



# NCI Agency eProcurement Supplier Registration Form



# Supplier Registration Form

**NOTE: Please print, sign, scan and email a copy of this form to [neo.registration@ncia.nato.int](mailto:neo.registration@ncia.nato.int)**

## Supplier Company Details

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*Please fill in the details of your supplier site:*

## Neo Account Manager

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*Account Manager in Neo is accountable on behalf of the Supplier for the right use of the system. See 'Terms of Use' for more info.*

## Finance Point of Contact

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*Finance Point of Contact (POC) is responsible for confirming by email any possible changes in the Company bank account information made by the Account Manager in Neo. See 'Terms of Use' for more info.*

\_\_\_\_\_  
*\* Account Manager*

\_\_\_\_\_  
*Finance POC*

\_\_\_\_\_  
*Date and Location*

\_\_\_\_\_  
*Company Stamp*

*\* By signing this page, I certify that all information is correct to my knowledge, that I have read the Terms of Use and am authorised to be solely responsible for executing the full range of activities available within the Account Manager role in Neo.*

# Supplier Registration Procedure

## Verification

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Once the Supplier Registration Form has been verified and processed by the NCI Agency, Account Manager will receive credentials to access both the first and the second login as described below. All adjacent User accounts created by the Account Manager will go through the same first-time login procedure.

Neo allows Suppliers to access the system with three roles: Account Manager, Contract Manager and Bid Manager.

### Account Manager Responsibility

There can only be one Account Manager per Supplier. Account Manager is the key Supplier User account responsible for managing all other User accounts linked to the Supplier by performing the following possible actions in Neo:

- create new User accounts (e.g. Contract Manager or Bid Manager)
- change User roles (e.g. Contract Manager to Bid Manager)
- reset User password
- deactivate User

All system functionalities related to Supplier roles in Neo are outlined in Annex A of the Terms of Use. Further guidance on how to navigate the system is available on the Neo Landing Page after the first login.

## Access to Neo

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Access to Neo is protected with two security layers.

Each user will have two sets of credentials in order to access Neo:

- 1** First Login is available from the NCI Agency public website and will allow access to the Neo Landing Page with all available training materials and support.


### For the first login, Users will:

1. receive an SMS with username and temporary password;
2. have to change password on first use;
3. receive an SMS code to confirm the password change;
4. receive an SMS code to confirm login.

- 2** Second Login is available from the Neo Landing Page and will grant access to Neo.

### For the second login, Users will:

1. receive an email with username;
2. receive an email with temporary password;
3. have to change password on first use.

-  In case of difficulties around accessing Neo, please contact [neo.support@ncia.nato.int](mailto:neo.support@ncia.nato.int).

## 1. Acceptance of Terms of Use

By accessing and/or using Neo, you hereby acknowledge that you have read and that you agree to be bound by these Terms of Use.

You also confirm that (i) you are fully empowered to bind your company/organization to these Terms of Use; (ii) your company is eligible to bid on NATO contracts as per the NATO procurement rules; and (iii) you are fully empowered to submit bids and/or other information required by the NCI Agency on behalf of your company/organization and to take any action required for subsequent contract administration (e.g., work confirmation, shipment notices, invoicing, etc.). You will be fully responsible for all activities carried out in Neo using your account.

## 2. Changes to Terms of Use

The NCI Agency may amend, review and/or modify these Terms of Use from time to time without prior notice to you. You are therefore invited to consult them on a regular basis on the NCI Agency official website ([www.ncia.nato.int](http://www.ncia.nato.int)). The new Terms of Use will become immediately applicable. By using the Neo, you fully agree to these Terms of Use, as well as any amendments, revision and/or modification.

## 3. NATO Procurement rules

The evaluation of any bids, solicitation, quotation or other offer will be conducted in accordance with the NATO procurement rules.

## 4. Description of the service

Neo provides the ability to receive information on NCI Agency procurement opportunities, register as a Supplier, input and modify company information, submit electronic bids, quotations and offers and assist in the administration of contracts between the Supplier and the NCI Agency.

No fee is charged by the NCI Agency for the use of this service.

## 5. Personal data

Use of Neo requires you to register. Registration is required to allow for your identification and that of the company/organization you are representing. Upon registration you may be asked to provide the following information:

For Industry representatives:

- Full name;
- Address;
- Email;
- Cell Phone number;
- Your role in the company;
- Your role in relation to procurement action (Account Manager, Contract Manager, Bid Manager, Financial Point of Contact, Delegation/National representative);
- A proof of identity;
- A power of attorney from the company for the role envisaged in Neo; and
- Company bank account number.

### For Nations' representatives

- Full name;
- Address;
- E-mail;
- Telephone number;
- Your role;
- A proof of identity.

The NCI Agency, as an international organization, is not subject to national rules and regulations governing personal data, such as the EU General Data Protection Regulations. The NCI Agency will handle all personal data in accordance with NATO and NCI Agency internal rules. Supplier data collected by the NCI Agency are required to use the functionalities of Neo. Data provided to the NCI Agency will only be used to ensure access to Neo, to generate system notifications as well as various updates on all subjects related to Neo and NCI Agency sourcing and contract management procedures. The NCI Agency will not use the data for any other purpose without the express agreement of the Supplier

## **6. Roles and registration**

Neo system envisages four potential roles for users: Account Manager, Bid Manager, Contract Manager and National/Delegation representative. While a company may decide to assign one individual to various roles, the number of users per company is limited.

For more information, please contact the NCI Agency's helpdesk by email at [neo.support@ncia.nato.int](mailto:neo.support@ncia.nato.int).

Accounts created on Neo are named accounts and are strictly personal to the account holder. The Users nominated and registered shall be fully entitled to commit their company/organization in relation to NATO procurement activities, irrespective of their formal role as recorded in Neo. The Account Manager will inform the NCI Agency whether the roles below are fulfilled by one or more individual(s) and provide the corresponding contact details.

The functionalities corresponding to each of the roles are provided in the annex.

### **6.1 Account Manager**

The Account Manager is the main counterpart of the NCI Agency in relation to any procurement action carried out using the Neo. Using Neo, the Account Manager will be able to grant access to a limited number of additional individuals in its company/organization and/or modify the account holder and roles, and is responsible for providing and maintaining the data of the company. For security reasons, registration of the Account Manager is done off-line through the Neo support organisation and confirmed through a system notification. Changes in the Account Manager need to be communicated to the NCI Agency in the same manner as the registration of the initial Account Manager. The processing of this change may take a few working days.

### **6.2 Bid Manager**

The Bid Manager is responsible for receiving solicitation packages released by the NCI Agency and submitting the bid documentation, including all annexes, in Neo. The Bid Manager is the NCI Agency point of contact in relation to any bids or other procurement documentation submitted in Neo as part of a NATO procurement action.

### 6.3 Contract Manager

The Contract Manager is responsible for the administration of any contract awarded as a result of a NATO procurement action carried out using the Neo. The Contract Manager is the NCI Agency point of contact after any contract award to its company/organization.

### 6.4 National/Delegation Representative

National/delegation representatives are nominated by their respective Nations. The national/delegation representative may submit Declaration of Eligibility and access solicitation packages through Neo when applicable.

### 6.5 Finance Point of Contact

Finance Point of Contact is an individual authorized by the Supplier and listed on the Supplier Registration Form whose responsibility is to assist fraud prevention by confirming any possible changes in the Company bank account information made by the Account Manager in Neo. Confirmation of any changes will be done via email. The authorized Finance POC need not be a Neo User, however if they are a Neo User then they must be a different person from the Account Manager in Neo.

## 7. Conditions of use and withdrawal of access

Neo may be used only for the purpose of obtaining information on NATO procurement actions, sending bids and other procurement documentation in relation to NATO procurement activities and supporting the administration of any subsequent contract. In the event that your Company is the successful bidder, Neo will be used for contract administration including, without limitation, for the purpose of acceptance and invoicing procedures.

You agree to use Neo tool in line with NATO procurement rules and regulations. You also undertake not to use Neo for:

- carrying out any activities that are not in line with any applicable rules and regulations;
- carrying out activities that would be detrimental to the fairness of NATO eProcurement activities (such as cartel, market division, price fixing, etc).
- post messages that are inappropriate, insulting or illegal;
- upload messages and/or documents that contains illegal or otherwise inappropriate material;
- infringe the intellectual property rights of third party;
- upload files containing viruses, malware of any other code that may result directly or indirectly in damages to the NCI Agency;
- impersonate others or access Neo under false pretence or false identity.

Violations of these Terms of Use may result in the temporary or permanent suspension of your account, deletion of information provided by you and by your Company and/or deletion of data submitted by you and by your Company, without prejudice to any other legal action.

For security reasons, your Neo account must be accessed at least once in a 60 days period. Your access to Neo will be suspended if your account is not used for 60 days. Contact the Neo support group to request the reactivation of your account.

## **8. Responsibilities of the User**

The User shall carry out the following:

- use Neo in accordance with the responsibilities assigned to the User as described in these Terms of Use;
- provide true, accurate, current and complete information about yourself and your Company;
- maintain the above information to ensure it remains up to date;
- regularly consult these Terms of Use to be informed of any changes thereof;
- update all operating software/antivirus/antimalware and applications on the User's computer/network, in line with best industry practice;
- remain responsible for keeping the Neo username and password secure and under User's sole control and responsibility;
- ensure that the Neo password is changed regularly;
- remain responsible for the content of any document, message, notice or other information posted on Neo.

## **9. Classification of data**

Neo only allows the exchange of NATO UNCLASSIFIED information. Exchange of any classified information is not allowed using Neo. If any classified information needs to be exchanged for bidding on a NCI Agency project, this exchange must take place outside of Neo, in accordance with the NATO security regulations. The User is also responsible to ensure it can upload its information onto Neo taking into account any restrictions associated with the information (e.g., export control, classification).

## **10. Notifications**

Neo will generate e-mail and other notifications. E-mails and notifications are provided on a best effort basis. While the NCI Agency makes every possible effort to ensure that the content of the e-mails and notifications is complete, up to date and accurate, the NCI Agency does not guarantee the accuracy and/or completeness of notifications, nor that emails and/or notifications are free from errors. It is up to the Users to regularly access Neo to ensure that the information is accurate and timely. Only information posted on Neo is authoritative.

## **11. Security**

Access to Neo will be carried out using username/password and multi-factor authentication through the use of the following methods: SMS to the cell phone number referenced in Section 5 Personal Data.

The User is responsible for maintaining the confidentiality of its account and password and will be held responsible for all activities carried out using its account and password. The User agrees to immediately inform the NCI Agency of any compromise or unauthorized use of its password and account, as well as any other security issue affecting the use of Neo.

Requests to change a bank account initiated by the Account Manager requires an additional confirmation by the authorized named Finance Point of Contact detailed on the Supplier Registration Form. The change will only go into effect once confirmation from the Finance Point of Contact has been received.

## **12. Outage**

The NCI Agency aims at ensuring that Neo remains available. In certain cases, however, upgrade or maintenance of the system may be required. The NCI Agency will inform the Users in advance of all planned upgrade and/or maintenance of the system, with the exception of critical or urgent upgrades and/or maintenance.

Users are encouraged to submit all bidding documentation, solicitation or other offers ahead of the end of the bid closing period. In the event of an outage on the day of bid closing, Users are invited to refer to user support (section 14 herein), as well as contact the Contracting Officer in charge of the respective procurement.

### **13. Limitation of liability**

In no event shall the NCI Agency/NATO be liable for any direct, indirect, incidental, special, or consequential damages, or damages for loss of profits, revenue, data or data use, incurrent by users arising from User's access to, or use of, Neo and any content provided on Neo.

### **14. User support**

Support to the user in relation to the use of Neo is available. Users can raise the tickets from after logging into the Neo Landing Page.

In case if the Users cannot login to the Neo Landing Page, they can raise support request by sending an email to a functional mailbox [neo.support@ncia.nato.int](mailto:neo.support@ncia.nato.int).

### **15. Anti-corruption – anti-bribery – price fixing and other anti-competitive practices**

The User certifies that neither he/she or any agents, employees or representatives of the User's Company/organization have offered or given any gratuity whatsoever to any of Purchaser's personnel, with a view to securing a contract or favourable treatment with regard to the award, modification or execution of this Contract. Without prejudice to any other proceedings, the Purchaser may terminate any awarded Contract immediately if it is found, after an investigation by the Purchaser, that gratuities (in the form of entertainment, gifts, or others) were offered or given by the Contractor to NCI Agency/NATO personnel in view of obtaining the award of this Contract and/or influencing or attempting to influence any decision regarding its execution.

The User also certifies that its bids, solicitations and other offers have been arrived at independently and that the User has not engaged, directly or indirectly, in any price fixing and/or other anti-competitive practices. In addition to all others sanctions available under law, the Purchaser may terminate any awarded Contract immediately if it is found, after an investigation, that the User took part in any anti-competitive practice leading to the award of the Contract to the User.

### **16. Dispute resolution**

All disputes arising out of these Terms and Condition shall be handled in accordance with the NATO regulations, directives and international agreements governing the procurement at hand.

### **17. Term and termination**

These terms and conditions are applicable to you as from your first access to Neo and remain applicable for an indefinite period. You may terminate your participation to Neo by sending an email to [neo.support@ncia.nato.int](mailto:neo.support@ncia.nato.int). Any pending action will remain governed by these terms and conditions until their full completion. The closure of your account will be confirmed to you by the NCI Agency.

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**ANNEX A**

System functionalities per User responsibility in Neo:

MODULE	AREA	FUNCTIONALITY	Bid Manager	Contract Manager	Account Manager	
iSupplier	Orders	Purchase Orders		X	X	
		Work Orders		X	X	
		View Agreements		X	X	
		View Purchase History		X	X	
		View Work Confirmations		X	X	
		View Deliverables		X	X	
		View Timecards		X	X	
	Shipments	View Delivery Schedules			X	X
		Shipment Notices			X	X
		View Shipment Schedules			X	X
		View Receipts			X	X
		View Returns			X	X
		View Overdue Receipts			X	X
		View On-time performances			X	X
	Finance	Create Invoices			X	X
		View Invoices			X	X
		View Payments			X	X
	Administration	View General				X
		Organization				X
		Address book				X
		Contact directory				X
		Business Classifications				X
		Product & Services				X
Banking Details					X	
Payment & Invoicing					X	
View Surveys					X	
Sourcing	RFQ/Bids	Acknowledge Participation	X		X	
		Create Quote	X		X	
		Online Discussions	X		X	
		View Quote History	X		X	
		Update Personal Information	X		X	
		Accept Terms and Conditions	X		X	
		RFQ/RFI	X		X	
		Print RFQ document	X		X	
		Export RFQ to Excel	X		X	
		Extend Close Bidding Date	X		X	
		Manage Deliverables	X		X	
Account Mgmt	Submit Request	Change User Role			X	
		Create User			X	
		Deactivate User			X	
		Reset User Password			X	

**Thank you for your time,  
for more information on  
the NCI Agency, follow us on:**



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