



**Acquisition**

NATO Communications and Information Agency

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NCIA/ACQ/2018/1658

08 October 2018

## **Notification of Intent amendment 1**

### **Maintenance contract for Eisenhower Conference Centre and ACTSEE VTC Rooms at SHAPE Belgium**

**IFB-NCIA-MONS-18-08**

**Estimated Value: € 75,000 annually**

**Period of performance: base period + 4 1 year option**

The NCI Agency is the provider of NATO-wide IT services and state-of-the-art C4ISR capabilities including cyber and missile defence. In strengthening the Alliance, the Agency applies industry best practices and provides a full life-cycle approach: from analysis and concept development, through experimentation and capability development, to operations and maintenance for both missions and exercises.

The Agency has a requirement for the Maintenance Contract for Eisenhower Conference Centre and ACTSEE VTC Rooms at SHAPE Belgium

The formal IFB is planned to be issued in October 2018 with a Bid Closing Date end of December 2018 and Contract Award December 2018.

Principal Contracting Officer:

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

Contracting Officer:

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



NATO Communications  
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**To:** Distribution List

**Subject:** Notification of Intent to Invite Bids for International Competitive Bidding

**Maintenance contract for Eisenhower Conference Centre and ACTSEE VTC Rooms at SHAPE Belgium**

**IFB-NCIA-MONS-18-08**

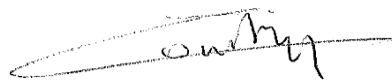
1. Notice is hereby given of the intent of the NCI Agency, to issue an Invitation for International Bid in relation to the provision of Maintenance Service Contract for the Eisenhower Conference Centre and ACTSEE VTC rooms at SHAPE, Belgium, Poland.
2. A summary of the requirements of this Invitation for Bid (IFB) is set forth in Annex A, attached to this letter.
3. The reference for the Invitation for Bid is IFB-NCIA-MONS-18-08, and all correspondence concerning this IFB should reference this number.
4. The estimated cost for the services and deliverables included within the basic scope of the intended contract is EUR 375,000 for the base period and 4 one year Option.
5. NCI Agency will use International Competitive Bidding (ICB) Procedure for this procurement with a source selection process of lowest price technically compliant governed by NATO Financial Rules and Procedures.
6. It is planned to place a single contract for the entire scope of work. No partial bidding will be allowed.
7. The formal IFB is planned to be issued in October 2018 with a Bid Closing Date end of December 2018 and Contract Award December 2018.
8. Bidders are advised that there will be a tentative bid validity of 6 months from the closing date for receipt of bids. Should the selection and award procedure extend beyond 6 months after the Bid Closing Date, firms will be requested to voluntarily extend the validity of their bids. Bidders may decline to do so, withdraw their bid and excuse themselves from the bidding process without penalty.

9. National responsible authorities are kindly requested that the NCI Agency be provided with Declarations of Eligibility, not later than 26 of October 2018 of qualified and certified firms which are interested in bidding for this project. In addition to the certifications of the firm's security clearance required under this NOI, the Declarations of Eligibility shall include the following information for each of the nominated firms: name of the firm, telephone number, fax 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 address:

NCI Agency  
Building 302 Annex Room 110  
7010 SHAPE, Belgium  
Attention:  
Contracting Officer  
E-mail: [yseult.godimus@ncia.nato.int](mailto:yseult.godimus@ncia.nato.int)

10. It is emphasised that requests for participation in this competition received directly from individual firms cannot be considered.
11. Any inquiries with regards to this notification should be made directly to the Contracting Officer, at email [yseult.godimus@ncia.nato.int](mailto:yseult.godimus@ncia.nato.int)
12. Your assistance in this procurement is greatly appreciated.

FOR THE DIRECTOR OF ACQUISITION:



Alain COURTOIS  
Principal Contracting Officer

**Attachment:**

Annex A- Summary of the Requirements

### **NATO Delegations**

Each delegation (BC advisers) 1

### **Distribution for information**

#### **NATO HQ**

#### **NATO Office of Resources**

Management and Implementation Branch

Attn: Deputy Branch Chief 1

#### **Director, NATO HQ C3 Staff**

Attn: Executive Co-ordinator 1

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Attn: Infrastructure Assistant 1

#### **BUDGET COMMITTEE**

Attn: BC Chairman 1

### **Strategic Commands**

SACT Attn: ACOS C4ISR 1

ACO Attn: SPT CIS Director 1

ACO Attn: Financial Controller 1

JFCBS Brunssum J 8 1

### **NCI Agency**

DACQ (P. Scaruppe) 1

Legal Adviser (S. Rocchi) 1

ACQ PCO (A. Courtois) 1

ACQ CO (Y. Godimus) 1

Project Manager (D. Carson) 1

Financial Controller (A.-M. Pick) 1

Executive Management/ NLO (X. Desfougeres) 1

Administrator Contracts Award Board (M.-L. Le Bourlot) 1

Registry 1

### **NCI Agency – All NATEXs**

## **ANNEX A – SUMMARY OF REQUIREMENTS**

### **1. Background**

NCI Agency intends to launch multi-year competitive bidding to acquire external expertise to maintain the audio video (AV) assets and systems within the two main conference facilities at Supreme Headquarters Allied Powers Europe (SHAPE) near Mons, Belgium. The two main conference facilities are known locally as the Eisenhower Conference Centre (ECC) and Allied Command Transformation – Staff Element Europe (ACTSEE). The chosen contractor will be accountable for maintaining high system functionality and availability, ensuring AV component serviceability and configuration and providing life cycle replacement guidance and recommendations.

SHAPE operates many conference venues each with their own Video Teleconferencing (VTC), language translation, projection, and AV capabilities. The rooms with ECC and ACTSEE have a mixture of Video services delivered by several NATO projects. However, in common, they all have an integrated AV system based on Televic Conferencing Units, an AMX control & signal distribution system and an Ensemble Design video distribution system. A variety of other components from different manufacturers complete the system.

### **2. Summarised Scope**

2.1 The Contractor shall be responsible to provide maintenance support for the complete system hardware assets and software code. The complete list of supported assets will be provided in the bidding package.

2.2 The Contractor shall provide a number of scheduled maintenance and interventions days per year, where preventative and resolution actions will be conducted. Within the ECC, 2 x maintenance days per year (at approx. 6 month interval) per room (6 rooms). Within ACTSEE, 1 x maintenance day per year (3 rooms).

2.3 The Contractor shall provide 12 fixed price unscheduled intervention guarantees per year. Where the Contractor acknowledges Incident notification before 1200 hrs of any business day, the Contractor shall provide the following intervention response times:

- Single AV room affected = 3 business day response
- 2 or more AV rooms affected = next business day
- AV rooms H202 & H219 affected = next business day

2.4 The Contractor shall provide 9 fixed price days (core business hours only) per year on-site support to VIP Conferences. These conferences have such high status participants and high visibility that a failure due to AV must be minimised and guarded against.

2.5 The Contractor shall provide 6 fixed price days per year dedicated to software

coding/programming, bug fixing and firmware upgrades. These dedicated software/firmware programming days are to be considered separate and unique from other scheduled maintenance days.

2.6 The Contractor shall provide 4 fixed price training days per year where on-site training will be given to NCI Agency CSU and ECC PSS staff. The expected level of training is foreseen to be Basic System User Training (level 0), Super User System Training (level 1) and Basic Technical Training (level 1-2).

### **3. Type of Contract**

The Contract will be a firm fixed price contract.

### **4. Period of Performance**

The Contractor performance period will be from the 01 January 2019 to 31 December 2019 + 4 one year options, and the start date of contract will be date of the award of the contract, as this will be specified in the Schedule of Supplies and Services (SSS).