

RFP-ACT-SACT-22-115



NORTH ATLANTIC TREATY ORGANIZATION
HEADQUARTERS, SUPREME ALLIED COMMANDER TRANSFORMATION
7857 BLANDY ROAD, SUITE 100
NORFOLK, VIRGINIA 23551-2490

Request for Proposal

Bidding Instructions

Asset Consolidation Technician in support of the ACT Cyberspace Branch

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This Enclosure is designed to assist the respective company provide HQ SACT with all necessary documents/information required. For clarification, please refer to Bidding instructions in part 1 of subject solicitation.

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PART 1 BIDDING INSTRUCTIONS

1. General

This is a Firm Fixed Price personnel services contract in accordance the General Terms and Conditions; **Contract Award is contingent upon funding availability; Partial bidding is not allowed.**

2. Classification

This Request for Proposal (RFP) is a NATO UNCLASSIFIED document.

3. Definitions

- (a) The "Prospective Bidder", shall refer to the entity that has completed and returned the Enclosure of the transmittal letter of this RFP, and has indicated thereon its intention without commitment, to participate in this RFP.
- (b) The term "Bidder", shall refer to the bidding entity that has completed a bid in response to this RFP.
- (c) The term Contractor shall refer to the bidding entity to whom the contract is awarded.
- (d) The term "Contracting Officer" designates the official who executes this RFP on behalf of HQ SACT.
- (e) "Contracting Officer's Technical Representative" or "COTR" is the official who is appointed for the purpose of determining compliance of the successful bid, per the technical specifications.
- (f) The term "HQ SACT" shall refer to Supreme Headquarters Allied Command Transformation.
- (g) The term "ACT" shall refer to Allied Commander Transformation.
- (h) The term "NATO" shall refer to the North Atlantic Treaty Organisation.
- (i) The term "days" as used in this RFP shall, unless otherwise stated, be interpreted as meaning calendar days.

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4. Eligibility

This RFP is open to companies:

- (a) Established in a North Atlantic Treaty Organisation Alliance member nation.
- (b) Working in the required field of study and legally authorised to operate in the United States of America, at the time of bidding.
- (c) Has performed the desired past performance including size, cost and scope, as described in this RFP.
- (d) **All proposed key personnel on this requirement must be citizens of a NATO member nation.**

5. Duration of Contract

- (a) The contract awarded shall be effective upon date of award.
- (b) Period of Performance: on or about 12 September 2022 – 31 December 2022

6. Exemption of Taxes

- (a) In accordance with the agreements (Article VIII of the Paris Protocol dated, 25 August 1952) goods and services under this contract are exempt from taxes, duties and similar charges.

7. Amendment or Cancellation

- (a) HQ SACT reserves the right to amend or delete any one or more of the terms, conditions or provisions of the RFP prior to the date set for bid closing. A solicitation amendment or amendments shall announce such action.
- (b) HQ SACT reserves the right to cancel, at any time, this RFP either partially or in its entirety. No legal liability on the part of HQ SACT shall be considered for recovery of costs in connection to bid preparation. All efforts undertaken by any bidder shall be done considering and accepting, that no costs shall be recovered from HQ SACT. If this RFP is cancelled any/all received bids shall be returned unopened, per the bidder's request.

8. Bidder Clarifications

- (a) Prospective Bidders should seek clarification at their earliest convenience. Any explanation regarding the meaning or interpretation of this RFP, terms, clause, provision or specifications, shall be requested in writing, from the Contracting Officer. The Contracting Officer must receive such requests for clarification no later

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than 3 calendar days prior to the bid closing date.

(b) In lieu of a bidder's conference, HQ SACT invites bidders to submit initial technical questions not later than 19 August 2022.

(c) Information in response to all inquiries / requests for clarification to a prospective bidder shall be furnished to all prospective bidders at the following link: <http://www.act.nato.int/contracting> as a Question and Answer addendum. All such addendums and any necessary solicitation amendments shall be incorporated into this RFP. Oral Interpretations shall not be binding.

9. Bid closing date

Bids shall be received at HQ SACT, Purchasing and Contracting Office, no later than **02 September 2022, 0900 hours, Eastern Daylight Time, Norfolk, Virginia, USA**. No bids shall be accepted after this time and date.

10. Bid Validity

Bids shall remain valid for a period of one hundred and twenty days (120) from the applicable closing date set forth within this RFP. HQ SACT reserves the right to request an extension of validity. Bidder shall be entitled to either grant or deny this extension of validity; HQ SACT shall automatically consider a denial to extend the validity as a withdrawal of the bid.

11. Content of Proposal

The proposal shall consist of electronic copies only, A) **e-mailed as one single PDF file version for the technical proposal** and B) **e-mailed as one single PDF file version for the price proposal**. Both the technical and price proposal are required no later than **02 September 2022, 0900 hours, Eastern Daylight Time, Norfolk, Virginia, USA**. **No hard copy proposals will be accepted**

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A table of contents for the entire proposal

- (a) The bidder's full name address, Point of Contacts, Telephone, Fax number and Internet site,
- (b) Compliance statement (Enclosure #1);
- (c) Provision of technical and price volumes;
- (d) Compliance criteria (Annex B);
- (e) Past performance (Enclosure #2)

12. Proposal Submission

- (a) Proposals shall be submitted electronically in two separate PDF documents, one containing the Technical Proposal and one containing the Price Proposal, each e-mailed separately to:
 - Technical proposal: technicalproposal@act.nato.int
 - Price proposal: priceproposal@act.nato.intE-mail subjects shall include the solicitation information along with company name (for example: IFIB-ACT-SACT-22-XX_Tech_ABC Inc. / IFIB-ACT-SACT-22-XX_Price_ABC Inc.). **It is the sole responsibility of the company to confirm receipt of both the technical and price volumes prior to the deadline. Allow sufficient time in your submission should you encounter e-mail size challenges.**
- (b) **Price proposals shall be in U.S. Dollar currency.** Contractor may request payment post award in alternate currency based on agreed conversion rate.
- (c) Prices shall be on a Firm Fixed Price Basis and include any relevant discount schedule.
- (d) It is the sole responsibility of the interested company to review any Q & A that may be issued in support of this solicitation, prior to bid submission.
- (e) No oral bids or oral modifications or telephonic bids shall be considered.
- (f) It is the ultimate responsibility prior to submission that all proposal submissions are reviewed to ensure they meet the technical and administrative specifications and that offers meet the limitations and expressed conditions.

13. Late Proposals

- (a) It is solely the bidder's responsibility that every effort is made to ensure that the proposal reaches HQ SACT prior to the established closing date and time.

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All late bids shall be returned to the offering company unopened. Only if it can be unequivocally demonstrated that the late arrival of the bid package was the result of NATO staff negligence (mishandling) shall the bid be considered.

- (b) **A delay in an e-mail exchange due to server or size restrictions does not constitute a delay by NATO.**

14. Bid Withdrawal

A bidder may withdraw their bid up to the date and time specified for bid closing. Such a withdrawal must be completed in writing or facsimile, with attention to the HQ SACT Contracting Officer.

15. Bid Evaluation

- (a) The evaluation of bids and determination as to the responsiveness and technical adequacy or technical compliance, of the products or services requested, shall be the responsibility of HQ SACT. Such determinations shall be consistent with the evaluation criteria specified in the RFP. HQ SACT is not responsible for any content that is not clearly identified in any proposal package.
- (b) Proposals shall be evaluated and awarded to the company that represents the lowest priced technically compliant bid.
- (c) Acceptance of HQ SACT General Terms and Conditions.

16. Proposal Clarifications

During the entire evaluation process HQ SACT reserves the right to discuss any bid with the order to clarify what is offered and interpretation of language within the bid, to resolve in potential areas of concern.

17. Award

HQ SACT intends to award a firm fixed price contract(s) to the Offeror(s) whose proposal(s) represents the lowest price, technically acceptable offer to NATO. Partial awards are not authorized.

HQ SACT will collect information from references provided by the Offeror in regard to its past performance. Contractors must provide authorization to contact references. HQ SACT reserves the right to negotiate minor deviations to the listed General Terms and Conditions to this RFP.

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18. Communications

All communication related to this RFP, between a prospective bidder and HQ SACT shall only be through the nominated HQ SACT Contracting Officer. Designated contracting staff shall assist the HQ SACT Contracting Officer in the administrative process. There shall be no contact with other HQ SACT personnel in regards to this RFP. Such adherence shall ensure Fair and Open Competition with equal consideration and competitive footing leverage to all interested parties.

19. Point of Contact is:

Magdalena Ornat, ACT Contracting Specialist, 757-747-3150

magdalena.ornat@act.nato.int

Tonya Bonilla, ACT Contracting Officer, 757-747-3575, tonya.bonilla@act.nato.int or

Catherine Giglio, ACT Contracting Officer, 757-747-3575, Catherine.giglio@act.nato.int

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Enclosure 1

COMPLIANCE STATEMENT TO SEALED BID RFP-ACT-SACT-22-115

It is hereby stated that our company has read and understands all documentation issued as part of RFP-ACT-SACT-22-115. Our company proposal submitted in response to the referenced solicitation is fully compliant with the provisions of RFP-ACT-SACT-22-115 and the intended contract with the following exception(s); such exemptions are considered non substantial to the HQ SACT solicitation provisions issued.

<u>Clause</u>	<u>Description of Minor Deviation.</u>
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(If applicable, add another page)

Company: _____ Signature: _____

Name & Title: _____ Date: _____

Company Bid Reference: _____

Bidder's proposal must be based on full compliance with the terms, conditions and requirements of the RFP and all future clarifications and/or amendments. The bidder may offer variations in specific implementation and operational details provided that the functional and performance requirements are fully satisfied. In case of conflict between the compliance statement and the detailed evidence or explanation furnished, the detailed evidence/comments shall take precedence/priority for the actual determination of compliance. Minor or non-substantial deviations may be accepted. Substantial changes shall be considered non responsive.

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Enclosure 2

PAST PERFORMANCE INFORMATION FORM

- (a) Contracting Agency:
- (b) Contract No:
- (c) Type of Contract (Firm Fixed Price, IDIQ, Requirements):
- (d) Title of Contract:
- (e) Description of Work Performance and Relevance to Current Acquisition (Type of facility, capacity, estimated patronage, summary of staff used):
- (f) Contract Dollar Amount:
- (g) Period of Performance:
- (h) Name, Address, Fax and Telephone No. of Reference:
- (i) Indicate Whether Reference Acted as Prime or Sub-contractor:
- (j) Comments regarding compliance with contract terms and conditions:
- (k) Complete Contact Information for client:
- (l) Permission to contact client for reference: Yes/ No

Name/Signature of Authorized Company Official

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Enclosure 3 PRICE PROPOSAL

Proposed rates must be fully “loaded” [G&A, O/H etc.], however they must not include per diem (meals & lodging) and travel. Travel (and related expenses) will not be covered under this contract, but handled separately in accordance with the ACT Financial Manual.

SUBJECT: RFP-ACT-SACT-22-115 Sealed Bid Price Proposal

Please find on behalf of **Insert: Company Name** to provide HQ SACT with services (collectively referred as “ITEMS”), subject to the provisions, terms and conditions stated in RFP ACT-SACT-22-99 and the “**Insert : Company Name** Technical proposal”, submitted in accordance with solicitation provisions.

Asset Consolidation Technician in support of the ACT Cyberspace Branch September – December 2022	
Hourly Rate	\$
Total (600 hours)	\$

Companies are requested to identify any requested Milestone payments below.

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Please verify and acknowledge propriety of above, by duly completing signatures below.

Authorizing Company Official:

Printed _____ Name: _____

Position: _____

Title: _____

Authorizing Company (Signature): _____, Date: _____.

Company name Witness Official:

Printed _____ Name: _____

Position: _____

Title: _____

Witness Signature: _____, Date _____

Annex A

STATEMENT OF WORK

Support to the

Headquarter Supreme Allied Commander Transformation

Asset Consolidation Technician in support of the ACT Cyberspace Branch

1. Introduction

DCOS Capability Development (CAPDEV) acts as the Supreme Allied Commander Transformation's Director for guidance, direction and co-ordination of the activities and resources of the Capability Development Directorate.

CAPDEV is responsible to:

- Identify and prioritize Alliance capability shortfalls from short to long term, along a continuum of holistic capability development.
- Lead the determination of required capabilities and prioritization of shortfalls to inform the delivery of materiel and non-materiel solutions across the Doctrine, Organization, Training, Material, and Leadership, Personnel, Facilities and Interoperability (DOTMLPFI) lines of effort to enable a holistic approach to capability development, ensuring improved interoperability, deployability and sustainability of Alliance Forces.

The Requirements Division will execute all tasks and activities needed to support requirements management for NATO capabilities. The Capabilities Division will use those capability requirements to develop capabilities that meet the commanders' needs while ensuring interoperability, efficiency, flexibility and efficiency across all DOTMLPFI.

Within the Capabilities Division, several Programmes are executed with the guidance of a Capability Monitor (CM) and a Programme Director (PD).

This SoW seeks an Asset Consolidation technician to facilitate Information Communication Technology (ICT) inventory listing of specific NATO sites in support of the Cyberspace Programme.

2. Purpose

This statement of work (SoW) describes the work to be contracted for the inventorying of Cyber Security Services (as well as their supporting hardware and

software), which need to be replaced in the upcoming years, so that the NATO Enterprise maintains Communication and Information Systems (CIS) Security posture. This work is to be executed by the incumbent under the direction of ACT, but working in close cooperation with the NATO Communications and Information Agency (NCIA).

3. Background

The technical work will support continuous obsolescence management, aimed at maintaining the CIS security service capabilities within NATO.

4. Scope of Work

Working in close collaboration with the NATO Cyber Security Centre (NCSC) Service Delivery, Programme Delivery and Procurement Management, the incumbent shall perform the following duties:

- Analyse and categorise Service architectures (i.e. Service component breakdowns) for NCSC's Cyber Security Services
- Define, collect, analyse and correlate complex datasets coordinating with data owners and validating data integrity of collected data
- Perform site surveys (when required)
- Plan workshops / schedule meetings
- Contact and collaborate with required Subject Matter Experts (SMEs) for each service as necessary
- Provide regular status and progress updates and reporting

NCSC Cyber Security Service Components include (but are not limited to):

- a. Firewall
- b. Intrusion Detection / Prevention Systems
- c. Full Packet Capture
- d. Online Computer Forensics
- e. Offline Computer Forensics
- f. Online Vulnerability Assessment

5. Deliverables

An Activity Report clarifying activities performed, results achieved, challenges faced, lessons identified and recommendations for follow up activities.

A compiled data set (in .xlsx format) providing the required information for granular obsolescence management (a.k.a. technical refresh) of infrastructure elements (hardware, software, services, licenses) managed by NCSC. This data set is expected to be the result of reusing and enhancing existing related databases and repositories in NCSC or specified entities (up to 100) and exporting and compiling the results.

Focus on:

- What components (HW, SW, License, ...) do security services (NCIA catalogue¹) rely on (service to component dependencies)?
- How many components are there (total and per site)?

¹ <https://dnbl.ncia.nato.int/Pages/ServiceCatalogue/CPSList.aspx>

- Where are these components (location and organization "SITES")?
- How old are these components?
- Which vendors provide them?
- Which categories of components (e.g. firewall, NIDS, FPC) are each type?
- What are the licensing requirements and parameters for each type (e.g. per site, per user, per throughput...)?
- What key specifications / category of capacities and features they do have and need?

6. Required Profile

The candidate responsible to execute the work must demonstrate skills, knowledge and experience in the following areas:

- At least 5 (five) years of demonstrable experience of data collection, analysis and correlation techniques in either complex IT service environments.
- 2 (two) years of demonstrable experience and understanding of Project Management frameworks such as Prince 2.0.
- Comprehensive understanding of Service Asset and Configuration Management (SACM) techniques, processes and procedures as defined in ITIL v3.0.
- 3 (three) years of demonstrable experience of working with different asset types and support models within complex IT based Services e.g. hardware, software, licensing models, support contracts etc.
- Very strong verbal and written communication/presentation skills.
- Knowledge of NATO &/or NCIA international organisations with experience working with their acquisitions policies, processes and procedures.
- Experience of working with Business Intelligence data correlation and visualisation tools.
- Has a valid active NATO or national security clearance, which expires no sooner than January 2023, at least at the level of NATO SECRET.
- Demonstrates proficiency in English as defined in STANAG 6001 (Standardized Linguistic Profile (SLP) 3333 - Listening, Speaking, Reading and Writing) or equivalent.

7. Required Travel

The effort required to complete the work in the scope of this SoW, includes approximately 4 (four) weeks of on-site activities in **Supreme Headquarters Allied Powers Europe (SHAPE)** in Mons, Belgium.

In addition to that, the incumbent might be required to travel to specific NATO sites to conduct surveys for the period no longer than 3 (three) weeks during the entirety of the contract.

8. Period of Performance

The period of performance is estimated to be on or about 12 September to 31 December 2022.

9. Place of Performance

This project is expected to be completed mostly remotely. Expected on-site activities duration is 1/3 of the total contract duration that shall be programmed in detail at the initiation stage. The Contractor will also have to be present on site to collect necessary IT equipment to begin the task and will be required to participate in site surveys if the need arises.

The expected location for on-site duties is SHAPE in Mons (BEL), but if formally requested, the incumbent can get access to other NCSC locations: primarily at The Hague (NL), but also other such as Braine-l'Alleud (BEL).

The contractor shall perform his/her activities on NCIA provided infrastructure and systems (laptops, MS Office software, other portals, databases) and will not introduce any additional tools or software into NCIA systems. All content created, all data collected and processed shall stay within the NCIA provided systems.

Terms and Conditions

HQ SACT General Terms & Conditions dated 01/26/2022 and HQ SACT Special Terms and Conditions dated 10/08 apply to this contract and can be reviewed at www.act.nato.int/contracting under *Contractor Information*.

Annex B

REQUIREMENTS MATRIX

Contractor's technical proposals will be assessed on the qualifications of the personnel proposed to perform the work. Individuals' résumés must be provided. The personnel will be measured against the criteria specified below in order to ascertain whether the personnel has the required expertise. HQ SACT reserves the right to conduct technical discussions of nominated candidates. Examples of how the contractor meets the minimum or the additional criteria are required. Ultimately contractor companies shall clearly demonstrate by providing unequivocal reference to where / how the contractor meets the criteria set forth in this solicitation (please include page number in proposal and/or reference to CV).

Bidder Name _____

Candidates Name _____

NATO UNCLASSIFIED

#	Criteria	Compliant (C) / Non-compliant (NC)	Ref – Specifically state where to validate compliance. Page/Para etc.
1.	At least 5 years of demonstrable experience of data collection, analysis and correlation techniques in either complex IT service environments.		
2.	2 (two) years of demonstrable experience and understanding of Project Management frameworks such as Prince 2.0.		
3.	Comprehensive understanding of Service Asset and Configuration Management (SACM) techniques, processes and procedures as defined in ITIL v3.0.		
4.	3 (three) years of demonstrable experience of working with different asset types and support models within complex IT based Services e.g. Hardware, software, licensing models, support contracts etc.		
5.	Very strong verbal and written communication/presentation skills.		
6.	Knowledge of NATO and/or NCIA international organisations with experience working with their acquisitions policies, processes and procedures.		
7.	Experience of working with Business Intelligence data correlation and visualisation tools.		
8.	A valid active NATO or national security clearance, which expires no sooner than January 2023, at least at the level of NATO SECRET.		
9.	Experience of working with Business Intelligence data correlation and visualisation tools.		