



**NORTH ATLANTIC TREATY ORGANISATION**

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

**Request for Proposal**

**RFP-ACT-SACT-24-78**

**Help Desk Support and System Administrator**

**AMENDMENT 1 (Changes in red font)**

## RFP-ACT-SACT-24-78

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**BIDDING INSTRUCTIONS**

**1. General**

This is a Firm Fixed Price Level of Effort contract in accordance with the HQ SACT General Terms and Conditions; Contract Award is contingent upon funding availability; Partial bidding is not allowed.

**HQ SACT GENERAL TERMS AND CONDITIONS DATED 03/13/2024** ARE APPLICABLE TO THIS PROCUREMENT AND CAN BE LOCATED ON THE ACT WEBSITE AT [WWW.ACT.NATO.INT/CONTRACTING](http://WWW.ACT.NATO.INT/CONTRACTING) UNDER CONTRACTOR INFORMATION.

**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 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 Headquarters Supreme Allied Commander Transformation.
- (g) The term “ACT” shall refer to Allied Command 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.

**4. Eligibility**

This RFP is open to governmental or commercial entities:

- (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 country or countries in which this contract is to be performed 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:**

Base Period: 1 September 2024 – 31 December 2024

Option Period 1: 1 January 2025 – 31 December 2025

Option Period 2: 1 January 2026 – 31 December 2026

Option Period 3: 1 January 2027 – 31 December 2027

Option Period 4: 1 January 2028 – 31 December 2028

**6. Exemption of Taxes**

- (a) In accordance with the agreements, (Article VIII of the Paris Protocol, dated 28 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.

**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 than 3 (three) calendar days prior to the bid closing date.
- (b) In lieu of a bidder's conference, HQ SACT invites bidders to submit technical and contractual questions not later than **24 JULY 2024**.
- (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 **9 AUGUST 2024, 0900 hours, Eastern Daylight Time, Norfolk, Virginia, USA**. No bids shall be accepted after this time and date. **No hard copy proposals will be accepted.**

## 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 extent the validity as a withdrawal of the bid.

## 11. Content of Proposal

- (a) A table of contents for the entire proposal;
- (b) The bidder's full name, address, point of contacts, telephone, fax number, and website;
- (c) Compliance statement (See Enclosure #1)
- (d) Past performance (See Enclosure #2); references will be accepted in lieu of past performance;
- (e) Provision of technical and price volumes;
- (f) Compliance matrix (See Annex B to Statement of Work).

## 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 emailed separately to:

- (1) Technical Proposal: [techproposal@act.nato.int](mailto:techproposal@act.nato.int)
- (2) Price Proposal: [priceproposal@act.nato.int](mailto:priceproposal@act.nato.int)

Email subjects shall include the solicitation information along with company name (for example: RFP-ACT-SACT-24-78\_Tech\_ABC Inc. / RFP-ACT-SACT-24-78\_Price\_ABC Inc.).

**Allow sufficient time in your submission should you encounter email 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) No oral bids or oral modifications or telephonic bids shall be considered.
- (e) It is the ultimate responsibility of a prospective bidder prior to submission that all proposal submissions are reviewed to ensure they meet the technical, contractual 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. 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 email exchange due to the 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) Due to the highly technical nature of these requirements, HQ SACT reserves the right to conduct pre-award discussions with proposed key personnel to accurately assess identified technical competencies. Discussions will be limited to scope of this RFP and the evaluation criteria identified.
- (c) Proposals shall be evaluated and awarded taking into consideration of the following factors:
  - (1) Successful administrative submission of bid packages as requested in paragraph 11 and as listed in this RFP.
  - (2) Successful determination of compliance. (Compliant/Non-compliant).
  - (3) Technical factors / pricing factors rated the following: Technical / Price = 70/30 (Best Value Compliant Offer).
  - (4) Technical clarifications as determined may be conducted.
  - (5) 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 Best Value Compliant 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.

#### **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. Points of Contact**

LT Margaret Anderson, ACT Contracting Officer,  
757-747-3699, Margaret.anderson@act.nato.int

LCDR Juan C. Benavides, ACT Contracting Officer  
757-747-3804, Juan.benavides@act.nato.int

Louise Syms, Contracting Specialist,  
757-747-3788, Louise.syms@act.nato.int



## RFP-ACT-SACT-24-78

### Enclosure 1 Compliance Statement

#### **COMPLIANCE STATEMENT TO SEALED BID RFP-ACT-SACT-24-78**

It is hereby stated that our company has read and understands all documentation issued as part of RFP-ACT-SACT-24-78. Our company proposal submitted in response to the referenced solicitation is fully compliant with the provisions of RFP-ACT-SACT-24-78 and the intended contract with the following exception(s); such exemptions are considered non substantial to the HQ SACT solicitation provisions issued.

Clause	Description of Minor Deviation

(If applicable, add another page)

Company:\_\_\_\_\_

Signature:\_\_\_\_\_

Name & Title:\_\_\_\_\_

Date:\_\_\_\_\_

Company Bid Reference:\_\_\_\_\_

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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

#### **PAST PERFORMANCE INFORMATION FORM (References may be submitted in lieu of past performance)**

- (a) Contracting Entity:
- (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

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Name/Signature of Authorized Company Official

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.

## RFP-ACT-SACT-24-78

### Enclosure 3 Price Proposal

#### SEALED BID PRICE PROPOSAL

#### SUBJECT: RFP-ACT-SACT-24-78

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.  
<https://www.act.nato.int/images/stories/budfin/afm24.pdf>.

#### SUBJECT: RFP-ACT-SACT-24-78

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-24-78 and the “**Insert : Company Name** Technical proposal”, submitted in accordance with solicitation provisions.

Help Desk Support	Base Period (Est. 600 hours) Award – 31 December 2024	Option Period (1800 hours) 1 January – 31 December 2025	Option Period (1800 hours) 1 January – 31 December 2026
Hourly Rate			
Total			

Help Desk Support	Option Period (1800 hours) 1 January – 31 December 2027	Option Period (1800 hours) 1 January – 31 December 2028
Hourly Rate		
Total		

Total Proposal Cost \$ \_\_\_\_\_

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 (SOW)**  
**Help Desk Support and System Administrator**

**1. Introduction**

HQ SACT requires additional personnel to work as Help Desk Support and as a Systems Administrator.

**2. Background and Scope of Work**

- (a) Location: Norfolk, VA, USA (On-Site)
- (b) Seeking One (1) Candidate

**3. Tasking Objectives**

- (a) Supports the JADL, TRANSNET, and e-ITEP system administration and help desk operating during normal US office hours (08:00-16:30) Monday through Friday excluding official holidays.
- (b) Working from the HQ SACT MS/LT Branch at HQ SACT the system administrators will:
  - (1) Review all new requests for accounts on the JADL, TRANSNET, and e-ITEP systems, approving those, which meet the NATO requirements and responding to those, which need further clarification;
  - (2) Support any help desk questions received by email or phone;
  - (3) Work with the MS/LT Branch for uploading of courseware, functional testing of courseware packages, and maintenance of existing content on JADL platform;
  - (4) Support various communities of interest within NATO in customization and maintenance of JADL pages;
  - (5) Work closely with NCIA to ensure the services are available and operational on the NATO networks;
  - (6) Maintain an awareness of any cyber issues that may affect the system delivery or unauthorized access to the system.

**4. Essential Qualifications**

- (a) A minimum of 3 years' experience (within last 6 years) working as an administrator of online Learning Management System and MS SharePoint;
- (b) A minimum of 3 years' (within last 6) supporting users with new accounts creation, help desk support and general support to remote users on the system;

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- (c) A minimum of 3 years' experience (within last 6) using Learning Management Systems (LMS) and troubleshooting user issues on course access and completion;
- (d) Experience in help desk tracking software and trouble ticket supporting software;
- (e) Experience in producing reports and metrics from LMS, MS SharePoint, or by interrogating the database;
- (f) Experience in cyber issues and protecting the system and network from unauthorised access;
- (g) Two years of vocational training in computer related science or related subjects in the educational domain;
- (h) Fluent in English (Written and Oral);
- (i) NATO SECRET level of security clearance or active SECRET security clearance issued by a national authority.

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### ANNEX B: Grading Matrix

#### Requirements Matrix

Contractor's technical proposals will be assessed on the qualifications of the both the company and individuals proposed to perform the work. Individuals' résumés will be measured against each of the criteria specified below in order to ascertain whether the individuals have adequately qualifications to be considered compliant. (HQ SACT reserves the right to conduct technical discussions of nominated candidates). Examples of how detailed knowledge levels were attained are expected. Ultimately Contractor companies shall clearly demonstrate by providing unequivocal reference to where company/key personnel meet the criteria set forth in this solicitation (please include page number, reference to CV or links as applicable).

#### Best Value Criteria for LABOR CATEGORY #01 Help Desk Support and System Administrator

Company Name:

Proposed Candidate Name:

Proposed Candidate's Nationality (identify if multiple citizenship & nation):

Item	Compliant	Non-Compliant
Minimum of one past performance citations within the last six years to show that it has successfully completed work that is similar to or directly traceable to the requirements outlined in this SOW.		
Demonstrated proficiency in English as defined in STANAG 6001 (Standardized Linguistic Profile (SLP) 3333 - Listening, Speaking, Reading and Writing) or equivalent.		
Active NATO or National SECRET (or higher) security clearance		
Valid NATO Nation passport with no travel restrictions to NATO nations		
Proficiency in the use of the Microsoft Office Tool suite and collaborative software		
Minimum of 70 Points in the Subject Matter Expert Criteria		
Key personnel citizen of NATO member nation (Nationality must be indicated to include other citizenships)		
Two years of vocational training in computer related science or related subjects in the educational domain or equivalent experience.		

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Item	Range	Page, Paragraph, and Line Number	Score
<b>PLEASE ENSURE TOTAL PTS EQUAL 100</b>	<p>Point values assigned based on level of knowledge/experience in relation to the tasks contained in the SOW— not solely on the number of years' experience.</p> <p>Failure to provide exact reference (page, paragraph, line #, ref to CV) to where experience can be validate will result in disqualification.</p> <p><b>ANY SCORE OF ZERO IS NON-COMPLIANT.</b></p>	referencing where candidates meet the criteria and how.	(100 pts possible)
A minimum of 3 years' experience (within last 6 years) working as an administrator of online Learning Management System and MS SharePoint.	No Knowledge or Experience: <b>0 Points</b> Knowledge & Experience < 3 years: <b>1-10 Points</b> Knowledge & Experience >= 3 years: <b>11-20 Points</b>		
A minimum of 3 year's (within last 6) supporting users with new accounts creation, helpdesk support and general support to remote users on the system.	No Knowledge or Experience: <b>0 Points</b> Knowledge & Experience < 3 years: <b>1-10 Points</b> Knowledge & Experience >= 3 years: <b>11-20 Points</b>		
A minimum of 3 years' experience (within last 6) using Learning Management Systems (LMS) and troubleshooting user issues on course access and completion.	No Knowledge or Experience: <b>0 Points</b> Knowledge & Experience < 3 years: <b>1-5 Points</b> Knowledge & Experience >= 3 years: <b>6-10 Points</b>		
Experience in helpdesk tracking software and trouble ticket supporting software.	No Knowledge or Experience: <b>0 Points</b> Knowledge & Experience < 3 years: <b>1-5 Points</b> Knowledge & Experience >= 3 years: <b>6-10 Points</b>		
Experience in producing reports and metrics from a LMS, MS Sharepoint, or by interrogating the database.	No Knowledge or Experience: <b>0 Points</b> Knowledge & Experience < 3 years: <b>1-10 Points</b> Knowledge & Experience >= 3 years: <b>11-20 Points</b>		
Experience in cyber issues and protecting the system and network from unauthorized access.	No Knowledge or Experience: <b>0 Points</b> Knowledge & Experience < 3 courses: <b>1-10 Points</b> Knowledge & Experience >= 3 courses: <b>11-20 Points</b>		