

Acquisition

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NOTIFICATION OF INTENT

Provision of Level 3 IT support at NATO HQ

IFB-CO-14825-NNHQ

Estimated Value: 3,000,000 EUR annually

Period of Performance: 3 year base period + option years

The NCI Agency is the provider of NATO-wide IT services and state-of-the-art C4ISR Capabilities. In strengthening the Alliance, the Agency applies industry best practices and provides a full life-cycle approach.

The scope of this upcoming opportunity is to deliver Level 3 IT Support services in support of the NATO Headquarters, through a services contract.

Formal Invitation For Bid (IFB) is envisaged to be issued end of August 2018 with a Bid Closing Date early October 2018 and Contract Award in January 2019.

NCI Agency POC: Sarah Hazebroek

E-mail: sarah.hazebroek@ncia.nato.int

To : See Distribution List

Subject : **NOTIFICATION OF INTENT (NOI) TO INVITE BIDS, IFB-CO-14825-NNHQ "Provision of Level 3 IT Support at NATO HQ"**
IFB-CO-14825-NNHQ

1. Notice is hereby given of the intent of the NATO Communication and Information Agency (NCI Agency) to issue an Invitation for Bid (IFB) in relation to the provision of Level 3 IT Support at NATO Headquarters.

2. A summary of the requirements of the Invitation for Bid is set forth in Annex A, attached to this letter. These requirements are being refined and detailed as part of the preparation of the Invitation for Bid.
3. The reference for the Invitation for Bid will be **IFB-CO-14825-NNHQ**, and all correspondence concerning this IFB should reference this number.
4. The estimated annual cost for the services and deliverables included within the scope of the intended contract is EUR 3,000,000, for a period of performance of March 2019 to December 2021 plus optional years
5. The NCI Agency will use the International Competitive Bidding (ICB) Procedure for this procurement with a source selection process of lowest price technically compliant, governed by NATO Financial Rules and Procedures.
6. It is planned to place a single contract for the entire scope of work. No partial bidding will be allowed.
7. The IFB is planned to be issued end August 2018, with an anticipated Bid Closing Date in early October 2018 and expected Contract Award in January 2019.
8. Details regarding a Bidder's Conference, if applicable, will be included in the IFB document.
9. National Responsible Authorities are kindly requested that the NCI Agency be provided with Declarations of Eligibility, **not later than 16 August 2018** of qualified and certified firms which may be interested in receiving an Invitation for Bid for this project. In addition to the certifications of the firm's security clearance required under this NOI, the Declarations of Eligibility should include the following information: Name of the Firm, Telephone number, E-mail address and Point of Contact within each of the nominated firms. This information is critical to enable prompt and accurate communication with prospective bidders and should be sent to the following address:

NATO Communications and Information Agency
Boulevard Leopold III
1110 Brussels, Belgium
Attention: Sarah Hazebroek
e-mail: sarah.hazebroek@ncia.nato.int

10. Bidders will be required to declare a bid validity of nine (9) months from closing date for receipt of bids, supported by a bid guarantee of 300,000 Euros (three hundred thousand Euros). If the selection and award procedure exceed the bid closing date by more than nine (9) months, firms may be requested to voluntarily extend the validity of their bids and the bid guarantee accordingly. Bidders may decline to do so, withdraw their bid and excuse themselves from the bidding process without penalty.
11. The National Authorities are advised that some parts the IFB package may be classified up to NATO RESTRICTED.

12. The successful bidder may be required to handle and store classified information up to the level of "NATO SECRET". In addition, execution of the proposed contract may require unescorted access and work of contractor personnel at NATO Class II security areas, and in accordance with C-M(2002)49, NATO Security Policy, personnel of the winning bidder will be required to hold individual security clearances of "NATO SECRET". Only firms maintaining such cleared facilities and the appropriate personnel clearances will be able to perform the resulting contract.
13. It is requested that all firms interested in participating in this procurement be introduced by their National Authorities with the required "Declaration of Eligibility" and certification of the required security clearances. Requests for participation in this competition received directly from commercial firms cannot be considered.
14. The NCI Agency point of contact for this IFB is Sarah Hazebroek (Senior Contracting Officer) at e-mail: sarah.hazebroek@ncia.nato.int.
15. Your assistance in this procurement is greatly appreciated.

FOR THE DIRECTOR OF ACQUISITION:

[Original Signed By]

Gael Craver
Acting Chief of Contracts

Attachment(s):

Annex A - Summary of the Requirements

ANNEX A – SUMMARY OF REQUIREMENTS – IFB-CO-14825-NNHQ

Background

The New NATO HQ is a state-of-the-art building with the latest in high-availability information and communication technologies including secure data, voice, video and private cloud eco systems.

There are approximately 60 major suppliers used in the ICT component of the Headquarters and each require vendor support arrangements for maintenance support. The ICT is operated and managed by a mix of NATO IT professionals with specialized contractors in some areas.

The objective of this support is to provide a centralized framework contract covering L3 IT Support, including hardware replacement, software upgrades, consultancy, training, incident support and all other 3rd level support that go beyond the expertise of administrators or when hardware fails and needs immediate replacement.

It is envisioned that these services will be used by NATO member Nations and by the NATO Organization.

Scope

One of the main aims of the project is to provide the maintenance and support services from highly reputable, Level 3 IT Support Providers in niche areas, such as for example Servers, Storage, Networking, Security, Software, and more and arrange for the underpinning support packages. The management of the respective Level 3 IT Support Agreements shall be led by a Level 3 Support Integrator, and organized as such to enable the NCI Agency and NATO to receive Level 3 support on a 24/7 basis, if and where required. The requested support services will be subject to key operational and logistics performance targets. The prospective Contractor shall assist the NATO IT organization in managing the maintenance and support services provided by the vendors by having representation on site and embedded with the IT Organization. As NATO has unique security and language requirements, the Agency is seeking a Contractor that can ensure that the Level 3 IT Support Contractor is capable of consistently meeting these security restrictions and regulations and can present a solution that is supportable without direct connections to other systems.

Schedule:

- Start March 2019 to December 2021 + optional years.

Type of Contract:

- The contract will be a firm fixed price services contract.