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NCIA/ACQ/2022/06848
25 May 2022

NOTIFICATION OF INTENT TO INVITE FOR BIDS

Provision of VTC Maintenance Support Services

IFB-CO-115712-VTC

Estimated Value: 2.4 MEUR annually

Intended 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

The scope of this upcoming opportunity is to deliver VTC Maintenance Support Services in support of the NCI Agency and NATO, through a services contract.

The NCI Agency anticipates issuing the formal Invitation For Bid (IFB) end of July 2022 with a Bid Closing Date early September 2022 and Contract Award in December 2022.

NCI Agency Point of Contact

Senior Contracting Officer: Sarah Hazebroek

E-mail: IFBCO115712VTC@ncia.nato.int

To : Distribution List

Subject : NOTIFICATION OF INTENT (NOI) TO INVITE BIDS, for the “Provision of VTC Maintenance Support Services”

References : A. C-M(2015)0025 – NATO Financial Regulations
B. AC/337-D(2016)0014 – NCIO Financial Rules and Procedures
C. BC-D(2018)0004 – BC Military Budget Procurement Guidance

1. Notice is hereby given of the intent of the NATO Communications and Information Agency (NCI Agency) to issue an Invitation for Bid (IFB) in relation to the provision of VTC Maintenance Support Services.
2. A summary of the requirements of the Invitation for Bid is set forth in Annex B, 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-115712-VTC**, 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 2,400,000, for a period of performance of January 2023 to December 2025 plus optional years.
5. For source selection, the NCI Agency will use the International Competitive Bidding (ICB) Procedure, with Lowest Priced Technically Compliant Bid Evaluation methodology, governed by NATO Financial Rules and Procedures.
6. It is planned to place a single Firm Fixed Price (FFP) contract for the entire scope of work with an expected duration of a 3 years base period with option years. No partial bidding will be allowed.
7. The IFB is planned to be issued end July 2022, with an anticipated Bid Closing Date early September 2022 and expected Contract Award in December 2022.
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 (DoE), **no later than 29 June 2022** of qualified and certified firms which may be interested in receiving an Invitation for Bid for this project. Firms that wish to participate in this procurement must be nominated to the NCI Agency through their national authority/ delegation to NATO and such nomination must be accompanied by a DoE and certification of the firm’s security clearance (or status of the security clearance) executed by their national authorities.
10. 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
Attention: Sarah Hazebroek
E-mail: IFBCO115712VTC@ncia.nato.int

11. It is emphasized that requests for participation in this competition received directly from individual firms cannot be considered.
12. 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.
13. The National Authorities are advised that some parts the IFB package may be classified up to NATO RESTRICTED.
14. 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 "COSMIC TOP SECRET". Only firms maintaining such cleared facilities and the appropriate personnel clearances will be able to perform the resulting contract. Personnel security clearances shall be valid at the time of contract signature. 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 CHIEF OF ACQUISITION:

Sarah Hazebroek
Senior Contracting Officer

Attachment(s):

- Annex A (Distribution List)
- Annex B (Summary of Requirements)

ANNEX A
Distribution List
Provision of VTC Maintenance Support Services
IFB-CO-115712-VTC

NATO Delegations:

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
The Netherlands	1
North Macedonia	1
Norway	1
Poland	1
Portugal	1
Romania	1
Slovakia	1
Slovenia	1
Spain	1
Turkey	1
United Kingdom	1
United States	1

Embassies in Brussels (Attn: Commercial Attaché):

Albania	1
Belgian Ministry of Economic Affairs	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
The Netherlands	1
Norway	1
Poland	1
Portugal	1
Romania	1
Slovakia	1
Slovenia	1
Spain	1
Turkey	1
United Kingdom	1
United States	1

Distribution for information

NATO HQ

NATO Office of Resources
Management and Implementation Branch 1
Attn: Deputy Branch Chief

Director, NATO HQ C3 Staff
Attn: Executive Co-ordinator 1

NCI Agency Internal 1

All NATEXs

Belgium	1
Bulgaria	1
Canada	1
Croatia	1
Czech Republic	1
Denmark	1
France	1
Germany	1
Greece	1
Italy	1
The Netherlands	1
Norway	1
Poland	1
Spain	1
Turkey	1
UK	1
USA	1

ANNEX B SUMMARY OF REQUIREMENTS IFB-CO-115712-VTC

Background:

The NATO VTC (Video Tele Conferencing) Service provides state-of-the-art videoconferencing from Soft Clients up to Immersive Telepresence rooms, recording, streaming and VIP operator monitoring to its customers.

The ICT is operated and managed by a mix of NATO IT professionals with specialized contractor support in some areas. The main supplier for VTC is Poly and other suppliers like BARCO, Cisco, Crestron and others.

The objective of this support is to provide a maintenance contract, including equipment maintenance support, license maintenance, hardware replacement upon failure, software upgrades, training, incident support and all other 3rd and 4th level support that go beyond the expertise of administrators.

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 VTC Maintenance Support Providers in niche areas, such as Servers, Videoconferencing devices, Networking, Licenses, and more and arrange for the underpinning support packages. The VTC Support Agreements shall be organized as such to support the NCI Agency and NATO to deliver Level 3 and 4 support, including on-site, on a standard 8/5 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 NCI Agency through the provision of these VTC maintenance support services in meeting the required service targets by having the necessary representation on site. As NATO has unique security and language requirements, the Agency is seeking a Contractor that can ensure that the Level 3 and 4 VTC Maintenance Support Contractor is capable of consistently meeting the applicable security restrictions and regulations and can present a solution that is supportable without direct connections to other systems.

Schedule:

- Start January 2023 to December 2025 + optional years.

Type of Contract:

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