



NATO UNCLASSIFIED

**Acquisition Directorate**

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NCIA/ACQ/2021/06753

04 May 2021

**Notification of Intent to Invite Bids**

**Project Title:**

**'NETSCOUT/GIGAMON HW-SW In Service Support for NATO Network Infrastructure'**

**IFB-CO-115445-NETSCOUT-GIGAMON**

**Estimated Value: € 500K Euro annually**

**Period of Performance: 3 year base period + 3 option years (1+1+1)**

This is a notification of an International Competitive Bidding for the provision of In-Service Support of existing NATO NETSCOUT/GIGAMON HW and Software. This contract will provide for a fixed number of scheduled services, executed at the Peace Time Location (PTL) of the systems throughout NATO.

The Invitation for Bid (IFB) is planned to be issued by the end of June 2021, with a Bid Closing Date not later than Q3 2021. The Contract Award is envisaged to be concluded not later than December 2021, subject to the Budget Committee (BC) authorization.

**NCI Agency Point of Contact (POC):**

Principal Contracting Officer: Mrs. Tiziana Pezzi

Action Officer: Mr. Ludovic Nicolas

**E-mail: [IFBCO115445NETSCOUT@ncia.nato.int](mailto:IFBCO115445NETSCOUT@ncia.nato.int)**



NATO Communications  
and Information Agency  
Agence OTAN d'information  
et de communication

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1110 Brussels, Belgium

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- To : Distribution List
- Subject : Notification of Intent to Invite Bids for the implementation of the support contract of 'NETSCOUT/GIGAMON HW-SW In Service Support'  
**IFB-CO-115445-NETSCOUT-GIGAMON**
- References : A. Budget Committee Budget Procurement Guidance, document BC-D(2018)0004-FINAL dated 29 January 2018;  
B. NCIO Financial Rules and Procedures, document AC/337-D(2016)0014 dated 16 March 2016.  
C. C-M(2002)49 – NATO Security Policy
1. In accordance with References (A) and (B), notice is hereby given of the intent of the NATO Communications and Information Agency (NCI Agency), acting as a Host Nation responsible of implementing the subject requirement, to issue an Invitation for Bids (IFB) for the provision of In-Service Support of the NETSCOUT/GIGAMON Hardware and Software existing in NATO infrastructure. This contract will provide for a fixed number of scheduled services, executed at the Peace Time Location (PTL) of the systems throughout NATO.
  2. A summary of the requirements of the future IFB is set forth in Annex A attached to this letter.
  3. The Prospective Bidders are invited to carefully review the requirement summary in Annex A and provide, on a voluntary basis, any comments that the industry might have regarding the planned schedule, commercial conditions, options or any other aspects of the requirement. Any such comments shall be provided to the Purchaser prior to the closing date of the nomination period under Para. 1212. However, the Prospective Bidders shall note that this is not a formal clarification requests process, and the Purchaser is under no obligation to respond to any of the comments received from industry during the notice period. This is just an additional opportunity the Purchaser is giving to the Industry to provide any comments that may be taken into account ahead of the formal IFB.
  4. The reference for the Invitation for Bid is **IFB-CO-115445-NETSCOUT-GIGAMON**, and all correspondence concerning the IFB should reference this number.
  5. The estimated annual cost for the services and deliverables included within the scope of the intended service provision contract is EUR 500,000 yearly, for a minimum of three years of the base contract period of performance, and subsequent optional years. The NCI Agency reserves the right to amend the envisaged base contract duration throughout the IFB stage, as may be directed by the Budget Committee.
  6. For source selection, the NCI Agency is planning to use the International Competitive Bidding (ICB) procedures, with Lowest Priced Technically Compliant Bid evaluation methodology, governed by NATO Financial Rules and Procedures.



7. It is planned to award a single contract for the entire scope of work. No partial bidding will be allowed. Award of the contract is planned to be made on a Firm Fixed Price Basis.
8. The IFB is planned to be issued by the end of June 2021, with a Bid Closing Date not later than Q3 2021. The Contract Award is expected not later than December 2021. Contract Award is subject to BC authorization and funding priority and availability as determined by the NATO Budget Committee. The NCI Agency reserves the right to amend the requirements and schedule as may be directed by the Budget Committee.
9. Bidders will be required to declare a bid validity of twelve (12) months from closing date for receipt of bids, supported by a Bid Guarantee of Euro 100,000 (one hundred thousand Euro). Should the selection and award procedure exceed the twelve (12) months after Bid Closing Date, firms will be requested to voluntarily extend the validity of their bids and Bid Guarantee accordingly. Bidders may decline to do so, however they shall withdraw their bid and excuse themselves from the bidding process without penalty.
10. Firms from all 30 NATO Member Nations may respond to future solicitation once issued. Firms that wish to participate in this procurement must be nominated to the NCI Agency through their national delegation to NATO and such nomination must be accompanied by a **“Declaration of Eligibility”** (DoE) and certification of their security clearances executed by their national authorities. Requests for participation received directly from firms shall not be considered.
11. The Contractor shall be a NetScout Channel Partner with accreditations/ certifications for “Platinum Partner Reseller” and “Partner Enabled Support”. Furthermore, the Contractor shall be a Gigamon Channel Partner with accreditation/ certification for “Platinum Partner with Pro Support qualification”. In addition, the Contractor shall have an HP and VMWare partnership, to provide repair, maintenance and support to all HP install base equipment on which NETSCOUT/GIGAMON software is installed on.
12. The closing date for additions/ nominations to the Bidders List of qualified and certified firms which may be interested in receiving an Invitation for Bid for this Project is **07 June 2021**. The Declarations of Eligibility shall include the following information for each of the nominated firms: the NAME of the FIRM, the TELEPHONE and FAX NUMBERS, E-MAIL ADDRESS and POINT OF CONTACT. This information is critical to enable prompt and accurate communication with prospective bidders.
13. Delegations are requested to provide the prospective bidders list to the NCI Agency Point of Contact (POC) at the following address:

NATO Communications and Information Agency  
Acquisition Directorate  
Boulevard Léopold III  
1110 Brussels, Belgium

Attn: Tiziana Pezzi, Principal Contracting Officer  
Cc: Nicolas Ludovic, Senior Contracting Assistant.

E-mail: [IFBCO115445NETSCOUT@ncia.nato.int](mailto:IFBCO115445NETSCOUT@ncia.nato.int)

14. The participating National Authorities are advised that the IFB package will only contain “NATO UNCLASSIFIED” material. However, execution of the proposed contract will require unescorted access and work of contractor personnel at NATO Class II security areas and in accordance with reference C, personnel of the winning bidder will be required to hold individual security clearances of “NATO SECRET”. Only companies maintaining



appropriate personnel clearances will be able to perform the resulting contract. Bidders are to note that contract award will not be delayed in order to allow Contractor personnel to obtain missing clearances.

15. Your assistance in this procurement is greatly appreciated

FOR THE DIRECTOR OF ACQUISITION:

Mrs Tiziana Pezzi  
Principal Contracting Officer

Enclosures:

Annex A (Summary of Requirements)



**Distribution List for Notification of Intent (NOI) to Invite Bids  
IFB-CO-115445-NETSCOUT/GIGAMON**

**NATO Delegations** (Attn: Investment Adviser):

Albania	1
Belgium	1
Bulgaria	1
Canada	1
Croatia	1
Czech Republic	1
Denmark	1
Estonia	1
France	1
Germany	1
Greece	1
Hungary	1
Iceland	1
Italy	1
Latvia	1
Lithuania	1
Luxembourg	1
Montenegro	1
Netherlands	1
North Macedonia	1
Norway	1
Poland	1
Portugal	1
Romania	1
Slovakia	1
Slovenia	1
Spain	1
Turkey	1
The United Kingdom	1
The United States of America	1

**Belgian Ministry of Economic Affairs** 1

**Embassies in Brussels** (Attn: Commercial Attaché):

Albania	1
Belgium	1
Bulgaria	1
Canada	1
Croatia	1
Czech Republic	1
Denmark	1
Estonia	1
France	1
Germany	1
Greece	1
Hungary	1
Iceland	1
Italy	1
Latvia	1
Lithuania	1
Luxembourg	1
Montenegro	1
Netherlands	1
North Macedonia	1
Norway	1
Poland	1
Portugal	1
Romania	1
Slovakia	1
Slovenia	1
Spain	1
Turkey	1
The United Kingdom	1
The United States of America	1



***Distribution for information (Blind to Potential Industrial Suppliers):***

**NATO HQ**

NATO Office of Resources

Management and Implementation Branch

Attn: Deputy Branch Chief 1

Director, NATO HQ Communications and Information Staff

Attn: Executive Co-ordinator 1

SACTREPEUR

Attn: Investment Assistant 1

SACEUREP

Attn: Investment Assistant 1

Strategic Commands (*as applicable to funding source*)

HQ SACT Attn: ACOS C4ISR 1

ACO Attn: SPT CIS Director 1

**NATEXs**

All NATEXs 1 Each

**NCI Agency (Internal distribution)**

DACQ (Mrs. J. Upton through Mrs. S.Carna)  
Deputy DACQ (Mrs. A. Szydelko)  
ACQ PCO (Mrs. T. Pezzi)  
ACQ Senior Contracting Assistant (Mrs. N. Ludovic)  
ACQ ILS (Mr. R. Proietto through Mr. M. Filippi)  
ACQ CE&A (Mr. J. Pachocki through Mr. P. Jansen)  
CAB Secretary (Mrs. C. Biesemans)  
Legal Adviser (Mrs. K. Mueller through Mrs. I. Malaric)  
EM NLO (Mr. E.Santos)  
FMU (Ms. I. Nechelput)  
DSO (Mr. T. Martin)  
SStrat - Acting Director (Mr. B. Christiansen)  
NSII – Service Line Chief (Mr. A. Hutzenlaub)  
NSII – TLN Service Area Owner (Mr. S. Broecker)  
NSII – Head of Service Delivery Management (Mr. C. Bent)  
NSII – Service Delivery Manager (Mr. D. Chatziamanetoglou)

Registry (for distribution)



## ANNEX A

### Summary of Requirements

#### 1. Description of Service Background

- 1.1. NATO owns NETSCOUT/GIGAMON network equipment and software, in order to create, maintain, support and manage the NGCS (NATO General Communications System).
- 1.2. NATO is responsible for Level1-2-3 support. This contract shall provide Software and License Subscription and Level4 Technical support to all mentioned HW and SW as well as Advanced Exchange or Repair for Return support.
- 1.3. As per NATO acquisition rules, NATO seeks to expand availability of the opportunity through an International Competitive Bid.

#### 2. Description of In Service Support Scope

2.1. This contract shall provide support for the following equipment and software:

##### 2.2. Hardware

- 2.2.1. 40 Mini Remote Site nGenius Infinistreams with one port Gigabit copper with analysis capacity of max. 500 mbps and 500G storage
- 2.2.2. 40 HP ProLiant DL120 Gen9
- 2.2.3. 2 HPE DL380 Gen10 12 LFF CTO Server
- 2.2.4. 2 HPE OEM ProLiant DL360 Gen10 8SFF CTO Server
- 2.2.5. 8 InfiniStream Appliance, 4-Port Gigabit Configurable, 12TB
- 2.2.6. 23 Gigamon TAP-201
- 2.2.7. 26 GigaPORT 4 port extension module
- 2.2.8. 7 GigaVUE-420, 4 copper port with Citrus and CLI
- 2.2.9. 8 GigaVUE-420 4 copper AC power
- 2.2.10. 3 GigaTAP-TX copper tap module, 2 taps per module
- 2.2.11. 3 nGenius InfiniStream, 8-Port Gigabit configurable, 4TB
- 2.2.12. 3 nGenius InfiniStream, 4-Port Gigabit configurable, 12TB
- 2.2.13. 1 InfiniStream Appliance, 4-Port Gigabit Configurable, 12TB

##### 2.3. Software

- 2.3.1. 1 nGenius Global
- 2.3.2. 1 nGenius Performance Manager
- 2.3.3. 2 nGenius One (Windows)
- 2.3.4. 1 Incremental License nGenius Performance Manager
- 2.3.5. 25 SW-MAI-VI2000
- 2.3.6. 2 nGenius Performance Manager for workgroup
- 2.3.7. 3 nGenius Performance Manager Enterprise
- 2.3.8. 2 nGeniusONE - Full (50) - Software - (Linux)
- 2.3.9. 2 Mastercare Support for nGenius Unified Communications Collector – 10

2.4. The scope of work supplied in this contract shall include:

- a) developing and implementing an In-Service Support Plan on a yearly basis;
- b) problem resolution in agreed timeframes;

- c) remote technical assistance, in agreed timelines, troubleshooting and resolution of technical issues.
- d) Remote contribution to software and IOS upgrades
- e) providing off-site corrective maintenance of failed equipment (Advanced Exchange / Repair for Return);
- f) providing obsolescence monitoring and solutions proposals;
- g) Conducting In-service Support contract reporting including organising and conducting timely performance meetings either live or via private commercial collaboration platform;
- h) assignment of a CTA (Customer Technical Advocate); an expert technical liaison to the customer for providing information on hardware/ software releases and features, answering engineering questions, supporting upgrade strategy, and providing network evolution support

### **3. Description of Operational/Functional Requirements**

3.1. Further details on the following subjects will be published with the Invitation for Bids (IFB) package:

- 3.1.1.1. Service Level Agreement terms and levels.
- 3.1.1.2. Software Subscription Plan and Upgrade implementation requirements
- 3.1.1.3. Technical support timelines and details
- 3.1.1.4. HW-SW releases
- 3.1.1.5. Definition of Incident Severity Levels
- 3.1.1.6. Key Performance Indicators (KPIs)
- 3.1.1.7. Advance Exchange / RMA requirements

### **4. Implementation Strategy**

- 4.1. The Contractor shall provide the above services, starting from EDC (Effective Date of Contract) up to and including 31 December 2024 for the initial 3-year base period as listed in the Schedule of Supplies and Services with pricing for 3 x 1 option years.
- 4.2. The Contractor shall provide all necessary resources to include services, personnel, utilities, material, components, equipment, data and documentation needed to accomplish the CLS services unless stated otherwise in the requirements of this Contract.