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Agence de consultation, de commandement et de contrôle de l'OTAN

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NC3A-BE/ACQ/ASRC/09/650
18 May 2009

To: See Distribution List

Subject: Notification of Intent (NOI) to Invite Bids for International Competitive Bidding

Outsourcing of CIS Operation and Support Maintenance in the Balkans

IFB-CO-12710-OPL

- References:
- A. SHJ5CMD/6100/07-200092- OPLAN 10501 "JOINT ENTERPRISE" SHAPE Fund Request for BLK CIS 022- Balkan CIS Support from 2008 Onward
 - B. SRB-N(2008)0013 - OUTSOURCING OF BALKANS CIS SUPPORT
 - C. SRB-N(2008)0013 - ADD1-REV1 - OUTSOURCING OF BALKANS CIS SUPPORT
 - D. AC/4-D(2007)0003 Alliance Operations and Missions International Competitive Bidding
 - E. AC/4-D/2261 (1996 Edition)-ADD.1 (INV) Best Value Procedure
 - F. AC/4-D(2008)0002 – Procedures and Practices for Conducting NSIP ICB using Best Value Evaluation Methodology

1. In accordance with Reference A, notice is hereby given of the intent of the NATO C3 Agency, as the Host Nation, to issue an Invitation for Bid (AOM ICB) in relation to the provision of Outsourcing of CIS Operation and Support Maintenance in the Balkans.
2. An overview of the requirements for this Invitation For Bid (IFB) is summarised in Annex B attached hereto. The aim of this project is to:
 - a. Harmonise the existing support contracts into one, centrally managed and outsourced procurement.
 - b. Improve the technical baseline to reduce the Total Cost of Ownership (TCO).
 - c. Introduce a cost-effective Single Overarching Outsourcing Contract (SOOC)
3. The reference for the Invitation for Bid is IFB-CO-12710-OPL, and all correspondence concerning this IFB should reference this number.
4. NC3A was authorised to use the Alliance Operations and Missions (AOM) International Competitive Bidding (ICB) Procedure, and Best Value Evaluation Procedures.

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5. Best Value Evaluation

- a. Bids received in response to the IFB will be evaluated through a Best Value approach as described in References E and F. The top-level bid evaluation criteria with their associated weightings will be 50% for Price and 50% for Technical. The second level criteria for technical evaluation areas are follows:
 - Services Provision Approach (50%),
 - Project Management Approach (25%) , and
 - Services Operation Approach (SLA Management) (25%)
- b. All bids will be evaluated against the criteria described above. When the technical evaluation is completed, the technical score for each bidder will be obtained through the weighted average of the stated evaluation factors by using the weights specified above.
- c. To obtain the weighted price score the following formula will be applied in accordance with reference F:

$$\text{Price Score} = 100 * (1 - (\text{Bid Price} / (2 \times \text{Average Bid Price})))$$

6. The estimated cost of the scope of provisioning Balkans CIS outsourcing support, including the Optional requirements is 23,080,464€ for three years (7,693,488€ per year).
7. It is planned to place a single contract for the entire scope of work, with a three year initial contract and two follow-on one-year options. No partial bidding will be allowed.
8. Bidders will be required to declare a bid validity of 6 months from closing date for receipt of bids, supported by a Bid Guarantee of Euro 200,000 (two hundred thousand Euro). Should the selection and award procedure exceed the Bid Closing Date by more than 6 months; firms will be requested to voluntarily extend the validity of their bids and Bid Guarantee accordingly. Bidders may decline to do so, withdraw their bid and excuse themselves from the bidding process without penalty.
9. The IFB is planned to be issued approximately on 29th May 2009 with a Bid Closing Date in August 2009 and contract award in October 2009.
10. In addition with the firms nominated in Annex A of this letter, it is requested that NC3A be provided with a list, **not later than 29th May 2009**, of qualified and certified firms which may be interested in receiving an Invitation for Bid for this project. This list should include the NAME of the FIRM, the TELEPHONE AND FAX NUMBER AND 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:

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NATO C3 Agency
Boulevard Leopold III
1110 Brussels, Belgium
Attention: (Marleen Descamps - Principal Contracting Assistant ACQ)

Tel: +32 (2) 707-8591
Fax: +32 (2) 707-8770
e-mail: marleen.descamps@nc3a.nato.int

11. National authorities are advised that technical specifications applicable to the bidding and the contractual documents are "NATO RESTRICTED Releasable to EUFOR/KFOR". Bidders must have an overall personnel security and facility clearance of "NATO SECRET" at the time of the IFB release in order to be eligible to receive Bidding documents and to submit a Bid. Bidders will be required to submit any bid response material through the Bidder's respective National Delegation/Mission to NATO due to classification.
12. The successful contractor will be required to handle and store classified information up to the level of "NATO SECRET" and to maintain appropriate facilities' clearance. In addition, contractor personnel visiting or working on operational sites will be required to hold individual security clearances of "NATO SECRET" and for some posts "NATO TOP SECRET" level.
13. It is requested that all additional firms interested in participating in this procurement be introduced by their National Authorities with the required "Declaration of Eligibility" and certification of their security clearances. Requests for participation received directly from firms can not be considered.
14. Your assistance in this procurement is greatly appreciated

FOR THE GENERAL MANAGER:



Jim Wager
Principal Contracting Officer

Attachment(s):

- A- Potential Bidders List
- B- Summary of the requirements

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NATO Agencies

NC3A

CRO Programme Manager (Mr Tim Murphy)	1
NLO (Mr Keith Dixon)	1
DACQ (Mr. R. Lewis)	1
Legal Adviser (Mrs. S. Rocchi)	1
CRO Programme Office (Mr. J. Ribeiro)	1
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CAT7 (Mr Satinder Sandhu)	
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GERMANY	1
GREECE	1
ITALY	1
NETHERLANDS	1
NORWAY	1
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SPAIN	1
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Balkans CIS Outsourcing Operation and support maintenance PROJECT SUMMARY

Background

The continued maintenance of high standards of CIS operational effectiveness is a critical and fundamental factor in meeting the requirements of SACEUR and COMKFOR. The aim of the project is provide effective, efficient, and coherent CIS support to the Balkans.

Scope Summary

The scope of the project is to harmonise the existing support contracts and some Crisis Establishment (CE) posts into one, centrally managed Single Overarching Outsourcing Contract (SOOC) and improve the technical baseline to reduce the Total Cost of Ownership (TCO). The prospective Contract will adopt sufficient level of flexibility in order to address the changing operational environment in the Balkans.

This prospective Single Overarching Outsourcing Contract (SOOC) will cover:

- the provision of over 27 types of services ranging from service desk, equipment Operations and Maintenance (O&M) and specialist technical advises services
- to over 18 sites in the Balkans
- with over 17 types of networks and equipment.

The NATO Stakeholders involved in the project are as follows:

- NC3A is the Host Nation, Purchaser and the Contract Authority who will manage the SOOC Project until FCA (Full Capability Acceptance) has been achieved. After FCA the Contract will be transferred to NATO Communications and Information Systems Support Agency (NCSA).
- Joint Forces Command (JFC) Naples is the Customer. They are the lead HQ for NATO operations in the Balkans.
- CJ6s are the in-theatre Customers. They will be recipients of the services provided under the SOOC. There are a total of four in-theatre Customers, of which the three NATO in-theatre Customer report to JFC Naples. The Main in-theatre Customers are:
 - CJ6 KFOR HQ
 - CJ6 NHQSa (Optional)
 - CJ6 EUFOR (Optional)
 - CJ6 NHQSk
- NCSA is the NATO CIS Service provisioning Authority. As the Enterprise Administrators they have two distinct roles:
 - Responsibility for certain equipment and services in theatre.
 - To ensure that all NATO CIS capabilities in the Balkans are managed in accordance with NATO regulations and guidelines. To fulfil this role NCSA may conduct audits of Balkans in-theatre CIS services.
- NAMSA (NATO Maintenance and Supply Agency) is NATO's principal logistics support management agency. In the Balkans theatre NAMSA provides enterprise level management of the NATO Depot & Support System (NDSS) for Sarajevo and Pristina depots.

