

To : Distribution List

Subject : **Notification of Intent to Invite Bids for Outsourcing of Communication and Information Systems (CIS) Operations and Maintenance (O&M) Support in Bosnia and Herzegovina**

References : **A.** AC/337-D(2016)0015-REV1 dated 01 July 2022
B. BC-D(2018)0004-FINAL, BC Budget Procurement Guidance

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1. In accordance with Reference A and B, the NCI Agency, as the Host Nation responsible to implement the project in subject, hereby gives notice of its intent (NOI) to issue an Invitation for Bid (IFB) for **Outsourcing of Communication and Information Systems (CIS) Operations and Maintenance (O&M) Support in Bosnia and Herzegovina** of ,hereafter referred to as the "Project".
 2. The NATO Communications & Information Agency (NCI Agency) is responsible for the support to be provided to NHQ Sa/ EUFOR in order to operate and maintain its Static and Deployable Communication Information Service Capability.
 3. A high-level summary of the Project's technical requirements is set forth in Annex A hereto. These requirements are being refined and will be included in further details as part of the IFB.
 4. The reference for this Project is IFB-CO-422183-CIS-O&M and all correspondence concerning this NOI and subsequent IFB should reference this number.
 5. The estimated investment cost for the operational and maintenance support and included within the basic scope of the intended contract is not to exceed 6 M EUR over three years comprising an one (1) year base contract and two (2) contract options of one (1) year each.
 6. The NCI Agency plans to issue an IFB using the International Competitive Bidding (ICB) Procedure for Lowest Priced Technically Compliant (LPTC) evaluations. A single, firm-fixed price contract is planned for the entire scope of work including optional years.
 7. Eligibility to participate in the subsequent IFB is declared by national authorities. Hence, qualified and certified companies interested in receiving an IFB for this Project are hereby requested to provide a Declaration of Eligibility (DoE), **sent** by their Delegation/Mission to NATO to the NCI Agency contracting authority not later than 14 August 2023, which is 35 calendar days after the date of this letter.

a. In addition to the certification of the company's security clearances required under

this NOI, the DoE should include the following information for each of the nominated companies:

- Company name
- Company address
- Point of Contact (PoC)
- PoC email address
- PoC telephone number

- b. This information is critical to enable prompt and accurate communication with prospective bidders and should be sent electronically to:

IFB422183CISO&M@ncia.nato.int

8. In order to maximize competition the NCI Agency may, at this discretion, accept nominations after the deadline, so long as the IFB has not been issued. The NCI Agency may even accept, at its discretion, nominations after the IFB has been issued under the condition that such late nomination will not be used as the basis to request an extension to the bid closing date.
9. Requests for participation in this competition received directly from individual companies will not be considered.
10. Bidders will be required to declare a bid validity of 6 months from bid closing date. Should the selection and award procedure exceed the bid closing date by more than 6 months, companies will be requested to voluntarily extend the validity of their bids accordingly. Bidders may decline to do so, withdraw their bid and excuse themselves from the bidding process without penalty.
11. The successful bidder will be required to handle and store classified information up to the level of NATO RESTRICTED. In addition, contractor personnel will be required to work unescorted in Class II Security areas. Therefore, access can only be permitted to cleared individuals. Only companies maintaining such cleared facilities and the appropriate personnel clearances will be able to perform the resulting contract.
12. The NCI Agency is not liable for any expenses incurred by companies in conjunction with their responses to this NOI and such responses shall not be regarded as a commitment of any kind concerning future procurement of the items or services described herein.
13. Your assistance in this procurement is greatly appreciated.

For the Chief of Acquisition:

Gracja Jablonska
Contracting Officer

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NATO Communications
and Information Agency

Annex A – Summary of Requirements

1. Introduction

- 1.1. The NATO Communication and Information Agency (NCIA) is the Contracting Agency for the NATO Headquarters Sarajevo (NHQSa)/ European Union Force (EUFOR) Communications and Information systems (CIS) Outsourcing Services detailed in this document. NCIA is the Administrator of this CIS Outsourcing contract.

2. Background

- 2.1. The NATO and EUFOR activities in Bosnia & Herzegovina consist of two distinct operations: NATO activities span both Camp Butmir and Bldg 001 NATO Advisory Team (NAT) Sarajevo, while EUFOR are currently located only at Camp Butmir with a small presence at Sarajevo International Airport.
- 2.2. The EUFOR mission in Bosnia & Herzegovina is known as Operation ALTHEA.
- 2.3. The NATO Headquarters in Sarajevo, which in addition to being tasked with CIS support to Operation Althea has a primary mission of defence reform in Bosnia & Herzegovina.
- 2.4. Operation ALTHEA is carried out with SUPPORT FROM to NATO assets and capabilities, on the basis agreed with NATO ("Berlin Plus"). Therefore, all CIS services for EUFOR are managed by NATO HQ Sarajevo.
- 2.5. The headquarters of both NATO HQ Sarajevo and the European Union Forces (NHQ Sa/EUFOR) are co-located at Camp Butmir. Sarajevo has an international airport connecting to several European destinations.
- 2.6. NATO only provides CIS services and funding to the NATO/EUFOR Crisis Establishment (CE), approved National Support Units and third party organizations as authorized by JFC Naples.
- 2.7. The end user community is made up from a wide variety of nations, the rotation times in theatre for military personnel is between 4 and 12 months. This results in a high turnover of end user accounts and the need for increased end user support. While the working language is English, individual proficiency may vary.

3. Locations

3.1. Camp Butmir

Camp Butmir is located in the Krtelji b.b., Butmir suburb of Sarajevo, Bosnia & Herzegovina. At the beginning of 2024 some 1200 NATO and EUFOR personnel are stationed at Camp Butmir of whom approximately 500 are users of the ADP equipment and have accounts across three major network domains. Most users are located in Building 200, the headquarters building.

3.2. Building 001 – NATO Advisory Team Sarajevo (NAT)

Building 001 is located within the Bosnian Federation Ministry of Defence at Graditeljstvo, Hamidije Kresevljakovica 96, Sarajevo, Bosnia & Herzegovina. The NATO offices occupy part of the upper floor at the rear of the building where approximately 35 NATO staff are employed.

3.3. Sarajevo International Airport

1 (one) standalone PC and 1 (one) printer. are located at the Sarajevo International Airport connected to the internet via an ISP. If service is required, the PC will be brought to Camp Butmir by the user.

3.4. NATO Advisory Team (NAT) LNO Banja Luka

The NAT LNO team in Banja Luka is located at Kraljice Marije 8, 7800, Banja Luka, Bosnia & Herzegovina. The team has the use of 1 (one) NATO owned standalone workstation and 1 (one) printer. Unless specifically tasked and funded, support to this location shall be limited to repair of these devices should they be brought to Camp Butmir by the User.

3.5. Other locations

Some equipment described in this SoW, normally PCs, may be located and used at other NHQ Sa & EUFOR locations in Bosnia & Herzegovina. Unless specifically tasked and funded, or otherwise specified in this Statement of Work support to these locations shall be limited to repair of these items should they be brought to Camp Butmir by the User.

3.6. EU External Sites

As detailed in Annex C the EUFOR Mission Secret network extends to support EU Staff Group (EU SG) located and hosted in SHAPE, Mons and EU Command Element (EU CE) located and hosted by JFC Naples. A further extension from EU Staff Group (EUSG) to EU Military Staff (EU MS) in Brussels is in place Day to day support for these users and

installations is principally based on remote access and VMware implementations. Up to four maintenance visits to each location per year should be performed by the Contractor at no additional cost to the Purchaser. For the maintenance visits scope, EUSG and EUMS sites will be considered as one location. Maintenance visits should not exceed four days included travel and require only one staff member to travel. Should additional visits be required these shall be the subject of a separate tasker and additional funding.

4. Project Scope

4.1. The Contractor shall provide full Level 1 and Level 2 Operations and Maintenance (O&M) of all systems, services and facilities located in the specified National locations. This effort includes day-to-day system operation, management, maintenance, technical assistance and the provision of required support personnel, as further described in this document, including:

4.2. Work Space Services and End User Devices, but not limited to:

- Laptops and Workstations
- Laptop and Workstation peripheral devices:
 - o Keyboards
 - o Monitors
 - o Mice
 - o KVM switches
 - o Desk Top Uninterrupted Power Supplies (where deployed)
 - o HeadSet
 - o Web Cameras
 - o Speakers
- VOIP/ VOSIP phones
- VTC systems/ facilities
- MultiFunctional Printers and Scanners
- Mobile Phones
- Cabling and access points.

4.3. Back End Infrastructure in Host Nation Locations, but not limited to:

- Uninterrupted Power Supplies
- Routers
- Switches
- Firewalls
- Crypto Systems
- Servers and Mass Storage devices
- Cabling and access points.

4.4. Deployable CIS Systems, but not limited to:

- Theatre Liason Kits (TLK)
- Tactical Satallite Systems (TACSAT)
- INMARSAT
- Harris Radios.

4.5. Security domains or networks in Host Nation locations:

- EUFOR Secret network: Used by the personnel deployed under the EUFOR Crisis Establishment (CE).
- NATO Secret network: Used by the personnel deployed under the NATO CE.
- NATO Unclassified network: Used by all NATO, EUFOR personnel including Local Civilian Hires (LCHs).

4.6. Equipment excluded from the Contractor's Responsibility:

4.6.1. Miscellaneous equipment directly related to building infrastructure:

- Prime power
- Room/Building UPS
- Building Air Conditioning.

- 4.7. While several network providers, provide leased circuits in theatre, the CIS services under this scope are through a commercial service-provisioning contract.
- 4.8. With the exception of the network providers, the Contractor shall liaise and perform a knowledge transfer between him (the Contractor) and the commercial service providers on all CIS systems that are part of this contract.
- 4.9. In addition to commercially delivered services, all other CIS services are delivered by NATO service providers.
- 4.10. The Contractor shall liaise and perform a knowledge transfer between him (the Contractor) and the NATO service providers on all CIS systems that are part of this contract.
- 4.11. Provision of new services and products not mentioned herein, will be treated as an option based on a formal request by the Purchaser.
- 4.12. Physical Boundaries of the Contractor's Responsibility
- 4.12.1. The Contractor shall be responsible for all CIS Equipment, its connectivity, the equipment on either end; all equipment listed in this section and everything in between unless specifically excluded.
- 4.12.2. The Contractor's responsibility shall end at where the physical media is the responsibility of an external provider.
- 4.12.3. The Contractor shall not be responsible for troubleshooting, incident or problem resolution on a device where access permissions have been denied by the Purchaser or where support responsibility lies with the Purchaser, an external agency or another Contractor.