

**NOTIFICATION OF INTENT  
BOA PLUS COMPETITION**

**Provision of Level 3 IT support at NATO HQ**

**IFB-CO-115800-NHQ**

Estimated Value: 2,000,000 EUR annually

Period of Performance: 3 year base period + 5 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 1Q2023 with a Bid Closing Date 2Q2023 and Contract Award in Q3 2023.

**NCI Agency POC: Lise Vieux-Rochat**

E-mail: [IFBCO115800NHQ@ncia.nato.int](mailto:IFBCO115800NHQ@ncia.nato.int)

To : See Distribution List

Subject : **NOTIFICATION OF INTENT (NOI) TO INVITE BIDS, IFB-CO-115800-NHQ “Provision of Level 3 IT Support at NATO HQ”**

Reference(s) : A. AC/337-D(2016)0015-REV1 dated 01 July 2022  
B. BC-D(2018)0004-FINAL dated 29 January 2018

1. In accordance with References A and B, the NCI Agency, as Host Nation, hereby gives notice of its intent to issue an Invitation for Bid (IFB) for the provision of Level 3 IT Support at NATO Headquarters under the Basic Ordering Agreement Plus (BOA+) procedures outlined in References A and B.
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-115800-NHQ**, 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 2,000,000, for a period of performance of January 2024 to December 2026 plus 5 optional years.
5. The envisaged procurement procedure for this IFB will be the BOA+ procedures. The successful quote, pursuant to the IFB following this NOI, will be that quote which is the lowest price and technically compliant in accordance with the evaluation criteria prescribed in the IFB.
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 1Q2023, with an anticipated Bid Closing Date 2Q2023 and expected Contract Award in July 2023.
8. An initial bidders list proposed by the NCI is to be found in Annex A. Interested companies holding an active BOA with the Agency may require inclusion to the POC listed in paragraph 13.
9. In addition, any interested companies without an active BOA can contact the National Authorities to request inclusion on the Bidders List. National responsible authorities are kindly requested to provide to the NCI Agency Declarations of Eligibility, not later than **31 January 2023** of qualified and certified firms which are interested in bidding for this project. In addition to the certification of the firm's security clearances required under this NOI, the Declarations of Eligibility should include the following information for each of the nominated firms: Name of the Firm, Telephone number, E-mail address and Point of Contact. This information is critical to enable prompt and accurate communication with prospective Bidders and should be sent to the following email address:

e-mail: [IFBCO115800NHQ@ncia.nato.int](mailto:IFBCO115800NHQ@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 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.
12. It is requested that all firms without an active BOA 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 without an active NCI Agency BOA cannot be considered.
13. The NCI Agency point of contact for this IFB is Lise Vieux-Rochat (Contracting Officer) at e-mail: [IFBCO115800NHQ@ncia.nato.int](mailto:IFBCO115800NHQ@ncia.nato.int) .
14. Your assistance in this procurement is greatly appreciated.

FOR THE CHIEF OF ACQUISITION:

Lise Vieux-Rochat  
Contracting Officer

**Attachment(s):**

Annex A – NOI Initial Bidders list

Annex B - Summary of the Requirements

## **Distribution List**

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

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

**NCI Agency – All NATEXs**

**NCI Agency Internal distribution List (not disclosed)**



**ANNEX A – NOI INITIAL BIDDERS LIST**

Country	Vendor
BELGIUM	ATOS
	BLACK BOX NETWORK SERVICES
	BT(Worldwide)Ltd Belgium Branch
	Brevco Services
	DUSTIN BELGIË (CENTRALPOINT) NV
	Dimension Data Belgium
	I.R.I.S. Solutions & Experts S.A.
	IBM Belgium NV/SA
	LUCIAD NV
	Prodata Systems
	Proximus NV
	RealDolmen NV
	Serco Belgium
	Unisys Belgium S.A.
	Vitrociset Belgium
FRANCE	Geos Groupe
	Global Technologies
	Orange Business Services
	THALES SIX GTS FRANCE
	THALES SIX GTS FRANCE
GERMANY	Bechtle GmbH & Co.KG
	steep GmbH (former Serco GmbH)
ITALY	Engineering Ingegneria Informatica S.p.A
	SIRTI SpA
	Telecom Italia S.p.A
NETHERLANDS	NCIM-Groep
	Solitee B.V.
	UNI Business Centre BV
POLAND	Vector Synergy Sp. z o.o.
ROMANIA	ATOS Convergence Creators SRL
SLOVAKIA	Aliter Technologies a.s
TURKIYE	ESEN SISTEM ENTEGRASYON VE MUHENDISLIK

UNITED KINGDOM	LA International Computer Consultants Ltd.
	Leonardo UK Ltd
UNITED STATES	Booz Allen & Hamilton Inc
	Business Integra Technology Solutions, I
	Creative Information Technology, Inc.
	General Dynamics Information Technology
	LEIDOS Inc
	SAIC
	US International Development Consortium

## **ANNEX B – SUMMARY OF REQUIREMENTS – IFB-CO-115800-NHQ**

### **Background**

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

There are approximately 80 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, military staff, and 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 3<sup>rd</sup> level support that go beyond the expertise of IT administrators or when hardware fails and needs immediate replacement.

It is envisioned that these services will be used by NATO member Nations, NATO Partners, 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 Processing, 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 Manager/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:**

- Transition period (if applicable): July – December 2023
- Start 01 January 2024 to 31 December 2026 + five optional years.

### **Type of Contract:**

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