasons. It is without prejudice to:

- any Service Credits or other remedies accrued in favour of the Purchaser prior to the effective date of early lease cessation; and
- any rights or remedies arising from Contractor default, material breach, or failure to perform.

H.6.7 End-of-Lease Purchase (Residual Value)

				Residual Value % of Purchase Ceiling				
Line	**VC Type**	**Description**	**Unit**	**12 months**	**24 months**	**36 months**	**48 months**	**60 months**
H-068	Type A	Huddle Room	per system (monthly)	_____%	_____%	_____%	_____%	_____%
H-069	Type B	Small Meeting Room	per system (monthly)	_____%	_____%	_____%	_____%	_____%
H-070	Type C	Standard Conference Room	per system (monthly)	_____%	_____%	_____%	_____%	_____%
H-071	Type D	Executive Conference Room	per system (monthly)	_____%	_____%	_____%	_____%	_____%
H-072	Type E	Training Room / Classroom	per system (monthly)	_____%	_____%	_____%	_____%	_____%
H-073	Type F	Lecture Hall / Auditorium	per system (monthly)	_____%	_____%	_____%	_____%	_____%

				Residual Value % of Purchase Ceiling				
Line	**OPC Type**	**Description**	**Unit**	**12 months**	**24 months**	**36 months**	**48 months**	**60 months**
H-074	OPC-1	Local Room Control Position per system	per system (monthly)	_____%	_____%	_____%	_____%	_____%
H-075	OPC-2	Advanced Room / Training Room Control Position	per system (monthly)	_____%	_____%	_____%	_____%	_____%
H-076	OPC-3	Auditorium / Event Control Room	per system (monthly)	_____%	_____%	_____%	_____%	_____%
H-077	OPC-4	Centralised Control / Multi-Room Operations Centre	per system (monthly)	_____%	_____%	_____%	_____%	_____%

				Residual Value % of Purchase Ceiling				
Line	**VW Type**	**Description**	**Unit**	**12 months**	**24 months**	**36 months**	**48 months**	**60 months**
H-078	VW-1	Small Video Wall	per system	_____%	_____%	_____%	_____%	_____%
H-079	VW-2	Standard Video Wall	per system	_____%	_____%	_____%	_____%	_____%
H-080	VW-3	Large Format Video Wall	per system	_____%	_____%	_____%	_____%	_____%
H-081	VW-4	Mission-Critical / Control Room Wall	per system	_____%	_____%	_____%	_____%	_____%
H-082	VW-5	Architectural / Specialty Display	per system	_____%	_____%	_____%	_____%	_____%

				Residual Value % of Purchase Ceiling
Line	**VW Type**	**Description**	**Unit**	**12 months**

Line	LD Type	Description	Unit	12 months	24 months	36 months	48 months	60 months
H-083	LD-1	Standard Large Display	per system	_____%	_____%	_____%	_____%	_____%
H-084	LD-2	High-Brightness Large Display	per system	_____%	_____%	_____%	_____%	_____%
H-085	LD-3	Ultra-Large Display	per system	_____%	_____%	_____%	_____%	_____%
H-086	LD-4	Interactive Large Display	per system	_____%	_____%	_____%	_____%	_____%
H-087	LD-5	Mobile / Reconfigurable Large Display	per system	_____%	_____%	_____%	_____%	_____%
H-088	LD-6	Projection-Based Large Display System	per system	_____%	_____%	_____%	_____%	_____%

				Residual Value % of Purchase Ceiling				
Line	AP Type	Description	Unit	12 months	24 months	36 months	48 months	60 months
H-089	PA-1	Small Area / Local PA System	per system	_____%	_____%	_____%	_____%	_____%
H-090	PA-2	Multi-Zone Building PA System	per system	_____%	_____%	_____%	_____%	_____%
H-091	PA-3	Campus / Distributed PA System	per system	_____%	_____%	_____%	_____%	_____%
H-092	PA-4	Integrated PA / Voice Alarm Interface System	per system	_____%	_____%	_____%	_____%	_____%

H.7 Training and Event Support Costs

H.7.1 Training Sessions

H.7.1.1

The Contractor shall deliver training sessions on a per-request basis. The default training location shall be Camp Casteau. Any deviation from this location may be proposed by the Contractor but shall only be implemented upon prior approval by the Purchaser.

Line	Description	Unit	Price (€)
H-093	Delivery of a Training Session (up to 1 day)	per session	€_____
H-094	Additional Training Day	per day	€_____

H.7.2 Partner Event Support (On-site)

H.7.2.1

Event support rates vary according to the competency level of the personnel assigned. The Partner may deploy Technicians, Senior Technicians, or Engineers depending on the complexity of the event requirements. Each personnel category is billed at the applicable hourly rate for working hours and for outside working hours

Line	Description	Staff Category	Unit	Price (€)
H-095	Partner Event Support (working hours)	Technician	per hour	€_____
H-096	Partner Event Support (working hours)	Engineer	per hour	€_____
H-097	Partner Event Support (outside working hours)	Technician	per hour	€_____
H-098	Partner Event Support (outside working hours)	Engineer	per hour	€_____

H.8 Spare Parts Pricing Rules

H.8.1.1 Initial Spare Parts Procurements

- The Purchaser shall procure the initial spare parts necessary to support contractual restoration times, based on the Spare Parts Initial Assessment submitted by the Contractor.
- All initial spare parts shall be priced using CI Category unit prices defined in Annex S.
- No initial spare parts shall be embedded in onboarding fees, service fees, or any other price elements.

H.8.1.2 Replenishment Spare Parts

- Replenishment of consumed spare parts shall be funded by the Purchaser.
- Replenishment items shall be priced using CI Category unit prices defined in Annex S.
- No additional margin or handling fee shall be applied.

H.8.1.3 Spare Parts for New System Onboarding

- Any additional spare parts required due to onboarding activities (Annex G) shall be priced using the CI Catalogue unit prices.
- The Contractor shall include its spare parts assessment in each onboarding package.

H.8.1.4 Yearly Spare Parts Adjustment

- Adjustments to minimum stock levels resulting from the Yearly Spare Parts Review shall be submitted to the Purchaser for approval.
- Approved adjustments shall be priced using CI Category unit prices.

H.8.1.5 Spare Parts Management

- The Contractor shall manage the Purchaser-owned spare parts stock as part of the Service Fee, unless explicitly stated otherwise.
- No storage, handling, or management fee shall be applied unless included in the Bidder's Annex H Submission and accepted by the Purchaser.

H.8.1.6 Leased Systems

- For systems provided under a leasing model (Annex I), all spare parts, components, consumables, and replacement hardware required to maintain system operability during the lease period shall be fully included in the leasing fee.
- Spare parts for leased systems shall not be priced as separate line items in Annex H and shall not appear in any Purchaser-funded spare parts procurement.
- Although the Purchaser financially contributes to the provisioning of spare parts for leased systems through the leasing fee, no direct or additional funding for such spare parts shall be requested from the Purchaser outside of the leasing fee.
- All obligations related to stocking, managing, and replacing spare parts required to meet SLA obligations for leased systems remain fully the responsibility of the Contractor and form part of the leasing service.
- Spare parts for leased systems are therefore excluded from the Purchaser-owned Spare Parts Framework and shall not be included in the Spare Parts Register.

H.9 Upgrade Works (Refurbishment / Modernisation / New/Additional Installations)

All procedures, responsibilities, and documentation requirements applicable to the procurement and delivery of new Systems under Upgrade Works shall follow the rules set out in Annex J - Procurement of New Systems Under Ceiling Price (§ H.9.5).

H.9.1 Scope of Upgrade Works

Upon Purchaser request, the Contractor shall perform Upgrade Works to modernize, refurbish, create or add Systems of a defined Type.

H.9.2 Use of Upgrade Works Pricing for System Onboarding

Upgrade Works pricing defined in this Annex may also be applied to the **onboarding of any System**—whether newly procured, or already in service—when such Systems are to be incorporated into the Contracted scope of support.

This includes:

- Systems already owned by the Purchaser that were not part of the Initial System List,
- Systems procured outside the Contract (e.g., through a Purchaser-led competition).

The Contractor may request Upgrade Works pricing for onboarding activities **provided that**:

1. **Justification:** The Contractor submits a written justification describing the onboarding activities required (e.g., inspection, installation, configuration, integration, documentation, baseline creation).
2. **Pricing Alignment:** All costs strictly follow the ceiling prices and unit rates defined in this Annex; no additional or exceptional onboarding fees are permitted.
3. **Purchaser Approval:** The Purchaser provides prior written approval before any onboarding work begins.
4. **Process Compliance:** The onboarding shall follow the System Onboarding Process defined in Annex G.

Using Upgrade Works pricing for onboarding ensures consistency, predictability, and cost control, regardless of whether the System is externally procured, or already in service.

H.9.3 Ceiling Prices

The Contractor shall provide ceiling prices for Upgrade Works for each System Flavour (§H.9.5). These ceiling prices represent the **maximum allowable price** for any individual Upgrade Work package requested under the Contract.

The following labour costs will support the completion of the template as defined in Annex M (Upgrade works request template).

Line	Activity	Unit	Cost
H-099	Technician hourly rate	€/hour	€_____
H-100	Senior Technician hourly rate	€/hour	€_____
H-101	Engineer hourly rate	€/hour	€_____
H-102	Project Manager hourly rate	€/hour	€_____
H-103	Technician daily rate	€/day	€_____
H-104	Engineer daily rate	€/day	€_____

H.9.4 Purchaser's Right to Competitively Tender

While ceiling prices enable the Purchaser to request Upgrade Works from the Contractor without initiating a new competition, the Purchaser retains the right to seek competitive offers or conduct a local competition if the Contractor's proposed price for a specific Upgrade Work package is deemed excessive, non-competitive, or not economically justified, even if the proposed price remains below the established ceiling.

In such cases, any System delivered or installed by another supplier as a result of a competitive process must be incorporated into the Contract through the System Onboarding Process defined in Annex G before it is considered in-scope for support, maintenance, configuration management, or SLA coverage.

H.9.5 Upgrade Works – Ceiling Price Table for new systems

Video Conference Systems – Upgrade Works Ceiling Prices

Line	VC Type	Description	Max Price per System (€)
H-105	Type A	Huddle Room	€_____
H-106	Type B	Small Meeting Room	€_____
H-107	Type C	Standard Conference Room	€_____
H-108	Type D	Executive Conference Room	€_____
H-109	Type E	Training Room / Classroom	€_____
H-110	Type F	Lecture Hall / Auditorium	€_____

Operator Control Position Systems – Upgrade Works Ceiling Prices

Line	OPC Type	Description	Max Price per System (€)
H-111	OPC-1	Local Room Control Position per system	€_____
H-001	OPC-2	Advanced Room / Training Room Control Position	€_____
H-001	OPC-3	Auditorium / Event Control Room	€_____
H-112	OPC-4	Centralised Control / Multi-Room Operations Centre	€_____

Video Wall Systems – Upgrade Works Ceiling Prices

Line	VW Type	Description	Max Price per System (€)
H-113	VW-1	Small Video Wall	€_____
H-114	VW-2	Standard Video Wall	€_____
H-115	VW-3	Large Format Video Wall	€_____
H-116	VW-4	Mission-Critical / Control Room Wall	€_____
H-117	VW-5	Architectural / Specialty Display	€_____

Digital Signage Systems – Upgrade Works Ceiling Prices

Line	DS Type	Description	Max Price per System (€)
H-118	DS-1	Single-Screen Signage	€_____
H-119	DS-2	Multi-Screen Independent Signage	€_____
H-120	DS-3	Synchronized Multi-Screen Signage	€_____
H-121	DS-4	Interactive / Kiosk Signage	€_____
H-122	DS-5	Outdoor / High-Brightness Signage	€_____
H-123	DS-6	LED-Based Signage	€_____
H-124	DS-7	Data-Driven Signage	€_____

Large Display Systems - Upgrade Works Ceiling Prices

Line	LD Type	Description	Max Price per System (€)

H-125	LD-1	Standard Large Display	€_____
H-126	LD-2	High-Brightness Large Display	€_____
H-127	LD-3	Ultra-Large Display	€_____
H-128	LD-4	Interactive Large Display	€_____
H-129	LD-5	Mobile / Reconfigurable Large Display	€_____
H-130	LD-6	Projection-Based Large Display System	€_____

Public Address Systems - Upgrade Works Ceiling Prices

Line	PA Type	Description	Max Price per System (€)
H-131	PA-1	Small Area / Local PA System	€_____
H-132	PA-2	Multi-Zone Building PA System	€_____
H-133	PA-3	Campus / Distributed PA System	€_____
H-134	PA-4	Integrated PA / Voice Alarm Interface System	€_____

H.9.6 Upgrade Works – Ceiling Price Table for the onboarding of an additional system

Video Conference Systems – Upgrade Works Ceiling Prices

Line	VC Type	Description	Max Price per System (€)
H-135	Type A	Huddle Room	€_____
H-136	Type B	Small Meeting Room	€_____
H-137	Type C	Standard Conference Room	€_____
H-138	Type D	Executive Conference Room	€_____
H-139	Type E	Training Room / Classroom	€_____
H-140	Type F	Lecture Hall / Auditorium	€_____

Operator Control Position Systems – Upgrade Works Ceiling Prices

Line	OPC Type	Description	Max Price per System (€)
H-141	OPC-1	Local Room Control Position per system	€_____
H-001	OPC-2	Advanced Room / Training Room Control Position	€_____
H-001	OPC-3	Auditorium / Event Control Room	€_____
H-142	OPC-4	Centralised Control / Multi-Room Operations Centre	€_____

Video Wall Systems – Upgrade Works Ceiling Prices

Line	VW Type	Description	Max Price per System (€)
H-143	VW-1	Small Video Wall	€_____
H-144	VW-2	Standard Video Wall	€_____
H-145	VW-3	Large Format Video Wall	€_____
H-146	VW-4	Mission-Critical / Control Room Wall	€_____
H-147	VW-5	Architectural / Specialty Display	€_____

Digital Signage Systems – Upgrade Works Ceiling Prices

Line	DS Type	Description	Max Price per System (€)
H-148	DS-1	Single-Screen Signage	€_____
H-149	DS-2	Multi-Screen Independent Signage	€_____
H-150	DS-3	Synchronized Multi-Screen Signage	€_____
H-151	DS-4	Interactive / Kiosk Signage	€_____
H-152	DS-5	Outdoor / High-Brightness Signage	€_____
H-153	DS-6	LED-Based Signage	€_____
H-154	DS-7	Data-Driven Signage	€_____

Large Display Systems – Upgrade Works Ceiling Prices

Line	LD Type	Description	Max Price per System (€)
H-155	LD-1	Standard Large Display	€_____
H-156	LD-2	High-Brightness Large Display	€_____
H-157	LD-3	Ultra-Large Display	€_____
H-158	LD-4	Interactive Large Display	€_____
H-159	LD-5	Mobile / Reconfigurable Large Display	€_____
H-160	LD-6	Projection-Based Large Display System	€_____

Public Address Systems - Upgrade Works Ceiling Prices

Line	LD Type	Description	Max Price per System (€)
H-161	PA-1	Small Area / Local PA System	€_____
H-162	PA-2	Multi-Zone Building PA System	€_____
H-163	PA-3	Campus / Distributed PA System	€_____
H-164	PA-4	Integrated PA / Voice Alarm Interface System	€_____

H.10 Financial Rules

H.10.1 Invoicing and Payment Principles

Payments under the prospective Contract shall be made as follows:

- Framework Contract Initiation Cost — invoiced once after contract start.
- System Family Initiation Costs — invoiced when the first System of a family is onboarded.
- Monthly Support Costs — invoiced monthly in arrears for all onboarded Systems.
- Leasing Costs — invoiced monthly according to the Awarded Lease Price.
- Upgrade Works — invoiced according to milestones defined in Annex J.
- Training and Event Support — invoiced after the end of month of the delivery of the service.
- CI Catalogue items — invoiced upon delivery and acceptance.

H.10.2

The Contractor shall invoice only for:

- One-time initiation costs
- Service support (based on unit costs per onboarded Systems)
- Training services
- Event support
- Upgrade Works (Refurbishment / Modernisation / New/Additional Installations)
- Extended Exit Period Compensation (ref.§ R.4.3)

For Video Conference Systems associated with an Operator Control Position System, invoicing of recurring service support shall be based on the combined system pricing calculated in accordance with the pricing formula defined in this Annex.

H.10.3

No additional cost categories shall be billed without explicit written authorization from the Purchaser.

H.10.4

Prices remain firm for the duration of each Contractual Period.

H.10.5

Price adjustments between Contractual Periods are permitted only if explicitly allowed in the General Conditions of Contract (GCC) and shall follow NATO procurement rules.

H.11 Applicability

H.11.1

No System may be assigned a Maximum Severity Level without the corresponding pricing adjustment mechanism defined in § H.5.6 being applicable.

H.11.2

This Annex forms an integral part of the Framework Contract and shall be used for all cost evaluations, onboarding decisions, and invoice verifications.

Annex I System Leasing Terms

I.1 Purpose

This Annex defines the terms and conditions under which the Purchaser may lease Systems under the Framework Contract instead of purchasing them outright. It establishes pricing, responsibilities, service coverage, and end-of-lease conditions.

I.2 Scope of Leasing

A leased System refers to any System or CI Bundle provided to the Purchaser under a recurring fee model, including:

- complete Systems by System Type;
- Operator Control Position Systems;
- combined Video Conference Systems and associated Operator Control Position Systems;
- CI Bundles defined in the CI Catalogue;
- optional components or accessories required for full functionality.

Leasing may be used for new Systems, replacement Systems, expansion Systems, or technology refresh scenarios.

For Video Conference Systems, the leased System classification may include System Architecture, Operator Control Position System Type (where applicable), and System Flavour(s), which may influence the leasing price structure in accordance with Annex H.

I.3 Spare Parts Responsibility for Leased Systems

For all systems provided under a leasing model, the Contractor shall remain fully responsible for the provision, stocking, and replacement of all spare parts, components, and consumables required to maintain operability during the lease period.

All such spare parts shall be:

- supplied and funded entirely by the Contractor,
- included in the leasing service fee,
- maintained at sufficient stock levels to meet the SLA restoration requirements,
- replaced or replenished by the Contractor without additional cost to the Purchaser, and
- excluded from the Purchaser-owned Spare Parts Framework defined in Annex N.

No spare part for leased systems shall be procured, owned, or funded by the Purchaser.

I.4 Lease Duration Options

The Contractor shall offer the following standard lease duration options:

- **12 months**
- **24 months**
- **36 months**
- **48 months**
- **60 months**

Alternative durations may be agreed in writing on a case-by-case basis.

The lease duration is fixed for each System from the date of commissioning unless otherwise agreed.

The lease duration forms part of the Awarded Lease Price defined in Annex H and remains fixed for the agreed lease term unless modified in accordance with Annex H § H.6.5.

I.5 Pricing Principles

I.5.1 Price Structure

Leasing fees shall follow the pricing structure defined in Annex H, including:

- monthly lease fee per System Type or CI Bundle
- installation pricing based on Installation CI Categories (if applicable)
- support and maintenance coverage included or excluded per System Type
- ceiling prices applicable to leased Systems

I.5.2 No Additional Fees

No administrative, financing, onboarding, or documentation charges may be applied beyond those explicitly defined in Annex H.

I.5.3 Bundled Services

Unless otherwise specified, the lease fee includes:

- hardware usage
- service support (consistent with the System's Type)
- preventive maintenance
- corrective maintenance
- configuration management
- remote monitoring (if applicable)

Any exceptions must be stated explicitly in the Order.

I.5.4 Awarded Lease Price

For each leased System, the financial parameters applicable to the lease shall be fixed at the time of Purchaser authorization in accordance with Annex H § H.6.1.1 (the "Awarded Lease Price").

The Awarded Lease Price shall constitute the financial baseline for:

- monthly invoicing,
- lease extensions,
- early end-of-lease calculations, and
- residual value determinations.

Unless expressly permitted under Annex H, onboarding activities, Change Requests under Annex W, or operational modifications shall not alter the Awarded Lease Price.

I.6 Responsibilities During Lease

I.6.1 Contractor Responsibilities

The Contractor shall:

- provide the leased System ready for use
- perform all maintenance included in the System's Service Level
- ensure firmware/software updates where applicable
- replace defective leased equipment at no additional cost (unless damage falls under § I.6.3)
- keep the configuration baseline updated

- maintain adequate spare stock for leased Systems

I.6.2 Purchaser Responsibilities

The Purchaser shall:

- ensure proper use of leased Systems
- provide access for maintenance
- notify the Contractor of failures or defects in a timely manner
- protect leased assets against misuse or deliberate damage

I.6.3 Damage or Loss

In case of theft, misuse, or accidental damage not caused by normal operation, the Purchaser may be charged the **residual value** or a **replacement fee** consistent with in Annex H pricing.

I.7 Refresh, Replacement, and Upgrades

I.7.1 Technology Refresh

During the lease period, the Contractor may propose a refresh of leased Systems under § H.9 (Technology Refresh). Any refresh shall:

- meet or exceed the original performance
- not increase the monthly lease fee unless approved by the Purchaser
- be accepted through the Change Management Process (Annex W).

Where a Technology Refresh is implemented, the Awarded Lease Price shall remain unchanged unless the Purchaser expressly approves a revised lease structure through a formal amendment under Annex H and Annex W.

Technology Refresh may include replacement or upgrade of System Architecture components, Operator Control Position Systems, or Configuration Item baselines, provided that the refreshed System meets or exceeds the original performance and operational requirements.

I.7.2 Replacement for Failure

Defective leased Systems shall be repaired or replaced by the Contractor at no additional cost, except where damage is attributable to misuse (§I.6.3).

I.8 End-of-Lease Conditions

I.8.1 End-of-Lease Options

At the end of the lease term, the Purchaser may select one of the following options per System:

1. **Return** the System to the Contractor
2. **Extend** the lease in accordance with Annex H § H.6.5, using the monthly LAC and LSC values corresponding to the total effective lease duration, without retroactive repricing of the Awarded Lease Price.
3. **Purchase** the System at its residual value
4. **Replace** the System with a new leased System
5. **Decommission** the System and remove it from the Contract scope

I.8.2 Return Process

I.8.2.1

Returned Systems shall:

- remain functional (normal wear and tear accepted);
- be reset to default configuration by the Contractor;
- be reset under Purchaser supervision or verification, where required by security regulations;
- be listed in an end-of-lease return form;
- be formally accepted by the Contractor.

I.8.2.2 Security Assurance

For Systems that have processed or displayed classified or sensitive information, the reset to default configuration shall be performed in accordance with applicable NATO security policies.

Where required, the Purchaser may:

- witness the reset operation;
- require a documented reset procedure; and/or
- require written confirmation that all data, credentials, logs, and configuration artefacts have been removed.

Evidence of reset and decommissioning shall be made available to the Purchaser upon request.

I.8.3 System Handover and Baseline Update

The Contractor shall update the CI Baseline to reflect:

- returned Systems
- extended leases
- replaced Systems
- purchased Systems

I.9 Early Termination

Early termination is permitted when:

- the Contract ends,
- a System becomes obsolete or unsupported,
- the Purchaser's operational needs change.

Early termination charges, if any, shall be limited to:

- the residual value of the device, **or**
- the cost of retrieving and preparing the System for reuse,

as defined in Annex H. Residual value calculations shall be based on the Purchase Price Ceiling reference forming part of the Awarded Lease Price defined in Annex H.

I.10 Onboarding of Leased Systems

All leased Systems shall follow the **System Onboarding Process (Annex G)**.

Onboarding activities (installation, configuration, integration) shall be priced using Annex H, not through additional fees.

Annex J Procurement of New Systems Under Ceiling Price

J.1 Purpose

J.1.1

This Annex defines the procedures, responsibilities, pricing rules, and documentation requirements applicable to the procurement, delivery, configuration, and commissioning of new Systems under the Framework Contract.

J.1.2

This Annex applies to all System Types and Flavours defined in Annex A (Video Conference Systems), Annex B (Video Wall Systems), Annex C (Digital Signage Systems), Annex D (Large Display Systems), and Annex E (Public Address Systems).

J.1.3

All new Systems procured under this Framework Contract shall be delivered in accordance with the Ceiling Prices defined in Annex H.

J.2 Scope

J.2.1

This Annex governs the procurement of any new System, including but not limited to:

- New installations requested by the Purchaser;
- Replacement or modernization of existing Systems;
- Expansion of existing facilities with additional Systems;
- Systems procured via Upgrade Works in accordance with Annex H.

J.2.2

The provisions in this Annex ensure that all new Systems are delivered as **turnkey solutions**, fully integrated into the Purchaser's environment and immediately ready for operational use.

J.3 Contractor Responsibilities for New Systems

J.3.1

Upon the Purchaser's request for a new System, the Contractor shall design, supply, install, configure, integrate, test, and commission a complete System that conforms to the selected System Type or Flavour.

J.3.2

Each new System delivered under this Framework Contract shall include, as applicable:

- All required hardware (displays, controllers, media players, processors, peripherals, sensors, mounts, cabling, power distribution, etc.);
- All required software and licensing, including CMS configuration where relevant;
- Physical installation, integration, and commissioning;
- Functional testing and verification;
- System documentation and configuration baseline creation;
- Registration of the System into the Configuration Management System;
- Handover and operational readiness confirmation.

J.3.3

No additional cost categories beyond those listed in Annex H shall be charged unless explicitly approved in writing by the Purchaser.

J.4 Technical Implementation Proposal (TIP)

J.4.1

Before any procurement, installation, or Upgrade Works may begin, the Contractor shall submit a written **Technical Implementation Proposal (TIP)** including:

- System architecture and component list;
- Compliance with applicable System Type definitions (Annex A, Annex B, Annex C, Annex D, and Annex E;
- Integration, CMS configuration, and interoperability details;
- Site-specific installation and commissioning plan;
- Delivery timeline;
- A lump-sum price for the complete System aligned with ceiling pricing;
- Payment milestones (e.g. . 30% order, 40% delivery, 30% acceptance).

J.4.2

The Contractor shall demonstrate compatibility with the Purchaser's operational, security, and network environment.

J.4.3

The Purchaser must provide written approval of the TIP prior to commencement of any work.

J.5 Pricing and Ceiling Compliance

J.5.1

All proposed prices for new Systems shall comply strictly with the Upgrade Works Ceiling Prices defined in Annex H.

J.5.2

The ceiling price constitutes the **maximum all-inclusive cost** for designing, supplying, installing, configuring, and commissioning a System of the specified Type.

J.5.3

Under no circumstances shall the Contractor charge more than the relevant ceiling price unless explicitly authorized in writing by the Purchaser.

J.5.4

Any costs related to onboarding (Annex G) are deemed included in the Upgrade Works ceiling and shall not be charged separately.

J.6 Site Conditions and Contractor Adaptation

J.6.1

If site-specific constraints require additional design considerations, the Contractor shall adapt the System design **within the ceiling price**.

J.6.2

No supplementary charges related to site surveys, unexpected integration tasks, or installation complexities shall be accepted unless explicitly approved by the Purchaser.

J.7 Competition Rights

J.7.1

In accordance with Annex H, the Purchaser retains the right to seek competitive quotations when:

- The Contractor's price proposal is deemed excessive or non-competitive;
- The proposed technical solution does not demonstrate value for money;
- Market alternatives suggest a materially lower cost.

J.7.2

Any System procured through an alternative supplier must undergo the System Onboarding Process described in Annex G before being considered in-scope for support, maintenance, configuration management, or SLA coverage.

J.8 Acceptance and Handover

J.8.1

The Contractor shall demonstrate that the new System meets all functional, technical, and performance requirements through an acceptance test witnessed by the Purchaser.

J.8.2

Upon successful testing, the Contractor shall provide:

- As-built documentation;
- Configuration baseline;
- System ID and location details;
- Preventive maintenance schedule (if applicable);
- Training or operational briefing (if requested).

J.8.3

A System is deemed operationally accepted once the Purchaser signs the Acceptance Certificate.

J.9 Applicability

J.9.1

This Annex forms an integral part of the Framework Contract and applies to any procurement of new Systems executed under Upgrade Works or other Purchaser-requested installations.

Annex K Security and Access Procedures

K.1 Purpose

K.1.1

This Annex defines the security, access control, personnel clearance, and operational restrictions applicable to the Contractor while performing services under the Framework Contract at **Camp Casteau**.

K.2 Applicable NATO Security Regulations

K.2.1

The Contractor shall comply with the following NATO security documentation, as applicable:

- **NATO Security Policy – C-M(2002)49**
- **NATO Personnel Security Directive (AC/35-D/2000)**
- **Purchaser-issued local security regulations for Camp Casteau (SHAPE DIRECTIVE 070-001)**

K.2.2

In case of conflict between regulations, **the stricter security provision shall apply**, unless otherwise directed by the Purchaser.

K.3 Personnel Security Clearances

K.3.1 Clearance Level Requirements

K.3.1.1

All Contractor personnel performing work under the prospective Contract shall possess, at minimum, the Personnel Security Clearance (PSC) appropriate to the classification of information or areas they will access.

K.3.1.2

The minimum clearance level for access to operational areas and systems under the prospective Contract is:

- **NATO SECRET unless otherwise authorized by the Purchaser.**

K.3.1.3

Personnel assigned by the Contractor to perform on-site activities shall, by default, hold NATO SECRET clearance. The use of personnel with lower-level clearance (e.g., NATO UNCLASSIFIED) is permitted only as an exceptional measure and solely when explicitly authorized in writing by the Purchaser. Under no circumstances shall lower-cleared personnel be deployed without prior notification to the Purchaser, nor shall such personnel operate unescorted within NATO SECRET-restricted areas.

K.3.2 Clearance Issuance and Validation

K.3.2.1

PSCs must be issued by a National Security Authority (NSA) or Designated Security Authority (DSA) recognized by NATO.

K.3.2.2

The Contractor shall provide clearance certificates and personnel details **minimum 10 working days before** requesting access.

K.3.2.3

Only personnel explicitly approved by the Purchaser's Security Office shall be authorized to enter Camp Casteau.

K.4 Access to Camp Casteau

K.4.1 General Access Rules

K.4.1.1

Access to Camp Casteau is controlled by the Purchaser, SHAPE and Host Nation authorities. Visitors and Contractor personnel shall comply with all entry procedures, including:

- Identity verification
- Clearance validation
- Vehicle registration (if applicable)
- Escort requirements (where necessary)

K.4.1.2

The Purchaser reserves the right to deny access without prior justification when security concerns are identified.

K.4.2 Restricted and Controlled Areas

K.4.2.1

Certain areas hosting Video Conference Systems, Video Walls, Digital Signage Systems or Large Display Systems may be designated **Restricted Areas** or **Controlled Access Zones**.

K.4.2.2

Access to these areas requires:

- Valid PSC
- Inclusion on the Authorized Access List
- Escort where required
- Compliance with area-specific security orders

K.5 System Access Restrictions

K.5.1

Remote access to operational systems is strictly prohibited.
No Contractor personnel shall access, monitor, or manipulate systems from outside Camp Casteau.

K.5.2

All maintenance, diagnosis, software updates, configuration changes, and troubleshooting activities shall be performed **on-site only**, unless the Purchaser's in writing prior approval.

K.5.3

Any form of remote connectivity, including VPN, remote desktop, cloud access, or remote monitoring tools, is prohibited unless explicitly approved in writing by the Purchaser.

K.6 Handling of Information and Documentation

K.6.1

Contractor personnel shall treat all information, documentation, and system data in accordance with its NATO security classification.

K.6.2

The following are strictly prohibited without written authorization:

- Removing documentation from Camp Casteau
- Photographing or recording restricted systems or areas
- Connecting unauthorized storage media or devices to systems
- Transmitting system details via unapproved communication channels

K.6.3

All configuration data, logs, reports, and system diagrams shall be stored and transferred using Purchaser-approved secure methods.

K.7 Use of Tools, Equipment, and Media

K.7.1

Contractor-owned equipment required to perform maintenance (e.g., laptops, test tools, diagnostic devices) must be:

- Declared in advance
- Authorized by the Purchaser
- Scanned or inspected upon entry if required

K.7.2

Personal devices (phones, tablets, USB sticks) are **not permitted** in Restricted Areas unless explicitly authorized in writing by the Purchaser.

K.8 Incident Reporting and Security Breaches

K.8.1

The Contractor shall immediately report any of the following to the Purchaser:

- Loss or compromise of sensitive information
- Security incident involving Contractor personnel
- Unauthorized access or attempted access
- Suspicious behaviour or events
- Any deviation from security procedures

K.8.2

Failure to report a security incident may result in:

- Removal of personnel from the Contract
- Suspension of Contractor access
- Contractual penalties (ref. Annex P).

K.9 Removal and Replacement of Contractor Personnel

K.9.1

The Purchaser may request the immediate removal of Contractor personnel for:

- Security violations
- Lack of valid PSC
- Misconduct
- Performance issues impacting the mission
- Any reason deemed necessary for NATO security

K.9.2

The Contractor shall provide a suitable replacement within a timeframe acceptable to the Purchaser.

K.10 Compliance and Audit Rights

K.10.1

The Purchaser reserves the right to conduct audits, inspections, or security checks of Contractor personnel, equipment, and procedures.

K.10.2

Non-compliance with any clause of this Annex may result in corrective actions, suspension of services, or termination of the Contract.

Annex L Preventive Maintenance Checklists

L.1 Purpose

L.1.1

This Annex defines the mandatory Preventive Maintenance Checklists (PMCs) for Systems owned by the Purchaser.

Preventive Maintenance intervals shall not be less frequent than standard manufacturer-recommended maintenance cycles unless otherwise approved by the Purchaser.

For leased Systems, the Purchaser shall not impose PMCs; nevertheless, the Contractor shall perform all preventive maintenance activities necessary to meet the contractual service levels for such leased Systems.

L.1.2

The Contractor shall perform preventive maintenance (PM) at intervals agreed by the Purchaser and shall complete all checklist items specified in this Annex.

L.1.3

Completed PM Checklists shall be submitted to the Purchaser after each maintenance cycle and form part of the System Configuration Baseline.

The System Configuration Baseline remains under the ownership and control of the Purchaser.
The Contractor is responsible for maintaining and updating the baseline in accordance with approved changes.

L.1.4 Preventive Maintenance Planning

The Contractor shall develop and maintain a Preventive Maintenance Schedule covering all Systems subject to this Annex.
The schedule shall be submitted to the Purchaser for approval at least **20 working days** prior to the start of each PM cycle.

L.2 General Preventive Maintenance Requirements

L.2.1

All PM activities shall be conducted **on-site**, as no remote access to systems is permitted.

L.2.2

PM activities shall not disrupt operational availability unless such disruption has been coordinated with the Purchaser at least 20 working days in advance.

L.2.3

Where a checklist item is **Not Applicable (N/A)**, the Contractor shall document the reason in the PM report.

L.2.4

Any faults identified during PM shall immediately be reported as a corrective maintenance event.

L.2.5

The Contractor shall identify recurring issues, degradation trends, and systemic risks observed during PM activities and highlight them in the PMR and Quarterly Review Reports.

L.2.6 Preventive Maintenance Deviations

A Preventive Maintenance Deviation is any instance where a scheduled PM activity is not completed as planned, is partially completed, or is rescheduled beyond the approved interval.

The Contractor shall:

- Track and log all PM deviations
- Document the reason, risk, and proposed remediation
- Obtain Purchaser approval for any deviation that impacts service levels, availability, or baseline integrity

All PM deviations shall be reported in the PMR and reviewed during Quarterly Reviews.

L.3 Video Conference Systems – Preventive Maintenance Checklist

The following checklist applies to all VC Types (A–F). Additional items may be required for Type E/F systems depending on room complexity.

L.3.1 Physical Inspection

Item	Task Description	Completed (Y/N)	Remarks
VC-1	Inspect displays for damage, image quality issues, or degradation		
VC-2	Inspect mounts for stability, alignment, and safety		
VC-3	Inspect cameras (PTZ, lens cleanliness, mechanical movement)		
VC-4	Inspect microphones and cabling for damage or loose connections		
VC-5	Inspect loudspeakers and verify physical condition		
VC-6	Inspect control panel or touch panel for physical integrity		
VC-7	Inspect housings, racks, and furniture-integrated AV elements		

L.3.2 Functional Tests

Item	Task Description	Completed	Remarks
VC-8	Power cycle test of whole system		
VC-9	Verify display functionality (resolution, colour, brightness)		
VC-10	Test camera PTZ functions and presets		
VC-11	Test all microphones for proper pickup and gain		
VC-12	Test speaker output levels and clarity		
VC-13	Verify echo cancellation and DSP audio routing		
VC-14	Verify wired content sharing (HDMI/USB-C)		
VC-15	Verify wireless content sharing		
VC-16	Verify codec connectivity (SIP/H.323/Teams/Zoom/Webex as applicable)		
VC-17	Perform a test call with Purchaser-approved endpoint		

L.3.3 Software/Firmware

Item	Task Description	Completed	Remarks
VC-18	Verify codec firmware version vs baseline		
VC-19	Verify control processor firmware version		
VC-20	Verify DSP firmware version		
VC-21	Apply updates only with Purchaser approval		
VC-22	Backup configuration and update baseline		

L.3.4 Network & Integration

Item	Task Description	Completed	Remarks
VC-23	Verify network connectivity (ping, DHCP/static settings)		
VC-24	Check network security settings (per Purchaser directives)		
VC-25	Validate VLAN assignment / port configuration		
VC-26	Verify that no unauthorized remote access is enabled		

L.3.5 Documentation

Item	Task Description	Completed	Remarks
VC-27	Update system configuration baseline		
VC-28	Update room schematic if changes occurred		
VC-29	Document any deviations from standard configuration		

L.4 Video Wall Systems – Preventive Maintenance Checklist

This checklist applies to all VW Types (VW-1 to VW-5). Additional items apply to mission-critical and LED walls.

L.4.1 Physical Inspection

Item	Task Description	Completed	Remarks
VW-1	Check individual display panels or LED modules for damage		
VW-2	Inspect bezel gaps or module alignment		
VW-3	Inspect mounting structure and safety fixings		
VW-4	Inspect cabling, connectors, and strain relief		
VW-5	Inspect environmental conditions (ventilation, dust, temperature)		
VW-6	Inspect LED power supplies (if applicable)		

L.4.2 Functional Tests

Item	Task Description	Completed	Remarks
VW-7	Power-on test of full video wall		
VW-8	Test each panel/module for brightness uniformity		
VW-9	Test colour accuracy and calibration levels		
VW-10	Test video processor input/output functionality		
VW-11	Test multi-window layouts and presets		
VW-12	Verify switching between content sources		
VW-13	Verify control interface functionality		

L.4.3 Software/Firmware

Item	Task Description	Completed	Remarks
VW-14	Check firmware/software version of video processor		
VW-15	Check LED controller firmware (if applicable)		
VW-16	Verify conformity with configuration baseline		
VW-17	Backup configuration and update baseline		

L.4.4 Monitoring & Diagnostics (Mission-Critical VW-4)

Item	Task Description	Completed	Remarks
VW-18	Check real-time monitoring dashboard		
VW-19	Check module health indicators (temperature, voltage)		
VW-20	Validate redundancy (controllers, power, data path)		
VW-21	Test operator console integration		

L.4.5 Documentation

Item	Task Description	Completed	Remarks
VW-22	Update wiring diagrams and module map		
VW-23	Update processor configuration documentation		

VW-24	Log all changes and updates		

L.5 Digital Signage Systems – Preventive Maintenance Checklist

This checklist applies to all DS Types (DS-1 to DS-7).

L.5.1 Physical Inspection

Item	Task Description	Completed	Remarks
DS-1	Inspect display housing and mounting		
DS-2	Inspect screen surface for damage or burn-in		
DS-3	Inspect media player hardware		
DS-4	Inspect cabling, enclosure integrity (incl. outdoor units)		
DS-5	Inspect environmental systems (cooling/heating for DS-5)		

L.5.2 Functional Tests

Item	Task Description	Completed	Remarks
DS-6	Verify display power-on and boot sequence		
DS-7	Test CMS connection and content synchronization		
DS-8	Test scheduled content playback		
DS-9	Test data-driven content (for DS-7)		
DS-10	Test touchscreen or sensors (for DS-4)		
DS-11	Review error logs and CMS alerts		

L.5.3 Software/Firmware

Item	Task Description	Completed	Remarks
DS-12	Verify media player firmware version		
DS-13	Verify display firmware (for smart displays)		
DS-14	Confirm CMS version compatibility		
DS-15	Backup configuration and update baseline		

L.5.4 Network & Security

Item	Task Description	Completed	Remarks
DS-16	Verify network connectivity (wired/Wi-Fi)		
DS-17	Validate security configuration (per Annex H)		
DS-18	Ensure no remote access is active except authorized CMS		

L.5.5 Documentation

Item	Task Description	Completed	Remarks
DS-19	Update CMS configuration details		
DS-20	Update signage content map (per display)		
DS-21	Log any deviations or corrective actions		

L.6 Large Display Systems – Preventive Maintenance Checklist

This checklist applies to all Large Display System Types (LD-1 to LD-5) as defined in Annex D.

L.6.1 Physical Inspection

Item	Task Description	Completed	Remarks
LD-1	Inspect display panel for physical damage, cracks, or dead pixels		
LD-2	Inspect screen surface for scratches, burn-in, or image retention		
LD-3	Inspect bezel and frame for integrity and deformation		
LD-4	Inspect mounting solution for stability and alignment		
LD-5	Verify mounting fixations and anchoring points		
LD-6	Inspect power cable, signal cable, and strain relief		

LD-7	Inspect cable routing and cable management		
LD-8	Inspect ventilation openings and cooling pathways		

L.6.2 Functional Tests

Item	Task Description	Completed	Remarks
LD-9	Power-on and shutdown test		
LD-10	Verify correct boot sequence and startup time		
LD-11	Verify input source detection and switching		
LD-12	Verify resolution and refresh rate configuration		
LD-13	Verify brightness, contrast, and colour uniformity		
LD-14	Check for flickering, artifacts, or abnormal behaviour		
LD-15	Verify orientation settings (landscape/portrait if applicable)		
LD-16	Verify standby and power-saving functions		

L.6.3 Image Quality and Calibration

Item	Task Description	Completed	Remarks
LD-17	Verify factory or baseline image settings		
LD-18	Check colour temperature and white balance		
LD-19	Verify uniformity across the screen		
LD-20	Check sharpness and scaling settings		
LD-21	Verify absence of persistent image retention		

L.6.4 Software / Firmware

Item	Task Description	Completed	Remarks
LD-22	Verify display firmware version against baseline		
LD-23	Verify compatibility with connected source systems		
LD-24	Apply firmware updates only with Purchaser approval		
LD-25	Backup configuration settings (where applicable)		
LD-26	Update configuration baseline if changes occurred		

L.6.5 Environmental and Safety Checks

Item	Task Description	Completed	Remarks
LD-27	Verify ambient light conditions remain within design parameters		
LD-28	Verify ambient temperature and ventilation		
LD-29	Verify no heat accumulation behind the display		
LD-30	Verify safety signage or physical protections (if applicable)		
LD-31	Verify mobile stand brakes and stability (LD-5 only)		

L.6.6 Integration and Connectivity

Item	Task Description	Completed	Remarks
LD-32	Verify signal integrity from connected source (VC, DS, PC, controller)		
LD-33	Verify HDMI / DisplayPort / USB-C ports functionality		
LD-34	Verify EDID and CEC behaviour (if used)		
LD-35	Verify control integration (power on/off, source selection)		

L.6.7 Documentation

Item	Task Description	Completed	Remarks

LD-36	Confirm display model and serial number		
LD-37	Update system configuration baseline		
LD-38	Update mounting or installation notes		
LD-39	Document identified risks or degradation trends		

L.7 Public Address (PA) Systems – Preventive Maintenance Checklist

This checklist applies to all Public Address (PA) System Types (PA-1 to PA-4) as defined in Annex E.

Additional items may apply depending on system size, zone count, and degree of integration.

L.7.1 Physical Inspection

Item	Task Description	Completed (Y/N)	Remarks
PA-1	Inspect paging microphones and announcement sources		
PA-2	Inspect amplifiers for physical damage, ventilation, and indicators		
PA-3	Inspect loudspeakers (visible units) for damage or obstruction		
PA-4	Inspect racks, cabinets, or enclosures for integrity and access		
PA-5	Inspect cabling, connectors, and strain relief		
PA-6	Inspect power supplies and backup units (if applicable)		

L.7.2 Functional Tests

Item	Task Description	Completed	Remarks
PA-7	Power-on test of PA system components		
PA-8	Verify audio output at representative loudspeakers per zone		
PA-9	Verify paging microphone operation		
PA-10	Verify zone selection and routing		
PA-11	Verify priority and override behaviour (PA-side only)		
PA-12	Verify clarity, distortion, and audio level consistency		
PA-13	Verify system response to basic fault conditions (where supported)		

L.7.3 Software / Firmware

Item	Task Description	Completed	Remarks
PA-14	Verify firmware/software version of PA controllers and amplifiers		
PA-15	Verify conformity with approved configuration baseline		
PA-16	Apply updates only with Purchaser approval		
PA-17	Backup configuration and update baseline		

L.7.4 Monitoring and Supervision

Item	Task Description	Completed	Remarks
PA-18	Verify system monitoring indicators and alarms		
PA-19	Verify fault logging and status reporting		
PA-20	Verify network connectivity (where networked PA applies)		
PA-21	Verify no unauthorized remote access is enabled		

L.7.5 Integration Interfaces (Where Applicable)

Item	Task Description	Completed	Remarks
PA-22	Verify integrity of interfaces with external systems (PA-side only)		
PA-23	Verify interface signals do not generate unintended behaviour		
PA-24	Confirm no modification to external system logic		

Note: The prospective Contract will not include validation or certification of external life-safety systems.

L.7.6 Documentation

Item	Task Description	Completed	Remarks
PA-25	Update PA system configuration baseline		
PA-26	Update zone maps and system schematics (if changed)		
PA-27	Document identified risks or degradation trends		
PA-28	Log any deviations from standard configuration		

L.8 Reporting Requirements

L.8.1

The Contractor shall submit a **Preventive Maintenance Report (PMR)** for each System within five (5) working days of completing PM activities (ref. Annex Q).

L.8.2

The PMR shall include:

- Completed PM Checklist(s)
- Updated configuration baseline
- Identified issues and recommended corrective actions
- Photographic evidence (if required)
- Confirmation of operational status

L.8.3

The Purchaser may review and either accept or reject a PMR.
Where a PMR is rejected, the Contractor shall resubmit a corrected PMR within **5 working days**.

Annex M Upgrade works request template

M.1 Purpose

M.1.1

This Annex defines the standard procedure and template for requesting Upgrade Works under the Framework Contract.

M.1.2

Upgrade Works refer to the refurbishment, modernization, expansion, creation, or addition of a System or System component beyond routine corrective or preventive maintenance.

M.1.3

This template ensures consistent documentation, traceability, and Purchaser approval prior to execution of any Upgrade Works.
The detailed rules governing the procurement and delivery of new Systems under Upgrade Works ceiling pricing are defined in Annex J – Procurement of New Systems Under Ceiling Price.

M.2 Scope of Upgrade Works

M.2.1

Upgrade Works may include, but are not limited to:

- Replacement of obsolete system components
- Modernization of existing systems to current standards
- Conversion of a system from one Type/Flavour to another
- Expansion or redesign of audiovisual or signage capability
- Installation of new Video Conference, Video Wall, Digital Signage, Large Display, or Public Address Systems in accordance with Annex J
- Replacement of displays, controllers, codecs, microphones, processors, LED modules, or CMS infrastructure
- Structural or mounting improvements
- Furniture-integrated AV upgrades
- On-boarding of additional systems

M.2.2

Upgrade Works **do not** include:

- Corrective maintenance
- Preventive maintenance
- Routine configuration updates
- Fault replacements under standard support

These fall under normal maintenance obligations.

M.3 Approval Process

M.3.1

All Upgrade Works shall follow the steps below:

Step 1 – Purchaser Initiation

The Purchaser completes Section M.4 (Upgrade Works Request Form) and submits it to the Contractor.

Step 2 – Contractor Technical Assessment

The Contractor conducts an on-site technical assessment and completes Section M.5 (Technical Response & Quotation).

For new Systems, the Contractor shall also prepare a Technical Implementation Proposal (TIP) as required by Annex J.

Step 3 – Financial Validation

The price shall conform to the **ceiling values defined in Annex H**.
For new Systems, ceiling compliance must follow Annex J.

Step 4 – Purchaser Approval

The Purchaser formally approves or rejects the Upgrade Works Request.
Approval of a new System requires explicit validation of the TIP in accordance with Annex J.

Step 5 – Execution

The Contractor executes the works within an agreed timeline, and in accordance with Annex J.(if applicable).

Step 6 – Completion & Documentation

The Contractor provides:

- As-built documentation
- Updated configuration baseline
- Completion certificate
- Warranty details

Step 7 – Purchaser Acceptance

Purchaser signs Section M.6.2 (Acceptance Certificate).

M.4 Upgrade Works Request Form (Purchaser)

To be completed by the Purchaser

Field	**Description**
Request ID	Unique identifier assigned by Purchaser
Date of Request	DD/MM/YYYY
Requesting Entity	CSU or Partner (via CSU)
System Family	VC / VW / LD / DS / PA
System ID	Existing ID, or “New System”
Location	Building / Floor / Room
Current System Type	VC Type A-F, VW Type 1-5, DS Type 1-7, PA Type 1-4
Requested Upgrade Type	Modernization / Refurbishment / New System / Type Conversion
Rationale for Upgrade	Justification (technical, operational, obsolescence, Partner request, etc.)
Required Capability (1)	Description of desired outcome and requirements
Required Completion Date	Target timeline

Field	Description
Additional Notes	Access constraints, event deadlines, etc.

(1): For new Systems, describe the required capability or refer to a System Type (VC, VW, DS or PA) as defined in Annex A, Annex B, Annex C, Annex D, or Annex E.

M.5 Contractor Technical Response & Quotation

To be completed by the Contractor after on-site assessment

M.5.1 Technical Assessment

Field	Description
Site Visit Date	DD/MM/YYYY
Current System Condition	Summary of findings
Identified Issues / Limitations	Technical gaps or problems
Proposed Technical Solution	Detailed description of upgrade approach
Target System Type	VC / VW / DS / LD / PA Type per Annex A, Annex B, Annex C, Annex D and Annex E
Expected Impact on Room/Area	Space, cabling, network, furniture considerations
Dependencies / Pre-Requisites	Power, network, civil works, etc.

M.5.2 Bill of Materials (BoM)

Item	Description	Qty	Unit Price (€)	Total (€)
1				
2				
…				

M.5.3 Labour Estimate

Estimates are to be built with rates provided as part of Annex H, § H.9.3.

Role	Hours	Hourly Rate (€)	Total (€)
Technician			
Engineer			
Project Manager			
Other			

M.5.4 Total Cost & Ceiling Compliance

Field	Description
Total Proposed Cost (€)	
Applicable Ceiling (Annex H)	
Compliance with Ceiling	Yes / No

If **No**, Contractor must revise proposal.

M.5.5 Proposed Schedule

Field	Description
Expected Start Date	
Expected Completion Date	
System Downtime Expected	
Mitigation Measures	

M.5.6 Contractor Authorization

Field	Description

Name / Position	
Signature	
Date	

M.6 Purchaser Approval and Acceptance

M.6.1 Approval of Upgrade Works

Field	Description
Approved / Not Approved	
Purchaser Comments	
Name / Position	
Signature	
Date	

For new Systems, this approval also constitutes approval of the TIP as required by Annex J.

M.6.2 Post-Execution Acceptance

Field	Description
Works Completed Satisfactorily	Yes / No
As-Built Documentation Received	Yes / No
Configuration Baseline Updated	Yes / No
Acceptance by Purchaser	Name + Signature
Date	

M.7 Applicability

M.7.1

This Annex applies to all Upgrade Works performed under the prospective Contract, including new System installations conducted under the Upgrade Works ceiling pricing defined in Annex H and governed by the procedures described in Annex J.

M.7.2

No Upgrade Works shall be initiated, executed, or invoiced without a fully approved Upgrade Works Request Form (Sections M.4–M.6) and, where applicable, an approved TIP in accordance with Annex J.

Annex N Spare parts framework

This Spare Parts Framework applies exclusively to Purchaser-owned systems and components. It does not apply to systems provided under a leasing model (Annex I).

For leased systems:

- The Contractor is solely responsible for maintaining operability,
- Including provision, stocking, replacement, and management of all spare parts,
- At the Contractor's expense and embedded within the leasing fees,
- Without requiring Purchaser approval, funding, or stock ownership.

Spare parts for leased systems shall not be included in:

- the Spare Parts Initial Assessment,
- the Spare Parts Yearly Review,
- the Spare Parts Register, or
- any Purchaser-owned inventory.

N.1 Purpose

This Annex defines the requirements, ownership model, sizing, replenishment, and management of Spare Parts necessary for the Contractor to meet the SLA restoration targets and to deliver the Services defined in the Statement of Work.

The objective is to ensure:

- adequate spare parts availability,
- transparency for the Purchaser,
- predictability for budgeting,
- inventory accuracy,
- lifecycle alignment,
- continuous readiness for restoration activities.

This Annex forms a mandatory component of the Contract.

N.2 Spare Parts Ownership Model

N.2.1 Consignment Stock (Purchaser-Owned)

The Purchaser shall own the Spare Parts required to support the contract.

These items shall be stored either:

- at Purchaser premises (upon purchaser approval), or
- in Purchaser-approved secured storage managed by the Contractor.

The Contractor shall be responsible for the **management, tracking, auditing, and consumption reporting** of all Purchaser-owned spare parts.

N.2.2 Contractor Responsibilities

The Contractor shall:

1. Propose the list and quantity of spare parts required to meet SLA restoration targets.
2. Manage, rotate, and preserve the consignment stock.
3. Issue replenishment requests when stock reaches a defined threshold.
4. Track usage and maintain traceability for all items.
5. Ensure that minimum stock levels are continuously met.

N.3 Spare Parts Planning and Sizing

Spare Parts requirements shall be assessed and agreed jointly based on:

- system criticality,
- historical failure rates,
- vendor recommendations,

- lifecycle and EoL/EoS constraints,
- SLA restoration time requirements,
- physical distribution of supported systems.

The Contractor shall determine and justify the quantities needed.

N.3.1 Initial Spare Parts Assessment (Contract Start)

Within **30 days** of Contract commencement, the Contractor shall submit a **Spare Parts Initial Assessment Report**, including:

- proposed spare parts list per CI Category (Annex S),
- required quantities,
- justification based on SLA restoration constraints,
- stocking location(s),
- replenishment thresholds.

The Purchaser shall approve or adjust the proposal through governance (TCC → CSC if financial impact).

N.3.2 Spare Parts Assessment for New System Onboarding

For each onboarding request (Annex G), the Contractor shall:

1. Assess whether additional spare parts are required.
2. Identify quantities and CI Categories.
3. Submit a **Spare Parts Update Proposal** with the SOF package.
4. Obtain Purchaser approval before system activation.

Spare parts assessment is mandatory for every onboarding action.

N.3.3 Yearly Spare Parts Reassessment

Once per year, the Contractor shall perform a **Yearly Spare Parts Review**, to include:

- audit of actual consumption during the period,
- updated failure statistics,
- EoL/EoS alerts (Annex R),
- Recommended adjustments to minimum stock levels.

The Contractor shall prepare a **Yearly Spare Parts Update Proposal** for Purchaser approval.

N.4 Spare Parts Categories

N.4.1 Critical Spare Parts

Items that directly impact SLA restoration times or system operability (e.g., cameras, DSPs, control processors, LED wall modules, microphones, power supplies).

Must be **physically available** within immediate reach to restore service.

N.4.2 Operational Spare Parts

Non-critical but required for maintenance (e.g., cables, adapters, connectors).

N.4.3 Vendor-Specific Spare Parts

Items tied to OEM-specific hardware, considering:

- firmware compatibility,
- substitution restrictions (Annex S),
- availability constraints.

N.5 Minimum Stock Levels

The Contractor shall maintain **Minimum Stock Levels (MSL)** per CI Category.

MSLs shall be defined based on:

- number of deployed systems,
- failure rates,
- criticality,

- SLA restoration time,
- replenishment lead time.

MSL values shall be:

- proposed by Contractor,
- agreed by Purchaser,
- reviewed annually,
- updated for onboarding/upgrade works.

N.6 Replenishment Rules

N.6.1 Consumption-Based Replenishment

When a spare part is used, the Contractor shall:

1. Record the consumption in the Spare Parts Register.
2. Submit a Replenishment Request within **5 working days**.
3. Provide justification if consumption deviates from expected patterns.

N.6.2 Threshold-Based Replenishment

When stock reaches MSL, the Contractor shall submit a replenishment request.

N.6.3 Purchaser Approval

All replenishment requests must:

- reference CI Categories,
- comply with pricing rules in Annex H and Annex S,
- be approved by the Purchaser before procurement.

N.6.4 Emergency Replacement

For critical failures requiring immediate replacement:

- the Contractor shall use available stock,
- initiate urgent replenishment,
- document through a Change Request if needed (Annex W).

Emergency replacement does NOT bypass Purchaser approval; it only advances consumption.

N.7 Inventory Management

N.7.1 Spare Parts Register

The Contractor shall maintain a central Spare Parts Register including:

- item description,
- CI Category,
- serial number (if applicable),
- stock location,
- stock quantity,
- MSL threshold,
- consumption log,
- replenishment status,
- purchase order references.

N.7.2 Stock Rotation

To prevent obsolescence, the Contractor shall rotate spares based on:

- age,
- firmware level,
- lifecycle stage,
- OEM guidance.

N.7.3 Stock Audits

A physical audit shall be performed:

- semi-annually by the Contractor,
- annually jointly with the Purchaser.

Audit results shall be documented and deviations corrected.

N.8 Reporting Requirements (Annex P alignment)

Spare Parts reporting shall be included in:

N.8.1 Monthly Report

- consumption events,
- replenishment actions,
- stock levels vs. MSL,
- critical spares at risk.

N.8.2 Quarterly Report

- failure trend analysis,
- predicted future consumption,
- lifecycle constraints.

N.8.3 Annual Report

- full inventory report,
- SLA restoration impact analysis,
- spare part strategy adjustments.

N.9 Integration with SLA Restoration Times

Spare Parts availability is directly tied to SLA restoration obligations.

Contractor is responsible for:

- ensuring availability of spares needed to meet restoration times,
- proposing adequate stock levels,
- providing statistical justifications,
- ensuring no SLA violations due to inadequate spare parts.

Any SLA breach due to insufficient spare parts shall be attributed to the Contractor unless stock levels were explicitly rejected by the Purchaser.

N.10 Deviations and Exceptions

Any change to:

- stock levels,
- replenishment rules,
- ownership model,
- storage model,
- reporting obligations

must be approved by the Purchaser in writing and, where applicable, processed via a Change Request.

N.11 Contractor Responsibilities Summary

The Contractor shall:

- propose initial and yearly spare part requirements,
- assess needs for onboarding and upgrade works,
- maintain minimum stock levels,
- track and audit all spare part usage,
- submit replenishment requests,
- report consumption trends,

- manage physical storage,
- ensure SLA compliance linked to spares.

Annex O Service level agreement (SLA)

O.1 Purpose

O.1.1

This Annex defines the Service Level Agreement (SLA) applicable to all maintenance and support services delivered under the Framework Contract.

O.1.2

The SLA includes severity classification, response and restoration time requirements, service desk procedures, escalation mechanisms, and performance reporting.

O.1.3

All SLA response and restoration expectations are defined with the understanding that maintenance activities are performed on-site.

Compliance with the SLA is mandatory and subject to performance evaluation by the Purchaser.

O.2 Definitions

- **Incident:** Any event disrupting or degrading system functionality.
- **Service Request:** A non-incident, low-complexity operational request related to an in-scope System, which does not involve system redesign, hardware changes, new Configuration Items, or modification of the approved configuration baseline.
- **Response Time (RT):** Time from incident notification to Contractor acknowledgement and dispatch decision.
- **Restoration Time (ResT):** Time from incident notification to return of system to operational state (full or temporary workaround).
- **Service Hours:** As defined in Section I.10.
- **Critical System:** A system essential for operational or mission-critical use (e.g., VW-4).
- **System**: Any onboarded System listed in Annex F, including Video Conference Systems, Video Wall Systems, Digital Signage Systems, Large Display Systems, Public Address Systems, and Operator Control Position Systems.
- **OCP System**: Operator Control Position System as defined in Annex A.
- **Associated Systems**: Video Conference Systems or other audiovisual Systems operated or controlled through an Operator Control Position System.

O.3 Severity Classification

Severity levels are assigned per System as defined in Annex F (Initial System List), which specifies the Maximum Severity Level applicable to each System.

Where an Operator Control Position System supports one or more Video Conference Systems or other audiovisual Systems, incident severity shall be determined based on the operational impact on the supported Systems and activities.

Failure of an Operator Control Position System may therefore result in a higher severity classification if it affects multiple Systems, operational events, or mission-critical activities.

Incidents are classified into four severity levels:

O.3.1 Severity 1 – Critical Failure

Definition

A complete outage or major failure of a system that:

- Prevents essential operational or mission-critical activities, **or**

- Affects a mission-critical Video Wall (VW-4), Lecture Hall (VC Type F), or operational communications capability.

Examples

- Video Wall controller failure in an operations centre
- Conference system failure during a high-level meeting
- Major LED module outage affecting operational visibility
- Failure of an Operator Control Position supporting a mission-critical event or multiple operational rooms
- Failure of a centralised OCP (OCP-4) affecting multiple conference rooms or operational facilities

O.3.2 Severity 2 – Major Degradation

Definition

A significant degradation of functionality where:

- System can operate but with major limitations, **or**
- Failure affects important Partner meetings or scheduled events.

Examples

- One display in a video wall offline
- Camera or microphone failure in a medium or large VC room
- CMS failure affecting a group of digital signage displays
- Loss of camera control or audio mixing functionality at an Operator Control Position
- Partial failure of an OCP monitoring or switching system affecting an important scheduled event

O.3.3 Severity 3 – Minor Degradation

Definition

Non-critical partial failure where system operation is largely preserved.

Examples

- Minor DSP configuration issues
- Single microphone malfunction in a room with redundancy
- Incorrect content or layout issue on a digital signage display

O.3.4 Severity 4 – Service Request

Definition

No failure of service. A request for a standard operational action that does not impact system availability or performance. Service Requests are limited to minor, non-disruptive activities that do not alter the system's functional scope, architecture, or baseline design. Any request exceeding this scope shall be treated as Upgrade Works or Event Support.

Examples

- User operational assistance or guidance
- Minor parameter adjustments within the approved configuration baseline (e.g. audio level, display source selection)
- Verification or health checks requested by the Purchaser
- Non-urgent Digital Signage content scheduling or layout updates
- Documentation updates related to an existing system

Exclusions (considered as not Service Requests)

The following are explicitly excluded from Severity 4 and shall be handled through the appropriate contractual mechanism:

- Training activities (Annex H)

- Event-specific or planned support (Annex G)
- System upgrades, redesign, or re-engineering
- Hardware replacement beyond standard incident resolution
- Introduction of new Configuration Items (Annex S)
- Upgrade Works or Change activities

O.4 Response and Restoration Times

Below are the **standard NATO SLA structures**.

O.4.1 Severity 1 – Critical Failure

Metric	Requirement
Response Time (RT)	< 1 hours from notification
On-Site Arrival	< 1 hours from notification
Restoration Time (ResT)	< 4 hours (temporary workaround acceptable)
Final Resolution	< 5 working days

O.4.2 Severity 2 – Major Degradation

Metric	Requirement
Response Time (RT)	< 2 hours
On-Site Arrival	< 2 hours
Restoration Time (ResT)	< 8 working hours
Final Resolution	< 5 days

O.4.3 Severity 3 – Minor Degradation

Metric	Requirement
Response Time (RT)	< 9 working hours
On-Site Arrival	< 1 working days
Restoration Time (ResT)	< 2 working days

O.4.4 Severity 4 – Service Requests

Metric	Requirement
Response Time (RT)	< 2 working days
Completion	As scheduled with Purchaser

Completion timelines for Service Requests shall be agreed with the Purchaser and shall not interfere with the Contractor's ability to meet SLA targets for Severity 1–3 incidents.

O.5 Service Desk Requirements

O.5.1

The Contractor shall operate a Service Desk during Service Hours defined in § O.10.

O.5.2

The Service Desk shall:

- Log all incidents in a ticketing system
- Assign severity level
- Dispatch personnel
- Track progress and document updates
- Provide closure notifications

O.5.3

The Contractor shall maintain a **single point of contact (SPOC)** for all communications.

O.6 Escalation Procedures

O.6.1 Automatic Escalation

- If an RT is at risk of being missed → Escalate to Contractor Service Manager
- If a ResT is at risk → Escalate to Contractor Technical Director
- If a mission-critical outage persists → Escalate to Contractor Senior Management and Purchaser Representative

O.6.2 Purchaser-Initiated Escalation

The Purchaser may escalate any incident if:

- It impacts operational activities
- It threatens an upcoming high visibility event
- Contractor performance is unsatisfactory

O.7 Workarounds and Temporary Solutions

O.7.1

Temporary workarounds are acceptable for meeting ResT targets for Severity 1 and Severity 2 incidents.

O.7.2

Permanent solutions must be implemented in accordance with final resolution target times.

O.8 Exclusions

The following events are **not counted** as SLA breaches:

- Force majeure events
- Incidents caused by unauthorized manipulation by non-Contractor personnel
- Power outages beyond the control of the Purchaser
- Network outages not attributable to Contractor activities
- Delays arising solely from access or security clearance processes controlled by the Purchaser
- Incidents attributable solely to external collaboration platform services beyond the codec interface shall not be considered SLA breaches under.

O.9 Key Performance Indicators (KPIs)

The following KPIs shall be measured monthly:

KPI	Target
Incident Response Compliance	≥ 90%
Restoration Time Compliance	≥ 85%
Preventive Maintenance Completion	97% per schedule
Documentation Accuracy	≥ 95%
User Satisfaction	≥ 70% positive

KPIs are subject to Purchaser review and may be adjusted for later Contractual Periods.

O.10 Service Hours

O.10.1

Standard Service Hours:

- **Monday – Thursday, 08:30–17:00**, Camp Casteau local time.
- **Friday,** 0830 to 1530, Camp Casteau local time.
- Excludes NATO holidays and Belgium national holidays unless otherwise agreed

O.10.2

After-hours or weekend support:

- Available upon Purchaser request
- Billed via Event Support rates (Annex H)

O.11 Reporting Requirements

O.11.1

The Contractor shall provide the following monthly reports:

- **Incident Report Summary**
- **SLA Compliance Report**
- **Preventive Maintenance Report**
- **Configuration Baseline Update** (if changed)
- **Open Issues List**

Further details as to reporting requirement are available in Annex Q.

O.11.2

A consolidated **Annual Performance Report** shall be provided each year.

O.11.3

Further details as to reporting requirement are available in Annex Q.

O.12 Non-Compliance

O.12.1

Repeated SLA failures may result in:

- Performance penalties
- Corrective Action Plans
- Reduction or removal of Contractor personnel
- Contractual review
- Potential termination for default

Annex P Performance penalties (service credits)

P.1 Purpose

This Annex defines the Performance Penalties ("Service Credits") applicable when the Contractor fails to meet the Service Level Agreement requirements defined in Annex O.

Service Credits compensate the Purchaser for degraded service quality and incentivize consistent SLA performance.

P.2 Principles

- Service Credits apply per incident, per metric, or per reporting period, depending on the category of SLA breach.
- Application of Service Credits does not limit the Purchaser's contractual rights, including termination for default.
- Credits are deducted from the next Contractor invoice or applied as credits against future invoices.

P.3 Service Credit Categories

Service Credits may be applied for the following SLA breaches:

1. **Failure to meet Response Time (RT)**
2. **Failure to meet Restoration Time (ResT)**
3. **Preventive Maintenance non-compliance**
4. **Documentation non-compliance**
5. **Failure to meet KPI thresholds**
6. **Systemic SLA breaches**

Each is described below.

P.4 Service Credits: Response and Restoration Failures

P.4.1 Severity 1 – Critical Failure

Breach	Service Credit
Failure to meet RT	**5%** of monthly service value per incident
Failure to meet ResT	**10%** of monthly service value per incident
Failure of both	**25%** of monthly service value per incident

P.4.2 Severity 2 – Major Degradation

Breach	Service Credit
Failure to meet RT	**3%** per incident
Failure to meet ResT	**6%** per incident

P.4.3 Severity 3 – Minor Degradation

Breach	Service Credit
Failure to meet RT or ResT	**150€ - 300 €** per incident

P.4.4 Spare-Parts Dependency on Restoration Time Compliance

This section clarifies how spare-parts availability, ownership, replenishment, and planning—defined in **Annex N — Spare Parts Framework**—affect the attribution of SLA breaches related to **Restoration Time (ResT)**.

P.4.4.1 General Rule

A failure to meet the Restoration Time (ResT) generates Service Credits **unless an Exclusion Event applies** (**Annex P**).

Where the root cause of the delay relates to spare-parts availability, the attribution of responsibility follows Annex N.

P.4.4.2 Purchaser-Owned Systems – Spare Parts Ownership Model

For systems where spare parts are owned by the Purchaser (Annex N), the following applies:

a) No Service Credit applies if ResT failure is solely due to unavailability of a Purchaser-owned spare part, provided that the Contractor has complied with all obligations under Annex L, including:

- maintaining accurate Spare Parts Register entries (§ N.7),
- notifying Purchaser of spare-parts depletion (§N.6),
- proposing and justifying minimum stock levels (§N.5),
- timely submission of replenishment requests (§N.6),
- forecasting spare-part consumption.

b) Service Credits do apply if delay is caused by:

- Contractor's incorrect forecasting of minimum stock levels;
- delayed or incorrect reporting of stock depletion;
- failure to maintain accurate inventory data;
- failure to identify spare-parts issues during Preventive Maintenance.

P.4.4.3 Leased Systems – Full Contractor Responsibility

For systems leased under Annex I, spare-parts provisioning is entirely the Contractor's responsibility.

P.4.4.4 Emergency Replacement and SLA Impacts

Use of emergency replacement stock (Annex N §N.6) does not remove SLA responsibility:

- Emergency usage permits temporary bypassing of approval workflows.
- It does not exempt the Contractor from ResT obligations.
- Failure to replenish emergency stock promptly may constitute:
    - Documentation non-compliance (§6)
    - A systemic breach (§P.8) if recurring.

P.4.4.5 Documentation Requirements Related to Spare Parts

Failures in spare-parts documentation may trigger penalties under §P.6 (Documentation Non-Compliance), including:

- inaccurate or missing Spare Parts Register entries;
- unrecorded consumption;
- late replenishment requests;
- incorrect stock level reporting.

P.4.4.6 Systemic SLA Breaches Linked to Spare Parts

Repeated ResT failures due to spare-parts issues attributable to the Contractor may qualify as a **Systemic SLA Breach** under §P.8.

Examples include:

- more than X% ResT failures in a quarter due to missing Contractor-controlled spares;
- identical ResT failures across two consecutive PM cycles for the same system;
- documentation non-compliance persisting for more than 30 days.

P.4.5 Notes

P.4.5.1

"Monthly service value" refers to the prorated value of maintenance services for the month in which the incident occurred, not the total contract value.

P.5 Preventive Maintenance Non-Compliance

P.5.1

Breach	Service Credit
PM cycle not completed within the scheduled window	**10%** of monthly service value per impacted system
PM report missing or delivered after deadline	**200 €** deduction
PM performed but checklist incomplete	**150 €** deduction

P.5.2

PM non-compliance repeated for the same system across two consecutive cycles qualifies as a **Systemic SLA Breach** (see § P.8).

P.6 Documentation Non-Compliance

Documentation Failure	Service Credit
Missing or outdated configuration baseline	**250 €** per system
Incomplete PM report	**150 €** per system
Incorrect configuration data impacting operations	**5%** of monthly service value

The Purchaser may request immediate corrective documentation.

P.7 Exclusion Events

The following do **not** trigger Service Credits:

- Force majeure events
- Incidents caused by unauthorized intervention by Purchaser or Partner personnel
- Power or network outages not attributable to the Contractor
- Delays arising solely from access or security clearance processes controlled by the Purchaser
- Events where the Purchaser explicitly suspends SLA requirements

P.8 Systemic SLA Breaches

P.8.1

A **Systemic SLA Breach** occurs when:

- RT or ResT failures exceed **15%** within a calendar quarter
- More than **2** (≥3) Severity 1 breaches occur in one quarter
- Any system records identical SLA failures in two consecutive PM cycles
- Documentation non-compliance persists for more than 30 days

P.8.2

Consequences of Systemic SLA Breaches may include:

- Mandatory **Corrective Action Plan** (CAP)
- Increased reporting requirements
- Removal of Contractor personnel
- Temporary suspension of onboarding new systems
- Contractual review
- Escalation to potential termination

P.9 Maximum Monthly Service Credit Cap

P.9.1

Service Credits shall not exceed 30**%** of the monthly invoice value.

P.9.2

This cap does not apply to:

- Fraud
- Gross negligence
- Deliberate non-compliance
- Repeated Systemic Breaches

In such cases, the Purchaser may pursue additional contractual remedies.

P.10 Service Credit Calculation and Invoicing

P.10.1

The Purchaser calculates Service Credits monthly based on:

- Incident logs
- SLA performance data
- PM compliance
- Documentation completeness

P.10.2

Service Credits are applied by:

- Deduction from the next monthly invoice, or
- Rolling forward as credit into future invoices, as applicable

P.10.3

The Purchaser's calculation is final unless the Contractor provides documented evidence within **five (5) working days** of notification.

P.11 Reporting of Penalties

P.11.1

The Contractor shall prepare and submit a Monthly Service Credit Statement detailing all SLA breaches, calculated Service Credits, applied exclusions, and supporting evidence for the relevant reporting period.

The **Monthly Service Credit Statement** shall list:

- Each SLA breach
- Calculated penalties
- Running totals
- Observations and corrective actions

Failure to submit = €200 per month, aligned with documentation penalties.

P.11.2

The Monthly Service Credit Statement shall be submitted together with the Monthly SLA Performance Report as defined in Annex Q.

P.11.3

The Purchaser shall review, validate, and either approve or amend the Monthly Service Credit Statement within ten (10) working days of receipt.

P.11.4

The Purchaser's validation shall be final and binding for invoicing purposes.

P.11.5

In the event of disagreement, the Purchaser may issue a corrected Service Credit Statement or request clarifications. Pending resolution, the Purchaser may withhold the disputed amount.

P.11.6

Failure by the Contractor to submit the Monthly Service Credit Statement within the required timeframe shall constitute documentation non-compliance.

P.11.7

The Contractor shall retain all raw data, logs, timestamps, and evidence supporting the Service Credit calculations for a minimum of one (1) year and shall make them available to the Purchaser upon request for audit or verification purposes.

P.12 Applicability

P.12.1

This Annex applies throughout all Contractual Periods.

P.12.2

Service Credits apply immediately upon the Contract Effective Date.

Annex Q Reporting requirements and templates

Q.1 Purpose

This Annex defines the mandatory reporting requirements, formats, content, and delivery schedules applicable to all services delivered under the Framework Contract.

The objective is to ensure:

- transparency and traceability of service delivery;
- monitoring of SLA performance (Annex O);
- accurate calculation of Service Credits (Annex P);
- visibility of spare-parts availability, consumption, and risks (Annex N).

All reports defined herein are **contractually binding deliverables**.

Failure to deliver any mandatory report constitutes **documentation non-compliance** and may trigger Service Credits under Annex P.

Q.2 General Reporting Rules

Q.2.1

All reports shall be delivered in **electronic format** (PDF + native editable format such as XLSX, DOCX, or CSV).

Q.2.2

All reports shall be written in **English**.

Q.2.3

Reports must include:

- Reporting period
- Version and date
- Author and Contractor point of contact
- Reference to relevant System IDs
- Clear executive summary
- Annexes as required

Q.2.4

Where a report includes spare-parts data (Annex N), the data shall be:

- consistent with the Spare Parts Register;
- auditable;
- traceable to CI Categories (Annex S).

Q.2.5

All reporting deadlines refer to **working days**, Camp Casteau local time.

Q.3 Mandatory Reporting Overview

The Contractor must provide the following reports:

Report	Frequency	Deadline	Reference
Monthly Service Desk Report	Monthly	Within 5 working days after month end	Q.4
Monthly SLA Performance Report	Monthly	Within 5 working days after month end	Q.5
Preventive Maintenance Report	Per PM cycle	Within 5 working days after PM completion	Q.6

Report	Frequency	Deadline	Reference
Configuration Baseline Update	Monthly or On Change	Immediately after change, and monthly summary	Q.7
Incident and Problem Analysis Report	Monthly	Within 5 working days after month end	Q.8
Quarterly Performance Review	Quarterly	Within 10 working days after quarter end	Q.9
Annual Consolidated Report	Yearly	Within 20 working days after year end	Q.10
Monthly Service Credit Statement	Monthly	Within 5 working days after month end	Q.11
Ad-hoc Event Support Report	Per event	Within 3 working days after event	Q.12

Additional report categories may be requested by the Purchaser.

Q.4 Monthly Service Desk Report (MSDR)

Q.4.1

The MSDR shall include:

- Total number of incidents logged
- Incidents by severity level
- Incident details (System ID, date/time, symptoms, actions taken)
- Open incidents and ageing list
- Service requests processed
- Escalations triggered
- Pending access/security constraints affecting incidents

For incidents requiring spare parts, the MSDR shall additionally indicate:

- whether spare parts were required (Yes/No);
- whether parts were available from stock;
- whether the incident is pending due to spare-parts availability.

Q.4.2 Template

Monthly Service Desk Report – Template

Period: _____

Contractor: _____

Prepared by: _____

Date: _____

Ticket ID	System ID	Severity	Description	Reported	RT Achieved	ResT Achieved	Status	Remarks

Q.5 Monthly SLA Performance Report

Q.5.1

This report provides SLA compliance metrics per Annex O.

Q.5.2

It shall include:

- Response Time compliance (%)
- Restoration Time compliance (%)
- PM compliance (%)

- Documentation compliance (%)
- KPI achievement (if applicable)
- Calculation of Service Credits (if any) per Annex P

Q.5.3 Template

Monthly SLA Performance Report – Template

Metric	Target	Result	Compliance	Remarks
RT Compliance (%)	X%	___%	✓/✗	
ResT Compliance (%)	X%	___%	✓/✗	
PM Completion (%)	100%	___%	✓/✗	
Documentation Accuracy (%)	X%	___%	✓/✗	

A separate table shall list **all SLA failures** and corresponding **Service Credits**.

- each SLA failure;
- severity;
- root cause;
- Service Credit applied.

Where a Restoration Time failure is linked to spare parts, the report shall indicate:

- spare-parts ownership model (Purchaser-owned or leased);
- whether Annex N exclusions apply;
- cross-reference to the Spare Parts Register.

Q.6 Preventive Maintenance Report (PMR)

Q.6.1

For each PM cycle, the Contractor shall submit a PMR including:

- Completed PM Checklists (Annex L)
- Photographs (if required by Purchaser)
- Issues identified
- Immediate and recommended corrective actions
- Updated baseline (if applicable)

The PMR shall explicitly identify:

- spare parts nearing minimum stock levels;
- components showing early signs of failure;
- recommended stock adjustments.

Failure to flag such issues may result in penalties under Annex P §P.5.

Q.6.2 Template

Preventive Maintenance Report – Template

Field	Value
System ID	
Location	
System Type	
PM Date	
Contractor Personnel	
Status Before PM	
Status After PM	

Checklist Attached: Yes / No

Issues Identified: _____

Corrective Actions Recommended: _____

Q.7 Configuration Baseline Update Report

Q.7.1

This report ensures configuration control for each system.

Q.7.2

The Contractor shall provide:

- Updated system configuration (hardware/firmware/software versions)
- Updated diagrams (AV, network, signal flow)
- Any changes compared to previous baseline
- Justification for changes

Q.7.3

All configuration changes resulting from:

- spare-part replacement;
- component substitution;
- emergency replacement

must be reflected in the Configuration Baseline Update.

Q.7.4 Template

Parameter	Previous	New	Change Reason	Approved by Purchaser
Firmware – Codec				
Firmware – DSP				
CMS Version				
Control Processor Version				
Display Firmware				

Q.8 Incident and Problem Analysis Report

Q.8.1

This report analyses recurring or systemic problems.

Q.8.2

This report shall include:

- top recurring incidents;
- root cause analysis;
- systems affected;
- frequency;
- proposed mitigation.

Q.8.3

Where recurring issues relate to spare parts, the analysis shall:

- identify stock planning weaknesses;
- propose corrective actions aligned with Annex N.

Q.8.4 Template

Problem ID	Root Cause	Systems Affected	Frequency	Proposed Mitigation

Q.9 Quarterly Performance Review

Q.9.1

The Contractor shall provide a quarterly summary of:

- SLA performance trends
- System stability analysis

- Recurring issues
- PM completion summary
- Proposed improvements
- System lifecycle risks
- Review of Service Credits applied
- summary of spare-parts risks and consumption trends.

This quarterly report forms the basis of a **Quarterly Review Meeting** (QRM) between Purchaser and Contractor.

Q.10 Annual Consolidated Report

Q.10.1

This report synthesizes all maintenance and performance data over the Contractual Year.

Q.10.2

It shall include:

- Annual SLA summary
- Service credit totals
- Full list of incidents and resolutions
- PM completion summary
- Complete configuration baselines for all systems
- Recommendations for upgrades or replacements
- A yearly summary of:
  - spare-parts consumption;
  - replenishment efficiency;
  - risks to SLA compliance due to spares.
- Lessons learned
- Contractor's improvement plan

Q.11 Monthly Service Credit Statement

Q.11.1 Purpose

The Monthly Service Credit Statement provides a consolidated view of all SLA breaches and resulting Service Credits for the reporting period, as defined in Annex P (Performance Penalties).

Q.11.2 Responsibility

The Contractor shall prepare and submit the Monthly Service Credit Statement.

Q.11.3 Content

The statement shall include, at minimum:

- Reporting period
- Reference to applicable SLA targets (Annex O)
- List of all SLA breaches identified during the period
- Severity classification per incident
- Applicable Response Time and Restoration Time targets
- Calculated Service Credits per breach
- Applied exclusions (with justification)
- Cumulative Service Credits for the period
- Cross-reference to incident and PM reports

Q.11.4 Submission and Review

The Monthly Service Credit Statement shall be submitted together with the Monthly SLA Performance Report.

The Purchaser shall review, validate, and either approve or amend the statement within ten (10) working days of receipt.

Q.11.5 Authority

The Purchaser's validated version of the Monthly Service Credit Statement shall be final and binding for invoicing and payment purposes.

Q.11.6 Auditability

The Contractor shall retain all supporting evidence, logs, and calculation data for audit purposes in accordance with Annex P.

Q.12 Event Support Report

Q.12.1

After any supported event (e.g., Partner activity), the Contractor shall submit a report containing:

- Event details (time, location, system)
- Pre-event checks performed
- Issues encountered during event
- Post-event corrective actions
- Hours delivered (for invoicing)

Q.12.2 Template

Field	Value
Event ID	
Partner Name	
System ID	
Date & Time	
Support Personnel	
Summary of Actions	
Issues & Resolution	
Total Hours	

Q.13 Reporting Delivery and Distribution

Q.13.1

All reports shall be delivered to the Purchaser's designated email or document management system.

Q.13.2

Reports containing sensitive information shall be delivered using Purchaser-approved secure channels, in accordance with Annex K.

Q.14 Non-Compliance

Q.14.1

Failure to deliver mandatory reports — including spare-parts data required under Annex N — within defined deadlines constitutes **documentation non-compliance** and may trigger Service Credits under Annex P.

Q.14.2

Repeated failures may result in:

- Corrective Action Requests
- Performance review meetings
- Removal of Contractor personnel
- Formal contractual remedies

Annex R Exit and transition management procedures

R.1 Purpose

R.1.1

This Annex defines the mandatory procedures, deliverables, responsibilities, and timelines governing the orderly transition of services at the end of the Contract, whether due to:

- contract expiration;
- non-award of an optional Contractual Period;
- re-competition and award to a new contractor;
- termination for convenience;
- termination for default.

R.1.2

The objective is to ensure continuity of service, preservation of system operability, and complete transfer of operational knowledge, documentation, and assets, including spare parts managed under Annex N.

R.1.3

This Annex applies during the **Exit Period**, which begins upon formal notice from the Purchaser and continues until all transition deliverables are accepted.

R.2 Principles of Transition

R.2.1

The Contractor shall fully cooperate with the Purchaser and, where applicable, with an incoming Contractor.

R.2.2

No Contractor personnel shall obstruct, delay, or degrade transition activities.

R.2.3

All documentation, configuration data, operational records, and inventory data are the property of the Purchaser, irrespective of:

- Contractor internal policies
- Proprietary concerns
- Personnel departures
- Business constraints

R.2.4

All obligations in this Annex remain in force **without additional cost**, except where explicitly stated.

R.3 Triggering Events

This Annex is activated upon any of the following:

- Contract expiration
- Non-award of an optional Contractual Period
- Award of a new Contract to another contractor
- Termination for convenience
- Termination for default

The Purchaser shall issue a formal written Exit Notice, defining the transition start date.

R.4 Exit Period Duration

R.4.1 Start of Exit Period

The Exit Period shall begin **no later than the Contract end date**. The Purchaser shall issue a written Exit Notice to the Contractor **before the Contract expires**, and the Exit Period shall be deemed an extension of the Contract solely for the purpose of transition activities.

R.4.2 Duration

The standard Exit Period is up to ninety (90) calendar days from the Contract end date. The Purchaser may shorten this period at its discretion.

Any extension beyond the standard ninety (90) calendar days shall require written agreement between the Parties and shall be subject to additional charges based on the applicable Contract rates or mutually agreed pricing.

R.4.3 Extended Exit Period Compensation

For any extension of the Exit Period beyond the standard ninety (90) calendar days, the Contractor shall be compensated for all services performed during the extended period. Compensation shall be calculated on a **daily or monthly basis**, according to the following rules:

1. **Daily Rate**

   A daily rate shall apply when the extension period is shorter than one full calendar month.

   The daily rate shall be calculated as:

   Contracted annual service amount/220 working days.

2. **Monthly Rate**

   A monthly rate shall apply when the extension period is one full calendar month or longer.

   The monthly rate shall correspond to the **Contract's monthly service fee** applicable at the time of extension.

3. **Agreement Prior to Extension**

   The Purchaser shall communicate the intended duration of the extension in writing.

   The applicable daily or monthly rate must be **confirmed in writing by both Parties** before the extended Exit Period begins.

4. **Scope of Services**

   During the extended Exit Period, the Contractor shall continue to perform all obligations listed under Section R.4.4, unless otherwise agreed in writing.

R.4.4 Obligations During the Exit Period

During the Exit Period, which forms part of the extended Contract period, the Contractor remains responsible for:

- Full SLA performance (Annex O)
- All maintenance tasks
- All reporting obligations
- All configuration management duties

R.4.5 No Post-Contract Triggering

An Exit Notice **cannot** be issued after the Contract end date. The Exit Period cannot be triggered once the Contract has fully expired. All transition obligations must occur within the Contract term or the defined Exit Period extension.

R.5 Transition Deliverables

The Contractor shall deliver **complete and accurate documentation**, which includes at minimum the following for each System:

R.5.1 System Documentation Package

1. **System Inventory File**
    - System ID
    - System Type (VC, VW, DS, PA)
    - Location
    - Commissioning date
    - Operational status
    - Spare-parts ownership model applicable to the System (Purchaser-owned or leased), as defined in Annex N
2. **As-Built Documentation**
    - AV schematics
    - Signal flow diagrams
    - Network diagrams
    - Rack elevation diagrams
    - Mounting drawings (if applicable)
3. **Configuration Baselines**
    - Hardware list
    - Firmware/software versions
    - Codec/DSP configurations
    - Control processor files
    - CMS configuration for signage
    - Network settings (IP, VLAN, ports, where allowed)
    - Identification of components replaced using spare parts during the Contract
4. **Maintenance History**
    - PM reports (Annex L)
    - Corrective maintenance records
    - Incident logs
    - Open issues list
    - Spare-parts usage history for the System, including dates and components replaced
5. **System Performance Data**
    - SLA compliance summary
    - Recurring problems
    - Replacement recommendations
    - Identification of recurring issues linked to component failure or spare-parts consumption

R.5.2 Knowledge Transfer Package

1. **System Operational Notes**
    - Known constraints
    - Workarounds

    - Known environmental issues
    - Operational constraints related to spare-parts availability or lead times (if any)
2. **Best practice recommendations**
    - Configuration guidance
    - Maintenance recommendations
    - Proposed future upgrades
    - Pending spare-parts replenishment requests or approval actions
3. **Pending actions**
    - Open change requests
    - Pending PM cycles
    - Upcoming scheduled events

R.5.3 Final Asset Delivery

1. Return of all Purchaser-owned equipment
2. Return of all configuration backups
3. Return of all documents and media in Purchaser-approved format
4. Removal of Contractor proprietary tools and credentials
5. Delivery of the complete and up-to-date Spare Parts Register for all Purchaser-owned spare parts, in accordance with Annex N

R.6 Handover Meetings

R.6.1

The Contractor shall participate in the following meetings:

- **Kick-off Transition Meeting** (within 10 working days of notice)
- **Weekly Transition Reviews**
- **Final Handover Meeting**

R.6.2

Meetings may include representatives of the incoming Contractor.

R.6.3

Handover sessions shall explicitly cover:

- system architecture and dependencies;
- known risks and recurring issues;
- SLA performance trends;
- spare-parts planning assumptions and risks;
- inventory storage locations and access procedures.

R.6.4

Minutes of meeting (MoM) shall be issued by the Contractor within two working days.

R.7 Contractor Responsibilities During Transition

Throughout the Exit Period, the Contractor shall:

- continue delivering services in accordance with the SLA (Annex O);
- continue reporting under Annex Q;
- maintain spare parts stock levels as per Annex N;
- refrain from depleting stock without replenishment approval;
- support audits of spare parts inventory if requested.

The Contractor shall not reduce service quality or inventory levels during transition

R.8 Transfer of Access and Credentials

R.8.1

At the end of the Contract, the Contractor shall return or transfer to the Purchaser all access materials and credentials associated with the services, including but not limited to:

- Physical access badges
- System passwords
- Administrator credentials
- CMS user and administrator accounts
- Control processor administrator access
- Service desk accounts and any associated login credentials

R.8.2

All passwords, credentials, and account information shall be handed over securely (per Annex K).

R.8.3

The Contractor shall not retain any copies of passwords, credentials, account information, or access materials in any form (digital, printed, or otherwise).

R.9 Transition to Incoming Contractor

R.9.1

Where services transition to a new contractor, the outgoing Contractor shall:

- provide reasonable technical assistance;
- answer clarification requests;
- support inventory verification activities;
- enable validation of spare-parts stock and records.
- No proprietary restrictions may be imposed on operational or inventory data.

R.9.2

The outgoing Contractor shall not withhold or delay transfer of knowledge.

R.10 Verification and Acceptance

The Purchaser shall verify that all transition deliverables have been completed satisfactorily.

Formal Transition Acceptance shall confirm that:

- all documentation has been delivered;
- systems remain operational;
- access has been correctly transferred;
- spare-parts inventory and records are complete and accurate.

The Contractor remains fully responsible until the Purchaser issues a Formal Transition Acceptance Certificate.

R.11 Non-Compliance

Failure to comply with this Annex may result in:

- application of Service Credits (Annex P);
- withholding of final payments;
- contractual remedies;
- liability for operational disruption.

Incomplete or inaccurate spare-parts handover shall be treated as material non-compliance.

R.12 Applicability

R.12.1

This Annex applies during:

- Contract end
- Contractor replacement
- Early termination

R.12.2

Obligations remain enforceable even if other contractual obligations are suspended.

Annex S Catalogue of configuration items (CI catalogue)

S.1 Purpose

S.1.1

This Annex defines the **Catalogue of Configuration Items (CI Catalogue)** that may be ordered by the Purchaser under the Framework Contract without initiating a new competitive procurement process.

The CI Catalogue is intentionally technology-neutral and security-modifier aware. Configuration Items listed herein represent baseline commercial equivalents. Where operational security requirements mandate TEMPEST-C compliant or otherwise hardened variants, such variants shall be treated as Security Modifiers applied to the baseline Configuration Item rather than as separate catalogue entries unless explicitly defined.

S.1.2

Configuration Items (CIs) listed in this Annex represent standardized components, hardware, software, and peripheral items required to maintain, modernize, or expand Video Conference Systems, Operator Control Position Systems, Video Wall Systems, Digital Signage Systems, Large Display Systems, and Public Address (PA) systems.

TEMPEST Applicability indicates whether a Configuration Item may reasonably exist in a TEMPEST-C compliant form. Where marked “Not Applicable,” no Security Premium shall be declared or applied.

S.1.3

This Catalogue ensures:

- Predictable, pre-approved pricing
- Simplified ordering
- Technology lifecycle flexibility
- Vendor neutrality
- Rapid replacement or system enhancement

S.2 General CI Catalogue Rules

S.2.1 Eligibility

Only the CIs listed in this Annex may be ordered under the Catalogue ordering mechanism.

S.2.2 Substitution with Equal or Better Items

The Contractor may propose a substitute CI only under the following conditions:

1. **Technical Equivalence or Improvement**

The substitute item shall meet or exceed all technical requirements applicable to the CI Category.

2. **Price Not Higher Than the Catalogue Unit Price**

The unit price of the proposed substitute shall not exceed the corresponding unit price listed in the CI Catalogue.

3. **Written Technical and Commercial Justification**

The Contractor shall provide a written justification demonstrating compliance with points 1 and 2, including the rationale for proposing the substitution.

4. **Prior Written Approval**

The Purchaser must provide written approval before any substitute CI is supplied or installed.

Inferior or non-conforming items are strictly prohibited.

S.2.3 Installation Rules (Hybrid Model)

For turnkey new Systems delivered under Annex J, installation requirements for CI components shall be governed by Annex J rather than CI Catalogue rules.

The following installation rules apply to all Configuration Items (CIs).

S.2.3.1 Installation Included (Low-Complexity Items)

Installation is included in the CI unit price for low-complexity items, such as:

- standard displays
- media players or SoC engines
- microphones
- signal processors
- digital signage displays
- mounting kits and brackets
- similar plug-and-play or non-specialised components

S.2.3.2 Installation Excluded (High-Complexity Items)

Installation is **not** included for high-complexity items that require specialised skills, structural works, or multi-technician deployment, such as:

- LED tiles and LED module arrays
- large video wall controllers
- structural mounting components or reinforcement systems
- any CI requiring engineering calculations or specialised commissioning

S.2.3.3 Ordering of Installation for Excluded Items

Installation services for items listed under § S.2.3.2 must be ordered separately under the relevant **Installation CI Categories** described in § S.8.

No high-complexity item shall be installed unless the corresponding Installation CI has been ordered and approved.

S.2.4 Warranty

All CIs supplied under this Annex must carry a **minimum 24-month warranty**, unless otherwise specified.

S.2.5 Documentation

Each delivered CI shall be:

- Added to the Configuration Baseline (Annex Q)
- Documented in the next PM cycle (Annex L)

S.2.6 Pricing

The Contractor shall fill in the unit prices for all CI Categories in § S.9.

Where a Configuration Item may exist in both standard and TEMPEST-C compliant forms, Contractors shall provide baseline pricing for the standard Configuration Item. When TEMPEST-C compliant variants are required for Systems designated with the TEMPEST-C Flavour (Annex A), the Contractor shall identify any associated Security Premium separately upon request. TEMPEST variants shall be treated as security-modified versions of the same CI Category rather than as separate CI Categories unless explicitly defined otherwise.

S.2.7 Security Modifier Applicability

Security Modifiers apply only to the security characteristics of a Configuration Item and shall not alter its functional classification within the CI Catalogue or its mapping to System Types and Flavours.

S.2.8 Catalogue Evolution and Addition of New CI Categories

S.2.8.1 Purpose

To maintain operational flexibility and ensure technological relevance throughout the Contract duration, the Purchaser may introduce new CI Categories or modify existing CI Categories in accordance with this Section.

S.2.8.2 Addition of New CI Categories

Where a required component, technology, or subsystem is not covered by the existing CI Catalogue, the Contractor may propose a new CI Category, provided that:

- the item is required for maintenance, modernization, or expansion of in-scope Systems;
- the item is vendor-neutral and not tied to a proprietary or single-source dependency unless justified;
- the proposed specification remains aligned with the applicable System Type definitions (Annex A, Annex B, Annex C, Annex D, and Annex E);
- the price is fair, reasonable, and consistent with market rates for comparable items.

S.2.8.3 Purchaser Approval Process

New CI Categories shall become valid only upon Purchaser approval of:

- the technical specification of the CI;
- the proposed unit price;
- installation rules (included/excluded);
- warranty terms.

S.2.8.4 Effect on Contract

Upon approval, the new CI Category:

- becomes part of the official CI Catalogue;
- may be ordered immediately under the Catalogue ordering mechanism;
- does not require a contract amendment or new competition.

S.2.8.5 Rejection or Alternative Routes

If the Purchaser does not approve the proposed new CI Category:

- the Purchaser may request the item under Upgrade Works ceiling pricing (Annex H / Annex J);
- or conduct a competitive procedure, after which the system may be onboarded under Annex G.

S.2.8.6 No Obligation to Expand Catalogue

The Purchaser is under no obligation to accept any proposed CI Category.

S.3 Video Conference CI Categories

S.3.1 Displays, Cameras, and Audio CIs

VC-D1 – Professional VC Display (55–65")

- 4K resolution
- 350–500 nits
- Commercial grade
- HDMI input
- Installation included
- Mount included
- For VC Types A–C

VC-D2 – Large VC Display (75–86")

- 4K resolution
- 350+ nits
- Installation included

VC-C1 – PTZ Camera (Standard)

- 4K output
- 10–20x optical zoom
- Preset support
- Installation included

VC-C2 – PTZ Camera (High-End)

- Premium optics
- Multi-view capability
- Installation included
- For VC Types D–F

VC-M1 – Table Microphone

- Boundary/table type
- Daisy chain capable
- Installation included

VC-M2 – Ceiling Microphone (Beamforming)

- Beamforming array
- Installation included

VC-A1 – Loudspeaker Pair (Room Scale)

- Wall or ceiling mounted
- Installation included

VC-A2 – Professional Loudspeakers (Large Room)

- Enhanced SPL
- Installation included

VC-D3 – Ultra-High-Brightness VC Display (800–1500 nits)

- 4K resolution
- 800–1500 nits
- Anti-glare
- Installation included
- Suitable for high-ambient-light VC rooms

VC-D4 – Interactive Touch Display (55–75")

- Multi-touch

- 4K
- Whiteboarding
- Installation included

VC-C3 – 4K Auto-Tracking Camera

- AI-based presenter/speaker tracking
- Multi-framing capability
- Installation included

VC-C4 – 180° Panoramic Camera Bar

- All-in-one panoramic camera
- Beamforming mic array
- Soundbar integrated variant
- Installation included

VC-M3 – Wireless Microphone Hub + Mic Pods

- DECT or proprietary wireless mics
- Tabletop or wearable
- Installation included

VC-M4 – Ceiling Microphone Tile (Low Ceiling Variant)

- Slim profile
- Optimized for rooms with low ceiling clearance
- Installation included

VC-A3 – Soundbar with Integrated DSP

- All-in-one soundbar
- Acoustic echo cancellation
- Installation included

VC-A4 – Low-Profile Ceiling Speakers

- For architecturally constrained rooms
- Installation included

S.3.2 Processing & Control CIs

VC-P1 – DSP Processor (Standard)

- ≥12x12 I/O
- AEC, noise reduction
- Installation included

VC-P2 – DSP Processor (Large Room)

- ≥20x20 I/O
- Dante/AES67 support
- Installation included

VC-CTL1 – Control Processor + Touch Panel

- Room control
- Codec integration
- AV switching
- Installation included

VC-P3 – Dante Audio Bridge / Network Interface

- Dante/AES67 support
- Audio transport interface
- Installation included

VC-CTL2 – Room Scheduling Panel

- Touch display outside meeting room
- Calendar integration
- LED presence indicators
- Installation included

S.3.3 Connectivity & Support CIs

VC-N1 – AV Over IP Encoder

- 4K60
- SDVoE/NMOS compatible
- Installation included

VC-N2 – AV Over IP Decoder

- Complement to N1
- Installation included

VC-F1 – Furniture AV Interface Kit

- Table connectivity
- USB-C / HDMI / power
- Installation included

VC-N3 – USB-over-IP Extender Kit

- Supports USB cameras, soundbars, and BYOD setups
- Includes transmitter and receiver
- Installation included

S.3.4 Operator Control Position CI Categories

OCP-V1 – Video Production Switcher

- Multi-input video switching
- Supports HDMI/SDI/IP inputs
- Scene presets
- Installation included

OCP-V2 – Multiview Monitoring Processor

- Multi-source monitoring
- Configurable layouts
- Installation included

OCP-A1 – Audio Mixing Console (Small)

- For OCP Type 1 / Type 2
- Installation included

OCP-A2 – Audio Mixing Console (Professional)

- For OCP Type 3
- Installation included

OCP-R1 – Recording System

- Local recording appliance
- Installation included

OCP-S1 – Streaming Encoder

- Hardware or software encoder
- Installation included

OCP-M1 – Operator Monitoring Display

- 24"–32" professional display

- Installation included

OCP-IC1 – Intercom System Station

- Operator communication with technicians/stage
- Installation included

OCP-CTL1 – OCP Control Workstation

- Control PC or integrated control station
- Installation included

OCP-RACK1 – Equipment Rack System

- Rack cabinet
- Power distribution
- Cable management
- Installation included

S.4 Video Wall CI Categories

S.4.1 Display Surfaces

VW-L1 – LCD Wall Panel (55")

- 1.8–3.5 mm combined bezel
- 500–700 nits
- Installation included

VW-LED1 – LED Tile (Fine Pitch < 2 mm)

- Indoor
- Installation **excluded**

VW-LED2 – LED Tile (Standard Pitch 2–3.5 mm)

- Indoor/outdoor
- Installation **excluded**

VW-LED3 – MicroLED Tile (Fine Pitch < 1 mm)

- Premium indoor module
- High contrast / HDR
- Installation excluded

VW-LED4 – Outdoor LED Module (>4000 nits)

- Weatherproof
- Outdoor-rated LED technology
- Installation excluded

S.4.2 Processing & Control

VW-C1 – Video Wall Controller (Standard)

- Multi-window, 4K
- Installation included

VW-C2 – Mission-Critical Controller

- Redundant PSU
- Real-time monitoring
- Installation **excluded**

VW-C3 – Edge Processor for Scaling/Warping/Blending

- Used for curved or custom video walls
- Multi-output
- Installation included

VW-C4 – Redundant LED Controller Chassis

- Dual power supplies
- Failover support
- Installation excluded

S.4.3 Power, Structure, and Accessories

VW-S1 – Structural Frame Set (LCD Wall)

- Precision alignment
- Installation included

VW-S2 – Structural Frame Set (LED Wall)

- Indoor
- Installation **excluded**

VW-PS1 – LED Power Supply Module

- Replacement module
- Installation included

VW-S3 – Outdoor Structural Frame System

- Anti-corrosion
- Fully weather-rated
- Installation excluded

VW-S4 – Curved/Architectural Frame System

- Supports concave/convex LED and LCD walls
- Installation excluded

VW-PS2 – Redundant Power Distribution Unit (LED)

- For LED walls requiring central power redundancy
- Installation included

VW-CAB1 – Signal Cable Kit (Optical)

- Pre-terminated optical cabling for long-distance AV-over-IP or LED runs
- Installation included

VW-T1 – Touch Overlay Kit (LCD Video Wall)

- Converts LCD walls into interactive signage
- Installation included

S.5 Digital Signage CI Categories

S.5.1 Displays & Media Players

DS-D1 – Indoor Digital Signage Display (500–700 nits)

- 4K
- Commercial grade
- Installation included

DS-D2 – Outdoor/High Brightness Display (2500+ nits)

- IP-rated
- Temperature managed
- Installation included

DS-M1 – Media Player (4K)

- PoE capability preferred
- Installation included

DS-LED1 – LED Signage Tile (<3 mm pitch)

- Indoor signage
- Installation **excluded**

DS-D3 – Ultra-High-Brightness Indoor Display (1000–1500 nits)

- For atriums, windows, bright spaces
- 4K
- Installation included

DS-D4 – E-Paper Signage Panel (Low Power)

- 13"–32"
- Ultra-low-power
- Installation included

DS-M2 – Rugged Outdoor Media Player

- IP-rated
- Temperature-resistant
- For DS-5
- Installation included

DS-M3 – System-on-Chip (SoC) Platform License Bundle

- For LG webOS, Samsung Tizen, Android SoC players
- Includes CMS agent licensing

S.5.2 CMS & Licensing

DS-CMS1 – CMS Device License

- Annual subscription or perpetual
- Centralized management
- No physical installation, but activation/config included

DS-CMS2 – CMS User License (Admin)

- Assigned admin roles
- No physical installation, but activation/config included

DS-S1 – Environmental Sensor Pack (Temperature/CO2/Occupancy)

- Used with DS-7 for dynamic content control
- Installation included

DS-S2 – Proximity/Presence Sensor

- Contextual signage trigger
- Installation included

DS-A1 – Integrated Speaker Bar for Signage Display

- For audio-enhanced signage
- Installation included

DS-PWR1 – Outdoor Power Conditioning Unit

- Surge + transient protection
- Installation included

DS-ENC1 – Outdoor Protective Enclosure (IP55–IP66)

- For displays not natively outdoor-rated
- Installation included

DS-MNT1 – Heavy-Duty Totem / Floor Mount Kit

- For free-standing signage and kiosks (DS-4)
- Installation included

S.6 Large Display System CI Categories

These CI Categories apply to **Large Display Systems (LD)** as defined in **Annex D –** Large Display System Types

They enable the Purchaser to order, replace, or upgrade Large Display Systems under the CI Catalogue mechanism without initiating a separate procurement process.

LD-D1 – Standard Large Display

Applicable LD Type: LD-1

- Size: 75"–86"
- 4K UHD resolution
- 350–500 nits
- Commercial grade (minimum 16/7 duty cycle)
- Anti-glare surface
- Installation included

LD-D2 – High-Brightness Large Display

Applicable LD Type: LD-2

- Size: 75"–86"
- 4K UHD resolution
- ≥ 700 nits brightness
- Enhanced thermal management
- Installation included

LD-D3 – Ultra-Large Display

Applicable LD Type: LD-3

- Size: ≥ 98"
- 4K UHD resolution
- Reinforced chassis
- Higher weight and power requirements
- Installation included

Note: Structural suitability shall be verified prior to installation.

LD-D4 – Interactive Large Display

Applicable LD Type: LD-4

- Size: 75"–86"
- Multi-touch capability (minimum 10-point)
- Hardened glass surface
- Annotation / whiteboarding support
- Installation included

LD-D5 – Mobile Large Display System

Applicable LD Type: LD-5

- Professional-grade large display
- Mobile cart or wheeled stand
- Lockable wheels
- Integrated cable management
- Installation included

LD-PROJ1 – Professional Laser Projector

- 4K capable
- Laser light source

- Commercial duty cycle
- Installation excluded for large venue deployment

LD-PROJ2 – Ultra-Short-Throw Interactive Projector

- Interactive capability
- Classroom / collaboration use
- Installation included

LD-SCR1 – Motorized Projection Screen

- Commercial grade
- Wall or ceiling mounted
- Installation included

LD-LAMP1 – Projection Light Source Module

- Replacement lamp, laser module, or equivalent manufacturer-approved light source component
- Compatible with supported projection systems
- Installation included for standard replacement activities

LD-FILT1 – Projection Filter / Maintenance Kit

- Air filters
- Cleaning kits
- Preventive maintenance consumables
- Manufacturer-approved components

LD-MNT1 – Large Display Mounting Kit
Applicable LD Types: LD-1 to LD-4

- Commercial-grade mounting solution
- VESA-compatible
- Load-rated for display size and weight
- Allows service access and alignment
- Installation included

LD-CAB1 – Large Display Connectivity and Cabling Kit
Applicable LD Types: All

- Power cabling
- Signal cabling (HDMI / DisplayPort / USB-C as applicable)
- Cable management accessories
- Installation included

S.7 Public Address (PA) System CI Categories

These CI Categories apply to Public Address (PA) Systems as defined in Annex E – Public Address (PA) System Types.

They enable the Purchaser to order replacement components, expand capability, or restore operability of PA Systems under the CI Catalogue mechanism without initiating a separate procurement process.
Note: CI Categories defined in this section support operational availability and maintenance of PA Systems and do not include life-safety certification, regulatory compliance activities, or acoustic re-design.

PA-SRC1 – Paging Microphone / Announcement Source

- Desktop or handheld paging microphone (push-to-talk)
- Compatible with system interface (analog / digital as applicable)
- Installation included

PA-PSC1 – Paging / Zone Control Station

- Zone selection capability (where applicable)
- Priority call function
- Installation included

PA-DSP1 – PA Audio Processor / Mixer

- Audio routing and mixing capability
- Priority logic support (PA-side)
- Installation included

PA-AMP1 – Power Amplifier (Standard)

- Rack or wall mount variant
- Suitable for PA-1 / PA-2 local or building systems
- Thermal protection and fault indicators
- Installation included

PA-AMP2 – Power Amplifier (High-Capacity / Redundant-Capable)

- Higher output capacity
- Supports redundancy or N+1 architectures where applicable
- Suitable for PA-3 distributed systems
- Installation included

PA-SPK1 – Indoor Loudspeaker (Ceiling / Wall)

- Commercial-grade speaker
- Suitable for speech intelligibility
- Installation included

PA-SPK2 – Outdoor / Weather-Resistant Loudspeaker

- Weather-resistant construction
- Suitable for outdoor announcements
- Installation included

PA-SPK3 – Horn Speaker / High-Projection Speaker

- High intelligibility at distance
- For outdoor or high-noise environments
- Installation included

PA-MON1 – Speaker Line Monitoring Module

- Line supervision / fault detection where supported
- Installation included

PA-PSU1 – Power Supply / Backup Power Module (PA Equipment)

- Replacement power supply module or UPS interface (as applicable)
- Installation included

PA-CAB1 – PA Cabling and Connectivity Kit

- Connectors, terminations, and cable management items
- Excludes building-wide cabling projects (handled as Upgrade Works)
- Installation included

PA-RACK1 – Rack / Enclosure Accessories

- Shelves, rails, blanking plates, ventilation panels
- Installation included

S.8 Installation Service CI Categories (For Items Without Installation)

- **INST-L1 – LED Tile Installation (per tile)**
  - Mounting
  - Wiring
  - Alignment
- **INST-L2 – LED Controller Installation**
  - Rack mounting
  - Cabling
  - Commissioning
- **INST-VWC – Video Wall Controller Installation (Mission-Critical)**
  - Full configuration
  - Redundant pathways
  - Commissioning
- **INST-S2 – Structural Frame Assembly (LED Wall)**
  - Mechanical installation
  - Alignment
  - Safety anchoring

These still apply to new LED, frame, and controller CIs as appropriate.

- **INST-PROJ1 – Projection System Installation**
  - Mounting
  - Alignment
  - Geometry correction
  - Calibration

Additional Installation Service CI Categories for Operator Control Position Systems:

- **INST-OCP1 – Operator Control Position Rack Installation**
  - Rack assembly
  - Equipment mounting
  - Cabling and labeling
- **INST-OCP2 – Operator Control Position Workstation Installation**
  - Workstation setup
  - Control system configuration
  - Peripheral integration
- **INST-OCP3 – Monitoring Wall Installation**
  - Multi-display installation
  - Mounting and alignment
  - Cabling

S.9 CI Catalogue Pricing Table (To Be Completed by Bidder)

A table like this will be included for contractors to submit pricing:

CI Code	CI Description	Installation Included?	Unit Price (€)	Remarks
VC-D1	VC Display 55–65"	Yes	€_____	
VC-M1	Table Microphone	Yes	€_____	
OCP-V1	Video Switcher	Yes	€_____	
VW-LED1	LED Tile < 2 mm	No	€_____	
INST-L1	LED Tile Installation	N/A	€_____	

DS-D2	Outdoor Display	Yes	€_____	
DS-CMS1	CMS Device License	Yes*	€_____	Renewal rules
…				

S.10 Lifecycle Management and Substitution Rules

S.10.1 Technology Refresh

If a CI Category becomes obsolete or is superseded by newer technology, the Contractor may propose a successor CI, provided that:

1. **Performance Requirement**

The proposed successor CI delivers equal or better functional and technical performance compared to the original CI Category.

2. **Cost Requirement**

The successor CI is offered at a unit cost equal to or lower than the original CI Category.

3. **Justification**

The Contractor provides a brief written justification describing the obsolescence condition and the rationale for the proposed successor.

4. **Purchaser Approval**

The proposed successor CI shall not be supplied or installed without the Purchaser's prior written approval.

S.10.2 End of Life (EoL) Items

When a component reaches End of Life (EoL) or is formally announced as EoL by the manufacturer:

5. **Contractor Notification**
   The Contractor shall notify the Purchaser in writing, providing the EoL date and the expected impact on support, maintenance, or availability.
6. **Proposal of Replacement**
   The Contractor shall propose a suitable replacement, either by:
   - identifying a successor CI within the same CI Category, or
   - recommending an alternative CI Category that meets or exceeds the original technical requirements.

   The proposal shall include a brief technical justification.
7. **Purchaser Approval**
   No replacement item shall be supplied or installed without the Purchaser's prior written approval.

S.10.3 Approval of Substitution

Purchaser must approve any CI substitution in writing.

S.11 CI Ordering Procedure

Missing CI Categories required for maintenance may be added under §S.2.7.

S.11.1 Ordering Steps

The following steps apply to all CI ordering processes:

1. **CI Order Request**
   The Purchaser submits a CI Order Request (CIOF) specifying the required CI Category, quantity, and any relevant installation requirements.
2. **Contractor Confirmation**

The Contractor confirms CI availability, provides an estimated delivery and installation schedule (if applicable), and identifies any dependencies or constraints.

3. **Purchaser Authorization**
   The Purchaser issues a Call-Off Order or Purchase Authorization. No procurement or installation activities shall commence before this authorization.
4. **Delivery and Installation**
   The Contractor delivers the ordered CI and performs installation when included or separately ordered in accordance with Section M.6.
5. **Configuration Baseline Update**
   The Contractor updates the configuration baseline to reflect the newly delivered or installed CIs.
6. **Completion Report**
   The Contractor submits a completion report in accordance with Annex Q.

S.11.2 Delivery Times

Contractor shall propose delivery SLA per CI category during tendering.

Annex T RACI MATRIX

T.1 Purpose

This Annex defines the roles and responsibilities of the Parties for all activities under the Framework Contract.

It provides a unified RACI Matrix covering:

- System onboarding and decommissioning
- Preventive and corrective maintenance
- SLA management
- Reporting
- Configuration management
- Security & access
- Upgrade Works
- CI Catalogue ordering
- Event support
- Governance & contract management
- Change management
- Risk management
- Lifecycle & technology refresh
- Leasing obligations
- Exit & transition

This Annex supersedes any previous RACI tables and applies for the entire Contract duration.

T.2 Roles

- **Purchaser** – CSU and its delegated authorities
- **Contractor** – The successful bidder
- **Partner** – Supported NATO or NATO-affiliated organisations (never Accountable)

Legend:

R = Responsible | **A** = Accountable | **C** = Consulted | **I** = Informed

T.3 Consolidated RACI Matrix

Below are the consolidated roles for all activities defined in the SoW and its Annexes.

A. SYSTEM ONBOARDING, DECOMMISSIONING & CONFIGURATION MANAGEMENT

Activity	Purchaser	Contractor	Partner
Identify system to onboard	A	C	I
Classify system Type/Flavour	A	C	I
Conduct system assessment	C	R	I
Complete System Onboarding Form (SOF)	R	R	I
Approve onboarding	A	I	I

Activity	Purchaser	Contractor	Partner
Create configuration baseline	C	R	I
Update technical documentation	I	R	I
Update Initial System List (ISL)	A	R	I
Maintain configuration control (including onboarding and decommissioning)	A	R	I
Identify system to decommission	A	C	I
Submit System Decommissioning Request	R/A	C	I
Execute system decommissioning actions	I	R	I
Update configuration baseline after removal	C	R	I
Update Initial System List (ISL) after removal	A	R	I
Confirm end of SLA applicability	A	R	I

B. PREVENTIVE MAINTENANCE (PM)

Activity	Purchaser	Contractor	Partner
Define preventive maintenance requirements	A	C	I
Develop preventive maintenance schedule/plan	I	R	C
Execute preventive maintenance	I	R	C
Report on preventive maintenance activities	I	R	I
Review and approve maintenance plan/results	A	C	I
Track and log PM deviations	I	R	C
Analyse PM deviations and root causes	I	R	C
Review and approve PM deviation waivers	A	C	I
Report PM deviations and trends	I	R	I

C. CORRECTIVE MAINTENANCE (INCIDENTS)

Activity	Purchaser	Contractor	Partner
Report incident	R	R	R
Validate severity	A	C	I
Dispatch on-site resources	I	R	I
Perform incident resolution	I	R	I

Activity	Purchaser	Contractor	Partner
Implement temporary workaround	I	R	I
Approve final resolution	A	C	I
Incident closure	A	R	I

D. SLA MANAGEMENT

Activity	Purchaser	Contractor	Partner
Monitor SLA compliance	A	R	I
Produce SLA performance report	I	R	I
Validate service credits	A	C	I
Issue penalties	A	I	I
Implement corrective actions	I	R	I
Replace failed components using spare parts	I	R	I

E. REPORTING (MONTHLY / QUARTERLY / ANNUAL - Annex Q)

Activity	Purchaser	Contractor	Partner
Define and approve reporting templates	A	R	C
Maintain / update reporting templates	A	R	C
Produce monthly service desk reports	I	R	C
Produce monthly SLA reports	I	R	C
Produce PM reports	I	R	C
Produce Quarterly Review Report	A	R	C
Present Quarterly Review	A	R	C
Produce Annual Consolidated Report	A	R	C
Validate report content and data	C	R	I
Review and formally approve reports	A	C	I
Distribute approved reports	I	R	I

F. Spare Parts Management (Annex N)

Activity	Purchaser	Contractor	Partner
Define spare-parts ownership model	A	C	I

Activity	Purchaser	Contractor	Partner
Propose spare-parts planning and sizing	I	R	I
Maintain Spare Parts Register	I	R	I
Monitor minimum stock levels	I	R	I
Submit replenishment requests	I	R	I
Approve replenishment	A	C	I
Manage physical storage of spare parts	I	R	I
Track spare-parts consumption	I	R	I
Report spare-parts data (Annex Q)	I	R	I
Validate spare-parts data	A	C	I
Audit spare-parts inventory (if requested)	A	C	I

G. SECURITY & ACCESS (Annex H)

Activity	Purchaser	Contractor	Partner
Approve contractor personnel access	A	C	I
Provide PSC documentation	I	R	I
Issue access badges	A	I	I
Enforce on-site rules	A	R	I
Report security incidents	A	R	C
Investigate security incidents	A	C	I

H. UPGRADE WORKS (Annex J)

Activity	Purchaser	Contractor	Partner
Initiate Upgrade Works request	A	I	C
Conduct technical assessment	I	R	I
Produce proposal, BoM, cost	I	R	I
Validate ceiling prices	A	C	I
Approve Upgrade Works	A	I	I
Execute Upgrade Works	I	R	I

Activity	Purchaser	Contractor	Partner
Produce as-built documentation	I	R	I
Acceptance of works	A	C	I

I. CI CATALOGUE ORDERS (Annex S)

Activity	Purchaser	Contractor	Partner
Submit CI Order Request (CIOF)	A	I	I
Validate CI availability	I	R	I
Propose substitution	I	R	I
Approve substitution	A	C	I
Deliver CI	I	R	I
Update configuration baseline	I	R	I
Confirm installation	A	R	I

J. EVENT SUPPORT

Activity	Purchaser	Contractor	Partner
Request event support	A	I	C
Provide event details	A	I	C
Conduct pre-event checks	I	R	I
On-site support during event	I	R	I
Produce event support report	I	R	I
Event support closure	A	C	I

K. CHANGE MANAGEMENT (Annex W)

Activity	Purchaser	Contractor	Partner
Initiate Change Request	R/A	R/A	I
Perform assessments (tech/ops/financial/risk)	C	R	I
Review Technical Changes (TCC)	A	R	I
Approve Contractual/High-Impact Changes (CSC)	A	C	I
Implement approved changes	I	R	I
Produce Change Implementation Report	I	R	I
Maintain Change Register	I	R	I

L. RISK MANAGEMENT

Activity	Purchaser	Contractor	Partner
Maintain Risk Register	I	R	I
Quarterly risk review (TCC)	A	R	I
Notify critical risks	A	R	I
Recommend mitigation actions	A	R	I

M. LIFECYCLE & TECHNOLOGY REFRESH

Activity	Purchaser	Contractor	Partner
Notify EoL/EoS components	I	R	I
Propose successor CI	I	R	I
Approve replacement/substitution	A	C	I
Update CI Catalogue	A	R	I

N. LEASING (Annex I)

Activity	Purchaser	Contractor	Partner
Provide leased system ready for use	I	R	I
Perform maintenance for leased systems	I	R	I
Replace defective leased equipment	I	R	I
Notify failures/damage	A	R	I
End-of-lease return	A	R	I
Update baseline for returned/extended/purchased systems	I	R	I

O. GOVERNANCE & CONTRACT MANAGEMENT (Annex V)

Activity	Purchaser	Contractor	Partner
Organize governance meetings	A	R	I
Chair CSC & TCC	A	C	I
Maintain contract compliance	A	R	I
Maintain liaison with Partners	A	I	C
Maintain asset inventory	A	R	I
Produce Minutes of Meetings (MoM)	I	R	I

P. EXIT & TRANSITION (§.Annex R)

Activity	Purchaser	Contractor	Partner
Initiate transition period	A	I	I
Provide Exit Plan	A	R	I
Deliver documentation package	I	R	I
Transfer credentials	A	R	I
Conduct knowledge transfer	I	R	I
Organize handover meetings	A	R	I
Validate transition deliverables	A	C	I
Handover spare-parts records and inventory data	A	R	I
Formal transition acceptance	A	I	I

T.4 Notes and Clarifications

1. The Partner role is never Accountable.
2. If the Purchaser delegates authority (e.g., to Security Office), RACI entries remain unchanged.
3. In case of conflict between this Annex and any other Annex, the Purchaser's written direction prevails.
4. No activity may be performed without Purchaser approval where contractually required.

Annex U Glossary, acronyms & definitions

U.1 1. Purpose

This Annex defines all acronyms, abbreviations, and key terms used throughout the Statement of Work and its Annexes.

The objective is to:

- ensure a **common understanding** between the Purchaser and the Contractor;
- eliminate ambiguity in the interpretation of technical, operational, commercial, and governance terms;
- reduce the risk of disputes arising from differing interpretations.

In the event of inconsistency, **definitions in this Annex shall prevail**, unless explicitly overridden in another Annex.

U.2 Acronyms and Abbreviations

U.2.1 Contractual & Governance Acronyms

Acronym	Meaning
ALP	Awarded Lease Price
CAP	Corrective Action Plan
CIOF	CI Order Form
CR	Change Request
CSC	Contract Steering Committee
ISL	Initial System List
KPI	Key Performance Indicator
MSDR	Monthly Service Desk Report
PA	Public Address
PM	Preventive Maintenance
PMR	Preventive Maintenance Report
QRM	Quarterly Review Meeting
RACI	Responsible, Accountable, Consulted, Informed
ResT	Restoration Time
RT	Response Time
SLA	Service Level Agreement
SMM	Service Management Meeting
SOF	System Onboarding Form
SoW	Statement of Work
TCC	Technical Coordination Committee
TIP	Technical Implementation Proposal
TWG	Technical Working Group

U.2.2 Commercial & Financial Acronyms

Acronym	Meaning
ALP	Awarded Lease Price
BoM	Bill of Materials
CI	Configuration Item

Acronym	Meaning
EoL	End of Life
EoS	End of Support
LAC	Lease Asset/Financing Component
LSC	Lease Service Component
RV	Residual Value
TEC	Total Evaluated Cost

U.2.3 Technical & AV / IT Acronyms

Acronym	Meaning
ARC	System Architecture Category
AV	Audio-Visual
CI Catalogue	Catalogue of Configuration Items
CMS	Content Management System
DS	Digital Signage
DSP	Digital Signal Processor
HDMI	High-Definition Multimedia Interface
IP	Internet Protocol
LD	Large Display
LED	Light Emitting Diode
NTP	Network Time Protocol
OCP	Operator Control Position
PoE	Power over Ethernet
SDI	Serial Digital Interface
SoC	System on Chip
UPS	Uninterruptible Power Supply
VC	Video Conference
VCS	Video Conference System
VLAN	Virtual Local Area Network
VW	Video Wall

U.2.4 Security & Environment Acronyms

Acronym	Meaning
ML	Multi-Level (system capable of operating across multiple classification levels)
NATO	North Atlantic Treaty Organization
PSC	Personnel Security Clearance

U.3 Core Contractual Definitions

U.3.1 Purchaser

The contracting authority responsible for awarding, managing, and overseeing the Contract.

U.3.2 Contractor

The economic operator awarded the Contract and responsible for delivering all services, works, reporting, and obligations defined in the SoW and its Annexes.

U.3.3 Partner

Any third party (e.g. NATO body, user entity, or hosting organisation) interacting with the systems but not contractually responsible for service delivery.

U.3.4 Working Language

The language used for contractual documentation, reporting, governance, service records, ticketing, formal communications, and operational coordination under the Contract. The Working Language of the prospective Contract is English.

U.3.5 System

Any Video Conference, Video Wall, Digital Signage, Large Display, Public Address, or related AV system formally onboarded under the Contract and recorded in the Initial System List (ISL) or subsequent onboarding documentation in accordance with Annex G.

U.3.6 System Family

A high-level classification grouping Systems by functional domain, including Video Conference Systems, Video Wall Systems, Digital Signage Systems, Large Display Systems, Public Address Systems, and Operator Control Position Systems.

U.3.7 System Type

The standardized category describing the size, complexity, or functional class of a System within a System Family, as defined in Annex A, Annex B, Annex C, Annex D, or Annex E.

U.3.8 System Architecture (ARC)

The operational and technical model used to deliver video conferencing functionality within a Video Conference System, including ARC-1 (BYOD), ARC-2 (Native Room), ARC-3 (Hybrid), and ARC-4 (Codec-Based), as defined in Annex A.

U.3.9 Operator Control Position System (OCP System)

A technical workstation, control booth, or control room environment used to operate, monitor, and manage audiovisual Systems, including Video Conference Systems and other AV Systems. Operator Control Position Systems are classified as OCP-1 to OCP-4 in Annex A.

U.3.10 System Classification

The combination of System Family, System Type, System Architecture (where applicable), Operator Control Position System Type (where applicable), System Flavour(s), and Maximum Severity Level that together define the technical, operational, and pricing characteristics of a System under the Contract.

U.3.11 Maximum Severity Level

The highest incident severity level that may be assigned to a System, as defined in Annex F (Initial System List), and used for SLA classification and pricing adjustments where applicable.

U.3.12 Lease Asset/Financing Component (LAC)

The portion of the monthly lease fee attributable solely to asset provision, financing, amortisation, and residual value exposure. The LAC is not subject to severity-based pricing adjustments.

U.3.13 System Flavour

A variant of a System Type defined by additional technical, operational, or security requirements (e.g. TEMPEST-C compliance or Multi-Level capability).

Where System Flavours apply, it may affect configuration requirements, installation constraints, operational procedures, and pricing mechanisms as defined in Annex H.

U.3.14 Multi-Level (ML) System

A System capable of supporting video conferencing sessions across multiple security classification domains (e.g. NU and NS) through an approved sanitisation, domain separation, or equivalent technical mechanism allowing the System to be reused between different classification levels.

U.3.15 Lease Service Component (LSC)

The portion of the monthly lease fee attributable to service delivery, maintenance, support, and SLA readiness obligations. The LSC is subject to severity-based coefficients.

U.3.16 Leasing Severity Coefficient

The multiplier applied exclusively to the Lease Service Component (LSC) of a leased System based on its assigned Maximum Severity Level.

U.3.17 Residual Value (Leased System)

The percentage of the Purchase Price Ceiling used to determine end-of-lease purchase amounts or early termination buy-out values.

U.3.18 Awarded Lease Price (ALP)

The financial baseline established at the time a leased System is authorized under the Contract, in accordance with Annex H § H.6.1.1. The Awarded Lease Price includes the applicable Purchase Price Ceiling reference, lease duration, Monthly Lease Asset/Financing Component (LAC), and Monthly Lease Service Component (LSC), and remains fixed for the agreed lease term unless expressly modified in accordance with Annex H.

U.3.19 Configuration Item (CI)

Any hardware, software, firmware, license, or component listed in Annex S and used to build, maintain, upgrade, or replace part of a System.

U.3.20 Security Modifier

A Purchaser-authorised attribute applied to a Configuration Item (CI) to reflect specific security requirements, including TEMPEST-C compliant variants. Security Modifiers apply at Configuration Item level and shall not alter the functional classification of a Configuration Item or System Type. Security Modifiers may result in a Security Premium as defined in Annex H.

U.3.21 TEMPEST-C Variant

TEMPEST-C Variant: A security-enhanced implementation of a Configuration Item or System designed to meet NATO emission-security requirements. Unless otherwise specified, TEMPEST-C Variants shall be considered functional equivalents of their baseline Configuration Item with an associated security modifier.

U.3.22 Security Premium

Security Premium: The incremental price component declared by the Contractor to account for the provision of a Configuration Item or System under a Security Modifier condition. Security Premiums are evaluation parameters and do not imply mandatory deployment unless required by operational policy.

U.3.23 Service

All preventive, corrective, reporting, governance, lifecycle, and support activities delivered by the Contractor under the Contract.

U.3.24 Lifecycle Status

The operational state of a System recorded in the Initial System List, indicating whether the System is active, leased, decommissioned, replaced, or otherwise managed within the Contract lifecycle.

U.4 Service Level & Performance Definitions

U.4.1 Incident

Any unplanned event that disrupts or degrades the normal operation of a System.

U.4.2 Service Request

A non-incident, low-complexity operational request related to an in-scope System, which does not involve system redesign, hardware changes, new Configuration Items, or modification of the approved configuration baseline.

U.4.3 Response Time (RT)

The elapsed time between incident notification and the Contractor’s acknowledgement and initiation of corrective action.

U.4.4 Restoration Time (ResT)

The elapsed time between incident notification and the return of the System to an operational state, either through permanent repair or an approved temporary workaround.

U.4.5 Severity Level

The classification assigned to an Incident based on its operational impact, as defined in Annex O. The Maximum Severity Level applicable to each System is defined in Annex F.

U.4.6 Associated Systems

Systems operated, monitored, or controlled through an Operator Control Position System. Failure of an Operator Control Position System may affect multiple Associated Systems and

may therefore result in higher incident severity classification depending on operational impact.

U.4.7 Service Credit

A financial credit applied when SLA targets are not met, calculated and applied in accordance with Annex P.

Service Credits are compensatory and do not limit other contractual remedies.

U.4.8 Exclusion Event

An event defined in Annex O or Annex P that exempts the Contractor from SLA penalties.

U.5 Spare Parts & Asset Management Definitions (Annex N)

U.5.1 Spare Part

Any CI held in inventory for the purpose of replacing failed or degraded components in a System.

U.5.2 Spare Parts Register

The authoritative inventory record maintained by the Contractor, listing all spare parts, including ownership, stock levels, consumption, and location.

U.5.3 Minimum Stock Level (MSL)

The minimum quantity of a spare part that must be held in stock to ensure compliance with SLA restoration times.

U.5.4 Replenishment

The process of restoring spare-parts stock following consumption, subject to Purchaser approval where applicable.

U.5.5 Emergency Replacement

Use of spare parts to restore service urgently, without waiting for standard approval timelines, while maintaining full documentation and subsequent approval obligations.

U.5.6 Purchaser-Owned Spare Parts

Spare parts owned by the Purchaser and managed operationally by the Contractor.

U.5.7 Leased System

A System provided under Annex I where ownership and spare-parts responsibility remain with the Contractor for the lease duration.

U.6 Reporting & Documentation Definitions

U.6.1 Documentation

All written, electronic, graphical, or digital records required under the Contract, including reports, baselines, diagrams, registers, and logs.

U.6.2 Configuration Baseline

The approved and recorded configuration state of a System at a given point in time.

U.6.3 Reportable Deliverable

Any report or document explicitly required under Annex Q or other Annexes.

U.7 Transition & Lifecycle Definitions

U.7.1 Onboarding

The formal process by which a System becomes subject to the Contract, as defined in Annex G.

U.7.2 Exit Period

The period during which transition activities are performed following contract end or termination, as defined in Annex R.

U.7.3 Transition Acceptance Certificate

The formal written confirmation issued by the Purchaser indicating that all transition obligations have been fulfilled.

U.7.4 System Decommissioning

The formal process by which a System previously onboarded under the Contract is removed from the contractual support scope in accordance with Annex G.

Following decommissioning, SLA obligations and recurring support costs no longer apply to the System.

U.7.5 System Onboarding Acceptance Confirmation

The written confirmation issued by the Purchaser verifying that a System has been successfully installed, documented, and incorporated into the configuration baseline.

The issuance of this confirmation establishes the effective start date of SLA obligations and applicable support pricing.

U.8 Interpretation Rules

- Singular includes plural and vice versa.

- “Including” means “including but not limited to”.
- References to Annexes are references to annexes of this SoW unless otherwise stated.
- Headings are for convenience only and do not affect interpretation.

Annex V Governance & contract management procedures

V.1 Purpose

This Annex defines the governance structure, authorities, documentation, communication rules, escalation paths, and decision-making procedures governing all activities performed under the Framework Contract, including the onboarding, operation, modification, and decommissioning of Systems within the contractual support scope.

It ensures:

- effective service delivery and oversight
- transparent decision-making
- traceability of technical, operational, and contractual changes
- compliance with the obligations set out in the SoW, SLAs, and all Annexes

This Annex supersedes any previous governance guidance.

V.2 Governance Principles

1. All governance processes shall support:
    - contractual compliance
    - system availability and reliability
    - safety and security
    - transparency and auditability
2. Governance shall be exercised through formal committees and structured documentation.
3. Governance shall apply to all contract phases and system lifecycle stages:
   Startup → Operation → System Onboarding → System Operation → System Decommissioning → Transition → Closeout.
4. Only written decisions approved by the appropriate authority may modify technical, operational, or contractual arrangements.
5. Governance shall apply to spare-parts management activities impacting service continuity and SLA compliance, in accordance with Annex N.

V.3 Governance Structure

Governance activities shall be conducted through the following bodies:

V.3.1 Contract Steering Committee (CSC)

Purpose: Strategic, contractual, and financial decision-making.

Frequency: Semi-annual or upon Purchaser request.

Membership:

- Purchaser Contracting Authority (Chair)
- Purchaser Technical Authority
- Contractor Contract Manager
- Contractor Senior Management
- Partner representatives (observer, if invited)

Responsibilities:

- Approve contractual or high-impact changes (Annex W)
- Approve Upgrade Works requiring contract-level approval
- Validate ceiling-price compliance and procurement decisions

- Confirm Awarded Lease Prices for Systems provided under a leasing model, where such confirmation is required through onboarding authorization or formal contract amendment (Annex H, Annex G).
- Resolve escalated contractual disputes
- Review annual performance & future planning
- Review spare-parts strategy, budgetary impacts, and systemic risks affecting SLA performance (Annex O).
- Approve governance framework or reporting template changes
- Approve CI Catalogue modifications affecting pricing or scope
- Oversee system transition activities (Annex R)
- Approve Transition Acceptance at contract termination

V.3.2 Technical Coordination Committee (TCC)

Purpose: Technical and operational governance.

Frequency: Quarterly or upon Purchaser request.

Membership:

- Purchaser Technical Authority (Chair)
- Purchaser System Owners (VC, VW, DS, LD)
- Contractor Service Manager
- Contractor Lead Engineer
- Partner representatives (observer)

Responsibilities:

- Review SLA performance and KPI trends
- Review preventive and corrective maintenance
- Review technical or severity-related changes affecting leased Systems, without authority to modify the Awarded Lease Price or lease financial baseline defined in Annex H.
- Validate monthly and quarterly reports
- Review configuration baseline changes
- Review ongoing Upgrade Works proposals and implementation status
- Review and assess Change Requests of technical nature (Annex W)
- Review EoL/EoS notifications and successor CI proposals (Annex S)
- Review Risk Register updates and mitigation measures
- Review Problem Analysis Reports & corrective actions
- Review CI Catalogue changes not requiring CSC approval
- Review spare-parts planning proposals, minimum stock levels, consumption trends, and EoL/EoS risks impacting system availability (Annex N).
- Review training activities and upcoming requirements
- Plan onboarding of new systems and review proposed system decommissioning actions
- Review configuration baseline updates resulting from system onboarding or decommissioning
- Address recurring issues and root causes

V.3.3 Service Management Meeting (SMM)

Purpose: Operational coordination.

Frequency: Monthly (or weekly during periods of high operational demand).

Membership:

- Purchaser Operations Lead
- Contractor Service Desk Lead
- Contractor Lead Technician
- Other participants as required

Responsibilities:

- Review open incidents and outstanding service tickets
- Review PM schedule and progress
- Confirm event support requirements
- Track configuration baseline updates
- Review Change Request backlog and planned implementations
- Track Upgrade Works implementation items
- Review of spare-parts consumption and stock status, where relevant to incidents or SLA performance (Annex N, Annex Q).
- Identification of spare-parts-related risks impacting upcoming service periods.
- Review aging risks and urgent issues
- Track actions from previous governance meetings
- Track system onboarding and decommissioning actions impacting operational service scope

V.3.4 Transition Working Group (TWG)

Purpose: Oversees system transition during Exit Period (Annex R).

Activation: Automatically triggered upon Purchaser initiation of Exit Period.

Membership:

- Purchaser Technical Authority
- Contractor Service Manager
- Contractor Documentation Specialists
- Incoming Contractor (if designated)
- Others as appointed

Responsibilities:

- Oversee delivery of Transition Deliverables (Annex R)
- Validate system and documentation handover
- Coordinate credential transfer and access revocation
- Organize Handover Meetings
- Ensure delivery and validation of spare-parts records and inventory data during the Exit Period (Annex N, Annex R).
- Track resolution of open actions before contract termination
- Support Transition Acceptance

V.3.5 Ad-Hoc Working Groups

Created by the Purchaser to address specific technical issues.
Contractor shall participate as required.

Examples:

- LED Video Wall Stability Task Force

- CMS Upgrade Planning Team
- DSP Configuration Investigation Group

V.4 Roles and Responsibilities

V.4.1 Purchaser Roles

- Contracting Authority
- Technical Authority
- Security Authority
- System Owners (VC / VW / DS / LD / PA)
- On-Site Facility Coordination
- Change Approval Authority (high-impact/contractual changes)

V.4.2 Contractor Roles

- Contract Manager
- Service Manager
- Service Desk Staff
- Maintenance Technicians
- System Engineers
- Documentation Specialists
- Change Execution & Documentation Owner

V.5 Communication Protocols

1. All contractual or technical decisions shall be made **in writing**.
2. The official communication channels are:
    - Purchaser-approved ticketing system
    - Email
    - Governance meetings
3. Urgent matters (Severity 1 incidents) may be communicated verbally but must be confirmed in writing within **1 hour**.
4. The Contractor shall maintain a **Single Point of Contact (SPOC)**.
5. Contractor shall notify the Purchaser immediately of:
    - critical spare-parts shortages or replenishment delays that may impact SLA restoration times (Annex N).
    - critical risks
    - security incidents
    - emergency service-restoration actions
6. All governance meetings, minutes, action logs, reports, formal notices, and contract management communications shall be conducted and documented in English.
7. Personnel representing the Contractor in governance, reporting, coordination, or contract management forums shall be capable of conducting meetings, presenting information, and producing documentation in English.

V.6 Documentation Requirements

The Contractor shall produce, maintain, and update the following governance-controlled documentation:

Contract & Governance Management

- Contract Management Plan (CMP)
- Technical Management Plan (TMP)

- Governance calendar and meeting schedules
- Minutes of Meetings (MoM) for CSC, TCC, SMM, TWG
- Governance Action Register and Decision Log

Service & Maintenance Management

- Preventive Maintenance Schedule / Plan (Annex L)
- Preventive Maintenance Reports (PMRs) and completed PM Checklists (Annex L)
- Preventive Maintenance Deviation Log and waiver records
- Corrective Maintenance Records and incident reports
- Problem Analysis Reports and corrective action tracking

Performance & Reporting (Annex Q)

- Monthly Service Reports
- Quarterly Performance Reviews
- Annual Consolidated Reports
- SLA and KPI measurement evidence
- Trend and root-cause analysis artefacts

Configuration & Asset Control

- Configuration Item (CI) Catalogue and change history
- System Configuration Baselines and baseline change logs
- Installation State Lists (ISL) and updates reflecting system onboarding and decommissioning
- System Configuration Baselines and baseline change logs reflecting additions and removals of Systems
- As-built documentation and system schematics
- Configuration drift and deviation records
- Awarded Lease Price records and associated onboarding authorization documentation for leased Systems.

Change & Risk Management

- Change Request Register and Change Implementation Reports (Annex W)
- Emergency Change approvals and retrospective CR records
- Risk Register and mitigation plans (V.10)
- Approved waivers, exceptions, and risk acceptance decisions

Spare Parts & Lifecycle Management

- Spare Parts Register and inventory reports (Annex N)
- Consumption trends and replenishment records
- EoL/EoS notifications and successor CI assessments (Annex S)

Upgrade & Transition

- Upgrade Works documentation (TIP, as-built, ceiling validation)
- Transition Deliverables and handover documentation (Annex R)
- Training materials and attendance registers

All documentation shall:

- be retained for audit for the duration of the Contract;
- be made available to the Purchaser upon request;

- reflect the latest approved configuration and decisions.

Any document evidencing compliance, deviation, approval, or acceptance under the prospective Contract shall be considered governance-controlled documentation, even if not explicitly listed above.

V.7 Escalation Procedures

Escalation levels shall follow this structured path:

Operational Escalation

1. Contractor Service Manager
2. Purchaser Operations Lead
3. TCC (Quarterly or extraordinary meeting)

Technical Escalation

1. Contractor Lead Engineer
2. Contractor Technical Director
3. Purchaser Technical Authority
4. CSC (if unresolved)

Contractual Escalation

1. Contractor Contract Manager
2. Purchaser Contracting Authority
3. CSC (binding decision)

Escalation timelines must follow SLA severity urgency rules (Annex O).

Spare-parts-related risks or shortages impacting service restoration shall follow the same escalation paths and timelines as operational incidents, in accordance with Annex O and Annex N.

V.8 Decision-Making Rules

V.8.1 Technical Decisions

Require Purchaser's written approval when they affect:

- system configuration or architecture
- CI technical specifications
- introduction of new technologies/components
- security posture
- system integration or dependencies
- PM procedures
- Upgrade Works technical designs
- CI Catalogue technical definitions

V.8.2 Contractual Decisions

Require written approval by Purchaser Contracting Authority:

- pricing, payment schedule, or ceiling-price adjustments
- CI Catalogue pricing modifications
- changes to scope, deliverables, or annexes
- Upgrade Works exceeding defined ceiling-price rules

Decisions affecting leased Systems shall not modify the Awarded Lease Price unless explicitly permitted under Annex H and approved by the CSC through the Change Management Process (Annex W).

V.8.3 Change-Controlled Items

The following require formal Change Management:

- CI Catalogue changes (new CI Categories, substitutions)
- SLA parameter or KPI changes
- Governance structure or reporting template changes
- Upgrade Works procedures (Annex J)
- Configuration baselines
- Any contract-governed framework

V.8.4 Approvals

- TCC reviews technical changes.
- CSC approves high-impact or contractual changes.
- Purchaser always retains final approval authority.

V.9 Change Control Interface

1. All Change Requests (CRs) shall follow the Change Management Process (Annex W).
2. CRs shall be logged in the Change Register maintained by the Contractor.
3. Urgent/emergency changes:
    - require Purchaser's written emergency approval
    - require retrospective CR submission within **2 working days**
4. All approved changes must be reflected in:
    - configuration baseline
    - CI Catalogue (if applicable)
    - governance documentation

Changes to spare-parts ownership models, replenishment rules, reporting obligations, or approved stock levels shall be subject to formal Change Management in accordance with Annex W and Annex N.

Where a Change Request concerns a leased System, governance review shall confirm that the Awarded Lease Price remains unaffected unless the change is expressly allowed under Annex H.

V.10 Risk Management

1. Contractor shall maintain a **Risk Register** covering all operational, technical, supply-chain, and lifecycle risks, including risks associated with system retirement, replacement, or decommissioning activities.
2. Risks shall be:
    - continuously updated
    - formally reviewed quarterly during TCC
3. Contractor must notify Purchaser immediately of **critical risks** threatening continuity, security, or safety.
4. TCC shall review:
    - new risks
    - changes in severity
    - mitigation actions
5. Purchaser approves risk acceptance or mitigation plans.

V.11 Transition Governance (§ Annex R)

1. TWG shall be activated upon Purchaser's initiation of the Exit Period.
2. Contractor shall deliver Transition Deliverables including:
    - full documentation package
    - updated baselines
    - confirmation and documentation of spare-parts handover, including inventory status and outstanding replenishment actions (Annex N)
    - credential transfer
    - training or knowledge transfer
3. Handover Meetings shall be organized and documented by the Contractor.
4. CSC shall approve Transition Acceptance.

V.12 Applicability

1. This Annex applies for the entire duration of the Contract.
2. Provisions take precedence over any informal practices or undocumented agreements.
3. Deviations are only permitted through Purchaser-approved Change Requests.

Annex W Change management process

W.1 Purpose

The purpose of this Change Management Process is to ensure that all changes to contract-governed elements—including the CI Catalogue, Service Desk procedures, governance structures, upgrade procedures, and SLA parameters—are assessed, reviewed, approved, and recorded in a controlled and auditable manner.

W.2 Scope

This Annex applies to any change that may impact:

- service levels or performance
- technical configurations or CI Categories
- addition, removal, suspension, or reclassification of Systems listed in Annex F, including changes to assigned Maximum Severity levels
- operational procedures or workflows
- governance or reporting structures
- upgrade plans or lifecycle management
- contractual interpretations that affect service delivery
- onboarding, lifecycle, or severity changes affecting Systems provided under a leasing model, provided that the Awarded Lease Price established under Annex H § H.6.1.1 remains unaffected unless expressly permitted under Annex H.

This process applies to both Parties unless explicitly stated otherwise.

W.3 Change Types

Changes shall be classified into the following categories:

a. Standard Changes

Pre-authorized recurring changes with minimal risk (e.g., routine updates to Service Desk contact lists, minor template refinements).

b. Normal Changes

Changes requiring assessment and approval (e.g., updates to CI Catalogue, modifications to governance processes, changes to SLA parameters).

c. Major Changes

High-impact changes requiring escalation to the Contract Steering Committee (CSC), such as:

- new CI Categories
- significant SLA revisions
- governance restructuring
- major upgrade program changes

For the avoidance of doubt:

- the onboarding or removal of a System from the Contract scope,
- the temporary suspension of a System from SLA and KPI applicability, and
- any change to a System's assigned Maximum Severity level

shall be treated as **Normal Changes** or **Major Changes**, depending on their impact, and shall follow the Change Management Process defined in this Annex.

For Systems provided under a leasing model, Change Requests may address technical, operational, or severity-related aspects of the leased System. However, the Awarded Lease Price and associated financial baseline defined under Annex H shall not be modified through this Change Management Process, except where Annex H expressly provides for recalculation (e.g., lease extension under § H.6.5 or formal amendment through Annex W with explicit financial approval).

W.4 Change Request (CR) Submission

Any Party may initiate a Change Request.

A CR shall include:

1. Description of the proposed change
2. Reason and justification
3. Impact analysis (operational, technical, financial, contractual), including confirmation whether the proposed change affects a leased System and whether the Awarded Lease Price is impacted.
4. Risks and mitigation measures
5. Proposed effective date
6. Dependencies or required supporting documentation

The Contractor shall maintain a **Change Request Register** tracking all submitted CRs.

W.5 Change Assessment

The following assessments must be carried out as applicable:

- **Technical Assessment:** impact on configuration, CI Catalogue, or system design
- **Operational Assessment:** effect on workflows, procedures, or staffing
- **Financial Assessment:** cost implications (if any)
- **Risk Assessment:** identification of risks or dependencies
- **Contractual Assessment:** alignment with existing obligations and annexes

The Contractor shall provide the assessment for CRs it submits, unless the Purchaser requests a joint assessment.

Where a Change Request concerns a leased System, the Financial Assessment shall explicitly confirm that the Awarded Lease Price remains unchanged unless the change is permitted under Annex H § H.6.

W.6 Review and Decision Authority

W.6.1 Technical Changes

Technical Changes shall be reviewed by the Technical Coordination Committee (TCC), which shall provide a recommendation to the approving authority.

W.6.2 Contractual or High-Impact Changes

Contractual or High-Impact Changes shall be reviewed and decided by the Contract Steering Committee (CSC).

W.6.3 Joint Approval Requirement

No Change Request shall be adopted or implemented unless both Parties provide written approval through the appropriate decision authority.

W.6.4 System Removal or Suspension

Upon approval of a Change Request for System removal or suspension:

- SLA obligations, KPIs, and Service Credit applicability for the affected System shall cease from the approved effective date;
- recurring support charges for the affected System shall cease from the same date, unless otherwise agreed;
- the Configuration Baseline and Annex F shall be updated accordingly;
- historical performance data shall be retained for audit purposes.

W.6.5 Severity Reclassification

Changes to a System's assigned Maximum Severity level:

- may be proposed by either Party;
- require documented justification and impact assessment;
- shall apply **prospectively only** from the approved effective date;
- shall result in corresponding pricing and SLA adjustments in accordance with Annex H, Annex N and Annex O;
- shall not be applied retroactively.

For leased Systems, any pricing adjustment resulting from Severity Reclassification shall apply only to the Lease Service Component (LSC) through the Leasing Severity Coefficient defined in Annex H § H.6.and shall not modify the Lease Asset/Financing Component (LAC) or the Awarded Lease Price.

W.7 Implementation

Once approved:

1. The Contractor updates all relevant documentation (CI Catalogue, procedures, baselines, etc.).
2. Both Parties agree on the implementation timeline.
3. Changes are recorded in the **Configuration Baseline** where applicable.
4. The Contractor submits a **Change Implementation Report** after execution, including:
    - confirmation of implementation
    - any deviations from plan
    - updated documentation

W.8 Urgent Changes

Urgent changes required to maintain service continuity may be implemented without prior full review, provided:

- the Purchaser grants **written emergency approval**, and
- a full retrospective CR is submitted within **two (2) working days** for formal validation.

W.9 Documentation and Auditability

The Contractor shall maintain:

- Change Request Register

- Change assessments
- Approval records
- Implementation reports
- Updated annexes and baselines

All records must be available for Purchaser audit for the duration of the Contract.

W.10 Effective Date

Changes become effective on the date specified in the approved Change Request, unless otherwise agreed in writing by both Parties.

W.11 Awarded Lease Price – Protection Against Implicit Modification

For Systems provided under a leasing model, the Awarded Lease Price established in accordance with Annex H § H.6.1.1 constitutes a fixed financial baseline.

Unless expressly provided otherwise in Annex H or agreed through a formal contract amendment approved by the Contract Steering Committee (CSC):

- Change Requests shall not modify the Purchase Price Ceiling reference, Monthly LAC, Monthly LSC baseline, or lease duration forming part of the Awarded Lease Price;
- operational, technical, or severity-related changes implemented under this Annex shall not be interpreted as reopening or renegotiating lease pricing;
- updates to pricing tables in Annex H shall not apply retroactively to leased Systems already awarded.

Annex X Bidder compliance checklist (to be completed by the bidder)

X.1 Purpose

This Annex provides the mandatory Compliance Checklist to be completed and signed by each Bidder.

It enables a clear **Pass/Fail compliance screening** prior to the detailed technical and financial evaluation.

Failure to provide a fully completed and signed Annex X shall result in the Bidder being deemed **non-compliant**.

X.2 Instructions to Bidders

1. Each item in this checklist **must** be marked:
    - **YES** = Fully compliant and accepted without reservation
    - **NO** = Not accepted or exception taken
2. All YES/NO fields must be answered.
3. Explanations for any **NO** shall be provided in Section 5 (Exceptions Table).
4. By signing this Annex, the Bidder confirms that:
    - All requirements of the SoW and all Annexes are fully accepted
    - No deviations exist except those explicitly listed
    - All information provided is accurate and binding

X.3 Compliance Checklist

Below are the required compliance confirmations grouped by topic.

X.3.1 Administrative & Legal Compliance

Item	Requirement	YES/NO
X.1	Bidder accepts all Terms & Conditions of Contract	
X.2	Bidder accepts the complete Statement of Work (SoW)	
X.3	Bidder accepts all Annexes without reservation	
X.4	Bidder confirms no conflict of interest	
X.5	Bidder confirms all subcontractors (if any) are identified	
X.6	Bidder confirms financial and legal eligibility	
X.7	Bidder accepts all liability and indemnification clauses	

X.3.2 Security & Personnel Compliance (SoW + Annex H)

Item	Requirement	YES/NO
X.8	Bidder accepts all security requirements in Annex H	
X.9	Bidder confirms personnel will hold required PSCs	

Item	Requirement	YES/NO
X.10	Bidder accepts on-site security procedures	
X.11	Bidder accepts that remote access is prohibited unless pre-approved in writing	

X.3.3 Technical Scope Compliance

Item	Requirement	YES/NO
X.12	Bidder accepts full technical scope for VC systems	
X.13	Bidder accepts full technical scope for VW systems	
X.14	Bidder accepts full technical scope for DS systems	
X.15	Bidder accepts full technical scope for LD systems	
X.16	Bidder confirms ability to support all CI Categories in Annex R	
X.17	Bidder confirms ability to maintain baseline CI Catalogue pricing rules	

X.3.4 Service Delivery & SLA Compliance (Annex O)

Item	Requirement	YES/NO
X.18	Bidder accepts all SLA parameters and definitions	
X.19	Bidder accepts all response/repair times	
X.20	Bidder accepts SLA reporting requirements	
X.21	Bidder accepts service credits and penalty mechanisms	

X.3.5 Maintenance Compliance (Preventive & Corrective)

Item	Requirement	YES/NO
X.22	Bidder accepts PM requirements	
X.23	Bidder accepts CM (incident management) workflow	
X.24	Bidder accepts incident prioritisation & severity rules	
X.25	Bidder accepts on-site resource dispatch and availability obligations	

X.3.6 Governance Compliance (Annex V)

Item	Requirement	YES/NO
X.26	Bidder accepts CSC governance structure & decisions	
X.27	Bidder accepts TCC governance structure & decisions	
X.28	Bidder accepts SMM operational governance structure	
X.29	Bidder accepts TWG structure for transition	

Item	Requirement	YES/NO
X.30	Bidder accepts all documentation requirements in Annex V	
X.31	Bidder accepts V rules defined in Annex V	

X.3.7 Change Management Compliance (Annex W)

Item	Requirement	YES/NO
X.32	Bidder accepts mandatory use of Change Request (CR) process	
X.33	Bidder accepts TCC authority for technical change approvals	
X.34	Bidder accepts CSC authority for contractual changes	
X.35	Bidder accepts retrospective CR for emergency changes	
X.36	Bidder accepts obligation to maintain Change Register	
X.37	Bidder accepts obligation to submit Change Implementation Reports	

X.3.8 CI Catalogue & Lifecycle Compliance (Annex S)

Item	Requirement	YES/NO
X.38	Bidder accepts CI Catalogue structure & rules	
X.39	Bidder accepts ceiling unit prices for CI Categories	
X.40	Bidder accepts substitution approval requirements	
X.41	Bidder accepts EoL/EoS notification and successor CI obligations	
X.42	Bidder accepts CI Catalogue change-control integration	

X.3.9 Spare Parts Framework (Annex N)

Ref.	Requirement	Compliant (Yes / No)	Comments / Clarifications
X.43	Bidder confirms understanding of the Purchaser-owned spare-parts model and exclusion of leased systems (Annex N §N.2; Annex I)		
X.44	Bidder confirms ability to propose and justify spare-parts planning and sizing aligned with SLA restoration times		
X.45	Bidder confirms ability to maintain and update a Spare Parts Register in accordance with Annex N §N.7		
X.46	Bidder confirms ability to monitor and maintain Minimum Stock Levels (MSL)		
X.47	Bidder confirms compliance with replenishment rules, including Purchaser approval prior to procurement (Annex N §N.6)		

Ref.	Requirement	Compliant (Yes / No)	Comments / Clarifications
X.48	Bidder confirms ability to report spare-parts data within Monthly, Quarterly, and Annual reports (Annex Q; Annex L §N.8)		
X.49	Bidder confirms understanding that SLA breaches caused by insufficient spare parts are attributable to the Contractor unless stock levels were explicitly rejected by the Purchaser (Annex N §N.9; Annex P)		
X.50	Bidder confirms ability to deliver complete spare-parts documentation and registers during Exit and Transition (Annex R; Annex L)		

X.3.10 Upgrade Works Compliance (Annex J)

Item	Requirement	YES/NO
X.51	Bidder accepts Upgrade Works workflow	
X.52	Bidder accepts requirement to produce technical assessment & TIP	
X.53	Bidder accepts ceiling-price compliance rules	
X.54	Bidder accepts requirement for Purchaser approval before execution	
X.55	Bidder accepts as-built documentation requirements	

X.3.11 Event Support Compliance

Item	Requirement	YES/NO
X.56	Bidder accepts full event support obligations	
X.57	Bidder accepts event reporting requirements	

X.3.12 Reporting Compliance (Annex Q)

Item	Requirement	YES/NO
X.58	Bidder accepts all monthly reporting obligations	
X.59	Bidder accepts all quarterly reporting obligations	
X.60	Bidder accepts all annual reporting obligations	
X.61	Bidder accepts Problem Analysis & RCA obligations	
X.62	Bidder accepts configuration baseline reporting obligations	

X.3.13 Leasing Compliance (Annex I)

Item	Requirement	YES/NO
X.63	Bidder accepts all leasing service rules	

Item	Requirement	YES/NO
X.64	Bidder accepts leased equipment replacement rules	
X.65	Bidder accepts lifecycle integration for leased systems	
X.66	Bidder accepts end-of-lease procedures	

X.3.14 Transition & Exit Compliance (Annex R)

Item	Requirement	YES/NO
X.67	Bidder accepts all Transition obligations	
X.68	Bidder accepts responsibility to produce Transition Deliverables	
X.69	Bidder accepts participation in TWG	
X.70	Bidder accepts Purchaser authority for Transition Acceptance	

X.4 Summary Declaration

The Bidder hereby confirms that:

1. All requirements marked **YES** are accepted fully, unconditionally, and without reservation.
2. All requirements marked **NO** are listed with explanation in § X.5.
3. The Bidder accepts that any unlisted deviation shall be deemed **not accepted** and may invalidate the Bid.
4. This Compliance Checklist forms a binding part of the Proposal and subsequent Contract.

X.5 Exceptions Table

(Only to be used if any YES/NO = NO)

Ref	Requirement	Explanation for Exception	Proposed Alternative (if any)

If this section is not used, Bidder shall state:

"No exceptions. Fully compliant."

X.6 Bidder Signature

Bidder Name:

Legal Entity:

Address:

Name of Authorized Representative:

Title:

Signature:

Date:

Company Stamp (if applicable)

Annex Y Technical scoring matrix

Y.1 Purpose

This Annex provides the mandatory Technical Scoring Matrix that each Bidder shall complete as part of their Technical Proposal.

It ensures a clear, consistent, and comparable evaluation of all Bidders' technical submissions.

Bidders shall structure their Technical Proposal according to the criteria and sub-criteria defined in this Annex.

Each sub-criterion shall be addressed in a dedicated subsection using the numbering defined herein (e.g. "2.3 Reporting Approach").

Failure to do so may result in reduced scores or a non-compliant evaluation.

Evaluators will independently assign scores based on the completeness and quality of each response.

Y.2 Instructions to Bidders

1. The Technical Proposal **must follow the exact numbering and structure** of this Annex.
2. Each sub-criterion must include:
    - a **written narrative response**,
    - **evidence**, such as diagrams, process descriptions, tools, sample forms, CVs, certifications, or references,
    - cross-references to supporting annexes within the Bidder's proposal.
3. Generic marketing text or unstructured content not linked to a specific sub-criterion may be disregarded.
4. Where applicable, Bidders shall clearly distinguish between approaches for Purchaser-owned systems and leased or third-party-owned systems
5. The Bidder shall assign a **self-score (0–5)** for each sub-criterion.
6. Missing or incomplete responses may be scored as **zero** by the evaluation team.
7. The Bidder shall ensure that all information provided is accurate, complete, and auditable.

Y.3 Scoring Model

Y.3.1 Score Levels (0–5)

Scores will be assigned based on the definitions below:

- **5 — Excellent: Comprehensive, exceptional, fully aligned to best practices, supported by strong evidence**
- **4 — Very Good: Above requirements, well-structured and supported**
- **3 — Satisfactory: Meets minimum requirements with sufficient detail**
- **2 — Weak: Partially meets requirements, lacks depth or clarity**
- **1 — Poor: Does not meet requirements or is barely relevant**
- **0 — Non-Compliant: No response, irrelevant, or contradictory**

Y.3.2 Weighted Scoring

Each sub-criterion carries a weight (expressed as a percentage of the total Technical Score).
These weights may be adjusted by the Purchaser prior to issuance of the RFP.

Y.4 Technical Criteria and Sub-Criteria

Below is the full scoring matrix.

Criterion 1 — Understanding of Requirements

Bidders shall demonstrate a clear understanding of the Purchaser's operational environment, systems, responsibilities, governance mechanisms, SLAs, and lifecycle constraints.

(weight: 20% of total technical score)

Ref	Sub-Criterion	Weight	Bidder Response	Bidder Self-Score (0–5)	Purchaser Score (0–5)
1.1	Understanding of operational context (VC/VW/DS/LD)	20%			
1.2	Understanding of the SoW scope, Annexes, and asset ownership models (owned vs leased)	20%			
1.3	Understanding of SLAs, availability, and severity model	20%			
1.4	Understanding of governance structure (CSC/TCC/SMM/TWG)	20%			
1.5	Understanding of configuration, change, and lifecycle rules	20%			

Criterion 2 — Technical Approach & Methodology

Bidders shall describe in detail how they will deliver the services, supported by processes, workflows, diagrams, sample forms, templates, and tools.

(weight: 40% of total technical score)

Ref	Sub-Criterion	Weight	Bidder Response	Bidder Self-Score	Purchaser Score
2.1	Preventive Maintenance methodology (including handling of leased systems and third-party constraints)	13%			
2.2	Corrective Maintenance / Incident Management workflow (including spare-parts dependencies per Annex N)	13%			
2.3	Reporting approach (Annex Q)	13%			
2.4	Governance procedures: Change, Risk, Configuration (Annex W, Annex V)	13%			
2.5	Upgrade Works methodology (Annex J + TIP process)	13%			
2.6	Lifecycle management / EoL/EoS / successor CI handling	13%			
2.7	Onboarding/new system integration methodology (Annex G)	14%			

Ref	Sub-Criterion	Weight	Bidder Response	Bidder Self-Score	Purchaser Score
2.8	Management of leased systems and mixed ownership environments (maintenance boundaries, vendor coordination, risk and SLA alignment)	8%			

Criterion 3 — Service Delivery Capability

Bidders shall demonstrate the operational capacity, service tools, resource allocation, and continuity measures necessary to deliver the services reliably.

(weight: 20% of total technical score)

Ref	Sub-Criterion	Weight	Bidder Response	Bidder Self-Score	Purchaser Score
3.1	Service desk & ticketing model	16%			
3.2	On-site resource model and availability	20%			
3.3	Spare parts strategy & parts availability (owned vs leased systems)	16%			
3.4	Tools, monitoring systems, documentation systems	16%			
3.5	Business continuity & contingency procedures	16%			
3.6	Subcontractors & supply chain (if applicable)	16%			

Criterion 4 — Relevant Experience & Past Performance

Bidders shall provide evidence of completed projects similar in nature, complexity, scale, and operational environment.

(weight: 10% of total technical score)

Ref	Sub-Criterion	Weight	Bidder Response	Bidder Self-Score	Purchaser Score
4.1	Experience with VC/VW/DS/LD systems of similar complexity, including leased or third-party-owned environments	25%			
4.2	Experience in secure / defence / NATO-like environments	30%			
4.3	References and performance evidence	20%			
4.4	Lessons learned, quality maturity, continuous improvement	25%			

Criterion 5 — Key Personnel & Staffing

The Bidder shall provide staffing profiles, CVs, certifications, and a staffing plan adequate for the delivery of the services.

(weight: 10% of total technical score)

Ref	Sub-Criterion	Weight	Bidder Response	Bidder Self-Score	Purchaser Score
5.1	Service Manager qualification and experience	16%			
5.2	Lead Engineer qualification and experience	20%			
5.3	Technicians & certification levels (AVIXA, vendor certs)	16%			
5.4	Internal training plan for staff	16%			
5.5	Staffing levels & coverage across all locations	16%			
5.6	Transition/start-up team capability (Annex R readiness)	16%			

Y.5 Total Technical Score (Evaluator Use Only)

Criterion	Weight	Purchaser Weighted Score
Understanding of Requirements	20%	
Technical Approach & Methodology	40%	
Service Delivery Capability	20%	
Experience & Past Performance	10%	
Key Personnel & Staffing	10%	
Total Technical Score	**100%**	

Y.6 Bidder Declaration

We hereby certify that:

1. The Technical Proposal is fully structured according to Annex Y.
2. All sub-criteria have been addressed in dedicated sections.
3. All information provided is complete, accurate, and auditable.
4. Self-scores are provided in good faith.
5. This Annex forms a binding part of the Bidder's Technical Proposal.

Bidder Name:

Authorized Representative:

Signature:

Date:

Annex Z Financial evaluation methodology

Z.1 Purpose

This Annex defines the financial evaluation methodology used to compare Financial Proposals submitted under this Framework Contract.

The financial evaluation is designed to assess the overall cost competitiveness of Bidders across the full lifecycle of Systems covered by the Contract, including system support, leasing, upgrades, configuration items, services, and the Initial System List.

The Financial Evaluation forms part of the overall Best Value assessment together with the Technical Evaluation defined in Annex Y.

Z.2 Overall Evaluation Structure

The contract shall be awarded based on the combined Technical and Financial Scores.

Z.2.1 Weighting Between Technical and Financial Evaluation

Evaluation Component	**Weight**
Technical Proposal (Annex Y)	60%
Financial Proposal (Annex Z)	40%
Total	**100%**

Final Score:
Final Score = (Technical Score × 0.60) + (Financial Score × 0.40)
The Bidder with the highest Final Score shall be ranked first.

Z.3 Components of the Total Evaluated Cost (TEC)

The TEC consists of the sum of six cost components.

TEC Component	Description	Bidder price source
A	All Systems and Flavours	Annex H
B	CI Catalogue	Annex S
C	Upgrade Works	Annex H + Annex J
D	Leasing	Annex H + Annex I
E	Additional Factors	Annex H
F	Initial Systems list	Annex F

Component A — All Systems and Flavours
Includes Framework Contract Initiation Cost and System Family Initiation Costs (Annex H). In addition, it includes all costs associated with:

- preventive and corrective maintenance;
- service desk / ticketing;

- reporting and documentation;
- governance participation (CSC, TCC, SMM, TWG);
- operational management of Purchaser-owned spare parts, excluding the procurement cost of such spare parts;
- compliance with the SoW and Annex T roles.

Evaluation uses indicative distributions and system type weightings defined by the Purchaser.

Component B — CI Catalogue (Annex S)
Bidders shall provide unit prices for each CI Category within the ceilings defined.
Evaluation is performed using:

- a Representative Catalogue distribution Model issued by the Purchaser,
- multiplied by Bidder's unit prices.

This normalises bidders against equal quantities.

Component C — Upgrade Works (Annex J)
Since Upgrade Works are demand-driven, the Purchaser will evaluate:

- ceiling prices for new Systems;
- ceiling prices for onboarding of additional Systems;
- labour costs as defined in Annex H § H.9.3

Evaluation uses indicative distributions and system type weightings defined by the Purchaser.

Component D — Leasing (Annex H and Annex I)
Evaluation includes:

- unit monthly leasing fees;
- leasing duration scenarios;
- replacement charges;
- end-of-lease residual values;
- any disposal or refurbishment fees.

Evaluation uses representative leasing distributions and durations defined by the Purchaser.
Leasing fees shall be deemed to include all spare-parts costs for leased Systems, in accordance with Annex I, and no separate spare-parts pricing shall be evaluated under the TEC.

Component E — Additional Cost Factors
Includes, where applicable:

- training delivery fees;
- emergency intervention fees;
- optional services.

Spare-parts procurement costs for Purchaser-owned Systems shall not be included as Additional Cost Factors unless explicitly authorised and priced under Annex H.
Evaluation uses representative distributions defined by the Purchaser.

Component F — Initial Systems List
Includes all the systems listed in Annex F.
Evaluation is based on:

- actual system quantities;
- system types;
- flavours;
- severity levels;
- applicable coefficients defined in Annex H.

Z.4 Financial Component Weighting

Each TEC Component shall contribute to the Financial Score according to the following weighting:

Component	Weight
Component A – System Support	25%
Component B – CI Catalogue	15%
Component C – Upgrade Works	20%
Component D – Leasing	25%
Component E – Additional Factors	5%
Component F – Initial Systems	10%
Total	**100%**

Z.5 Z.5 Financial Score per Component

For each TEC Component, a Financial Score shall be calculated using a linear price scoring formula:

$$Component\ Score\ (Bidder\ i) = (Lowest\ TEC\ for\ Component\ j\ /\ TEC\ of\ Bidder\ i\ for\ Component\ j)\ \times\ 100$$

i : number assign to a bidder
j :type of Component (from A to F)

The lowest cost for each component receives a score of 100.

Z.6 Z.6 Calculation of Total Financial Score

The Total Financial Score shall be calculated as:

$$Financial\ Score =$$

$$(A\ Score\ \times\ 25\%) + (B\ Score\ \times\ 15\%)\ +\ (C\ Score\ \times\ 20\%)\ +\ (D\ Score\ \times\ 25\%)\ +\ (E\ Score\ \times\ 5\%) + (F\ Score\ \times\ 10\%)$$

The Financial Score shall be expressed on a scale from 0 to 100.

Z.7 Final Combined Score

The Final Combined Score shall be calculated as:

$$Financial\ Score = (Technical\ Score\ \times\ 60\%) + (Financial\ Score\ \times\ 40\%)$$

The Bidder with the highest Final Score shall be ranked first.

Z.8 Financial Evaluation Principles

The Financial Evaluation methodology is designed to:

- evaluate lifecycle cost competitiveness;
- ensure balanced pricing across all cost categories;
- prevent unbalanced pricing structures;
- allow fair comparison of different pricing models;
- ensure transparency and auditability;

Evaluation quantities reflect statistical consumption assumptions for evaluation purposes only and do not constitute purchasing commitments.

Annex AA Components – Cost Items & Weights

AA.1 Component A — All Systems and Flavours

All details available in Component_A_All_Systems_And_Flavors.xlsx file

AA.2 Component B — CI Catalogue (Annex S)

All details available in Component_B_CI_Catalogue.xlsx file

AA.3 Component C — Upgrade Works (Annex J)

All details available in Component_C_Upgrade_Work.xlsx file

AA.4 Component D — Leasing (Annex H H.5.6 and Annex I)

All details available in Component_D_Lease_Systems.xlsx file

AA.5 Component E — Additional Cost Factors

All details available in Component_E_Training_And_Event8Support.xlsx file

AA.6 Component F — Initial Systems list

All details available in Component_F_Initial_Systems.xlsx file